mgr events

ONTAP EMS reference

NetApp
November 18, 2025

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

Table of Contents

mgr events . . . 1
- mgr.avail events . . . 1
  - mgr.avail.stat.reset . . . 1
- mgr.boot events . . . 1
  - mgr.boot.bios_backup_flash . . . 1
  - mgr.boot.disk_done . . . 1
  - mgr.boot.floppy_25_7 . . . 2
  - mgr.boot.floppy_done . . . 2
  - mgr.boot.floppy_media . . . 2
  - mgr.boot.floppy_prev_cp . . . 3
  - mgr.boot.mroot.done . . . 3
  - mgr.boot.mroot.start . . . 3
  - mgr.boot.new_OS2 . . . 4
  - mgr.boot.node.unstable . . . 4
  - mgr.boot.oldOFW . . . 5
  - mgr.boot.pmroot.done . . . 5
  - mgr.boot.pmroot.start . . . 5
  - mgr.boot.process.hung . . . 6
  - mgr.boot.reason_abnormal . . . 6
  - mgr.boot.reason_ok . . . 7
  - mgr.boot.unequalDist . . . 7
- mgr.module events . . . 7
  - mgr.module.address . . . 7
- mgr.partner events . . . 8
  - mgr.partner.stack.saved . . . 8
- mgr.stack events . . . 8
  - mgr.stack.at . . . 8
  - mgr.stack.checkpoint . . . 9
  - mgr.stack.frame . . . 9
  - mgr.stack.frameaddr . . . 9
  - mgr.stack.framebase . . . 10
  - mgr.stack.longrun.proc . . . 10
  - mgr.stack.noFrames . . . 11
  - mgr.stack.proc . . . 11
  - mgr.stack.saved . . . 11
  - mgr.stack.string . . . 12

mgr events

mgr.avail events

mgr.avail.stat.reset

Severity

NOTICE

Description

This message is emitted when statistics is reset

Corrective Action

(None).

Syslog Message

Availability statistics reset

Parameters

(None).

mgr.boot events

mgr.boot.bios_backup_flash

Severity

ERROR

Description

This message occurs when the system boots from its backup BIOS image because either it failed to boot from its primary BIOS image within the expected timeframe or the image is corrupted.

Corrective Action

Power-cycle the system. If the system still does not boot from the primary BIOS image, contact technical support for assistance.

Syslog Message

System boot from the primary BIOS flash image failed. system booted from the backup BIOS flash image.

Parameters

(None).

mgr.boot.disk_done

Severity

INFORMATIONAL

Description

This message is sent when a system completes disk boot.

Corrective Action

(None).

Syslog Message

%s boot complete. Last disk update written at %s

Parameters

ver (STRING): (long) version of the OS which just booted
last_write_time (STRING): time at which the previous OS last wrote to disk

mgr.boot.floppy_25_7

Severity

NOTICE

Description

This message is sent when a system completes a 25/7 boot.

Corrective Action

(None).

Syslog Message

%s floppy boot complete (after 25/7).

Parameters

ver (STRING): (long) version of the OS which just booted

mgr.boot.floppy_done

Severity

INFORMATIONAL

Description

This message is sent when a system completes a plain old floppy boot.

Corrective Action

(None).

Syslog Message

%s floppy boot complete.

Parameters

ver (STRING): (long) version of the OS which just booted

mgr.boot.floppy_media

Severity

EMERGENCY

Description

This message is sent when a system completes a bypass_media boot.

Corrective Action

(None).

Syslog Message

%s floppy boot complete (with disk media errors bypassed).

Parameters

ver (STRING): (long) version of the OS which just booted

mgr.boot.floppy_prev_cp

Severity

INFORMATIONAL

Description

This message is sent when a system completes a prev_cp boot.

Corrective Action

(None).

Syslog Message

%s floppy boot complete (after prev_cp).

