



AFF A70 and AFF A90 systems

Install and maintain

NetApp
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AFF A70 and AFF A90 systems

Install and setup

Installation and configuration workflow - AFF A70 and AFF A90

To install and configure your AFF A70 or AFF A90 system, you review the hardware requirements, prepare your site, install and cable the hardware components, power on the system, and set up your ONTAP cluster.

1

Review installation requirements

Review the equipment and tools needed to install your storage system and storage shelves and review the lifting and safety precautions.

2

Prepare to install the AFF A70 or AFF A90 storage system

To prepare to install your system, you need to get the site ready, check the environmental and electrical requirements, and ensure there's enough rack space. Then, unpack the equipment, compare its contents to the packing slip, and register the hardware to access support benefits.

3

Install the hardware for the AFF A70 or AFF A90 storage system

To install the hardware, install the rail kits for your storage system and shelves, and then install and secure your storage system in the cabinet or telco rack. Next, slide the shelves onto the rails. Finally, attach cable management devices to the rear of the storage system for organized cable routing.

4

Cable the controllers and storage shelves for AFF A70 or AFF A90 storage system

To cable the hardware, first connect the storage controllers to your network and then connect the controllers to your storage shelves.

5

Power on the AFF A70 or AFF A90 storage system

Before you power on the controllers, power on each NS224 shelf and assign a unique shelf ID to ensure each shelf is uniquely identified within the setup, connect the laptop or console to the controller, and then connect the controllers to the power sources.

6

Set up your cluster

After you've powered on your storage system, you [set up your cluster](#).

Installation requirements - AFF A70 and AFF A90

Review the equipment needed and the lifting precautions for your AFF A70 or AFF A90 storage system and storage shelves.

Equipment needed for install

To install your storage system, you need the following equipment and tools.

- Access to a Web browser to configure your storage system
- Electrostatic discharge (ESD) strap
- Flashlight
- Laptop or console with a USB/serial connection
- Phillips #2 screwdriver

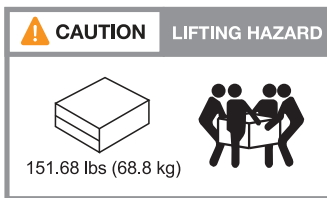
Lifting precautions

Storage systems and shelves are heavy. Exercise caution when lifting and moving these items.

Storage system weight

Take the necessary precautions when moving or lifting your storage system.

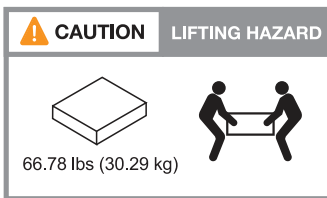
The storage system can weigh up to 151.68 lbs (68.8 kg). To lift the storage system, use four people or a hydraulic lift.



Shelf weight

Take the necessary precautions when moving or lifting your shelf.

An NS224 shelf can weigh up to 66.78 lbs (30.29 kg). To lift the shelf, use two people or a hydraulic lift. Keep all components in the shelf (both front and rear) to prevent unbalancing the shelf weight.



Related information

- [Safety information and regulatory notices](#)

What's next?

After you've reviewed the hardware requirements, you [prepare to install your AFF A70 or AFF A90 storage system](#).

Prepare to install - AFF A70 and AFF A90

Prepare to install your AFF A70 or AFF A90 storage system by getting the site ready, unpacking the boxes and comparing the contents of the boxes to the packing slip, and

registering the system to access support benefits.

Step 1: Prepare the site

To install your storage system, ensure that the site and the cabinet or rack that you plan to use meet specifications for your configuration.

Steps

1. Use [NetApp Hardware Universe](#) to confirm that your site meets the environmental and electrical requirements for your storage system.
2. Make sure you have adequate cabinet or rack space for your storage system, shelves, and any switches:
 - 4U in an HA configuration
 - 2U for each NS224 storage shelf
3. Install any required network switches.

See the [Switch documentation](#) for installation instructions and [NetApp Hardware Universe](#) for compatibility information.

Step 2: Unpack the boxes

After you’ve ensured that the site and the cabinet or rack that you plan to use for your storage system meet the required specifications, unpack all boxes and compare the contents to the items on the packing slip.

Steps

1. Carefully open all the boxes and lay out the contents in an organized manner.
2. Compare the contents you’ve unpacked with the list on the packing slip.



You can get your packing list by scanning the QR code on the side of the shipping carton.

