



Unsupported switch alert in MetroCluster IP when using MetroCluster compliant switches for cluster network

https://kb-stage.netapp.com/on-prem/ontap/mc/MC-KBs/Unsupported_switch_alert_in_MCCIP_when_u...

Updated: Wed, 24 Jun 2026 06:08:00 GMT

Applies to

- MetroCluster IP back-end compliant switches. Example:
 - N9K-C93240YC-FX2
 - N9K-C9336C-FX2-E

Issue

- Health Monitor alerts reported:

```
[Node-1: mgwd: callhome.hm.alert.major:alert]: Call home for Health  
Monitor process cshm:SwitchCommunityString_Alert[cluster-stor-
```

```
sw2 (XXXXXXXXXX) ] .
```

```
[Node-1: cshmd: hm.alert.raised:alert]: Alert Id =UnsupportedSwitch_Alert,  
Alerting Resource = cluster-stor-sw2 (XXXXXXXXXX) raised by monitor  
ethernet-switch
```

- system health alert show **outputs:**

```
Node: Node-1
```

```
Monitor: ethernet-switch
```

```
Alert ID:SwitchCommunityString_Alert
```

```
Alerting Resource: cluster-stor-sw2 (XXXXXXXXXX)
```

```
Subsystem: Switch-Health
```

```
Indication Time: Fri Nov 04 07:07:04 2022
```

```
Perceived Severity: Major
```

```
Probable Cause: Configuration_error
```

```
Description: Ethernet switch "cluster-stor-sw2 (XXXXXXXXXX)" with IP  
address "10.X.XXX.XXX" is not reachable via SNMP. Incorrect SNMP community  
string might be configured on the Ethernet switch.
```

```
Corrective Actions: Check the SNMP community string on the Ethernet switch  
to verify that the expected community string is configured. Use the  
"system switch ethernet show -snmp-config" command to view the expected  
community string.
```

```
Possible Effect: Ethernet switch communication problems and accessibility  
issues.
```

```
Node: Node-1
```

```
Monitor: ethernet-switch
```

```
Alert ID:UnsupportedSwitch_Alert
```

```
Alerting Resource: cluster-stor-sw2 (XXXXXXXXXX)
```

```
Subsystem: Switch-Health
```

```
Indication Time: Fri Nov 04 07:07:04 2022
```

```
Perceived Severity: Major
```

```
Probable Cause: Configuration_error
```

```
Description: Unsupported Ethernet switch is detected.
```

```
Corrective Actions: Unsupported Ethernet switch "cluster-stor-  
sw2 (XXXXXXXXXX)" found. Connect a supported Ethernet switch to the  
network.
```

```
Possible Effect: Communication problems and network connectivity issues
```

occur.

- The switch health is degraded due to these alerts:

```
Cluster::> system health subsystem show
Subsystem          Health
-----
SAS-connect        ok
Environment         ok
Memory             ok
Service-Processor  ok
Switch-Health      degraded
CIFS-NDO           ok
Motherboard        ok
IO                 ok
MetroCluster       ok
MetroCluster_Node  ok
FHM-Switch         ok
FHM-Bridge         ok
SAS-connect_Cluster ok
```