



slog events

ONTAP EMS reference

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spong events

spong.failed events

spong.failed.to.transfer.log

Severity

NOTICE

Description

This message occurs when the system fails to transfer the SP log file from the remote Service Processor (SP). This prevents abnormal status of the system from being diagnosed by using the SP log files.

Corrective Action

1. Check whether you can transfer SP log files from the remote SP manually. From the clustershell prompt: a. Enter the 'system node autosupport invoke-spong -remote-node "nodename"' command. b. Check the output message of the command to determine whether the command succeeded. 2. If you cannot transfer SP log files from the remote SP manually, then restart the SP. From the clustershell prompt, run the 'set diag' and 'system node run-service-processor -node "down_node_name"' commands to log in to the remote SP. From the SP prompt, run the 'sp reboot' command. Example: spong-cmode::> set diag spong-cmode::*> system node run-service-processor -node spong-cmode-01 SP spong-cmode> sp reboot 3. After the SP finishes rebooting, if you still cannot transfer SP log files from the remote SP manually, then contact NetApp technical support for further assistance.

Syslog Message

Failed to transfer log from Service Processor (SP) on the remote node (%s) because of %s.

Parameters

node_name (STRING): Name of the remote node that is down and whose SP the log file cannot be transferred from.

reason (STRING): Reason for the warning.

spong.running events

spong.running.normally

Severity

INFORMATIONAL

Description

This message occurs when the Data ONTAP® process (spong) that monitors the Service Processor (SP) for available SP logs starts successfully or when it returns to normal operation from degraded mode.

Corrective Action

(None).

Syslog Message

Process spong is operating normally.

Parameters

(None).

solog.sp events

solog.sp.not.accessible

Severity

ERROR

Description

This message occurs when the local or remote node Service Processor (SP) cannot be accessed. This prevents the SP log collection job from communicating with the SP and transferring SP log files when new log files are available. SP log files are usually used for diagnosing abnormal status of the system, for example, abnormal shutdown.

Corrective Action

1. Check whether the SP is pingable by using the 'ping sp-ip-address' command at the clustershell prompt.
2. If the remote node SP is not pingable: a) Check whether the network cable is connected with the remote SP. b) If the remote node network cable is connected, check whether the IP address of the remote SP and the e0M port are in the same subnet. From the clustershell prompt, run the 'set diag' and 'system node run-service-processor -node node_name' commands to log in to the remote SP. From the SP prompt, run the 'sp status' command. From the clustershell prompt, run the 'network interface show' command to get e0M port details. c) If the IP address of the remote down node SP and the e0M port are in the same subnet and the remote SP is not pingable, then restart the SP. From the clustershell prompt, run the 'set diag' and 'system node run-service-processor -node node_name' commands to log in to the remote SP. From the SP prompt, run the 'sp reboot' command.
3. If the local node SP is not pingable: a) Check whether the IP address of the local SP and the e0M port are in the same subnet. From the clustershell prompt, press Ctrl-g to log in to the local SP. From the SP prompt, run the 'sp status' command. From the clustershell prompt, run the 'network interface show' command to get e0M port details. b) If the address of local node SP and the e0M port are in the same subnet and the SP is not pingable, then restart the SP. From the clustershell prompt, run the 'system service-processor reboot-sp -image primary' command.
4. After the SP finishes rebooting, if you still cannot ping the SP, then contact NetApp technical support for further assistance.

Syslog Message

The SP on the remote node (%s) is not accessible because of %s.

Parameters

node_name (STRING): Name of the node whose SP is not accessible.

reason (STRING): Reason for the warning.

solog.sp.not.configured

Severity

ERROR

Description

This message occurs when the IP address of the Service Processor (SP) is not configured properly. This prevents the SP log collection job from communicating with the SP and transferring SP log files when new log files are available. SP log files are usually used for diagnosing abnormal status of the system, for example, abnormal shutdown.

Corrective Action

1. Check the IP address of the SP. Remote node SP case: From the clustershell prompt, run the 'set diag' and 'system node run-service-processor -node node_name' commands to log in to the remote SP. From the SP prompt, run the 'sp status' command. Local node SP case: From the clustershell prompt, press 'Ctrl-g' and log into SP. From the SP prompt, run the 'sp status' command. 2. If there is no IP address for the SP, or if the IP address is invalid, then restart the node. The IP address of the SP will be configured by the host software. 3. If there is still no IP address for the SP after step 2, then contact NetApp technical support for further assistance.

Syslog Message

The SP on the node (%s) is not configured properly.

Parameters

node_name (STRING): Name of the node whose SP has its IP address configured incorrectly.

splog.unsupported events

splog.unsupported

Severity

INFORMATIONAL

Description

This message occurs when the current firmware of the Service Processor (SP) does not support the log collection function.

Corrective Action

Check the firmware version from the SP CLI using the 'version' command and compare it to the most current supported version for your storage system. If necessary, download and update the SP firmware to the latest supported version.

Syslog Message

The firmware on the SP does not support the log collection function.

Parameters

(None).

splog.warnings events

splog.warnings

Severity

ERROR

Description

This message occurs when the ONTAP® splodg process has been unable to retrieve a log from the Service Processor (SP) or baseboard management controller (BMC) for at least 24 hours.

Corrective Action

1. Use the "system service-processor show -node <node-name>" command to query the status of the SP

or BMC. Contact NetApp technical support for further assistance if the SP or BMC is not operational. 2. If the status of the SP or BMC is "online," then attempt to restart log monitoring by using the "system node autosupport invoke-splog -remote-node <node-name>" command. Verify from the command output that the logs were transferred successfully. (This command might require up to three attempts.) 3. If every attempt has failed, then restart the SP or BMC with the "system service-processor reboot-sp -node <node-name>" command. 4. After the SP or BMC has finished rebooting, repeat Step 2. 5. If the SP or BMC is still not transferring logs properly, run the "sp status -d" command from the SP CLI prompt or the "bmc status -d" command from the BMC CLI prompt, and include the resulting output when contacting NetApp technical support for further assistance.

Syslog Message

Could not retrieve logs from the %s for 24 hours: %s

Parameters

sp_type (STRING): SP type

reason (STRING): Reason for the warning.

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