



PROFESSIONAL SERVICES TECH NOTE #016

Syslog Translator

The Concept

Not all system messages displayed on the console or in the system log are easy to decipher. The System Log Translator on the NOW website (<https://now.netapp.com/eservice/ems>) provides detailed explanations for the more cryptic messages. You can also gain direct access to the Syslog Translator by clicking on hyperlinked messages in FilerView (Filer -> Syslog messages).

Examples

Search string: `[scsitarget.partnerPath.misconfigured:error]`: FCP Partner Path Misconfigured - Host I/O access through a non-primary and non-optimal path was detected.

Event Details:

EMS Identifier	scsitarget.partnerPath.misconfigured
Syslog Message	FCP Partner Path Misconfigured.
Severity	LOG_SVC_ERROR
Description	The FCP partner paths are being over used. This indicates a SAN configuration problem of some kind. The FCP partner path is not as fast as the regular FCP paths and should only be used as a secondary path.
Corrective Action	Make sure all physical connections are active. Make sure host operating systems are correctly configured to not use the partner paths to a lun when the regular FCP path is available. Please contact Network Appliance Global Services.

What It Means To You

Problems are easier to diagnose and resolve when you understand the content of error messages being generated by the problem. For many common messages, the Syslog Translator will even provide information to correct the problem.

<https://now.netapp.com/eservice/ems>

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Send comments, corrections & suggestion to Michael Cope at mcope@netapp.com