Parameters

ver (STRING): (long) version of the OS which just booted

mgr.boot.mroot.done

Severity

INFORMATIONAL

Description

This event marks the end of populating the mroot during the boot sequence; this event is generated immediately after the process of populating the mroot has completed.

Corrective Action

(None).

Syslog Message

(None).

Parameters

(None).

mgr.boot.mroot.start

Severity

INFORMATIONAL

Description

This event marks the start of populating the mroot during the boot sequence; this event is generated immediately before the process of populating the mroot begins.

Corrective Action

(None).

Syslog Message

(None).

Parameters

(None).

mgr.boot.new_OS2

Severity

NOTICE

Description

This message is sent when a system boots with a different OS version from before, and the previous version is known.

Corrective Action

(None).

Syslog Message

This system is running a new version of %s (was %s, now %s)

Parameters

osName (STRING): The flavor of operating system (Data ONTAP or NetCache)
oldOsVersion (STRING): The previous OS version
newOsVersion (STRING): The new OS version

mgr.boot.node.unstable

Severity

ALERT

Description

This message occurs when a node does not reach a stable state within 5 minutes after system boot. The system will continue booting while waiting for a stable state. Under a takeover scenario, the node has to be stable for giveback to be completed.

Corrective Action

Run the "storage failover show" command for takeover status. If the issue persists, contact NetApp technical support for assistance.

Syslog Message

The node has not reached a stable state within 5 minutes after system boot. Retries are in progress.

Parameters

(None).

mgr.boot.oldOFW

Severity

ERROR

Description

This message occurs when the system firmware is determined to be too old.

Corrective Action

For more information about upgrading your system firmware, check your support provider’s web site or knowledgebase.

Syslog Message

The current system firmware version %s is too old. Upgrade to the minimum version %s or later.

Parameters

currentFW (STRING): Current system firmware version.
newFW (STRING): Desired system firmware version.

mgr.boot.pmroot.done

Severity

INFORMATIONAL

Description

This event marks the end of populating the pmroot during the boot sequence; this event is generated immediately after the process of populating the pmroot has completed.

Corrective Action

(None).

Syslog Message

(None).

Parameters

(None).

mgr.boot.pmroot.start

Severity

INFORMATIONAL

Description

This event marks the start of populating the pmroot during the boot sequence; this event is generated immediately before the process of populating the pmroot begins.

Corrective Action

(None).

Syslog Message

(None).

Parameters

(None).

mgr.boot.process.hung

Deprecated

Deprecated as of ONTAP 9.1. Last used in 9.0x.

Severity

ALERT

Description

This message occurs when a system detects an un-responsive process during system boot. The system will continue booting while waiting for the process to respond.

Corrective Action

Contact NetApp technical support to diagnose the issue further.

Syslog Message

The %s process is not responding. Error: %s

Parameters

process (STRING): The process that is hung.
error (STRING): An error message about the problem.

mgr.boot.reason_abnormal

Severity

EMERGENCY

Description

This message is sent when a system boots for abnormal reasons (panic, watchdog, etc). The message contains the reboot reason.

Corrective Action

(None).

Syslog Message

%s

Parameters

reboot_reason (STRING): reboot reason

mgr.boot.reason_ok

Severity

NOTICE

Description

This message is sent when a system boots for normal reasons (halt/reboot command, etc). The message contains the reboot reason.

Corrective Action

(None).

Syslog Message

%s

Parameters

reboot_reason (STRING): reboot reason

mgr.boot.unequalDist

Severity

ERROR

Description

This message occurs during system initialization when the local system finds that the number of disks that it can use to create a partitioned root aggregate is different than on the partner node.

Corrective Action

To create a system with an equal number of automatically partitioned disks on the local and partner systems: 1. Make sure that any failed disks in the internal shelf are replaced. 2. Remove ownership from all disks. The system automatically assigns one half of the disks to the local system and the other half to the partner node. To remove disk ownership, boot into maintenance mode and manually remove ownership by using the "disk remove_ownership" command.

