ID	CATEGORY+INFO	A MESSAGE	CONTROLLER ACTION
	Generic Alarm(s)		
1	Generic process aborting message.	a cannot contact via network - Aborting! cannot contact SP - Aborting! ERROR: At execute DELETE in pHsDeleteOldRECENT	Call SNI Support Call SNI support Ignore (Filter in GEMS)
	FABRIC CHANNEL Issues: OSNFCSxx		
4	Connection change	SwitchName_PortNumber Connection change, PortStatus: Status State	Email SNI on-call only for OFFLINE port status after initial alarm. (To be handled next bussines day)
7	Connection failure	PortType for host: Hostname SwitchName_PortNumber NOT Connected, PortStatus: Status State PortType for host: Hostname	Check if you received the same error also for the pair SNI switch of this switch (see list of pairs below). If error also from pair SNI switch, then the host HOSTNAME has crashed or been rebooted. Contact CSM team for this host by phone. If error only for this switch, then e-mail SNI on-call.
4011	Connection error: indicative of problems on the FC Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber</i> (<i>Hostname</i>) is experiencing a high number of encoding disparity errors (<i>Count</i>)	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4012	Connection error: indicative of problems on the FC / Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is discarding a high number of Class 2 frames (<i>Count</i>)	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4013	Connection error: indicative of problems on the FC / Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is discarding a high number of Class 3 frames (<i>Count</i>)	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4014	Connection error: indicative of problems on the FC / Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber</i> (<i>Hostname</i>) is experiencing a high number of address errors (<i>Count</i>)	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4015	Connection error: indicative of problems on the FC / Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is experiencing a high number of CRC errors (<i>Count</i>)	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4016	Connection error: indicative of problems on the FC / Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is experiencing a high number of delimiter errors (<i>Count</i>)	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4018	Connection error: indicative of problems on the FC Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is experiencing a high number of invalid ordered sets <i>(Count)</i>	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4019	Connection error: indicative of problems on the FC / Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is experiencing a high number of invalid transmission words <i>(Count)</i>	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4020	Connection error: indicative of problems on the FC / Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is experiencing a high number of link failures <i>(Count)</i>	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4021	Connection error: indicative of problems on the FC / Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is experiencing a high number of primitive sequence protocol errors <i>(Count)</i>	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4022	Connection error: indicative of problems on the FC / Patch or during port-speed negotiation (when ID007)	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is losing synchronization at a high frequency <i>(Count)</i>	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.
4023	Connection offline	Switch <i>SwitchName</i> Port <i>PortNumber (Hostname)</i> is offline	If you get alarms in the GEMS facility this host (Hostname) belongs to, then contact (call) CSM team for this host and e-mail SNI on-call.
	Connection reset (one end of the connection has a problem)	Switch <i>SwitchName</i> Port <i>PortNumber</i> (<i>Hostname</i>) is transmitting a high number of link reset requests (<i>Count</i>)	If you get alarms in the GEMS facility this host (Hostname) belongs to, then contact (call) CSM team for this host and e-mail SNI on-call.
4025	Connection high utilisation	Switch SwitchName Port PortNumber (Hostname) utilisation is high (Count)	Email SNI on-call on initial alarm.
4081	Client fabric connection failure	Switch SwitchName Port PortNumber (HostName) is showing a high error_count Count	When this follows the alarm ID0007 for same switch and port, then the host's (<i>Hostname</i>) SNI connection has been reset, contact CSM for this host by phone to investigate and check the facility.

4082 Degraded Connection

Switch SwitchName Port PortNumber (HostName) is showing a high loss_of_signal rate Count

Check if you received the same error also for the pair SNI switch of this switch (see list of pairs below). If error also from pair SNI switch, then the host HOSTNAME has crashed or been rebooted. Contact CSM team for this host by phone. If error only for this switch, then e-mail SNI on-call.

