



Boot media

Install and maintain

NetApp
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Boot media

Boot media replacement workflow - AFF A20, AFF A30, and AFF A50

Follow these workflow steps to replace your boot media.

1

Review the boot media requirements

To replace the boot media, you must meet certain requirements.

2

Check onboard encryption keys

Verify whether your storage system has security key manager enabled or encrypted disks.

3

Shut down the impaired controller

Shut down or take over the impaired controller so that the healthy controller continues to serve data from the impaired controller storage.

4

Replace the boot media

Remove the failed boot media from the impaired controller and install the replacement boot media, and then transfer an ONTAP image using a USB flash drive to the replacement boot media.

5

Boot the recovery image

Boot the ONTAP image from the USB drive, restore the file system, and verify the environmental variables.

6

Restore encryption

Restore the onboard key manager configuration or the external key manager from the ONATP boot menu.

7

Return the failed part to NetApp

Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

Boot media replacement requirements - AFF A20, AFF A30, and AFF A50

Before replacing the boot media, make sure to review the following requirements and considerations.

Requirements

- You must have a USB flash drive, formatted to FAT32, with the appropriate amount of storage to hold the `image_XXX.tgz`.
- You must copy the `image_XXX.tgz` file to the USB flash drive for later use in this procedure.
- You must replace the failed component with a replacement FRU component of the same capacity that you received from your provider.

Considerations

- It is important that you apply the commands in these steps on the correct controller:
 - The *impaired* controller is the controller on which you are performing maintenance.
 - The *healthy* controller is the HA partner of the impaired controller.
- If needed, you can turn on the platform chassis location (blue) LEDs to aid in physically locating the affected platform. Log into the BMC using SSH and enter the `system location-led on` command.

A platform chassis has three location LEDs: one on the operator display panel and one on each controller. Location LEDs remain illuminated for 30 minutes.

You can turn them off by entering the `system location-led off` command. If you are unsure if the LEDs are on or off, you can check their state by entering the `system location-led show` command.

Check onboard encryption keys - AFF A20, AFF A30, and AFF A50

Before shutting down the impaired controller, check if your version of ONTAP supports NetApp Volume Encryption (NVE) and if your key management system is properly configured.

Step 1: Check if your version of ONTAP supports NetApp Volume Encryption

Check whether your ONTAP version supports NetApp Volume Encryption (NVE). This information is crucial for downloading the correct ONTAP image.

1. Determine if your ONTAP version supports encryption by running the following command:

```
version -v
```

If the output includes `1Ono-DARE`, NVE is not supported on your cluster version.

2. Depending on whether NVE is supported on your system, take one of the following actions:
 - If NVE is supported, download the ONTAP image with NetApp Volume Encryption.
 - If NVE is not supported, download the ONTAP image **without** NetApp Volume Encryption.

Step 2: Determine if it is safe to shut down the controller

To safely shut down a controller, first identify whether the External Key Manager (EKM) or the Onboard Key Manager (OKM) is active. Then, verify the key manager in use, display the appropriate key information, and

take action based on the status of the authentication keys.

1. Determine which key manager is enabled on your system:

ONTAP version	Run this command
ONTAP 9.14.1 or later	<pre>security key-manager keystore show</pre> <ul style="list-style-type: none">• If EKM is enabled, <code>EKM</code> is listed in the command output.• If OKM is enabled, <code>OKM</code> is listed in the command output.• If no key manager is enabled, <code>No key manager keystores configured</code> is listed in the command output.
ONTAP 9.13.1 or earlier	<pre>security key-manager show-key-store</pre> <ul style="list-style-type: none">• If EKM is enabled, <code>external</code> is listed in the command output.• If OKM is enabled, <code>onboard</code> is listed in the command output.• If no key manager is enabled, <code>No key managers configured</code> is listed in the command output.

2. Depending on whether a key manager is configured on your system, select one of the following options.

No key manager configured

You can safely shut down the impaired controller. Go to [shutdown the impaired controller](#).

External or Onboard key manager configured

a. Enter the following query command to display the status of the authentication keys in your key manager.

```
security key-manager key query
```

b. Check the output for the value in the `Restored` column for your key manager.

This column indicates whether the authentication keys for your key manager (either EKM or OKM) have been successfully restored.

3. Depending on whether your system is using the External Key Manager or Onboard Key Manager, select one of the following options.

External Key Manager

Depending on the output value displayed in the `Restored` column, follow the appropriate steps.

