



Troubleshoot drives

Element Software

NetApp

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Troubleshoot drives

Troubleshoot drives

You can replace a failed solid-state drive (SSD) with a replacement drive. SSDs for SolidFire storage nodes are hot-swappable. If you suspect an SSD has failed, contact NetApp Support to verify the failure and walk you through the proper resolution procedure. NetApp Support also works with you to get a replacement drive according to your service-level agreement.

How-swappable in this case means that you can remove a failed drive from an active node and replace it with a new SSD drive from NetApp. It is not recommended that you should remove non-failed drives on an active cluster.

You should maintain on-site spares suggested by NetApp Support to allow for immediate replacement of the drive if it fails.



For testing purposes, if you are simulating a drive failure by pulling a drive from a node, you must wait 30 seconds before inserting the drive back into the drive slot.

If a drive fails, Double Helix redistributes the data on the drive across the nodes remaining on the cluster. Multiple drive failures on the same node are not an issue since Element software protects against two copies of data residing on the same node. A failed drive results in the following events:

- Data is migrated off of the drive.
- Overall cluster capacity is reduced by the capacity of the drive.
- Double Helix data protection ensures that there are two valid copies of the data.



SolidFire storage systems do not support removal of a drive if it results in an insufficient amount of storage to migrate data.

For more information

- [Remove failed drives from the cluster](#)
- [Basic MDSS drive troubleshooting](#)
- [Remove MDSS drives](#)
- [Replacing drives for SolidFire storage nodes](#)
- [Replacing drives for H600S series storage nodes](#)
- [H410S and H610S hardware information](#)
- [SF-series hardware information](#)

Remove failed drives from the cluster

The SolidFire system puts a drive in a failed state if the drive's self-diagnostics tells the node it has failed or if communication with the drive stops for five and a half minutes or longer. The system displays a list of the failed drives. You must remove a failed drive from

the failed drive list in NetApp Element software.

Drives in the **Alerts** list show as **blockServiceUnhealthy** when a node is offline. When restarting the node, if the node and its drives come back online within five and a half minutes, the drives automatically update and continue as active drives in the cluster.

1. In the Element UI, select **Cluster > Drives**.
2. Click **Failed** to view the list of failed drives.
3. Note the slot number of the failed drive.

You need this information to locate the failed drive in the chassis.

4. Remove the failed drives using one of the following methods:

Option	Steps
To remove individual drives	a. Click Actions for the drive you want to remove. b. Click Remove.
To remove multiple drives	a. Select all the drives you want to remove, and click Bulk Actions. b. Click Remove.

Basic MDSS drive troubleshooting

You can recover metadata (or slice) drives by adding them back to the cluster in the event that one or both metadata drives fail. You can perform the recovery operation in the NetApp Element UI if the MDSS feature is already enabled on the node.

If either or both of the metadata drives in a node experiences a failure, the slice service will shut down and data from both drives will be backed up to different drives in the node.

The following scenarios outline possible failure scenarios, and provide basic recommendations to correct the issue:

System slice drive fails

- In this scenario, the slot 2 is verified and returned to an available state.
- The system slice drive must be repopulated before the slice service can be brought back online.
- You should replace the system slice drive, when the system slice drive becomes available, add the drive and the slot 2 drive at the same time.



You cannot add the drive in slot 2 by itself as a metadata drive. You must add both drives back to the node at the same time.

Slot 2 fails

- In this scenario, the system slice drive is verified and returned to an available state.
- You should replace slot 2 with a spare, when slot 2 becomes available, add the system slice drive and the slot 2 drive at the same time.

System slice drive and slot 2 fails

- You should replace both system slice drive and slot 2 with a spare drive. When both drives become available, add the system slice drive and the slot 2 drive at the same time.

Order of operations

- Replace the failed hardware drive with a spare drive (replace both drives if both have failed).
- Add drives back to the cluster when they have been repopulated and are in an available state.

Verify operations

- Verify that the drives in slot 0 (or internal) and slot 2 are identified as metadata drives in the Active Drives list.
- Verify that all slice balancing has completed (there are no further moving slices messages in the event log for at least 30 minutes).

For more information

[Add MDSS drives](#)

Add MDSS drives

You can add a second metadata drive on a SolidFire node by converting the block drive in slot 2 to a slice drive. This is accomplished by enabling the multi-drive slice service (MDSS) feature. To enable this feature, you must contact NetApp Support.

Getting a slice drive into an available state might require replacing a failed drive with a new or spare drive. You must add the system slice drive at the same time you add the drive for slot 2. If you try to add the slot 2 slice drive alone or before you add the system slice drive, the system will generate an error.

1. Click **Cluster > Drives**.
2. Click **Available** to view the list of available drives.
3. Select the slice drives to add.
4. Click **Bulk Actions**.
5. Click **Add**.
6. Confirm from the **Active Drives** tab that the drives have been added.

Remove MDSS drives

You can remove the multi-drive slice service (MDSS) drives. This procedure applies only

if the node has multiple slice drives.



If the system slice drive and the slot 2 drive fail, the system will shutdown slice services and remove the drives. If there is no failure and you remove the drives, both drives must be removed at the same time.

1. Click **Cluster > Drives**.
2. From the **Available** drives tab, click the check box for the slice drives being removed.
3. Click **Bulk Actions**.
4. Click **Remove**.
5. Confirm the action.

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