



cloud events

ONTAP EMS reference

NetApp
November 18, 2025

Table of Contents

cloud events	1
cloud.aws events	1
cloud.aws.iamCredsExpired	1
cloud.aws.iamCredsInvalid	1
cloud.aws.iamCredsNotFound	2
cloud.aws.iamNotInitialized	2
cloud.aws.iamRoleInvalid	2
cloud.aws.iamRoleNotFound	3
cloud.aws.metadataConnFail	3
cloud.azurecredsinvalid events	4
cloud.azureCredsInvalid	4
cloud.bin events	4
cloud.bin.objcopy.failed	4
cloud.cannotresolveip events	5
cloud.cannotResolveIP	5
cloud.creds events	5
cloud.creds.metadataConnFail	5
cloud.creds.notFound	6
cloud.creds.notInitialized	6
cloud.dberror events	6
cloud.DBError	6
cloud.dbinfo events	7
cloud.DBInfo	7
cloud.dbtablenotfound events	7
cloud.DBTableNotFound	7
cloud.gpccredsinvalid events	8
cloud.gcpCredsInvalid	8
cloud.nicsgwrong events	8
cloud.NicSGWrong	8
cloud.nocredentials events	9
cloud.noCredentials	9
cloud.secdnserror events	9
cloud.SecdDNSError	9

cloud events

cloud.aws events

cloud.aws.iamCredsExpired

Severity

ERROR

Description

This message occurs when the IAM Role thread acquires Amazon Web Services (AWS) Identity and Access Management (IAM) role-based credentials that have already expired. The credentials are acquired from the AWS metadata server using the IAM role, and are used in signing API requests to AWS S3.

Corrective Action

Log in to the AWS EC2 Management Console, click on the 'Instances' page, and then find and check the health of the instance pertaining to this ONTAP Cloud deployment. Also verify that the AWS IAM role associated with the instance exists and grants proper privileges to the instance.

Syslog Message

ONTAP acquired AWS credentials associated with the AWS IAM role named '%s' on the AWS metadata server that have already expired. Node %s.

Parameters

iamRole (STRING): Name of the IAM role associated with this ONTAP Cloud® instance.
nodeUuid (STRING): UUID of the node.

cloud.aws.iamCredsInvalid

Severity

ERROR

Description

This message occurs when the system acquires Amazon Web Services (AWS) Identity and Access Management (IAM) role-based credentials that are not valid.

Corrective Action

In the AWS EC2 Management Console, find and check the health of the instance pertaining to this ONTAP Cloud deployment. Also, verify that the AWS IAM role associated with the instance exists and grants proper privileges to the instance.

Syslog Message

AWS credentials that were acquired by ONTAP are not valid. AWS IAM role: %s. Node: %s.

Parameters

iamRole (STRING): Name of the IAM role associated with this ONTAP Cloud instance.
nodeUuid (STRING): UUID of the node.

cloud.aws.iamCredsNotFound

Severity

ERROR

Description

This message occurs when the cloud credentials thread cannot acquire Amazon Web Services (AWS) Identity and Access Management (IAM) role-based credentials from the AWS metadata server. The credentials are used in signing API requests to AWS S3.

Corrective Action

Log in to the AWS EC2 Management Console, click on the 'Instances' page, and then find and check the health of the instance pertaining to this Cloud Volumes ONTAP® deployment. Also verify that the AWS IAM role associated with the instance exists and grants proper privileges to the instance.

Syslog Message

ONTAP cannot acquire credentials associated with the AWS IAM role or GCP Service Account named '%s' on the metadata server. Node %s.

Parameters

iamRole (STRING): Name of the AWS IAM role associated associated with this Cloud Volumes ONTAP® instance.

nodeUuid (STRING): UUID of the node.

cloud.aws.iamNotInitialized

Severity

NOTICE

Description

This message occurs when a module attempts to access Amazon Web Services (AWS) Identity and Access Management (IAM) role-based credentials from the cloud credentials thread before the cloud thread is finished initializing.

Corrective Action

Wait for the cloud credential thread, and by extension the system, to complete initialization.

Syslog Message

A module attempted to access credential information before the cloud credential thread initialized on node %s.

Parameters

nodeUuid (STRING): UUID of the node.

cloud.aws.iamRoleInvalid

Severity

ERROR

Description

This message occurs when the system acquires an Amazon Web Services (AWS) Identity and Access Management (IAM) role on the AWS metadata server that is not valid.

Corrective Action

In the AWS EC2 Management Console, find and check the health of the instance pertaining to this ONTAP Cloud deployment. Also, verify that the AWS IAM role associated with the instance exists and grants proper privileges to the instance.