STORAGE ARRAY	Issues: OSNSPExx		
4030 Redundancy lost: c	one of the Array Storage	A ArrayName SP Power Supply SPSName, failure (Status)	E-mail SNI Support to open a service request. It might be followed by 4040. If possible open an AR.
Processor power s	upplies has failed		
4031 Redundancy lost: c	one of the Array Disk Enclosure	A ArrayName LCC Power LCCName supply failure (Status)	E-mail SNI Support to open a service request. It might be followed by 4040. If possible open an AR.
power supplies has	s failed.		
4032 Redundancy lost: c	one of the battery backed cache	A ArrayName Standby Power Supply SPSName, failure (Status)	E-mail SNI Support to open a service request. It might be followed by 4040. If possible open an AR.
power supplies has			
4033 Redundancy lost: c	one of the Array Enclosure Disk	A ArrayName LCC LCCName state change detected (Status)	Call SNI Support to open a service request. It might be followed by 4040. If possible open an AR.
Controllers has fail		, , , , , , , , , , , , , , , , , , , ,	
4034 Redundancy lost: c	one of the Array Storage	A ArrayName SP SPName state change detected (Status)	Call SNI Support to open a service request. It might be followed by 4040. If possible open an AR.
Processors has fail	led (possible performance	, , , ,	
degardation)			
4035 Redundancy lost: c	one of the Array Storage	A ArrayName SPS SPSName state change detected (Status)	E-mail SNI Support to open a service request. It might be followed by 4040. If possible open an AR.
	y Power supplies has failed.	, , , , , , , , , , , , , , , , , , ,	
4036 Disk failure: autom	atic rebuild with hot spare in	A ArrayName DISK DiskName failure (Status) LUNS:LUNids	Send email to SNI Support to open a service request. Check also for associated alarm IDs 4044,
process		RaidGroup:RaidGroupid	4039, 4040 and 4041.
•	e performance degradation	A ArrayName SP SPName Percent Busy high (Utilisation)	Identify clients using the array SPname on "SNI clients report". Check client GEMS logs for alarms
			on mission performance issues: timeouts, transfer delays, missing dataflow etc. If client is monitored
			by MTP, EPS or S3 controller, then contact them, and ask them to check. If performance issues are
			observed or unclear, then call SNI support. Otherwise email SNI on-call. Monitor for reoccurance.
4039 Disk failure: autom	atic LUN verify in progress	A ArrayName LUN LUNid bad status (Status) HOSTS ListOfHosts	If accompanied with disk failure alarm 4036, then follow that action. Otherwise, check client GEMS log
	, 1 0	RaidGroup:RaidGroup	for related alarms on <i>ListOfHosts</i> and contact clients' facility.
4040 Cache disable: pos	sible performance degradation	A ArrayName Write cache SPName is not enabled (Status).	Identify clients using the array SPname on "SNI clients report". Check client GEMS logs for alarms
	p		on mission performance issues: timeouts, transfer delays, missing dataflow etc. If client is monitored
			by MTP, EPS or S3 controller, then contact them, and ask them to check. If performance issues are
			observed or unclear, then call SNI support. Otherwise email SNI on-call.
4041 Cache disable: pos	ssible performance degradation	A ArrayName Read cache (SPName) is not enabled (Status).	Identify clients using the array SPname on "SNI clients report". Check client GEMS logs for alarms
	1 0		on mission performance issues: timeouts, transfer delays, missing dataflow etc. If client is monitored
			by MTP, EPS or S3 controller, then contact them, and ask them to check. If performance issues are
			observed or unclear, then call SNI support. Otherwise email SNI on-call.
4042 Disk busy: possible	e performance degradation	A ArrayName DISK DiskName utilisation high (Utilisation)	For a initial single alarm, email SNI on-call. If it continues for more than 3 hours during off-hours, then
	· · · · · · · · · · · · · · · · · · ·		send a reminder
4044 General Failure: "c	atch-all" alarm	A ArrayName Array fault light is on !!	This alarm on first occurance accompanies other alarm(s) which will give the alarm reason. (Follow the
		, , , ,	steps for those alarms when you get them.)
			Afterwards it is a reminder for the SNI team. There is no action to this alarm, as long as the initial
			actions are already performed.
4045 Monitoring lost: cor	nnection failure	A ArrayName SP SPName is not reachable by IP	Check for same alarm on same Storage Processor SPName after two hours. If reocurrance, call SNI
C C			support
4047 Redundancy lost: c	one of the array SP HBAs has	A ArrayName HBA Port SPName Status is bad (Status)	Identify clients using the array SPName on "SNI clients report". Check client GEMS logs for alarms
