Resolve volume offline issues

Active IQ Unified Manager

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Resolve volume offline issues

Resolve volume offline issues in Active IQ Unified Manager

This workflow provides an example of how you might evaluate and resolve a volume offline event that Unified Manager might display in the Event Management inventory page. In this scenario, you are an administrator using Unified Manager to troubleshoot one or more volume offline events.

Before you begin

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

Volumes might be reported offline for several reasons:

- The SVM administrator has deliberately taken the volume offline.
- The volume's hosting cluster node is down and storage failover to its HA pair partner has failed also.
- The volume's hosting storage virtual machine (SVM) is stopped because the node hosting the root volume of that SVM is down.
- The volume's hosting aggregate is down due to simultaneous failure of two RAID disks.

You can use the Event Management inventory page and the Cluster/Health, Storage VM/Health, and Volume/Health details pages to confirm or eliminate one or more of these possibilities.

Steps

1. In the left navigation pane, click **Event Management**.
2. In the **Event Management** inventory page, select **Active Availability events**.
3. Click the hypertext link displayed for the Volume Offline event.

   The Event details page for the availability incident is displayed.

4. On that page, check the notes for any indication that the SVM administrator has taken the volume in question offline.
5. On the **Event** details page, you can review the information for one or more of the following tasks:
   - Review the information displayed in the Cause field for possible diagnostic guidance.

     In this example, the information in the Cause field informs you only that the volume is offline.

   - Check the Notes and Updates area for any indication that the SVM administrator has deliberately taken the volume in question offline.
   - Click the source of the event, in this case the volume that is reported offline, to get more information about that volume.
   - Assign the event to an administrator.
   - Acknowledge the event or, if appropriate, mark it as resolved.

Perform diagnostic actions for volume offline conditions in Active IQ Unified Manager

After navigating to the Volume / Health details page of a volume reported to be offline, you can search for additional information helpful to diagnosing the volume offline condition.

Before you begin

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

If the volume that is reported offline was not taken offline deliberately, that volume might be offline for several reasons.

Starting at the offline volume's Volume / Health details page, you can navigate to other pages and panes to confirm or eliminate possible causes:

- Click **Volume / Health** details page links to determine if the volume is offline because its host node is down and storage failover to its HA pair partner has failed also.

  See Determining if a volume offline condition is caused by a down node.

- Click **Volume / Health** details page links to determine if the volume is offline and its host storage virtual machine (SVM) is stopped because the node hosting the root volume of that SVM is down.

  See Determining if a volume is offline and SVM is stopped because a node is down.

- Click **Volume / Health** details page links to determine if the volume is offline because of broken disks in its host aggregate.

  See Determining if a volume is offline because of broken disks in an aggregate.

Related information

Unified Manager user roles and capabilities

Determine if a volume is offline because its host node is down in Active IQ Unified Manager

You can use the Unified Manager web UI to confirm or eliminate the possibility that a volume is offline because its host node is down and that storage failover to its HA pair partner is unsuccessful.

Before you begin

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

To determine if the volume offline condition is caused by failure of the hosting node and subsequent unsuccessful storage failover, perform the following actions:

Steps

1. Locate and click the hypertext link displayed under SVM in the **Related Devices** pane of the offline volume's **Volume / Health** details page.

The Storage VM / Health details page displays information about the offline volume's hosting storage virtual machine (SVM).

2. In the **Related Devices** pane of the **Storage VM / Health** details page, locate and click hypertext link displayed under Volumes.

   The Health: All Volumes view displays a table of information about all the volumes hosted by the SVM.

3. On the **Health: All Volumes** view State column header, click the filter symbol, and then select the option **Offline**.

   Only the SVM volumes that are in offline state are listed.

4. On the Health: All Volumes view, click the grid symbol, and then select the option **Cluster Nodes**.

   You might need to scroll in the grid selection box to locate the **Cluster Nodes** option.

