ds events

ONTAP 9.15.1 EMS reference

NetApp
August 29, 2024

This PDF was generated from https://docs.netapp.com/us-en/ontap-ems/ds-sas-events.html on August 29, 2024. Always check docs.netapp.com for the latest.

Table of Contents

ds events 1
ds.sas events 1

ds events

ds.sas events

ds.sas.config.warning

Severity

ERROR

Description

This message occurs when the system detects a configuration problem on the shelf I/O module.

Corrective Action

Reseat the disk shelf I/O module. If that does not fix the problem, replace the disk shelf I/O module.

Syslog Message

Configuration error on Serial Attached SCSI (SAS) I/O module %s channel %s shelf ID %lld - %s of %d expected %d

Parameters

module_id (STRING): Module (A or B) that is experiencing the problem.
channel (STRING): Channel of the shelf that is experiencing the problem.
shelfId (LONGINT): Shelf ID of the shelf that is experiencing the problem.
desc (STRING): Description of the parameter that is misconfigured.
actual (INT): Actual value for this configuration parameter on the shelf I/O module.
expected (INT): Expected value for this configuration parameter on the disk shelf I/O module.

ds.sas.drivephy.disableErr

Severity

ERROR

Description

This message occurs when a drive physical layer device (phy) on a Serial Attached SCSI (SAS) I/O module is disabled due to one of the following reasons: manually bypassed; exceeded loss of double word synchronization threshold; exceeded running disparity threshold Transmitter fault; exceeded CRC error threshold; exceeded invalid double word threshold; exceeded phy reset problem threshold; exceeded broadcast change threshold; or mirroring disabled on the other I/O module.

Corrective Action

Replace the disabled disk drive.

Syslog Message

Disk %s%s on channels %s shelf ID %lld %s bay %s %s.

Parameters

phy (STRING): Physical layer device (phy) that is being disabled.
disk_data (STRING): Disk data includes vendor name, model, firmware revision and the serial number of the disabled disk. If unable to access the disk then, this field is blank.
channels (STRING): Channels that have the error if local, PARTNER for high-availability partner, UNUSED

if unconnected.
shelfID (LONGINT): Shelf ID of the disk shelf reporting the error.
element (STRING): IOM (I/O module) designator (A or B).
bay (STRING): Bay in which the disk is installed.
reason (STRING): Reason the disk phy was disabled.

ds.sas.element.fault

Severity

ERROR

Description

This message occurs when a Serial Attached SCSI (SAS) module in a disk shelf reports an error.

Corrective Action

Check cabling to the shelf. Check the status LED on the shelf, making sure that the fault LEDs are not on. Clear any fault condition, if possible.

Syslog Message

State of shelf module %s is %s on channels %s shelf ID %d

Parameters

element (STRING): Shelf module designator (A or B).
state (STRING): Current state of IOM.
channels (STRING): Channels that have the error if local, PARTNER for high-availability partner, UNUSED if unconnected.
shelfID (INT): Shelf ID (0-99) of the shelf reporting the error.

ds.sas.element.xport.error

Severity

ERROR

Description

This message occurs when a Serial Attached SCSI (SAS) disk shelf module reports a transport error.

Corrective Action

Check cabling to the shelf. Check the status LED on the shelf, making sure that the fault LEDs are not on. Clear any fault condition, if possible.

Syslog Message

Shelf module %s XPORT ERROR on channels %s shelf ID %d

Parameters

element (STRING): Shelf module designator (A or B).
channels (STRING): Channels that have the error if local, PARTNER for high-availability partner, UNUSED if unconnected.
shelfID (INT): Shelf ID (0-99) of the shelf reporting the error.

ds.sas.hostphy.disableErr

Severity

ALERT

Description

This message occurs when a host physical layer device (phy) on a Serial Attached SCSI (SAS) I/O module is disabled due to one of the following reasons: Invalid SAS2-SAS3 Transition; manually bypassed; exceeded loss of double word synchronization threshold; exceeded running disparity threshold; transmitter fault; exceeded CRC error threshold; exceeded invalid double word threshold; exceeded phy reset problem threshold; exceeded broadcast change threshold; or mirroring disabled on the other I/O module.

Corrective Action

If the Host phys were disabled because of an invalid transition, remove the SAS cable on the disabled phys completely from both IOMs and then recable correctly. Removing the cable completely allows both IOMs to reset. For other disabled host phy conditions, replace the shelf module to which the affected host phy belongs.

Syslog Message

Port %s on channels %s shelf ID %lld %s %s.

Parameters

phy (STRING): Host port that is being disabled.
channels (STRING): Channels that have the error if local, PARTNER for high-availability partner, UNUSED if unconnected.
shelfID (LONGINT): Shelf ID of the shelf reporting the error.
element (STRING): I/O module designator (A or B).
reason (STRING): Reason the host phy was disabled.

ds.sas.id.conflict.cleared

Severity

NOTICE

Description

This message occurs when a shelf ID conflict on a channel reported earlier is resolved.

Corrective Action

(None).

Syslog Message

Shelf ID conflict on channel %s (shelf ID: %lld, S/N: %s) was cleared.

