



## Mediator shows as Failed or Degraded in Cloud Manager: unable to validate credentials

[https://kb-stage.netapp.com/cloud/ncds/nc/Cloud\\_Manager/Mediator\\_shows\\_as\\_Failed\\_or\\_Degraded\\_i...](https://kb-stage.netapp.com/cloud/ncds/nc/Cloud_Manager/Mediator_shows_as_Failed_or_Degraded_i...)

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### Applies to

- Cloud Manager
- Cloud Volumes ONTAP (CVO)
- Mediators
- AWS

### Issue

- Cloud manager shows the HA status as degraded with `reason: Unknown mediator error.`

- Mediator is up and running.
- Cloud Manager Server logs report AWS was not able to validate the provided access credentials

```
2022-08-26 22:30:19,565 UTC WARN [Update all CVOs statuses      ] [MXRT5Qud] [
  ] [System              ] (oncloud-akka.actor.default-dispatcher-225)
[AwsHaClusterStatusCalculator:79] Calculated DEGRADED status with reason:
```

**Unknown mediator error**

```
2022-08-26 22:30:19,620 UTC INFO [Update all CVOs statuses      ] [MXRT5Qud] [
  ] [System              ] (oncloud-akka.actor.default-dispatcher-231)
[AwsHaClusterStatusCalculator:67] Mediator reported an error status: status
code: 4, status message: AWS error Unable to validate credentials returned for
describe vpcs from aws:
```

An error occurred (AuthFailure) when calling the DescribeVpcs operation: **AWS was not able to validate the provided access credentials**