Output value in <code>Restored</code> column	Follow these steps...
<code>true</code>	You can safely shut down the impaired controller. Go to shutdown the impaired controller .
Anything other than <code>true</code>	<ol style="list-style-type: none">Restore the external key management authentication keys to all nodes in the cluster using the following command: <pre>security key-manager external restore</pre>If the command fails, contact NetApp Support.Verify that the <code>Restored</code> column displays <code>true</code> for all authentication keys by entering the <code>security key-manager key query</code> command. If all the authentication keys are <code>true</code>, you can safely shut down the impaired controller. Go to shutdown the impaired controller.

Onboard Key Manager

Depending on the output value displayed in the `Restored` column, follow the appropriate steps.

Output value in <code>Restored</code> column	Follow these steps...
<code>true</code>	<p>Manually back up the OKM information.</p> <ol style="list-style-type: none">Go to the advanced mode by entering <code>set -priv advanced</code> and then enter <code>Y</code> when prompted.Enter the following command to display the key management information: <pre>security key-manager onboard show-backup</pre>Copy the contents of the backup information to a separate file or your log file. You'll need it in disaster scenarios where you might need to manually recover OKM.You can safely shut down the impaired controller. Go to shutdown the impaired controller.

Output value in Restored column	Follow these steps...
Anything other than <code>true</code>	<p>a. Enter the onboard security key-manager sync command:</p> <pre>security key-manager onboard sync</pre> <p>b. Enter the 32 character, alphanumeric onboard key management passphrase when prompted.</p> <p>If the passphrase cannot be provided, contact NetApp Support.</p> <p>c. Verify the Restored column displays <code>true</code> for all authentication keys:</p> <pre>security key-manager key query</pre> <p>d. Verify that the Key Manager type displays <code>onboard</code>, and then manually back up the OKM information.</p> <p>e. Enter the command to display the key management backup information:</p> <pre>security key-manager onboard show-backup</pre> <p>f. Copy the contents of the backup information to a separate file or your log file.</p> <p>You'll need it in disaster scenarios where you might need to manually recover OKM.</p> <p>g. You can safely shut down the impaired controller. Go to shutdown the impaired controller.</p>

Shut down impaired controller - AFF A20, AFF A30, and AFF A50

Shut down or take over the impaired controller.

To shut down the impaired controller, you must determine the status of the controller and, if necessary, take over the controller so that the healthy controller continues to serve data from the impaired controller storage.

About this task

- If you have a SAN system, you must have checked event messages (`cluster kernel-service show`) for the impaired controller SCSI blade. The `cluster kernel-service show` command (from `priv advanced mode`) displays the node name, [quorum status](#) of that node, availability status of that node, and operational status of that node.

Each SCSI-blade process should be in quorum with the other nodes in the cluster. Any issues must be resolved before you proceed with the replacement.

- If you have a cluster with more than two nodes, it must be in quorum. If the cluster is not in quorum or a healthy controller shows false for eligibility and health, you must correct the issue before shutting down the impaired controller; see [Synchronize a node with the cluster](#).

Steps

1. If AutoSupport is enabled, suppress automatic case creation by invoking an AutoSupport message:

```
system node autosupport invoke -node * -type all -message MAINT=<# of hours>h
```

The following AutoSupport message suppresses automatic case creation for two hours: `cluster1:>`

```
system node autosupport invoke -node * -type all -message MAINT=2h
```

2. Disable automatic giveback from the console of the healthy controller: `storage failover modify -node local -auto-giveback false`



When you see *Do you want to disable auto-giveback?*, enter `y`.

3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next step.
Waiting for giveback...	Press Ctrl-C, and then respond <code>y</code> when prompted.
System prompt or password prompt	Take over or halt the impaired controller from the healthy controller: <pre>storage failover takeover -ofnode impaired_node_name</pre> <p>When the impaired controller shows Waiting for giveback..., press Ctrl-C, and then respond <code>y</code>.</p>

Replace the boot media - AFF A20, AFF A30, and AFF A50

To replace the boot media, you must remove the impaired controller, remove the boot media, install the replacement boot media, and transfer the boot image to a USB flash drive.

Step 1: Remove the controller

You must remove the controller from the chassis when you replace the controller or replace a component inside the controller.

Before you begin

All other components in the storage system must be functioning properly; if not, you must contact [NetApp Support](#) before continuing with this procedure.