Parameters

channel (STRING): Channel that the shelf is attached to.
shelfId (LONGINT): Shelf ID.
SerialNumber (STRING): Shelf serial number.

ds.sas.id.conflict.detected

Severity

ERROR

Description

This message occurs when a SAS shelf ID conflict is detected on a channel.

Corrective Action

Ensure that all of the disk shelves in a high-availability pair have a unique shelf ID. For instructions, see "Changing the disk shelf ID" in the Disk Shelf Installation and Service Guide for the shelf model.

Syslog Message

SAS shelf on channel %s (shelf ID: %lld, S/N: %s) reported a shelf ID conflict.

Parameters

channel (STRING): Channel that the shelf is attached to.
shelfId (LONGINT): Shelf ID.
SerialNumber (STRING): Shelf serial number.

ds.sas.multPhys.disableErr

Severity

ALERT

Description

This message occurs when the system detects that multiple Physical Layer Devices (PHYs) are disabled on a SAS disk shelf.

Corrective Action

Check whether the problems on the PHYs are valid by looking for PHY errors in nearby events. If multiple PHYs are disabled at the same time in a particular disk shelf module, replace the disk shelf module.

Syslog Message

Multiple phys have been disabled on the disk shelf %d on Channels %s, %s.

Parameters

shelfID (INT): ID of the disk shelf reporting the error.
channels (STRING): Channels that have the error. "Channel" can be an adapter port, (for example, 0c), or PARTNER for high-availability partner, or UNUSED if unconnected.
element (STRING): Disk shelf module designator (A or B).

ds.sas.ses.disableErr

Severity

ALERT

Description

This message occurs when a virtual (SES) physical layer device (phy) on a Serial Attached SCSI (SAS) I/O module is disabled due to to one of the following reasons: manually bypassed; exceeded loss of double word synchronization threshold; exceeded running disparity threshold Transmitter fault; exceeded CRC error threshold; exceeded invalid double word threshold; exceeded phy reset problem threshold; or exceeded broadcast change threshold.

Corrective Action

Replace the shelf module.

Syslog Message

SES phy on channel %s shelf ID %lld module %s is disabled.

Parameters

channel (STRING): Channel that has the error if local, PARTNER for high-availability partner, UNUSED if unconnected.
shelfID (LONGINT): Shelf ID of the shelf reporting the error.
element (STRING): I/O module designator (A or B).

ds.sas.xfer.element.fault

Severity

ERROR

Description

This message occurs when an element had a fault during an I/O request. It might be due to a transient condition in link connectivity.

Corrective Action

Check cabling to the shelf. Check the status LED on the shelf, making sure that the fault LEDs are not on. Clear any fault condition, if possible.

Syslog Message

I/O failure on shelf module %s on channels %s shelf id %d, status is %s.

Parameters

element (STRING): Shelf module designator (A or B).
channels (STRING): Channels that have the error if local, PARTNER for high-availability partner, UNUSED if unconnected.
shelfID (INT): Shelf ID (0-99) of the shelf reporting the error.
state (STRING): Current state of IOM.

ds.sas.xfer.not.sent

Severity

ERROR

Description

This message occurs when an I/O transfer could not be sent. It might be due to a transient condition in link connectivity.

Corrective Action

Check cabling to the shelf. Check the status LED on the shelf, making sure that the fault LEDs are not on. Clear any fault condition, if possible.

Syslog Message

Shelf module %s I/O failure NOT_SENT channels %s shelf ID %d

Parameters

element (STRING): Shelf module designator (A or B).
channels (STRING): Channels that have the error if local, PARTNER for high-availability partner, UNUSED if unconnected.
shelfID (INT): Shelf ID (0-99) of the shelf reporting the error.

ds.sas.xfer.unknown.error

Severity

EMERGENCY

Description

This message occurs when an unknown error occurs during an I/O request.

Corrective Action

Ensure that the shelf module firmware and ONTAP® software are compatible versions. Find firmware versions at the NetApp technical support web site.

Syslog Message

Shelf module %s I/O failure UNKNOWN: %d channels %s shelf id %d

Parameters

element (STRING): Shelf module designator (A or B).
status (INT): Error status code.
channels (STRING): Channels that have the error if local, PARTNER for high-availability partner, UNUSED if unconnected.
shelfID (INT): Shelf ID (0-99) of the shelf reporting the error.

ds.sas.xfer.xport.error

Severity

ERROR

Description

This message occurs when a transport error occurs during an I/O request. It might be due to a transient condition in link connectivity.

Corrective Action

Check cabling to the shelf. Check the status LED on the shelf, making sure that the fault LEDs are not on. Clear any fault condition, if possible.

Syslog Message

Shelf module %s I/O failure TRANSPORT_ERROR channels %s shelf ID %d.

Parameters

element (STRING): Shelf module designator (A or B).
channels (STRING): Channels that have the error if local, PARTNER for high-availability partner, UNUSED if unconnected.
shelfID (INT): Shelf ID (0-99) of the shelf reporting the error.

Copyright information

Copyright © 2024 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.