



E-series Controller reset reason for WATCHDOG TIMEOUT

https://kb-stage.netapp.com/on-prem/E-Series/SANtricity-OS-KBs/E-series_Controller_reset_reason_fo...

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

Applies to

- NetApp E-series
- NetApp EF570
- SANtricity OS Software11.60.1 and below

Issue

- One controller offline triggers a core dump
- The Controller Reset Reason is `REBOOT_SX_BY_WATCHDOG_TRIGGER, WATCHDOG TIMEOUT, 5e802bb1`
- The following event logs had captured in support bundle as below:

Date/Time: 2020-03-29 05:03:03

Sequence number: 185854
Event type: 4010
Event category: Internal
Priority: Informational
Description: **Controller reset**
Sense Key/ASC/ASCQ: No Additional Sense Information. The controller has no sense data available for the requesting host and addressed logical unit combination.(0/00/00)
Component type: Controller
Component location: Shelf 80 - Bay B
Logged by: Controller in bay B
Main reboot reason: **REBOOT_SX_BY_WATCHDOG_TRIGGER**
Extra (optional) reason:1
The time that the reboot command was issued:**5e802bb1**
No of times reboot reason and extra repeated:0

---- Log Entry #121 (Internal Core) Mar-29-2020 12:00:16 AM ----

WATCHDOG TIMEOUT on cores:0

---- Log Entry #122 (Core 0) Mar-29-2020 12:00:53 AM ----

Exception from kernel core:

2020-03-29 05:01:41.224533

WATCHDOG TIMEOUT