The following items are some of the contents you might see in the boxes.

Ensure that everything in the boxes matches the list on the packing slip. If there are any discrepancies, note them down for further action.

Hardware

- Bezel
- Cable management device
- Storage system
- Rail kits with instructions (optional)
- Storage shelf (if you ordered additional storage)

Cables

- Management Ethernet cables (RJ-45 cables)
- Network cables
- Power cords
- Storage cables (if you ordered additional storage)
- USB-C serial console cable

Step 3: Register your storage system

After you’ve ensured that your site meets the requirements for your storage system specifications, and you’ve

verified that you have all the parts you ordered, you should register your storage system.

Steps

1. Locate the System Serial Numbers (SSN) for every controller being installed. You can find the serial numbers in the following locations:
2. You can find the serial numbers in the following locations:
 - On the packing slip
 - In your confirmation email
 - On each controller’s System Management module



3. Go to the [NetApp Support Site](#).
4. Determine whether you need to register your storage system:

If you are a...	Follow these steps...
Existing NetApp customer	<ol style="list-style-type: none">a. Sign in with your username and password.b. Select Systems > My Systems.c. Confirm that the new serial numbers are listed.d. If it is not, follow the instructions for new NetApp customers.
New NetApp customer	<ol style="list-style-type: none">a. Click Register Now, and create an account.b. Select Systems > Register Systems.c. Enter the storage system’s serial numbers and requested details. <p>After your registration is approved, you can download any required software. The approval process might take up to 24 hours.</p>

What’s next?

After you’ve prepared to install your AFF A70 or AFF A90 hardware, you [install the hardware for your AFF A70 or AFF A90 storage system](#).

Install the hardware - AFF A70 and AFF A90

After you prepare to install your AFF A70 or AFF A90 storage system, install the hardware for the system. First, install the rail kits. Then install and secure your platform in a cabinet or telco rack.

Skip this step if your cabinet is pre-populated.

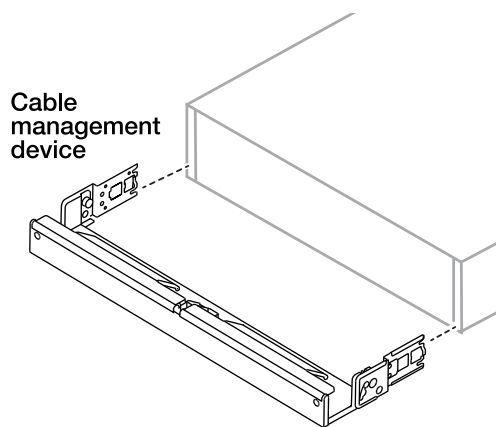
Before you begin

- Make sure you have the instructions packaged with the rail kit.
- Be aware of the safety concerns associated with the weight of the storage system and shelf.

- Understand that the airflow through the storage system enters from the front where the bezel or end caps are installed and exhausts out the rear where the ports are located.

Steps

1. Install the rail kits for your storage system and shelves as needed, using the instructions included with the kits.
2. Install and secure your storage system in the cabinet or telco rack:
 - a. Position the storage system onto the rails in the middle of the cabinet or telco rack, and then support the storage system from the bottom and slide it into place.
 - b. Make sure that the guiding pins of the cabinet or telco rack are securely in the chassis guide slots.
 - c. Secure the storage system to the cabinet or telco rack using the included mounting screws.
3. Attach the bezel to the front of the storage system.
4. Attach the cable management devices to the rear of the storage system.



5. Install and secure the shelf as needed.
 - a. Position the back of the shelf onto the rails, and then support the shelf from the bottom and slide it into the cabinet or telco rack.

If you are installing multiple shelves, place the first shelf directly above the controllers. Place the second shelf directly under the controllers. Repeat this pattern for any additional shelves.
 - b. Secure the shelf to the cabinet or telco rack using the included mounting screws.

What's next?

After you've installed the hardware for your AFF A70 or AFF A90 system, you [cable the hardware for your AFF A70 or AFF A90 storage system](#).