Steps

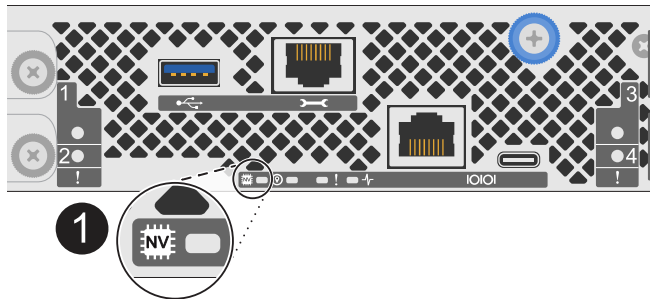
1. On the impaired controller, make sure the NV LED is off.

When the NV LED is off, destaging is complete and it is safe to remove the impaired controller.



If the NV LED is flashing (green), destage is in progress. You must wait for the NV LED to turn off. However, if the flashing continues for longer than five minutes, contact [NetApp Support](#) before continuing with this procedure.

The NV LED is located next to the NV icon on the controller.



1

NV icon and LED on the controller

2. If you are not already grounded, properly ground yourself.
3. Disconnect the power on the impaired controller:



Power supplies (PSUs) do not have a power switch.

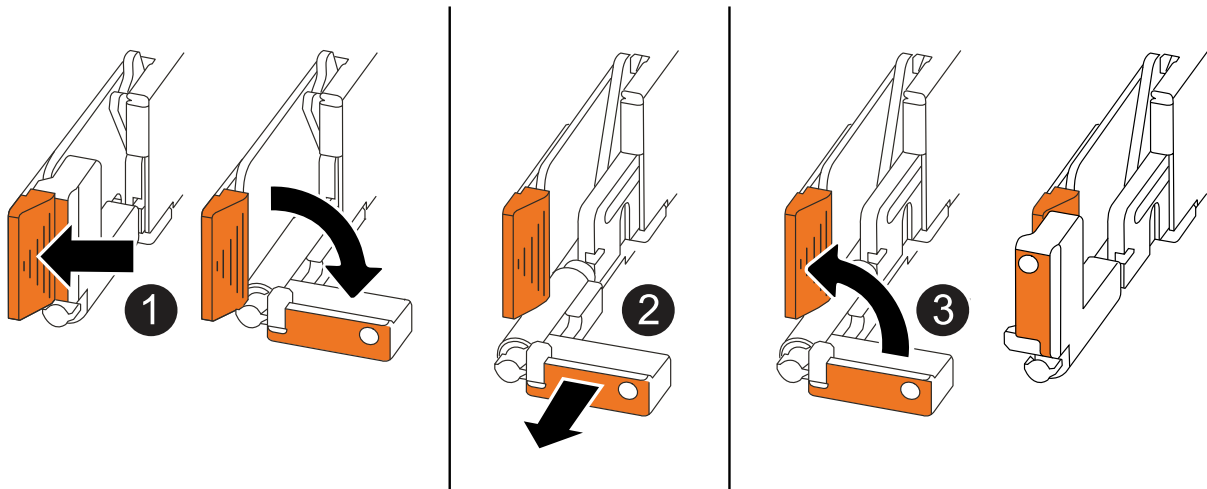
If you are disconnecting a...	Then...
AC PSU	<ol style="list-style-type: none"> 1. Open the power cord retainer. 2. Unplug the power cord from the PSU and set it aside.
DC PSU	<ol style="list-style-type: none"> 1. Unscrew the two thumb screws on the D-SUB DC power cord connector. 2. Unplug the power cord from the PSU and set it aside.

4. Unplug all cables from the impaired controller.

Keep track of where the cables were connected.

5. Remove the impaired controller:

The following illustration shows the operation of the controller handles (from the left side of the controller) when removing a controller:



1	On both ends of the controller, push the vertical locking tabs outward to release the handles.
2	<ul style="list-style-type: none"> • Pull the handles towards you to unseat the controller from the midplane. <p>As you pull, the handles extend out from the controller and then you feel some resistance, keep pulling.</p> <ul style="list-style-type: none"> • Slide the controller out of the chassis while supporting the bottom of the controller, and place it on a flat, stable surface.
3	If needed, rotate the handles upright (next to the tabs) to move them out of the way.

