pha events

ONTAP 9.15.1 EMS reference

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pha events

pha.add events

pha.add.dev.limitExceeded

Severity

ERROR

Description

This message occurs when an attempt to add a passthrough host adapter (PHA) disk to a virtual disk adapter fails because the supplied disk number exceeds the maximum supported disk ID.

Corrective Action

Reduce the number of devices connected to Data ONTAP® and retry this operation.

Syslog Message

Failed to add a device with unit number %d to virtual disk adapter. Reason: Supplied disk number exceeds the max number of supported disks.

Parameters

disk_num (INT): Unit number for the rejected disk.

pha.dev events

pha.dev.get.capacity.failed

Severity

ERROR

Description

This message occurs when ONTAP®software fails to get a drives’s capacity after an extended wait. As a result, cannot add the drive.

Corrective Action

Ensure that the hypervisor’s device is still connected and accessible by ONTAP.

Syslog Message

Failed to get drive capacity for device %s%d after %d seconds.

Parameters

devname (STRING): Name of the device.
unit (INT): Unit number of the device.
wait_time (INT): Number of seconds waited for capacity information.

pha.dev.get.uuid.bioReadErr

Severity

ERROR

Description

This message occurs when block read operation for the passthrough host adapter (PHA) disk header returns an error. As a result, Data ONTAP® is unable to add or manage this device.

Corrective Action

Ensure that the device is still connected to and accessible by Data ONTAP® and retry the operation.

Syslog Message

Failed to get UUID for device %s%d. Reason: Block read operation returned an error: 0x%x.

Parameters

devname (STRING): Name of the device.
unit (INT): Unit number of the device.
bio_error (INTHEX): Error code returned by block read operation.

pha.dev.get.uuid.devNotAdded

Severity

ERROR

Description

This message occurs when Data ONTAP® fails to get disk header after multiple retries and finally give up. As a result, Data ONTAP® is unable to add the disk.

Corrective Action

Ensure that the device is still connected to and accessible by Data ONTAP® and retry the operation.

Syslog Message

Failed to get disk header for device %s%d. Number of bioerr %d Retries %d.

Parameters

devname (STRING): Name of the device.
unit (INT): Unit number of the device.
bioerr_cnt (INT): Number of BIO errors.
retry_cnt (INT): Number of retries.

pha.dev.get.uuid.devNotExist

Severity

ERROR

Description

This message occurs when Data ONTAP® fails to retrieve the the descriptor for the passthrough host adapter (PHA) device. As a result, Data ONTAP® fails to read the header on this device and is unable to add or manage it.

Corrective Action

Ensure that the device is still connected to and accessible by Data ONTAP® and retry the operation.

Syslog Message

Failed to retrieve the descriptor for device %s%d. Reason: %s.

Parameters

devname (STRING): Name of the device.
unit (INT): Unit number of the device.
error (STRING): Error message.

pha.dev.header.err

Severity

ERROR

Description

This message occurs when a disk header operation encounters a device error. As a result, ONTAP® might be unable to add or manage this device.

Corrective Action

Ensure that the device is still connected to and accessible by ONTAP. If the device is reported as healthy by the hypervisor, contact NetApp technical support to open a support case to investigate the underlying cause.

Syslog Message

Functional operation "%s" failed for device %s%d. Error number: 0x%x, CAM status: 0x%x, SCSI (status: 0x%x, sense key: x%x, sense code: 0x%x, additional sense code: 0x%x, additional sense code qualifier: 0x%x).

Parameters

operation (STRING): Name of the functional operation.
devname (STRING): Name of the device.
unit (INT): Unit number of the device.
bio_error (INTHEX): Error code returned by the device.
cam_status (INTHEX): Common Access Method (CAM) status code returned by the device.
scsi_status (INTHEX): SCSI status code returned by the device, if available.
error_code (INTHEX): SCSI error code returned by the device, if available.
sense_key (INTHEX): SCSI sense key returned by the device, if available.
asc (INTHEX): SCSI additional sense code returned by the device, if available.
ascq (INTHEX): SCSI additional sense code qualifier returned by the device, if available.

pha.dev.uuidWriteHeaderErr

Severity

ERROR

Description

This message occurs when Data ONTAP® fails to write the header to the passthrough host adapter (PHA) device. As a result, Data ONTAP® is unable to add or manage this device.

Corrective Action

Ensure that the device is still connected to and accessible by Data ONTAP® and retry the operation.

Syslog Message

Failed to write header to the device %s%d.

Parameters

devname (STRING): Name of the device.
unit (INT): Unit number of the device.

pha.disk events

pha.disk.type.changed

Severity

ERROR

Description

This message occurs when the backing disk type for an existing disk was changed from the cloud API.

Corrective Action

Check whether the disk type of the failed disk was changed. Change the backing disk type to the original value.

Syslog Message

Backing disk type changed for Disk: %s, Volume: %s. Error: %s.

Parameters

d_name (STRING): Disk name
d_id (STRING): Disk ID
errmsg (STRING): Indicating the stage at which the disk lookup failed.

pha.disk.type.lookup.failed

Severity

ERROR

Description

This message occurs when the backing disk type lookup fails.

Corrective Action

Check that the disk type of the failed disk is supported. Remove the affected disk.

Syslog Message

Failed to recognize backing disk type for Disk: %s, Volume: %s. Error: %s.

Parameters

d_name (STRING): Disk name.
d_id (STRING): Disk ID
errmsg (STRING): Indicating the stage at which the disk lookup failed.

pha.obj events

pha.obj.blobGone

Severity

NOTICE

Description

This message occurs when ONTAP® detects that a blob has been deleted from a container.