Cable the hardware - AFF A70 and AFF A90

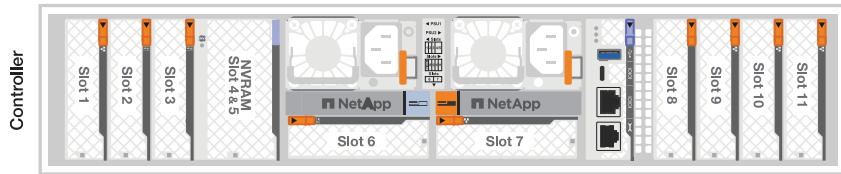
After you install the rack hardware for your AFF A70 or AFF A90 storage system, install the network cables for the controllers, and connect the cables between the controllers and storage shelves.

Before you begin

Contact your network administrator for information about connecting the storage system to the switches.

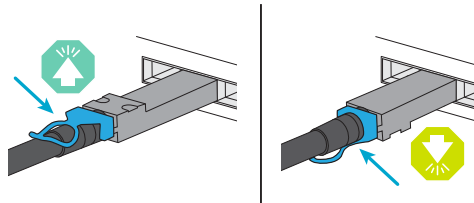
About this task

- These procedures show common configurations. The specific cabling depends on the components ordered for your storage system. For comprehensive configuration and slot priority details, see [NetApp Hardware Universe](#).
- The I/O slots on AFF A70 and AFF A90 controllers are numbered 1 through 11.



- The cabling graphics have arrow icons showing the proper orientation (up or down) of the cable connector pull-tab when inserting a connector into a port.

As you insert the connector, you should feel it click into place; if you do not feel it click, remove it, turn it over and try again.



- If cabling to an optical switch, insert the optical transceiver into the controller port before cabling to the switch port.

Step 1: Connect the storage controllers to your network

Cable the controllers to your ONTAP cluster. This procedure differs depending on your storage system model and I/O module configuration.



The cluster interconnect traffic and the HA traffic share the same physical ports.

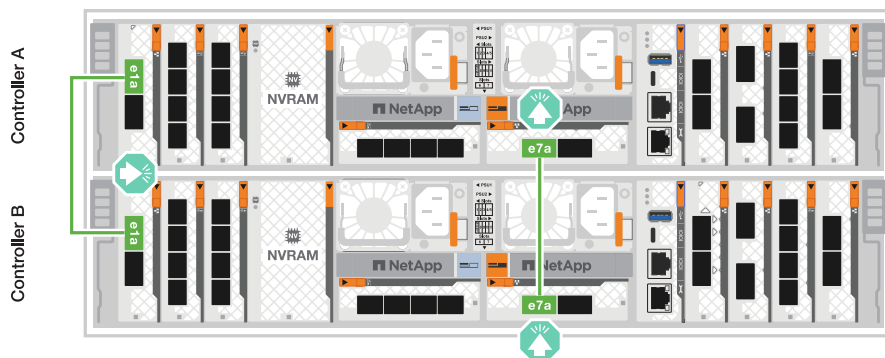
Switchless cluster cabling

Use the the Cluster/HA interconnect cable to connect to connect ports e1a to e1a and ports e7a to e7a.

Steps

1. Connect port e1a on Controller A to port e1a on Controller B.
2. Connect port e7a on Controller A to port e7a on Controller B.

Cluster/HA interconnect cables



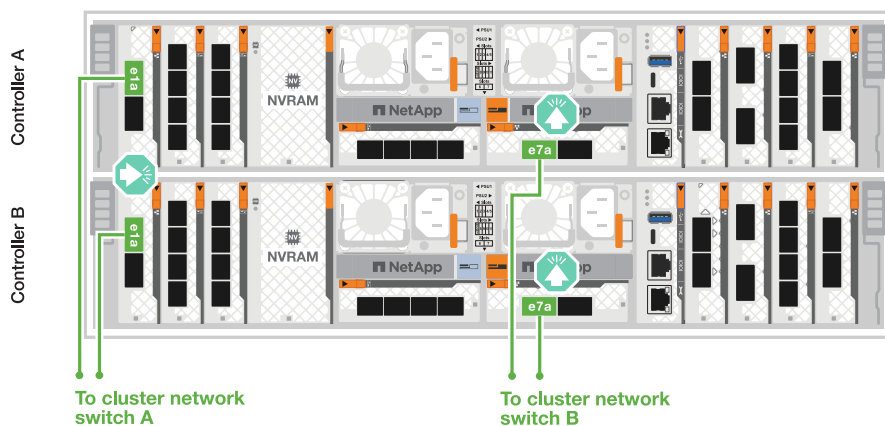
Switched cluster cabling

Use the 100 GbE cable to connect ports e1a to e1a and ports e7a to e7a.