6. Place the controller on an anti-static mat.

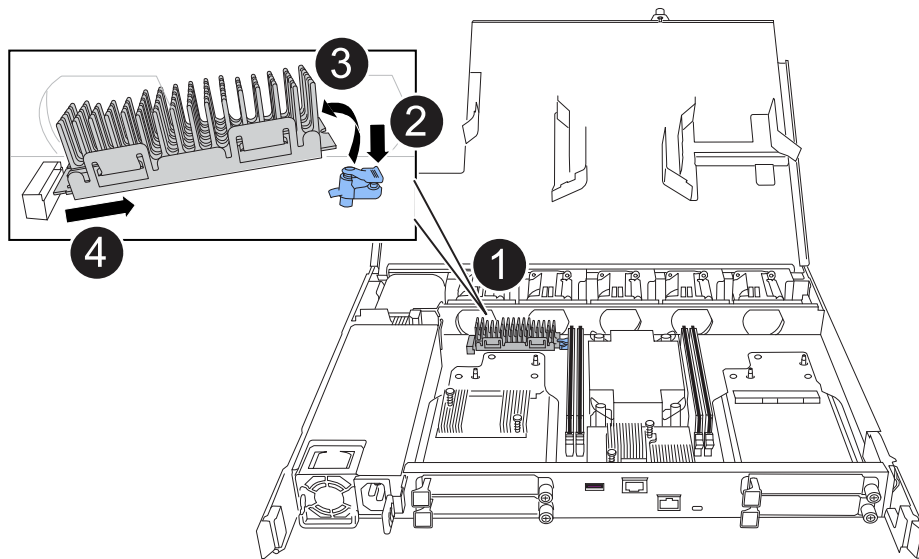
7. Open the controller cover by turning the thumbscrew counterclockwise to loosen, and then open the cover.

Step 2: Replace the boot media

To replace the boot media, locate it inside the controller and follow the specific sequence of steps.

1. If you are not already grounded, properly ground yourself.

2. Remove the boot media:



1	Boot media location
2	Press down on the blue tab to release the right end of the boot media.
3	Lift the right end of the boot media up at a slight angle to get a good grip along the sides of the boot media.
4	Gently pull the left end of the boot media out of its socket.

3. Install the replacement boot media:

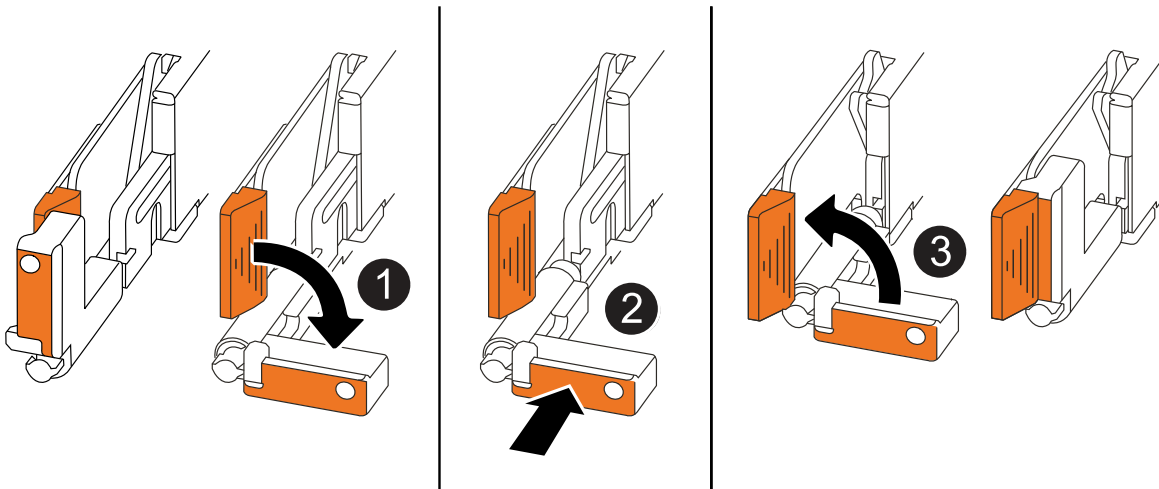
- a. Remove the boot media from its package.
- b. Slide the socket end of the boot media into its socket.
- c. At the opposite end of the boot media, press down and hold the blue tab (in the open position), gently push down on that end of the boot media until it stops, and then release the tab to lock the boot media into place.

Step 3: Reinstall the controller

Reinstall the controller into the chassis, but do not reboot it.

About this task

The following illustration shows the operation of the controller handles (from the left side of a controller) when reinstalling the controller, and can be used as a reference for the rest of the controller reinstallation steps.



