



aws events

ONTAP EMS reference

NetApp
November 18, 2025

This PDF was generated from <https://docs.netapp.com/us-en/ontap-ems/aws-dev-events.html> on November 18, 2025. Always check docs.netapp.com for the latest.

Table of Contents

aws events	1
aws.dev events	1
aws.dev.diskFailure	1
aws.dev.diskNotUnique	1
aws.dev.limitExceeded	2
aws.instance events	2
aws.instance.metadata.fail	2
aws.nic events	2
aws.nic.noTxIntr	3

aws events

aws.dev events

aws.dev.diskFailure

Severity

ERROR

Description

This message occurs when ONTAP® is running as an instance in Amazon Web Services (AWS), and a data disk failure occurs because of an I/O hang. ONTAP marks the disk as broken and marks the data aggregate as partial or degraded.

Corrective Action

Detach the failed device from the AWS instance.

Syslog Message

Disk failure detected after I/O to device %s hung for %d seconds.

Parameters

dev (STRING): Name of the device.

timeout (INT): Number of seconds the disk is hung.

aws.dev.diskNotUnique

Severity

ERROR

Description

This message occurs when Data ONTAP® is running as an instance in Amazon Web Services (AWS), and the volume being added has a UUID that is already used by the attached volumes. This usually happens when the user creates a Snapshot® copy from a volume, creates the volume from this copy and then tries to attach the volume to the instance.

Corrective Action

Detach the being added duplicate UUID device from the AWS instance.

Syslog Message

The volume #%%d(%s) being added has a duplicate UUID which is already used by the attached volume #%%d(%s).

Parameters

curr_unit (INT): Unit number of the device which is being attached.

curr_devname (STRING): Name of the device which is being attached.

orig_unit (INT): Unit number of the original device which is being duplicated.

orig_devname (STRING): Name of the original device which is being duplicated.

aws.dev.limitExceeded

Severity

ERROR

Description

This message occurs when Data ONTAP® is running as an instance in Amazon Web Services (AWS), and the volume being added is attached to an unsupported device name. Data ONTAP supports attaching a maximum of 51 Elastic Block Storage (EBS) volumes to a single instance. Supported device names are xvdf-xvdz, xvdaa-xvdaz, and xvdba-xvdbd.

Corrective Action

Detach the unsupported device from the AWS instance.

Syslog Message

The volume being added is attached to an unsupported device name #%%d(%s). Data ONTAP supports attaching a maximum of 51 device volumes to a single instance. Supported device names are xvdf-xvdz, xvdaa-xvdaz, and xvdba-xvdbd.

Parameters

unit (INT): Device unit number.

devname (STRING): Device name.

aws.instance events

aws.instance.metadata.fail

Severity

ERROR

Description

This message occurs when instance metadata retrieval fails on a hypervisor hosting an Amazon Web Services (AWS) ONTAP instance. The Instance Metadata Service (IMDS) is not reachable at this time. Failure to retrieve the instance metadata indicates issues with the hypervisor.

Corrective Action

This error indicates an issue with the AWS environment. Contact AWS technical support for further assistance. Stopping and starting the instance can also resolve the issue because the instance will typically be relaunched on a different host.

Syslog Message

IMDS%s request fails to retrieve AWS instance metadata: %s.

Parameters

IMDS_Version (STRING): Metadata request version that generates this event.

metadataType (STRING): Metadata request type that generates this event.

aws.nic events

aws.nic.noTxIntr

Severity

ALERT

Description

This message occurs when Data ONTAP® is running in Amazon Web Services (AWS) and a network interface stops processing packets at the beginning of system boot.

Corrective Action

If the issue persists, reboot the node. If reboot does not help, contact NetApp technical support for troubleshooting assistance.

Syslog Message

No TX interrupt on NIC '%s' for %u seconds.

Parameters

nicName (STRING): Network interface or port name.

secElapsed (INT): Seconds elapsed since the last send interrupt.

sigCnt (INT): Number of signals sent to the back-end host OS.

reqPending (INT): Number of outstanding send requests.

reqTotal (INT): Number of total send requests.

respPending (INT): Number of outstanding responses.

respTotal (INT): Number of total responses.

evtBackend (INT): Number of back-end events.

evtFrontend (INT): Number of front-end events.

Copyright information

Copyright © 2025 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.