failed			on mission performance issues: timeouts, transfer delays, missing dataflow etc. If client is monitored
			by MTP, EPS or S3 controller, then contact them, and ask them to check. If they notice any issues,
			then call SNI support. Otherwise email SNI on-call. Monitor for reoccurance.
4049 Monitoring lost: cor	nnection failure	A Component Name cannot be reached by IP.	Check for same alarm on same Component Name in two hours. If reocurrance, call SNI support
4050 Monitoring lost: cor		A Component <i>Name</i> cannot be reached by SNMP.	Check for same alarm on same Component Name in two hours. If reocurrance, call SNI support
4083 Redundancy lost: (A ArrayName SP FAN FanNumber State change detected (Status)	E-mail SNI Support to open a service request
Processor FANS h		,	
4084 Storage Array New		A ArrayName SP SPName event log ALARM: (EventDetails)	Call SNI Support. (Problem identification is dependant on the specfic event details in the alarm).
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DATA PROTECTION Issues: OSNSVRxx		
5000 Operating System: File System degradation	Host HostName, Solaris ZPOOL (PoolName) in state Status !	E-mail SNI support.
5001 Operating System: File System full	Host HostName, Solaris ZPOOL (PoolName) pct used is Capacity !	Call SNI support.
5010 Operating System: Volume manager fault	Host HostName, Solstice Volume Manager MetaDB status is bad on device:	: E-mail SNI support.
5011 Operating System: Volume manager fault	Host HostName, Solstice Volume Manager Plex has bad status: Status	Call SNI support. Fault with Netbackup/SAMFS server (Solaris Volume Manager).
5100 Operating System: Service fault	Host HostName, Solaris Service ServiceName Service in state Status !	Call SNI support.
5200 Operating System: Service fault	Host <i>HostName,</i> Faults listed in fltlog Fault Management log!	Call SNI support.
5300 Redundancy lost: one of the server storage access paths has failed	Host <i>HostName,</i> FC Path <i>DeviceName</i> not usable state (Recepticle, Occupant, Condition)	E-Mail SNI support.
5500 Netbackup Service: hunging	No Backup Jobs have run on <i>HostName</i> since <i>LastTime</i> !	Call SNI support if alarm is received between Friday 16:00 to Sunday 02:00, otherwise e-mail
5502 Netbackup Service problems	Netbackup ERROR and CRITICAL events for HostName ErrorLine	Call SNI support if alarm is received between Friday 16:00 to Sunday 02:00, otherwise e-mail
5510 Netbackup Service: not running in main segment	Netbackup is not running on HostName nor HostName	Call SNI support if alarm is received between Friday 16:00 to Sunday 02:00, otherwise e-mail
5512 Netbackup Service: not running in ois segment	Netbackup is not running on <i>HostName</i> !	Call SNI support if alarm is received between Friday 16:00 to Sunday 02:00, otherwise e-mail
5600 SAMFS service: not running	SAMFS is not running on HostName1 nor HostName2	Call SNI support.
5601 SAMFS service: not running	SAMFS is not running properly on <i>Hostname</i> !	Call SNI support.
5610 SAMFS service problems	Host <i>HostName</i> Invalid state (<i>Status</i>) for device <i>DeviceName</i>	E-mail SNI support. If ALARMID 5630/5631/5632 received afterwards call SNI support.
5630 SAMFS Media problems	Host HostName has Insufficient Free tapes in Robot: (Count)	Call SNI support if alarm is received between Friday 16:00 to Sunday 02:00, otherwise e-mail
5631 SAMFS Media problems	Host <i>HostName</i> has Insufficient Free DSR (<i>TapeName</i>) Tapes in Robot:	Call SNI support if alarm is received between Friday 16:00 to Sunday 02:00, otherwise e-mail
5635 SAMFS service: File system full	Host HostName has Insufficient space. More than Capacity of FS used for device DeviceName	Call SNI support if alarm is received between Friday 16:00 to Sunday 02:00, otherwise e-mail
N/A Tape library Storage Module issue	Icoalhost LogFileAgent A acsss_event.log ACSLS LSM 1, 3 Degraded mode 0.	Call SNI support.
N/A Archive error	ERROR: Problem backing up files from <i>HostName</i> , see /var/opt/SUNWsamfs/log/ <i>Hostname_timestamp</i> .log for details	Email SNI support.
Other Alarms		
6001 Network: Machine Unreachable	() PROBLEM DOWN CRITICAL - Host unreachable	Call SNI support
6001 Hardware issue	(HDS) PROBLEM UP CRITICAL CRITICAL	Email SNI Support
6001 MYSQL Support database replication	(MYSQL_REPLICATION) PROBLEM UP CRITICAL Master	Ignore, unless it repeats every 30 minutes. Then email SNI on-call.
6001 Clariion storage (legacy)	(CLARIION) PROBLEM UP CRITICAL	Ignore (Can be filtered in GEMS)
6001 Nexan storage (legacy)	(NEXSAN) PROBLEM UP CRITICAL	Ignore (Can be filtered in GEMS)
6001 Network: Flapping recovery	() FLAPPINGSTART UP PING OK	Ignore (Can be filtered in GEMS)

