



FAQ - Active IQ Unified Manager EMS Subscriptions

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Applies to

- Active IQ Unified Manager (AIQUM)
- OnCommand Unified Manager (OCUM)

Answer

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How do I identify ONTAP EMS events for subscription in Active IQ Unified Manager?

[How do I identify ONTAP EMS events for subscription in Active IQ Unified Manager?](#)

Is Unified Manager required to receive EMS events from a cluster?

No, Clusters can be configured to directly send events to multiple destinations. OnCommand Unified Manager provides a centralized location to configure EMS Subscriptions and send notifications.

[Is Unified Manager required to receive EMS events from a cluster?](#)

Do I have to add all my clusters to Active IQ Unified Manager before configuring EMS subscriptions?

No. Clusters can be added to Unified Manager after EMS Subscriptions have been configured. The cluster addition process will register the cluster with the Unified Manager EMS system and then complete the subscription process on the cluster itself.

[Do I have to add all my clusters to Active IQ Unified Manager before configuring EMS subscriptions?](#)

Does Unified Manager support configuration of multiple EMS Subscriptions via wildcards or by severity?

No. Some important points to consider when subscribing to multiple EMS events in Active IQ Unified Manager:

- At this time, Active IQ Unified Manager requires a full message name. No wildcards are allowed.
- Only one message name can be added at a time to subscribed EMS events.
- Severity-based addition is not possible, only discreet message names.

[Does Unified Manager support configuration of multiple EMS Subscriptions via wildcards or by severity?](#)

Why is Unified Manager showing a status of 'Yes' in the Applicable to Cluster column for the EMS event(s) without receiving EMS notifications?

- Unified Manager will display a status of 'Yes' if at least one subscription has been successful with a cluster.
 - To verify all clusters have been successfully configured, execute clustershell commands on each cluster that is reported to not be sending events to verify that Unified Manager is listed as a syslog destination and that the event of interest is configured to be routed to the Unified Manager syslog destination.
- EMS events are sent using the syslog protocol which uses port 514. Verify that port 514 is open to send UDP traffic to Unified Manager.
- Verify the EMS event in question is applicable to the ONTAP release for a clusters monitored by Unified Manager by querying ONTAP for the event in question via clustershell commands.

[Why is Unified Manager showing a status of 'Yes' in the Applicable to Cluster column for the EMS event\(s\) without receiving EMS notifications?](#)

Why can't clusters send some configured EMS events to Active IQ Unified Manager?

- Nothing. If the EMS event cannot be sent (a protocol is not licensed, for example), Unified Manager should never receive this event. No further action is needed.
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- Remove the event route. Remove the route to the Unified Manager server from the cluster directly using `event route clustershell` commands. See [How to configure and receive alerts from ONTAP EMS Event Subscription in Active IQ Unified Manager](#).

[Why can't clusters send some configured EMS events to Active IQ Unified Manager?](#)

Why is ActiveIQ Unified Manager not able to send notifications for issues even though EMS subscriptions appear to have been successfully configured?

- Verify the subscription is successful for an event in the Unified Manager Web UI (status is 'Yes' in Applicable to cluster in the Subscribe to EMS events dialog box) and on the cluster in question.
- Verify that an alert has been configured in Unified Manager for the EMS event in question. Subscribing to EMS events in Unified Manager only configures the pathway for a cluster to send an event of interest to Unified Manager. In order for Unified Manager to send notifications when an EMS event of interest is received, an alert must be configured.
- Verify that the cluster is configured for NTP and that the timezone is set correctly.

[Why is ActiveIQ Unified Manager not able to send notifications for issues even though EMS subscriptions appear to have been successfully configured?](#)

How can I stop Active IQ Unified Manager from receiving EMS events?

- Remove the subscribed event from Unified Manager
 - This action will remove the event subscription from all clusters Unified Manager is monitoring

[How can I stop Active IQ Unified Manager from receiving EMS events?](#)

What happens to the EMS subscription request if a cluster is 'not reachable' from Active IQ Unified Manager for one or more subscribed EMS events?

The subscription request will be sent to the cluster the next time successful communication is established between Unified Manager and the cluster in question.

[What happens to the EMS subscription request if a cluster is 'not reachable' from Active IQ Unified Manager for one or more subscribed EMS events?](#)

What happens to EMS Subscriptions when a monitored cluster is removed from Active IQ Unified Manager?

An un-subscribe request will be sent to the cluster to remove all events from the Unified Manger destination, as well as remove Unified Manager as a syslog destination as part of the cluster removal process from ActiveIQ Unified Manager.

[What happens to EMS Subscriptions when a monitored cluster is removed from Active IQ Unified Manager?](#)

Why has ActiveIQ Unified Manager stopped receiving configured EMS events from a cluster after ONTAP was upgraded to a newer release?

- Verify the event has not been marked as deprecated. If the event has been marked deprecated, it must be removed from Unified Manager EMS Subscriptions and a new event configured.
- Execute appropriate clustershell commands on each cluster that has stopped sending events to verify that Unified Manager is listed as a syslog destination and that the event of interest is configured to be routed to the Unified Manager syslog destination.

[Why has ActiveIQ Unified Manager stopped receiving configured EMS events from a cluster after ONTAP was upgraded to a newer release?](#)

Additional Information

- [ActiveIQ Unified Manager alert configuration and management Resolution Guide](#)

Refer to the following articles for more setup information about EMS-based event subscriptions in Active IQ Unified Manager:

- [How to identify EMS events for subscription in Active IQ Unified Manager](#)
- [How to configure and receive alerts from ONTAP EMS Event Subscription in Active IQ Unified Manager](#)