



"ClusterSwitchConnectionDegraded_Alert" caused by faulty port on the switch

https://kb-stage.netapp.com/on-prem/Switches/General_Kbs/%22ClusterSwitchConnectionDegraded_...

Updated: Wed, 22 Apr 2026 02:10:13 GMT

Applies to

- Cluster Switches
- ONTAP
- Event Messaging system (EMS)

Issue

- EMS reports "SwitchInfoUpdateFailure_Alert" from SW1

```
Mon Aug 25 12:26:13 -0700 [node1: cshmd: hm.alert.raised:alert]: Alert Id  
= SwitchInfoUpdateFailure_Alert , Alerting Resource = sw1(yyyyyyyyyy)
```

raised by monitor ethernet-switch

- EMS reports "SwitchIsIfDownWarn_Alert" from its partner SW2

```
Mon Aug 25 12:26:21 -0700 [node1: cshmd: hm.alert.raised:alert]: Alert Id
= SwitchIsIfDownWarn_Alert , Alerting Resource = sw2(xxxxxxxx)/port-
channell raised by monitor ethernet-switch
```

- Switch SW1 is not accessible remotely and physically inspecting confirms to have no activity lights on.
- In some cases like, switch like Cisco 9336C, the STS LED is flashing orange while the ENV LED shows flashing RED
- Direct console to switch SW1 also fails