N/A Storage manager config backup issue

A ERROR 1 on /var/tmp/SAMFSdumps/etc_opt_samfs_conf_xxx.cpio, see /var/tmp/SAMFSdumps/etc_opt_samfs_conf_xxxx.cpio.log

Ignore (Can be filtered in GEMS)

List of SNI switches by redundant pairs	
bsnfcs51 - bsnfcs52	
isnfcs10 - isnfcs11	< isnfcp10 - isnfcp11
isnfcs20 - isnfcs21	< isnfcp20 - isnfcp21
osnfcs05 - osnfcs06	
osnfcs09 - osnfcs10	
osnfcs11 - osnfcs12	
osnfcs13 - osnfcs14	
osnfcs15 - osnfcs16	
osnfcs17 - osnfcs18	
osnfcs19 - osnfcs20	
osnfcs23 - osnfcs24	
osnfcs25 - osnfcs26	
osnfcs31 - osnfcs32	
osnfcs33 - osnfcs34	
osnfcs35 - osnfcs36	
osnfcs41 - osnfcs42	

	WARNINGS (for reference)	
2	Connection not configured yet	W SwitchName_PortNumber, No zoning found, using WWPN number xx:xx Fabric configuration change.
3	Connection change	W SwitchName_PortNumber Connection change, New Connection for host: Fabric configuration change.
		Hostname
4	Connection change	W SwitchName_PortNumber Connection change, PortStatus: Status State Fabric Connection change.
_	- · · ·	PortType for host: Hostname
5	Connection change	We SwitchName_PortNumber Connection zone change, PortStatus: Status Fabric Connection change.
6	Connection shanes	State PortType for host: Hostname
6	Connection change	W SwitchName_PortNumber Connection change, Disconnection, PortStatus: Fabric Connection change.
8	Connection failure	Status State PortType for host: Hostname W SwitchName_PortNumber Bad port status (for port with no connection
0	Connection failure	history) Status State PortType
4025	Connection high utilisation	W Switch SwitchName Port PortNumber (Hostname) utilisation is high
		(Count)
4036	Disk failure: automatic rebuild with hot spare in	W ArrayName DISK DiskName failure (Status) LUNS:LUNids
	process	RaidGroup:RaidGroupid
4038	CPU busy: possible performance degradation	W ArrayName SP SPName Percent Busy Warning (Utilisation)
4039	Disk failure: automatic LUN verify in progress	W ArrayName LUN LUNId bad status (Status) HOSTS ListOfHosts
		RaidGroup:RaidGroup
4042	Disk busy: possible performance degradation	W ArrayName DISK DiskName utilisation high (Utilisation)
4043		W ArrayName DISK DiskName utilisation medium (Utilisation)
	Monitoring lost: connection failure	W ArrayName SP SPName is not contactable by SNMP
	Storage Array new Warning event	W ArrayName SP SPName event log WARNING: (EventDetails).
4051		W SNMP Trap Received. TrapDetails
4085	Client fabric setup error	W Host on SwitchName_PortNumber is zoned on NWWW, please change to
EE01	Notheokun Convice problems	use PNWWW (Hostname) W Netbackup WARNINGS for HostName: ErrorLine
	Netbackup Service problems Netbackup Service: not running	I Netbackup is not running on HostName - Ending checks at Date
	Monitoring lost: possible NetBackUp SQL Adaptive	W No volume, media or scratchopool details available on <i>HostName</i>
0020	Server database problem	No volume, media or scratchopoor details available on nostrume