<p>1</p>	<p>If you rotated the controller handles upright (next to the tabs) to move them out of the way while you serviced the controller, rotate them down to the horizontal position.</p>
<p>2</p>	<p>Push the handles to reinsert the controller into the chassis halfway and then, when instructed, push until the controller is fully seated.</p>
<p>3</p>	<p>Rotate the handles to the upright position and lock in place with the locking tabs.</p>

Steps

1. Close the controller cover and turn the thumbscrew clockwise until tightened.
2. Insert the controller halfway into the chassis.

Align the rear of the controller with the opening in the chassis, and then gently push the controller using the handles.



Do not completely insert the controller in the chassis until instructed to do so later in this procedure.

3. Reconnect the cables to the controller; however, do not plug in the power cord to the power supply (PSU) at this time.



Make sure that the console cable is connected to the controller because you want to catch and log the boot sequence later in the boot media replacement procedure when you fully seat the controller in the chassis and it begins to boot.

Step 4: Transfer the boot image to the boot media

The replacement boot media that you installed is without an ONTAP image so you need to transfer an ONTAP image using a USB flash drive.

Before you begin

- You must have a USB flash drive, formatted to FAT32, with at least 4GB capacity.
- You must have a copy of the same image version of ONTAP as what the impaired controller was running.

You can download the appropriate image from the [Downloads](#) section on the NetApp Support Site

- If NVE is supported, download the image with NetApp Volume Encryption, as indicated in the download button.
- If NVE is not supported, download the image without NetApp Volume Encryption, as indicated in the download button.
- You must have a network connection between the node management ports of the controllers (typically the e0M interfaces).

Steps

1. Download and copy the appropriate service image from the [NetApp Support Site](#) to the USB flash drive.
 - a. Download the service image from the Downloads link on the page, to your work space on your laptop.
 - b. Unzip the service image.



If you are extracting the contents using Windows, do not use WinZip to extract the netboot image. Use another extraction tool, such as 7-Zip or WinRAR.

The USB flash drive should have the appropriate ONTAP image of what the impaired controller is running.

- c. Remove the USB flash drive from your laptop.

2. Insert the USB flash drive into the USB-A port on the impaired controller.

Make sure that you install the USB flash drive in the slot labeled for USB devices, and not in the USB console port.

3. Fully seat the impaired controller in the chassis:
 - a. Firmly push on the handles until the controller meets the midplane and is fully seated.



Do not use excessive force when sliding the controller into the chassis; it could damage the connectors.



The controller boots when fully seated in the chassis. It gets its power from the partner controller.

- b. Rotate the controller handles up and lock in place with the tabs.

4. Interrupt the boot process by pressing Ctrl-C to stop at the LOADER prompt.

If you miss this message, press Ctrl-C, select the option to boot to Maintenance mode, and then halt the controller to boot to LOADER.

5. Set your network connection type at the LOADER prompt:
 - If you are configuring DHCP:

```
ifconfig e0M -auto
```



The target port you configure is the target port you use to communicate with the impaired controller from the healthy controller during var file system restore with a network connection. You can also use the e0M port in this command.

- If you are configuring manual connections:

```
ifconfig e0M -addr=filer_addr -mask=netmask -gw=gateway
```

- `filer_addr` is the IP address of the storage system.
- `netmask` is the network mask of the management network that is connected to the HA partner.
- `gateway` is the gateway for the network.



Other parameters might be necessary for your interface. You can enter `help ifconfig` at the firmware prompt for details.

6. Reconnect the power cord to the power supply (PSU) on the impaired controller.

Once power is restored to the PSU, the status LED should be green.

If you are reconnecting a...	Then...
AC PSU	<ol style="list-style-type: none"> 1. Plug the power cord into the PSU. 2. Secure the power cord with the power cord retainer.
DC PSU	<ol style="list-style-type: none"> 1. Plug the D-SUB DC power cord connector into the PSU. 2. Tighten the two thumb screws to secure the D-SUB DC power cord connector to the PSU.

Boot the recovery image - AFF A20, AFF A30, and AFF A50

You must boot the ONTAP image from the USB drive, restore the file system, and verify the environmental variables.

Steps

1. From the LOADER prompt, boot the recovery image from the USB flash drive: `boot_recovery`

The image is downloaded from the USB flash drive.

2. When prompted, either enter the name of the image or accept the default image displayed inside the brackets on your screen.
3. Restore the var file system:

Option 1: ONTAP 9.16.0 or earlier

- a. On the impaired controller, press `Y` when you see `Do you want to restore the backup configuration now?`
- b. On the impaired controller, press `Y` when prompted to overwrite `/etc/ssh/ssh_host_ecdsa_key`.
- c. On the healthy partner controller, set the impaired controller to advanced privilege level: `set -privilege advanced`.
- d. On the healthy partner controller, run the restore backup command: `system node restore-backup -node local -target-address impaired_node_IP_address`.