Steps

1. Connect port e1a on Controller A and port e1a on Controller B to cluster network switch A.
2. Connect port e7a on Controller A and port e7a on Controller B to cluster network switch B.

100 GbE cable



Step 2: Cable the host network connections

Connect the Ethernet module ports to your host network.

The following are some typical host network cabling examples. See [NetApp Hardware Universe](#) for your specific system configuration.

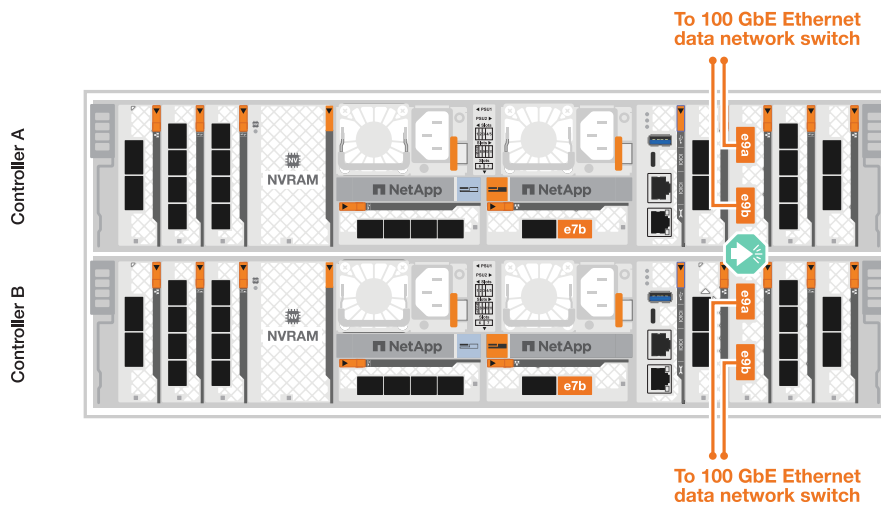
Steps

1. Connect ports e9a and e9b to your Ethernet data network switch.



For maximum system performance for cluster and HA traffic, do not use ports e1b and e7b ports for host network connections. Use a separate host card to maximize performance.

100 GbE cable



2. Connect your 10/25 GbE host network switches.

4-ports, 10/25 GbE Host



- NSM100B shelf modules use ports e1a and e1b in slot 1.

The following cabling example shows NSM100 modules in the NS224 shelves when referring to shelf module ports.

Option 1: One NS224 storage shelf

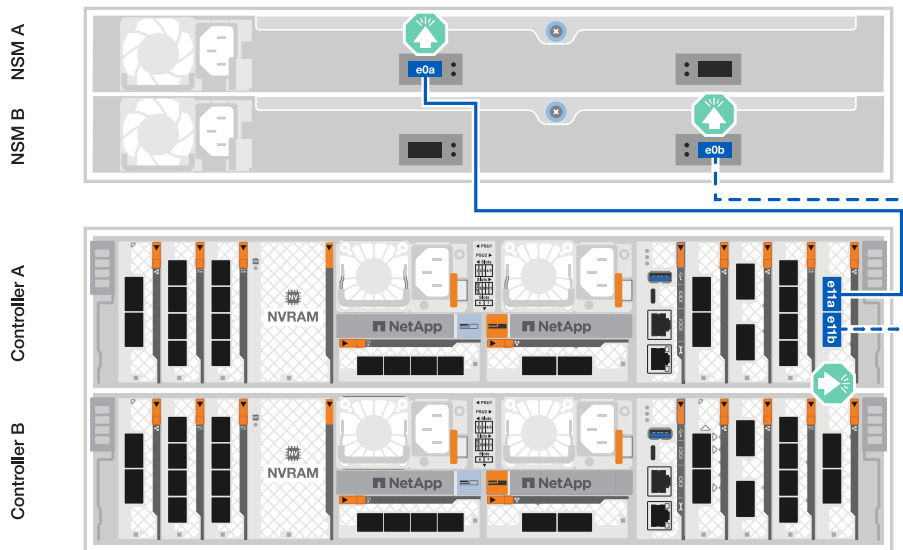
Connect each controller to the NSM modules on the NS224 shelf. The graphics show controller A cabling in blue and controller B cabling in yellow.