Syslog Message

Warning: Unequal number of disks will be used for auto-partitioning of the root aggregate on the local system and HA partner. The local system will use %d disks but the HA partner will use %d disks. To correct this situation, boot both controllers into maintenance mode and remove the ownership of all disks.

Parameters

n_local (INT): Number of partitionable disks that are used by the local system.
n_partner (INT): Number of partitionable disks that are used by the partner system.

mgr.module events

mgr.module.address

Severity

NOTICE

Description

This occurs to inform you of where kernel modules were loaded in memory. This information helps NetApp technical support interpret the data in any mgr.stack.frameaddr events.

Corrective Action

(None).

Syslog Message

Module %s loaded from 0x%llx - 0x%llx.

Parameters

module_name (STRING): Name of the module.
module_start (PTR): Starting address of the module.
module_end (PTR): Ending address of the module.

mgr.partner events

mgr.partner.stack.saved

Severity

NOTICE

Description

This event is generated after a successful cluster takeover caused by a partner panic, and indicates partner stack trace information was collected from the time of the panic. Partner stack trace information is saved in the node status area of the cluster mailbox disk

Corrective Action

Generally when a panic occurs, if autosupport is configured a NetApp case is automatically created, case E-mail notifications are sent, and a point of contact at your site is contacted by NetApp technical support. If autosupport is not configured or if you are not sure a case was automatically created, contact NetApp technical support.

Syslog Message

Cluster takeover has saved partner panic stack trace information for logging.

Parameters

(None).

mgr.stack events

mgr.stack.at

Severity

NOTICE

Description

This message contains the panic string.

Corrective Action
(None).

Syslog Message
Panic occurred at: %s

Parameters
time (STRING): The time string

mgr.stack.checkpoint

Severity
NOTICE

Description
Logs the last checkpoint dumpcore crossed before failing.

Corrective Action
(None).

Syslog Message
Dumpcore failure: At checkpoint %d

Parameters
checkpoint (INT): (None).

mgr.stack.frame

Severity
NOTICE

Description
The stack frame: frame number, functionname, base, offset.

Corrective Action
(None).

Syslog Message
Stack frame %2d: %s(0x%llx) + 0x%x

Parameters
frame (INT): The frame number
sym (STRING): The symbolic name
base (PTR): The base address
offset (INTHEX): The offset

mgr.stack.frameaddr

Severity
NOTICE

Description

The stack frame: frame number, (no function name), base, offset.

Corrective Action

(None).

Syslog Message

Stack frame %2d: 0x%llx + 0x%x

Parameters

frame (INT): The frame number
base (PTR): The base address
offset (INTHEX): The offset

mgr.stack.framebase

Severity

NOTICE

Description

The stack frame: frame number, base address.

Corrective Action

(None).

Syslog Message

Stack frame %2d: 0x%llx

Parameters

frame (INT): The frame number
base (PTR): The base address

mgr.stack.longrun.proc

Severity

NOTICE

Description

The name of the process that hogged the cpu too long.

Corrective Action

(None).

Syslog Message

Long running process: %s

Parameters

name (STRING): The name of the process

mgr.stack.noFrames

Severity

NOTICE

Description

This message is emitted when no stack frames are available. This is normal on platforms which do not support stack tracing, or when the prior release did not support stack trace.

Corrective Action

(None).

Syslog Message

No stack frames available

Parameters

(None).

mgr.stack.proc

Severity

NOTICE

Description

The name of the process that we took the panic in.

Corrective Action

(None).

Syslog Message

Panic in process: %s

Parameters

name (STRING): The name of the process

mgr.stack.saved

Severity

NOTICE

Description

This message indicates that we've saved panic information in the NV RAM.

Corrective Action

(None).

Syslog Message

Reboot with saved panic information in log file

Parameters

(None).

mgr.stack.string

Severity

NOTICE

Description

This message contains the panic string.

Corrective Action

(None).

Syslog Message

Panic string: %s

Parameters

string (STRING): The panic string

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.