



SAS ports down by CPR failed on the SAS HBA

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

Updated: Wed, 24 Jun 2026 06:32:10 GMT

Applies to

- ONTAP 9
- SAS HBA
- FAS8000
- FAS9000
- FAS8200

Issue

- All SAS ports of the SAS HBA are down.
- EMS reports "CPR failed on the SAS HBA".

Example:

```
[?] Mon Nov 09 14:57:17 GMT [node1: cpr_thread:
sas.cpr.recoveryThreshold:EMERGENCY]: CPR recovery threshold has been
exceeded on SAS HBA 2.
[?] Mon Nov 09 14:57:17 GMT [node1: cpr_thread:
pcie.stealth.recovery:debug]: params: {'state': "PCI-E device 9/0/0
under recovery point 6/16/0 is in the 'offline' state"}
[?] Mon Nov 09 14:57:17 GMT [node1: cpr_thread:
pcie.stealth.recovery:debug]: params: {'state': 'PCI-E device 9/0/0
under recovery point 6/16/0 failed to reinit'}
[?] Mon Nov 09 14:57:17 GMT [node1: cpr_thread:
pcie.stealth.recovery:debug]: params: {'state': "PCI-E 'reinit
failed' event delivered to 9/0/0 under recovery point 6/16/0"}
[?] Mon Nov 09 14:57:17 GMT [node1: cpr_thread:
sas.cpr.failed:EMERGENCY]: CPR recovery failed on SAS HBA 2.
```

- EMS reports "SinglePathToDiskShelf_Alert"

Example:

```
[?] Tue May 11 17:29:08 JST [node1: mgwd:
callhome.hm.alert.major:alert]: Call home for Health Monitor process
nchm: SinglePathToDiskShelf_Alert[16692678916775152208].
```