NOTE: If you see any message other than a successful restore, contact [NetApp Support](#).

- e. On the healthy partner controller, return the impaired controller to admin level: `set -privilege admin`.
- f. On the impaired controller, press `Y` when you see `Was the restore backup procedure successful?`.
- g. On the impaired controller, press `Y` when you see `...would you like to use this restored copy now?`.
- h. On the impaired controller, press `Y` when prompted to reboot the impaired controller and press `ctrl-c` for the Boot Menu.
- i. If the system does not use encryption, select *Option 1 Normal Boot.*, otherwise go to [Restore encryption](#).

Option 2: ONTAP 9.16.1 or later

- a. On the impaired controller, press `Y` when prompted to restore the backup configuration.

After restore procedure is successful, this message will be seen on the console - `syncflash_partner: Restore from partner complete`.

- b. On the impaired controller, press `Y` when prompted to confirm if the restore backup was successful.
- c. On the impaired controller, press `Y` when prompted to use the restored configuration.
- d. On the impaired controller, press `Y` when prompted to reboot the node.
- e. On the impaired controller, press `Y` when prompted to reboot the impaired controller and press `ctrl-c` for the Boot Menu.
- f. If the system does not use encryption, select *Option 1 Normal Boot.*, otherwise go to [Restore encryption](#).

4. Connect the console cable to the partner controller.
5. Give back the controller using the `storage failover giveback -fromnode local` command.
6. Restore automatic giveback if you disabled it by using the `storage failover modify -node local -auto-giveback true` command.
7. If AutoSupport is enabled, restore/unsuppress automatic case creation by using the `system node autosupport invoke -node * -type all -message MAINT=END` command.

NOTE: If the process fails, contact [NetApp Support](#).

Restore encryption - AFF A20, AFF A30, and AFF A50

Restore encryption on the replacement boot media.

You must complete steps specific to systems that have Onboard Key Manager (OKM), NetApp Storage Encryption (NSE) or NetApp Volume Encryption (NVE) enabled using the settings that you captured at the beginning of the boot media replace procedure.

Depending on which a key manager is configured on your system, select one of the following options to restore it from the boot menu.

- [Option 1: Restore the Onboard Key Manager configuration](#)
- [Option 2: Restore the External Key Manager configuration](#)

Option 1: Restore the Onboard Key Manager configuration

Restore the Onboard Key Manager (OKM) configuration from the ONTAP boot menu.

Before you begin

- Make sure you have following information while restoring the OKM configuration:
 - Cluster-wide passphrase entered [while enabling onboard key management](#).
 - [Backup information for the Onboard Key Manager](#).
- Perform the [How to verify onboard key management backup and cluster-wide passphrase](#) procedure before proceeding.

Steps

1. Connect the console cable to the target controller.
2. From the ONTAP boot menu select the appropriate option from the boot menu.

ONTAP version	Select this option
ONTAP 9.8 or later	<p data-bbox="621 153 833 195">Select option 10.</p> <p data-bbox="621 216 951 258">Show example boot menu</p> <div data-bbox="654 300 1456 1077" style="border: 1px solid #ccc; padding: 10px;"><p data-bbox="686 331 1295 363">Please choose one of the following:</p><ul data-bbox="686 415 1369 1014" style="list-style-type: none"><li data-bbox="686 415 979 447">(1) Normal Boot.<li data-bbox="686 457 1141 489">(2) Boot without /etc/rc.<li data-bbox="686 499 1044 531">(3) Change password.<li data-bbox="686 541 1369 604">(4) Clean configuration and initialize all disks.<li data-bbox="686 615 1157 646">(5) Maintenance mode boot.<li data-bbox="686 657 1328 688">(6) Update flash from backup config.<li data-bbox="686 699 1239 730">(7) Install new software first.<li data-bbox="686 741 979 772">(8) Reboot node.<li data-bbox="686 783 1190 846">(9) Configure Advanced Drive Partitioning.<li data-bbox="686 856 1336 919">(10) Set Onboard Key Manager recovery secrets.<li data-bbox="686 930 1320 993">(11) Configure node for external key management.<p data-bbox="686 1014 1036 1045">Selection (1-11)? 10</p></div>

