



usb events

ONTAP EMS reference

NetApp
November 18, 2025

Table of Contents

- usb events 1
 - usb.device events 1
 - usb.device.failed 1
 - usb.device.initialize.failed 1
 - usb.device.timeout 2
 - usb.device.unsupported.speed 2
 - usb.port events 2
 - usb.port.error 2

usb events

usb.device events

usb.device.failed

Severity

ERROR

Description

This message occurs when multiple consecutive commands to the specified universal serial bus (USB) device are not completed within the allotted time. All recovery actions have been taken and the device cannot be used anymore.

Corrective Action

Ensure that all attached devices are supported devices and that they are seated correctly. If the problem persists, replace the attach devices. If the problem still persists, contact NetApp technical support for assistance in diagnosing a USB issue.

Syslog Message

Device %s attached to adapter %s has become unresponsive. Taking the device offline.

Parameters

deviceName (STRING): Name of the failed USB device.

adapterName (STRING): Name of the associated USB adapter.

usb.device.initialize.failed

Severity

ERROR

Description

This message occurs when the Data ONTAP® universal serial bus (USB) adapter driver fails to initialize the device attached to the associated port in the associated adapter for one of the following reasons: Cannot set a unique address for the device; device descriptor is invalid or contains incorrect data; cannot set an active configuration for the device or the device had multiple interfaces. Note that the Data ONTAP® USB driver only supports USB 2.0 bulk-only mass storage devices.

Corrective Action

If the device is connected to an external USB port, try reinserting the device. If that fails, try replacing the device with a device from a different product family. If the device is connected to the mother board and the problem persists, contact NetApp technical support for assistance in diagnosing a USB issue.

Syslog Message

Device attached to adapter %s, in port %d failed initialization, %s.

Parameters

adapterName (STRING): Name of the associated USB adapter.

port (INT): Associated port number.

error (STRING): Reason the device initialization failed.

usb.device.timeout

Severity

ERROR

Description

This message occurs when an outstanding command to the specified universal serial bus (USB) device is not completed within the allotted time. As part of the standard error handling sequence managed by the Data ONTAP® USB adapter driver, this command to the device is aborted and reissued.

Corrective Action

Device level timeouts are a common indication of a USB link stability problem. In some cases, the link is operating normally and the specified device is having internal trouble processing I/O requests in a timely manner. In such cases, evaluate the specified device for possible replacement. Quite often the problem results from the partial failure of a component involved in the USB transport. The most common thing to check is the seating of the USB device into the USB port or the header.

Syslog Message

Adapter %s encountered a device timeout on USB device %s.

Parameters

adapterName (STRING): Name of the associated USB adapter.

deviceName (STRING): Name of the USB device where the timeout occurred.

usb.device.unsupported.speed

Severity

ERROR

Description

This message occurs when the Data ONTAP® universal serial bus (USB) adapter driver detects a non high-speed device in the associated port.

Corrective Action

Remove all non high speed devices attached to the system because the Data ONTAP USB adapter driver does not support non high-speed devices.

Syslog Message

Ignoring non high-speed device detected in adapter %s on port %d.

Parameters

adapterName (STRING): Name of the associated USB adapter.

port (INT): Port number within the adapter to which the non high-speed device is connected.

usb.port.events

usb.port.error

Severity

ERROR

Description

This message occurs when the Data ONTAP® universal serial bus (USB) adapter driver detects an unrecoverable error on the associated port.

Corrective Action

If a device is attached to the associated port, try reinserting the device. If that fails, try replacing the device. If the problem persists, contact NetApp technical support for assistance in diagnosing a USB issue.

Syslog Message

In adapter %s, unrecoverable error detected for port %d. Ignoring attached device.

Parameters

adapterName (STRING): Name of the associated USB adapter.

port (INT): Associated port number.

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.