Syslog Message

IAM role "%s" on the AWS metadata server is not valid for this ONTAP instance (node %s).

Parameters

iamRole (STRING): Name of the IAM role associated with this ONTAP Cloud instance.
nodeUuid (STRING): UUID of the node.

cloud.aws.iamRoleNotFound

Severity

ERROR

Description

This message occurs when the IAM Role thread cannot find an Amazon Web Services (AWS) Identity and Access Management (IAM) role on the AWS metadata server. The IAM role is needed to obtain role-based credentials used in signing API requests to AWS S3.

Corrective Action

Log in to the AWS EC2 Management Console, click on the 'Instances' page, and then find and check the health of the instance pertaining to this ONTAP Cloud® deployment. Also verify that the AWS IAM role associated with the instance exists.

Syslog Message

ONTAP node %s cannot find an IAM role on the AWS metadata server.

Parameters

nodeUuid (STRING): UUID of the node.

cloud.aws.metadataConnFail

Severity

ERROR

Description

This message occurs when the IAM Role thread cannot establish a communication link with the Amazon Web Services (AWS) metadata server. Communication must be established to acquire the necessary AWS Identity and Access Management (IAM) role-based credentials used in signing API requests to AWS S3.

Corrective Action

Log in to the AWS EC2 Engine Management Console, click on the 'Instances' page, and then find and check the health of the instance pertaining to this Cloud Volumes ONTAP® deployment.

Syslog Message

ONTAP cannot communicate with the AWS metadata server needed to acquire IAM role-based or Service Account based credentials for access to AWS S3 Storage. Error returned: %s Node: %s

Parameters

error (STRING): Error code and string, if applicable.

nodeUuid (STRING): UUID of the node.

cloud.azurecredsinvalid events

cloud.azureCredsInvalid

Severity

ERROR

Description

This message occurs when the system acquires Azure Managed Service Identity (MSI) credentials that are not valid.

Corrective Action

In the Azure Portal, find and check the health of the instance pertaining to this Cloud Volumes ONTAP® deployment. Also, verify that the MSI associated with the instance is enabled and grants proper privileges to the instance.

Syslog Message

Azure MSI credentials that were acquired by ONTAP are not valid. Node UUID: %s.

Parameters

nodeUuid (STRING): UUID of the node.

cloud.bin events

cloud.bin.objcopy.failed

Severity

ERROR

Description

This message occurs when the cloud bin object copy operation (which copies objects from a source object store to a destination object store) fails because it is unable to read source objects due to unauthorized access to the object store container.

Corrective Action

Ensure that you have added the shared access signature token to the source object store configuration. The access token can be added to the configuration using the "storage aggregate object-store config modify" command. Additionally, ensure that the configuration of your object store has not changed, and that login and connectivity information are still accurate. If the condition persists, contact NetApp technical support.

Syslog Message

Cloud bin object copy operation to copy objects from a source object store to destination object store failed for "%s" operation because of unauthorized access to the source object store container ("%s").

Parameters

op_name (STRING): Operation context in which object copy is called. This can be either clone split or svm migrate.
container_name (STRING): Source object store container name

cloud.cannotresolveip events

cloud.cannotResolveIP

Severity

ERROR

Description

This message occurs when a Cloud Volume ONTAP (CVO) instance fails to resolve an IP address from the cloud database host name. The failure causes cloud mailbox disks to be removed by ONTAP and with takeover/failback disabled.

Corrective Action

Ensure DNS is set up correctly on this ONTAP Cloud instance and correct it if necessary.

Syslog Message

ONTAP Cloud instance failed to resolve an IP address from host: %s.

Parameters

hostname (STRING): Cloud database host name.

cloud.creds events

cloud.creds.metadataConnFail

Severity

ERROR

Description

This message occurs when the system cannot establish a communication link with the cloud provider's metadata server, in order to acquire the necessary temporary credentials used in signing API requests to the cloud object store server.

Corrective Action

Log in to the cloud provider's management console to examine the current set of running instances. Find the instance pertaining to this deployment of Cloud Volumes ONTAP® deployment, and then check its health from the console.

Syslog Message

ONTAP cannot communicate with the cloud provider's metadata server needed to acquire the temporary credentials used to access an object store server. Command: %s Error returned: %s Node: %s

Parameters

command (STRING): Command used to contact the metadata server.
error (STRING): Error text received as response to the metadata server command.

nodeUuid (STRING): UUID of the node.

cloud.creds.notFound

Severity

ERROR

Description

This message occurs when the system cannot acquire the temporary credentials from the cloud provider's metadata server that are necessary for signing API requests to the object storage server.

Corrective Action

Log in to the management console of the cloud provider to examine the current set of running instances. Find and check the health of the instance pertaining to this Cloud Volumes ONTAP deployment. Also verify that the role associated with the instance exists and grants the proper privileges.