ONTAP version	Select this option
ONTAP 9.7 and earlier	<p data-bbox="621 163 1365 195">Select the hidden option <code>recover_onboard_keymanager</code></p> <p data-bbox="621 233 948 264">Show example boot menu</p> <div data-bbox="654 306 1455 968" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p data-bbox="683 342 1292 373">Please choose one of the following:</p> <ul style="list-style-type: none"> <li data-bbox="683 422 976 453">(1) Normal Boot. <li data-bbox="683 464 1133 495">(2) Boot without <code>/etc/rc</code>. <li data-bbox="683 506 1049 537">(3) Change password. <li data-bbox="683 548 1365 611">(4) Clean configuration and initialize all disks. <li data-bbox="683 621 1154 653">(5) Maintenance mode boot. <li data-bbox="683 663 1328 695">(6) Update flash from backup config. <li data-bbox="683 705 1240 737">(7) Install new software first. <li data-bbox="683 747 976 779">(8) Reboot node. <li data-bbox="683 789 1192 852">(9) Configure Advanced Drive Partitioning. <p data-bbox="683 863 980 894">Selection (1-19)?</p> <p data-bbox="683 905 1138 936"><code>recover_onboard_keymanager</code></p> </div>

3. Confirm that you want to continue the recovery process.

Show example prompt

```
This option must be used only in disaster recovery procedures. Are you
sure? (y or n):
```

4. Enter the cluster-wide passphrase twice.

While entering the passphrase the console will not show any input.

Show example prompt

```
Enter the passphrase for onboard key management:
Enter the passphrase again to confirm:
```

5. Enter the backup information.

a. Paste the entire content from the BEGIN BACKUP line through the END BACKUP line.

Show example prompt

Enter the backup data:

```
-----BEGIN BACKUP-----  
0123456789012345678901234567890123456789012345678901234567890123  
1234567890123456789012345678901234567890123456789012345678901234  
2345678901234567890123456789012345678901234567890123456789012345  
3456789012345678901234567890123456789012345678901234567890123456  
4567890123456789012345678901234567890123456789012345678901234567  
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
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AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
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AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
0123456789012345678901234567890123456789012345678901234567890123  
1234567890123456789012345678901234567890123456789012345678901234  
2345678901234567890123456789012345678901234567890123456789012345  
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA  
-----END BACKUP-----
```

b. Press the enter key twice at the end of the input.

The recovery process completes.

Show example prompt

```
Trying to recover keymanager secrets....
Setting recovery material for the onboard key manager
Recovery secrets set successfully
Trying to delete any existing km_onboard.wkeydb file.

Successfully recovered keymanager secrets.

*****
*****
* Select option "(1) Normal Boot." to complete recovery process.
*
* Run the "security key-manager onboard sync" command to
synchronize the key database after the node reboots.
*****
*****
```



Do not proceed if the displayed output is anything other than `Successfully recovered keymanager secrets`. Perform troubleshooting to correct the error.

6. Select option 1 from the boot menu to continue booting into ONTAP.

Show example prompt

```
*****
*****
* Select option "(1) Normal Boot." to complete the recovery process.
*
*****
*****

(1) Normal Boot.
(2) Boot without /etc/rc.
(3) Change password.
(4) Clean configuration and initialize all disks.
(5) Maintenance mode boot.
(6) Update flash from backup config.
(7) Install new software first.
(8) Reboot node.
(9) Configure Advanced Drive Partitioning.
(10) Set Onboard Key Manager recovery secrets.
(11) Configure node for external key management.
Selection (1-11)? 1
```

7. Confirm that the controller's console displays the following message.

```
Waiting for giveback...(Press Ctrl-C to abort wait)
```

8. From the partner node, giveback the partner controller by entering the following command.

```
storage failover giveback -fromnode local -only-cfo-aggregates true.
```

9. After booting with only the CFO aggregate, run the following command.

```
security key-manager onboard sync
```

10. Enter the cluster-wide passphrase for the Onboard Key Manager.

Show example prompt

```
Enter the cluster-wide passphrase for the Onboard Key Manager:
```

```
All offline encrypted volumes will be brought online and the
corresponding volume encryption keys (VEKs) will be restored
automatically within 10 minutes. If any offline encrypted volumes
are not brought online automatically, they can be brought online
manually using the "volume online -vserver <vserver> -volume
<volume_name>" command.
```



If the sync is successful the cluster prompt is returned with no additional messages. If the sync fails an error message appears before returning to the cluster prompt. Do not continue until the error is corrected and the sync runs successfully.

11. Ensure that all keys are synced by entering the following command.

```
security key-manager key query -restored false.
```

```
There are no entries matching your query.
```



No results should appear when filtering for false in the restored parameter.

