



"SinglePathToDiskShelf_Alert "and "DISK REDUNDANCY FAILED" Autosupports are triggered

https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SinglePathToDiskShelf_Alert_and_DISK_...

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

Applies to

- ONTAP 9
- SAS HBA
- Multi-Path

Issue

- EMS reports "DISK REDUNDANCY FAILED"

```
Mon Oct 17 19:16:56 +0800 [Nodename: dsa_disc:  
callhome.dsk.redun.fault:error]: Call home for DISK REDUNDANCY FAILED
```

```
Mon Oct 17 19:16:56 +0800 [Nodename: dsa_disc:
ses.multipath.RegError:alert]: SAS disk shelf detected without a multipath
configuration.
```

- EMS reports "SinglePathToDiskShelf_Alert"

```
Tue Oct 11 23:31:23 +0800 [Nodename: mgwd: callhome.hm.alert.major:alert]:
Call home for Health Monitor process nchm:
SinglePathToDiskShelf_Alert[159491309057xxxxxxxx].
```

- SYSTEM-HEALTH-ALERT.XML reports the following alert:

```
Controller Nodename has only a single-path configuration to disk shelf
18.10. This might occur when the controller does not have dual-path
configuration to stack 18, a SAS HBA port on the controller connected to
the disk shelf is disabled, or shelf-to-shelf cabling is incorrect.
```

- system health subsystem show may report degraded status:

```
::> system health subsystem show
Subsystem          Health
-----
SAS-connect degraded
Environment         ok
Memory              ok
```