



# CXone Mpower EXPERT

## ONTAPクラスタのFPolicyサーバーへの接続時にデータコレクターの状態エラーが発生します

[https://kb-japan.netapp.com/Cloud/ncds/nds/dii/dii\\_kbs/Data\\_Collector\\_Status\\_Error\\_When\\_Connecting\\_to...](https://kb-japan.netapp.com/Cloud/ncds/nds/dii/dii_kbs/Data_Collector_Status_Error_When_Connecting_to...)

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### 環境

- ONTAP 9.16.1P2 (クラスタモード)
- ワークロードセキュリティエージェント
- FPolicyを使用したSVM

## 問題

SVM監査サービスのFPolicyサーバーに接続する際に、データコレクターステータスエラーが発生します。コレクターが正常にポーリングできず、次のようなエラーを報告します：

```
Error: connection in error state. service name audit. failed to configure
fpolicy on SVM. Future timed out after [60 Seconds]
after restart in DII error : failed to determine ONTAP type for [hostname:
172.X.X.X, subDataSourceName: svm_NAS]. Connection error to Storage System,
172.X.X.X: Connection timed out
```

### ログ出力：

```
2026-03-06T08:49:55,146 [WARN] [prod] [0414c8c5-4795-415c-adde-60842c89aebe]
[93f0eb51-5ec0-4c9b-8cfc-f67941e0e7d0] [SVM_ID - 93f0eb51-5ec0-4c9b-8cfc-
f67941e0e7d0] [] [datasource-AuditManager] - Received error in configuring
fpolicy. Reason: External fpolicy server terminated., retrieable: false
2026-03-06T08:49:55,146 [ERROR] [prod] [0414c8c5-4795-415c-adde-60842c89aebe]
[93f0eb51-5ec0-4c9b-8cfc-f67941e0e7d0] [SVM_ID - 93f0eb51-5ec0-4c9b-8cfc-
f67941e0e7d0] [] [datasource-AuditManager] - Fpolicy configuration has a non-
retrieable error. Stopping the file screen worker and marking audit service as
failure.
2026-03-06T08:49:55,146 [ERROR] [prod] [0414c8c5-4795-415c-adde-60842c89aebe]
[93f0eb51-5ec0-4c9b-8cfc-f67941e0e7d0] [SVM_ID - 93f0eb51-5ec0-4c9b-8cfc-
f67941e0e7d0] [] [datasource-AppManager] - Service audit failed with reason:
External fpolicy server terminated.
```