Corrective Action

If the identified blob was not intentionally deleted, attempt to recover it with the object store provider.

Syslog Message

Blob "%s" is no longer seen in object store, "%s".

Parameters

blob (STRING): Object name.
configName (STRING): Object store configuration name.

pha.obj.scanFailure

Severity

ERROR

Description

This message occurs when ONTAP® cannot get a list of objects from the object store server.

Corrective Action

If the error text indicates an authentication problem, verify that the stored credentials are correct by using the "system node virtual-machine disk-object-store modify" command. If the error text describes a connection problem, determine the IP address for the object store server. If the address reported in this event does not match, examine the DNS cache for errors by using the "system node virtual-machine disk-object-store dns-cache show" command. If the address does match, check the status of both the object store server and the network.

Syslog Message

ONTAP could not get a list of objects from the object store, "%s", at "%s", using IP address "%s" with error: %s.

Parameters

configName (STRING): Object store configuration name.
server (STRING): Object store server name.
ipAddress (STRING): Object store IP address.
error (STRING): Error string.

pha.obj.scanSuccess

Severity

NOTICE

Description

This message occurs when ONTAP® succeeds at retrieving a list of objects from the object store server after reporting a failure.

Corrective Action

(None).

Syslog Message

ONTAP successfully retrieved a list of objects from the object store, "%s".

Parameters

configName (STRING): Object store configuration name.

pha.obj.storeAvailable

Severity

NOTICE

Description

This message occurs when ONTAP® can communicate with the object store server.

Corrective Action

(None).

Syslog Message

ONTAP successfully communicated with the object store, "%s".

Parameters

configName (STRING): Object store configuration name.

pha.obj.storeCreateFailed

Severity

ERROR

Description

This message occurs when ONTAP® software cannot create the object store configuration.

Corrective Action

Verify that the values provided for the create operation are correct. ONTAP supports either the HTTPS or HTTP protocol and not a mixed configuration. The value for the port should be the same as the first object store's (object_store0) port. Verify the first object store's port by using the "system node virtual-machine disk-object-store show -object-store-name object_store0 -node node_name" command, which will display the port as "Port Number of the Object Store".

Syslog Message

ONTAP could not create the object store, "%s", due to reason: %s.

Parameters

configName (STRING): Object store configuration name.
reason (STRING): An object store create operation was attempted with a port value that wasn't equal to that of object_store0.

pha.obj.storeDeleted

Severity

NOTICE

Description

This message occurs when ONTAP® finishes deleting the connection to the object store server.

Corrective Action

(None).

Syslog Message

ONTAP has removed the object store configuration, "%s".

Parameters

configName (STRING): Object store configuration name.

pha.obj.storeDeleting

Severity

NOTICE

Description

This message occurs when ONTAP® begins to tear down the connection to the object store server.

Corrective Action

(None).

Syslog Message

ONTAP began removing the object store configuration, "%s".

Parameters

configName (STRING): Object store configuration name.

pha.obj.storeUnavailable

Severity

EMERGENCY

Description

This message occurs when ONTAP® cannot communicate with the object store server.

Corrective Action

Verify that the configuration of the object store, including the login credentials, is still accurate by using the "system node virtual-machine disk-object-store show" command. Check the network status for connectivity errors.

Syslog Message

ONTAP could not communicate with the object store, "%s".

Parameters

configName (STRING): Object store configuration name.

pha.obj.storeUpdateFailed

Severity

ERROR

Description

This message occurs when ONTAP® cannot update the object store configuration.

Corrective Action

Verify that the updates are correct. Then create a new object store configuration with the updated fields. Delete the old configuration after ONTAP detects the new disk paths.

Syslog Message

ONTAP could not update the object store configuration, "%s", due to reason: %s.

Parameters

configName (STRING): Object store configuration name.
reason (STRING): Reason for the failure.

pha.obj.throttle

Severity

NOTICE

Description

This message occurs when the passthrough host adapter object (PHA Obj) throttled on the disks due to receiving the OSC_CONNECTION_UNAVAILABLE, OSC_TIMEOUT or AZURE_SERVER_BUSY error from OSC.

Corrective Action

(None).

Syslog Message

PHA Obj throttled %llu times on the blob %s in the container %s due to the "%s".

Parameters

counter (LONGINT): The throttle counter.
blobName (STRING): The throttling blob name.
containerName (STRING): The throttling container name.
throttleReason (STRING): The error which triggered throttling.

pha.obj.unknownTier

Severity

ERROR

Description

This message occurs when ONTAP® does not recognize the tier of a page blob.

Corrective Action

Change the blob tier to one that ONTAP will recognize: P10, P15, P20, P30, P40, P50, or P60.

Syslog Message

ONTAP did not recognize tier "%s" of blob "%s", on object store "%s". Assuming Standard Storage Tier.

Parameters

tier (STRING): Blob tier.
blob (STRING): Blob name.
configName (STRING): Object store configuration name.

pha.vsa events

pha.vsa.uuid.too.long

Severity

ALERT

Description

This message occurs when ONTAP® software detects a device with a device descriptor length greater than 40 characters. Such devices are not presented to ONTAP.

Corrective Action

Detach the device from all ONTAP virtual machines, and then delete it. Create a similar device with a descriptor length less than or equal to 40 characters, and then attach it to the ONTAP virtual machines.

Syslog Message

The device descriptor %s is too long and was not presented to ONTAP.

Parameters

Descriptor (STRING): Descriptor of the device.

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