12. Giveback the node from the partner by entering the following command.

```
storage failover giveback -fromnode local
```

13. Restore automatic giveback, if you disabled it, by entering the following command.

```
storage failover modify -node local -auto-giveback true
```

14. If AutoSupport is enabled, restore automatic case creation by entering the following command.

```
system node autosupport invoke -node * -type all -message MAINT=END
```

Option 2: Restore the External Key Manager configuration

Restore the External Key Manager configuration from the ONTAP boot menu.

Before you begin

You need the following information for restoring the External Key Manager (EKM) configuration.

- A copy of the `/cfcard/kmip/servers.cfg` file from another cluster node or the following information:
 - The KMIP server address.
 - The KMIP port.
- A copy of the `/cfcard/kmip/certs/client.crt` file from another cluster node or the client certificate.

- A copy of the `/cfcard/kmip/certs/client.key` file from another cluster node or the client key.
- A copy of the `/cfcard/kmip/certs/CA.pem` file from another cluster node or the KMIP server CA(s).

Steps

1. Connect the console cable to the target controller.
2. Select option 11 from the ONTAP boot menu.

Show example boot menu

```
(1) Normal Boot.
(2) Boot without /etc/rc.
(3) Change password.
(4) Clean configuration and initialize all disks.
(5) Maintenance mode boot.
(6) Update flash from backup config.
(7) Install new software first.
(8) Reboot node.
(9) Configure Advanced Drive Partitioning.
(10) Set Onboard Key Manager recovery secrets.
(11) Configure node for external key management.
Selection (1-11)? 11
```

3. When prompted, confirm you have gathered the required information.

Show example prompt

```
Do you have a copy of the /cfcard/kmip/certs/client.crt file? {y/n}
Do you have a copy of the /cfcard/kmip/certs/client.key file? {y/n}
Do you have a copy of the /cfcard/kmip/certs/CA.pem file? {y/n}
Do you have a copy of the /cfcard/kmip/servers.cfg file? {y/n}
```

4. When prompted, enter the client and server information.

Show prompt

```
Enter the client certificate (client.crt) file contents:
Enter the client key (client.key) file contents:
Enter the KMIP server CA(s) (CA.pem) file contents:
Enter the server configuration (servers.cfg) file contents:
```

Show example

```
Enter the client certificate (client.crt) file contents:
-----BEGIN CERTIFICATE-----
<certificate_value>
-----END CERTIFICATE-----

Enter the client key (client.key) file contents:
-----BEGIN RSA PRIVATE KEY-----
<key_value>
-----END RSA PRIVATE KEY-----

Enter the KMIP server CA(s) (CA.pem) file contents:
-----BEGIN CERTIFICATE-----
<certificate_value>
-----END CERTIFICATE-----

Enter the IP address for the KMIP server: 10.10.10.10
Enter the port for the KMIP server [5696]:

System is ready to utilize external key manager(s).
Trying to recover keys from key servers....
kmp_init: configuring ports
Running command '/sbin/ifconfig e0M'
..
..
kmp_init: cmd: ReleaseExtraBSDPort e0M
```

After you enter the client and server information, the recovery process completes.

Show example

```
System is ready to utilize external key manager(s).
Trying to recover keys from key servers....
Performing initialization of OpenSSL
Successfully recovered keymanager secrets.
```

5. Select option 1 from the boot menu to continue booting into ONTAP.

Show example prompt

```
*****  
*****  
* Select option "(1) Normal Boot." to complete the recovery process.  
*  
*****  
*****  
  
(1) Normal Boot.  
(2) Boot without /etc/rc.  
(3) Change password.  
(4) Clean configuration and initialize all disks.  
(5) Maintenance mode boot.  
(6) Update flash from backup config.  
(7) Install new software first.  
(8) Reboot node.  
(9) Configure Advanced Drive Partitioning.  
(10) Set Onboard Key Manager recovery secrets.  
(11) Configure node for external key management.  
Selection (1-11)? 1
```

6. Restore automatic giveback if you disabled it.

```
storage failover modify -node local -auto-giveback true
```

7. If AutoSupport is enabled, restore automatic case creation by entering the following command.

```
system node autosupport invoke -node * -type all -message MAINT=END
```

Return the failed part to NetApp - AFF A20, AFF A30, and AFF A50

Return the failed part to NetApp, as described in the RMA instructions shipped with the kit. See the [Part Return and Replacements](#) page for further information.

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