   The Cluster Nodes column is added to the volumes inventory and displays the name of the node that hosts each offline volume.

5. On the **Health: All Volumes** view, locate the listing for the offline volume and, in its Cluster Node column, click the name of its hosting node.

   The Nodes tab on the Cluster / Health details page displays the state of the HA pair of nodes to which the hosting node belongs. The state of the hosting node and the success of any cluster failover operation is indicated in the display.

After you confirm that the volume offline condition exists because its host node is down and storage failover to the HA pair partner has failed, contact the appropriate administrator or operator to manually restart the down node and fix the storage failover problem.

Determine if a volume is offline because its SVM is stopped in Active IQ Unified Manager

You can use the Unified Manager web UI to confirm or eliminate the possibility that a volume is offline because its host storage virtual machine (SVM) is stopped due to the node hosting the root volume of that SVM being down.

Before you begin

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

To determine if the volume offline condition is caused its host SVM being stopped because the node hosting the root volume of that SVM is down, perform the following actions:

Steps

1. Locate and click the hypertext link displayed under the SVM in the **Related Devices** pane of the offline volume's **Volume / Health** details page.

   The Storage VM / Health details page displays the "running" or the "stopped" status of the hosting SVM. If the SVM status is running, then the volume offline condition is not caused by the node hosting the root volume of that SVM being down.

2. If the SVM status is stopped, then click **View SVMs** to further identify the cause of the hosting SVM being

stopped.

3. On the **Health: All Storage VMs** view SVM column header, click the filter symbol and then type the name of the stopped SVM.

   The information for that SVM is shown in a table.

4. On the **Health: All Storage VMs** view, click and then select the option **Root Volume**.

   The Root Volume column is added to the SVM inventory and displays the name of the root volume of the stopped SVM.

5. In the Root Volume column, click the name of the root volume to display the **Storage VM / Health** details page for that volume.

   If the status of the SVM root volume is (Online), then the original volume offline condition is not caused because the node hosting the root volume of that SVM is down.

6. If the status of the SVM root volume is (Offline), then locate and click the hypertext link displayed under Aggregate in the Related Devices pane of the SVM root volume's Volume / Health details page.
7. Locate and click the hypertext link displayed under Node in the **Related Devices** pane of the Aggregate's **Aggregate / Health** details page.

   The Nodes tab on the Cluster / Health details page displays the state of the HA pair of nodes to which the SVM root volume's hosting node belongs. The state of the node is indicated in the display.

After you confirm that the volume offline condition is caused by that volume's host SVM offline condition, which itself is caused by the node that hosts the root volume of that SVM being down, contact the appropriate administrator or operator to manually restart the down node.

Determine if a volume is offline because of broken disks in Active IQ Unified Manager

You can use the Unified Manager web UI to confirm or eliminate the possibility that a volume is offline because RAID disk problems have taken its host aggregate offline.

Before you begin

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

To determine if the volume offline condition is caused by RAID disk problems that are taking the hosting aggregate offline, perform the following actions:

Steps

1. Locate and click the hypertext link displayed under Aggregate in the **Related Devices** pane of the **Volume / Health** details page.

   The Aggregate / Health details page displays the online or offline status of the hosting aggregate. If the aggregate status is online, then RAID disk problems are not the cause of the volume being offline.

2. If the aggregate status is offline, then click **Disk Information** and look for broken disk events in the **Events** list on the **Disk Information** tab.
3. To further identify the broken disks, click the hypertext link displayed under Node in the **Related Devices** pane.

The Cluster / Health details page is displayed.

4. Click **Disks**, and then select **Broken** in the **Filters** pane to list all disks in the broken state.

   If the disks in the broken state caused the offline state of the host aggregate, the name of the aggregate is displayed in the Impacted Aggregate column.

After confirming that the volume offline condition is caused by broken RAID disks and the consequent offline host aggregate, contact the appropriate administrator or operator to manually replace the broken disks and put the aggregate back online.

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