



HW-assisted takeover missing keep-alive messages from HA partner since Ontap Upgrade

https://kb-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/HW-assisted_takeover_missing_keep-...

Updated: Wed, 24 Jun 2026 07:24:44 GMT

Applies to

- FAS8040
- ONTAP 9.7
- Cisco Catalyst 3750

Issue

- Error after ONTAP update from ONTAP 9.7P5 to 9.7P11:

```
2/23/2021 15:31:09 Node1 ERROR cf.hwassist.missedKeepAlive: HW-assisted takeover missing keep-alive messages from HA partner (Node2)
```

```
2/23/2021 15:30:11 Node2 ERROR cf.hwassist.missedKeepAlive: HW-assisted  
takeover missing keep-alive messages from HA partner (Node1)
```

- No errors in `hwassist-stats`
- No entries in the "ID_mismatch" section for "`storage failover hwassist stats show`"