5611	SAMFS	W Host HostName Invalid state (State) for device DeviceName
5612	SAMFS	W Host HostName Robot is FULL! (State). Device DeviceName
5620	SAMFS	W Stager on hostName is Request
5632	SAMFS Media problems	W Host <i>HostName</i> has Insufficient Free Space in Pool: <i>PoolName (Count)</i>
E000	CAMES Madia problems	
	SAMFS Media problems	W Host HostName has Insufficient cleaning tapes in robot: Count
5034	SAMFS Media problems	W Host HostName has Insufficient cleaning cycles on cleaning tapes: Count
5640	SAMFS: Tape Movements problems	W Old tapes left OffSite for <i>HostName</i> from FirstOffSite, please re-call
	SAMFS: Tape Movements problems	W Tapes left in fire-safe for HostName that should have gone off-site from
50-1		FistFSWaitOSN, please send off-site
5642	SAMFS: Tape Movements problems	W No tapes have gone offsite for <i>HostName</i> since LastOffSite, please send off-
		site
5643	SAMFS: Tape Movements problems	W There are non-full tapes for <i>HostNme</i> in the firesafe (FirstFireSafe), please
	· ·	return to robot
5650	SAMFS media problems	W Host HostName, TapeVolumeNumber has an invalid Contactation String:
		(Comment) Status Flags (Status)
5651	SAMFS media problems	W Host HostName, TapeVolumeNumber has an invalid Location Date String
		(or is set in future): (Comment) Status Flags (Status)
5652	SAMFS media problems	W Host HostName, TapeVolumeNumber has an invalid Respooled Date String
		(or is set in future): (Comment) Status Flags (Status)

- 5653 SAMFS media problems
 5654 SAMFS media problems
 5655 SAMFS media problems
 5656 SAMFS media problems
 5657 SAMFS media problems
 5658 SAMFS media problems
 5659 SAMFS media problems
 5660 SAMFS media problems
 5661 SAMFS media problems
 6001 NAGIOS
- W Host HostName, TapeVolumeNumber is overdue respooling (Comment) Status Flags (Status) W Host HostName, TapeVolumeNumber is catalogued by the historian, Contactation field does not match: (Comment) Status Flags (Status) W Host HostName, TapeVolumeNumber is catalogued by a Robot, Contactation field does not match: (Comment) Status Flags (Status) W Host HostName, TapeVolumeNumber has bad status for Volume in a Robot! (Comment) Status Flags (Status) W Host HostName, TapeVolumeNumber has bad Contactation for a full Volume! (Comment) Status Flags (Status) Host HostName, TapeVolumeNumber Copy 3 and 4 should be OffSite W when full! (Comment) Status Flags (Status) W Host HostName, TapeVolumeNumber Copy 1 and 2 should be FullFireSafe when full! (Comment) Status Flags (Status) Host HostName, TapeVolumeNumber has bad Contactation for a faulty W Volume! (Comment) Status Flags (Status)
- W Host HostName, TapeVolumeNumber is marked Read Only! (Comment) Status Flags (Status)
- Nagios message whenever anomalies on the events MySQL database

Update history

2.2 09/2020: Added alternative alarm texts and actions for #1 and #6001 Added "backup failed" alarm

2.1 10/2017: Some corrections to v2.0

2 12/2016: Major review and update