



How to address the "Storage VM XXXX Service Down" event in Active IQ Unified Manager

https://kb-stage.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/How_to_address_the_Storage_VM_XXX...

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Applies to

- OnCommand Unified Manager 9.5
- Active IQ Unified Manager 9.6
- Active IQ Unified Manager 9.7
- Active IQ Unified Manager 9.8
- Active IQ Unified Manager 9.9
- Active IQ Unified Manager 9.10
- ONTAP 9
- CIFS
- NFS
- ISCSI
- FC / FCoE

Description

Triggered Time	Severity	State	Impact Level	Impact Area	Name	Source	Source Type
Mar 9, 2022, 5:43 PM	Critical	New	Incident	Availability	Storage VM CIFS Service Down	svm1_cluster1	Storage VM
Mar 9, 2022, 5:19 PM	Warning	New	Risk	Security	SSH is using insecure ciphers	testsvm	Storage VM
Mar 9, 2022, 5:19 PM	Warning	New	Risk	Security	Login Banner Disabled	testsvm	Storage VM
Mar 9, 2022, 3:19 PM	Warning	New	Risk	Security	SSH is using insecure ciphers	svm1_cluster1	Storage VM

- In Active IQ Unified Manager, one or more of the following events might occur:

```

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| Critical | New | Event | Availability | Storage VM NFS Service Down
|          |     |       |              | svm0_test | Storage VM |
| Critical | New | Event | Availability | Storage VM CIFS Service
Down      |     |       |              | svm0_test | Storage VM |
| Critical | New | Event | Availability | Storage VM iSCSI Service
Down      |     |       |              | svm0_test | Storage VM |
| Critical | New | Event | Availability | Storage VM FC/FCoE Service
Down      |     |       |              | svm0_test | Storage VM |
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```

- These events are generated automatically when Active IQ Unified Manager polls an ONTAP cluster and finds that a service is down this otherwise meant to be serving data.
- For example, the "Storage VM CIFS Service Down" event will be generated when Active IQ Unified Manager finds the CIFS service offline and the CIFS service has shares configured that would otherwise be serving data.
- Storage VM XXX Service Down events are considered "Critical" as downed services can cause data availability disruptions.

Note 1: These events are not to be confused with the "Storage VM XXXX Service Not Configured" events.

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| Information | New | Event | Availability | Storage VM CIFS Service Not
Configured  |     |       |              | svm0_test | Storage VM |
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```

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| Information | New | Event | Availability | Storage VM FC/FCoE Service
Not Configured | svm0_test | Storage VM |
| Information | New | Event | Availability | Storage VM iSCSI Service Not
Configured | svm0_test | Storage VM |
| Information | New | Event | Availability | Storage VM NFS Service Not
Configured | svm0_test | Storage VM |
| Information | New | Event | Configuration | Storage VM Discovered
| svm0_test | Storage VM |
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```

Note 2: These "Service Not Configured" events are "Informational" and are a typically generated when initially creating a new vserver in ONTAP