Syslog Message

ONTAP cannot acquire credentials associated with the instance named '%s' on the metadata server. Node %s.

Parameters

role (STRING): Name of the AWS IAM role or GCP Service Account or Azure Managed Service Identity associated with this Cloud Volumes ONTAP® instance.

nodeUuid (STRING): UUID of the node.

cloud.creds.notInitialized

Severity

NOTICE

Description

This message occurs when the system attempts to access credentials before initialization is complete.

Corrective Action

(None).

Syslog Message

Module on node %s attempted to access credential information before initialization was complete

Parameters

nodeUuid (STRING): UUID of the node.

cloud.dberror events

cloud.DBError

Severity

ERROR

Description

This message occurs when the cloud database service fails the update request and returns this error.

Corrective Action

Verify that the cloud database endpoint, table and permissions are valid. Once the issue is addressed, take over and give back the node.

Syslog Message

Cloud database service fails to update table "%s" with error "%s".

Parameters

db_table (STRING): Name of the cloud database table associated with this ONTAP Cloud instance.

err_msg (STRING): Error message from the cloud database service.

cloud.dbinfo events

cloud.DBInfo

Severity

NOTICE

Description

This message occurs when ONTAP detects that the connection to the cloud database has been closed, which the database service may do periodically for enhanced security. ONTAP will automatically reopen the connection for continued operation.

Corrective Action

None.

Syslog Message

Cloud database service on table "%s" with message "%s".

Parameters

db_table (STRING): Name of the cloud database table associated with this ONTAP Cloud instance.

info_msg (STRING): Message in progress to the closed database when the closed database connection was detected.

cloud.dbtablenotfound events

cloud.DBTableNotFound

Severity

ERROR

Description

This message occurs when a cloud database table is not found in this cloud database service.

Corrective Action

Verify that the cloud database endpoint and table are valid. Once the issue is addressed, take over and give back the node.

Syslog Message

Cloud database endpoint "%s" and/or table "%s" are not valid for this ONTAP Cloud instance.

Parameters

db_endpoint (STRING): Name of the cloud database endpoint associated with this ONTAP Cloud instance.

db_table (STRING): Name of the cloud database table associated with this ONTAP Cloud instance.

cloud.gcpcredsinvalid events

cloud.gcpCredsInvalid

Severity

ERROR

Description

This message occurs when the system acquires Google Cloud Platform (GCP) Service Account based credentials that are not valid.

Corrective Action

In the Google Cloud Console, find and check the health of the instance pertaining to this Cloud Volumes ONTAP® deployment. Also, verify that the Service Account associated with the instance exists and grants proper privileges to the instance.

Syslog Message

GCP credentials that were acquired by ONTAP are not valid. Node: %s.

Parameters

nodeUuid (STRING): UUID of the node.

cloud.nicsgwrong events

cloud.NicSGWrong

Severity

ERROR

Description

This message occurs when the network interface card(NIC) port e0d doesn't have the correct security group to talk to the cloud database endpoint.

Corrective Action

Verify that the NIC port e0d has the correct external security group to talk to the cloud database endpoint. Once the issue is addressed, take over and give back the node.

Syslog Message

NIC port e0d doesn't have the correct external security group to talk to the cloud database endpoint "%s" on this ONTAP Cloud instance.

Parameters

db_endpoint (STRING): Name of the cloud database endpoint associated with this ONTAP Cloud instance.

cloud.nocredentials events

cloud.noCredentials

Severity

ERROR

Description

This message occurs when a Cloud Volume ONTAP (CVO) instance fails to retrieve cloud credentials from a metadata server. The credentials are used in signing API requests to cloud databases such as AWS DynamoDB. The failure causes CVO to be deployed without cloud mailbox disks and with takeover/failback disabled.

Corrective Action

Ensure DNS, cloud credentials, and security group are set up correctly on this ONTAP Cloud instance and correct them if necessary.

Syslog Message

ONTAP Cloud instance failed to retrieve cloud credentials during early boot with error: %s.

Parameters

err (STRING): Error message.

cloud.secdnserror events

cloud.SecdDNSError

Severity

ERROR

Description

This message occurs when this ONTAP Cloud instance fails to communicate with DNS/SECD for the cloud database endpoint.

Corrective Action

Verify that DNS/SECD is set up correctly on this ONTAP Cloud instance and fix it if not.

Syslog Message

This ONTAP Cloud instance fails to communicate with DNS/SECD for the cloud database endpoint "%s".

Parameters

db_endpoint (STRING): Name of the cloud database endpoint associated with this ONTAP Cloud instance.

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.