



baseboard management controller status is shown as "unknown" in `sysconfig -a`

https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/baseboard_management_controller_statu...

Updated: Wed, 24 Jun 2026 07:24:47 GMT

Applies to

- FAS2750
- FAS2720
- ONTAP 9
- Baseboard Management Controller (BMC)

Issue

- BMC status and IP address are shown as `unknown` in `sysconfig -a`.

```
Service Processor
```

```
Status: Online
```

```
Firmware Version: 11.3P1
Mgmt MAC Address: XX:XX:XX:XX:XX:XX
Ethernet Link: unknown, full duplex, auto-neg complete
Using DHCP: no
IPv4 configuration:
  IP Address: unknown
  Netmask: unknown
  Gateway: unknown
IPv6 configuration: Disabled
```

- The following message appears periodically in the EMS log.

```
[node-02: sp_config_1: spmgmt.driver.timeout:error]: The software driver
for the Service Processor (SP) detected a problem: Unable to update SP
network information at this time.
```

- BMC reboot cannot clear the issue.

```
::> system service-processor reboot-sp -node node-2
```

- The following message was found in `SP-MGMT-MLOG-TXT.GZ` log when SP reboot was performed.

```
00000017.00059836 0536e043 Wed Jan 18 2023 17:51:40 +09:00
[kern_servprocd:info:4733] 0x808169600: 0: NOTICE: Servprocd::CLI:
get_spcs_port : spcs port value in sp_api_service mdb is 50000
00000017.00059837 0536e0a8 Wed Jan 18 2023 17:51:50 +09:00
[kern_servprocd:info:4733] 0x808169600: 0: ERR: Servprocd::CLI:
sp_get_sensor_info_worker : TTX ERROR: 7 (SSL_connect: Resource
temporarily unavailable)
00000017.00059838 0536e0a8 Wed Jan 18 2023 17:51:50 +09:00
[kern_servprocd:info:4733] Thrift: Wed Jan 18 17:51:50 2023 SSL_shutdown:
shutdown while in init
00000017.00059862 0536e0f7 Wed Jan 18 2023 17:51:55 +09:00
[kern_servprocd:info:4733] 0x808169600: 0: INFO: librpcpool: Promoting
thread to RT
```

- Restart `servprocd` process, but no recovery.

```
::> set diag
::*> system node systemshell -node node-02 -command "sudo spmctl -s -h
servprocd"
```

```
::*> system node systemshell -node node-02 -command "sudo spmctl -e -h  
servprocd"
```