



AIQUM Cluster Status Shows “Failed” Due to mTLS and SAML configuration

https://kb.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/AIQUM_Cluster_Status_Shows_%E2%80%9CF...

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Applies to

- Active IQ Unified Manager (AIQUM) 9.16
- ONTAP 9.15.1P7 (Cluster-Mode)
- All environments using AIQUM with ONTAP clusters and mTLS/SAML configurations

Issue

A cluster appears in a “Failed” state in Active IQ Unified Manager (AIQUM) after mTLS certificate renewal and/or SAML configuration changes. As a result, AIQUM is unable to poll data from the cluster, impacting monitoring, reporting.

Relevant Log Output:

```
ERROR [common-pool-10455]
c.o.s.a.f.d.BaseDataSource(DataSourceErrorException.java:244) - noiclapa04-cls-
mgt [Error connecting] - Failed to connect to 10.254.7.90 ([Device name
GeneralDevice]: Cannot store non-PrivateKeys) java.security.KeyStoreException:
Cannot store non-PrivateKeysERROR [common-pool-10455]
c.n.u.KeyStoreUtils(KeyStoreUtils.java:147) - Error creating
KeyStoreFileWithSingleCertificate used for mutual TLS communication
java.security.KeyStoreException: Cannot store non-PrivateKeysERROR [common-
pool-6] c.o.s.a.f.d.BaseDataSource(DataSourceErrorException.java:246) -
noiclapa04-cls-mgt [Error connecting] - Communication problem with the cluster:
... error: 'Received fatal alert: certificate_expired' on try 5 out of 5
```