



CVO HA cluster degraded because AWS mediator fails to update route tables

https://kb.netapp.com/Cloud/ncds/nds/cvo/cvo_kbs/CVO_HA_cluster_degraded_because_AWS_mediat...

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Applies to

- NetApp Console
- Cloud Volumes ONTAP (CVO)
- Amazon Web Services (AWS)

Issue

During a DR exercise, the AWS HA CVO enters a degraded state because the mediator is not able to update the AWS route tables for the floating IP addresses.

The NetApp Console UI reports:

“HA cluster is not highly available. Failed to establish HTTP connection to the mediator.”

Agent server logs shows:

```
2026-03-19 16:05:56,423 UTC ERROR [Working Environment      ]
[85511a3f-62ab-4aeb-80d0-645648c21383] [H9PKZeTAlX      ] [User Name]
(simplicator-akka.actor.default-dispatcher-328808) [SimplicatorServerActor:291]
Simplicator request to http://localhost:8080/AwsProtocol/de...gion=us-west-2
timed out
com.amazonaws.SdkClientException: Unable to execute HTTP request: Connect to
ec2.us-west-2.amazonaws.com:443 [ec2.us-west-2.amazonaws.com/floating_ip_1,
ec2.us-west-2.amazonaws.com/floating_ip_2, ec2.us-west-2.amazonaws.com/
floating_ip_3] failed: connect timed out
```

EMS ONTAP Logs:

Wed Mar 18 12:55:21 -0400 [cvo_dr1-01: vifmgr: vifmgr.extRoute.nolpMove:error]: Failed to move LIF. Error: Failed to update external route tables for IP "POST operation failed for URI:http://floating_ip:3080 HTTP code:599 Message:Connect timeout on endpoint URL: \". Here we can see where the mediator tries to update the route table for one of the data lifs: In the mediator logs shows we can see the mediator attempting to update the route table for one of the data LIFs:

```
2026-03-18 16:55:21,716 ERROR: Error returned: [{"route_table":
"rtb-0b12345678900", "ip": "10.x.x.x", "message": "Connect timeout on endpoint
URL: \"https://ec2.us-west-2.amazonaws.com/\", "code": "<class
'botocore.exceptions.ConnectTimeoutError'>", "command": "replace_route",
"dest": "eni-00000000000"}]
```

vifmgr.log via ONTAP ASUP

```
00000003.00192c6f 0e9d7d9e Thu Sep 17 2020 02:27:03 +00:00
[kern_vifmgr:info:8150] [0x808e43600]
[FloatingIpMgrImpl::postOperationsToMediator] Failed to update external routing
information; failed to send POST msg to mediator, URI:
http://10.135.26.11:3080/v1/clusters/2911f4de-1987-11ea-
a11d-11111111/route\_tables/update\_all, request:
{"IPs":[{"ip":"10.135.26.22","dest":"eni-0614d0e1b8a4a4a4","op":"replace"}]},
status: Timeout was reached, err: Failed to update external route tables for IP
"10.135.26.22". The system encountered a timeout waiting for the mediator to
complete the operation. Retry the command. If the problem persists, contact
technical support personnel for assistance.
```