



Resolving a flash card offline condition

OnCommand Unified Manager 9.5

NetApp

February 12, 2024

This PDF was generated from <https://docs.netapp.com/us-en/oncommand-unified-manager-95/health-checker/task-performing-corrective-action-for-a-flashcard-offline.html> on February 12, 2024. Always check docs.netapp.com for the latest.

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Resolving a flash card offline condition

This workflow provides an example of how you might resolve a flash card offline condition. In this scenario, you are an administrator or operator monitoring the dashboard to check for problems with availability. You see a flash card offline condition and you want to determine the possible cause of and resolution to the problem.

Before you begin

You must have the Operator, OnCommand Administrator, or Storage Administrator role.

About this task

The event information and links displayed in the Availability area of the Unified Manager Dashboards/Overview page monitor the overall availability of data storage resources on the monitored clusters enable you to diagnose specific events that might affect that availability.

In this scenario, the Dashboards/Overview page displays the event Flash Cards Offline in its Availability Incidents section. If a flash card is offline, availability of stored data is impeded because the performance of the cluster node on which it is installed is impaired. You can perform the following steps to localize and identify the potential problem:

Steps

1. From the **Availability** panel in the **Unresolved Incidents and Risks** section, click the hypertext link displayed for Flash Cards Offline.

The Event details page for the availability incident is displayed.

2. On the **Event** details page, you can review the information displayed in the Cause field and perform one or more of the following tasks:
 - Assign the event to an administrator. [Assigning events](#)
 - Click the source of the event, in this case the cluster node on which the offline flash card is located, to get more information about that node. [Performing corrective action for a flash card offline](#)
 - Acknowledge the event. [Acknowledging and resolving events](#)

Performing corrective action for a flash card offline

After reviewing the description in the Cause field of the Flash Card Offline Event details page, you can search for additional information helpful to resolving the condition.

Before you begin

You must have the Operator, OnCommand Administrator, or Storage Administrator role.

About this task

In this example scenario, the event summary provided on the Event details page contains the following

information about the offline flash card condition:

```
Severity: Critical
State: New
Impact Level: Incident
Impact Area: Availability
Source: alpha-node
Source Type: Node
Acknowledged By:
Resolved By:
Assigned To:
Cause: Flash cards at slot numbers 3 are offline.
Alert Settings:
```

The event information indicates that the flash card installed in slot 3 in the cluster node named “alpha-node” is offline.

The information localizes the flash card offline condition to a specific slot on a specific cluster node but does not suggest a reason that the flash card is offline.

Steps

1. To obtain further details that might help you diagnose the flash card offline condition, you can click the name of the source of the event.

In this example, the source of the event is the “alpha-node” cluster node. Clicking that node name displays the HA Details on the Nodes tab of the Health/Cluster details page for the affected cluster. The displayed HA Details displays information about the HA pair to which that node belongs.

In this example, the relevant information is in the Events summary table on the HA Details. The table specifies the flash card offline event, the time the event was generated, and, again, the cluster node from which this event originated.

2. Using the ONTAP CLI or OnCommand System Manager, access the Event Manager System (EMS) logs for the affected cluster.

In this example, you use the event name, the event time, and the event source to find the EMS report on this event. The EMS report on the event contains a detailed description of the event and often advice to remedy the condition indicated by the event.

After you finish

After you diagnose the problem, contact the appropriate administrator or operator to complete the manual steps necessary to get the flash card back online.

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