



Element SSL Auth Error on storage node during the upgrade telemetry process

https://kb-stage.netapp.com/on-prem/solidfire/Element_OS_Kbs/Element_SSL_Auth_Error_on_storage...

Updated: Wed, 24 Jun 2026 07:14:07 GMT

Applies to

NetApp Element software

Issue

- Element SSL Auth Error on storage node during the upgrade telemetry process.
- This issue was seen upgrading from 12.3.0 to 12.3.1.

ID	Date	Severity	Type	Node ID	Node Name	Drive ID	Resolved	Resolution Time	Error Code	Details
3798	2022-05-21 13:09:36	ERROR	node	2	[REDACTED]	0	YES	2022-05-21 14:16:59	authenticationServiceFault	Unable to determine status of Element Auth container on node [REDACTED]. Please contact support if this problem persists.

Error Code

Details

authenticationServiceFault Unable to determine status of Element Auth container on node #. Please contact support if this problem persists.

- Validate the storage node has no Docker containers.

```
sfadmin@XXHostnameXX~ $ sudo docker ps
CONTAINER ID          IMAGE          COMMAND          CREATED
STATUS                PORTS         NAMES
sfadmin@XXHostnameXX~ $
```