NetApp Knowledge Base

SP API service modification fails with database sp_api_service_rdb is not open during new setup

https://kb-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/SP_API_service_modification_fails_wit…

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Applies to

- New Setup
- ONTAP 9
- FAS/AFF Systems
- Service Processor (SP)
- Baseboard Management Controller (BMC)
- SP API Service

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Issue

- The SP API service modification on a newly installed node fails with the below error:

```
Cluster1::*> system service-processor api-service modify -is-enabled true
Error: command failed: database sp_api_service_rdb is not open
```

- The command to view the environment sensors also fails due to the unavailability of the SP API service:

```
Cluster1::*> system node environment sensors show -node * -state !normal

Warning: Unable to list entries on node Node-03. SP API service is not
available on node "Node-03". Check SP firmware version and Data Ontap(R)
version.

Error: show failed: SP API service is not available on node "Node-03".
Check SP firmware version and Data Ontap(R) version.
```

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