100 GbE QSFP28 copper cables

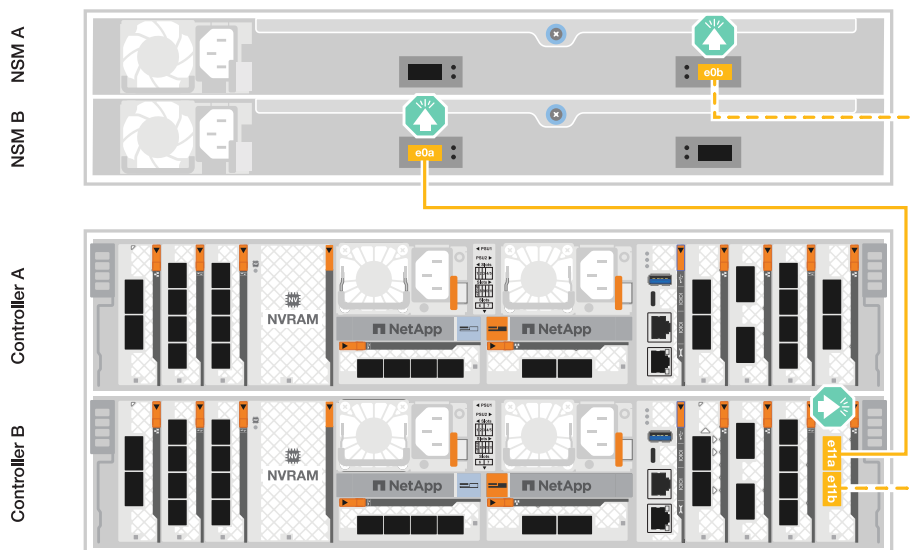


Steps

1. Connect controller A port e11a to NSM A port e0a.
2. Connect controller A port e11b to port NSM B port e0b.



3. Connect controller B port e11a to NSM B port e0a.
4. Connect controller B port e11b to NSM A port e0b.



Option 2: Two NS224 storage shelves

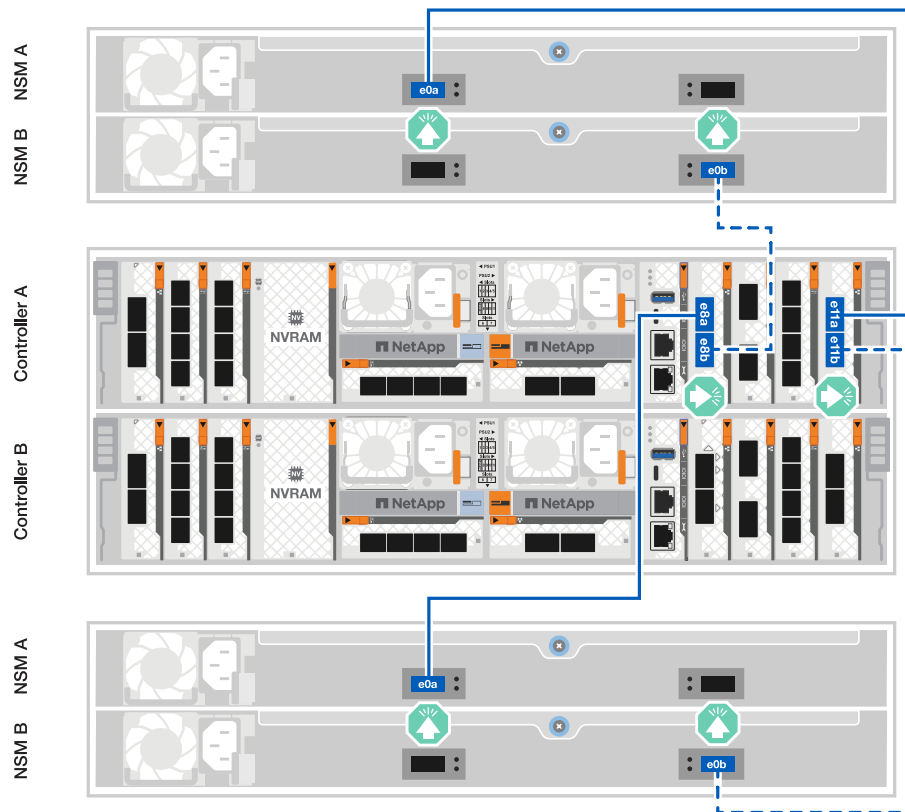
Connect each controller to the NSM modules on both NS224 shelves. The graphics show controller A cabling in blue and controller B cabling in yellow.

100 GbE QSFP28 copper cables

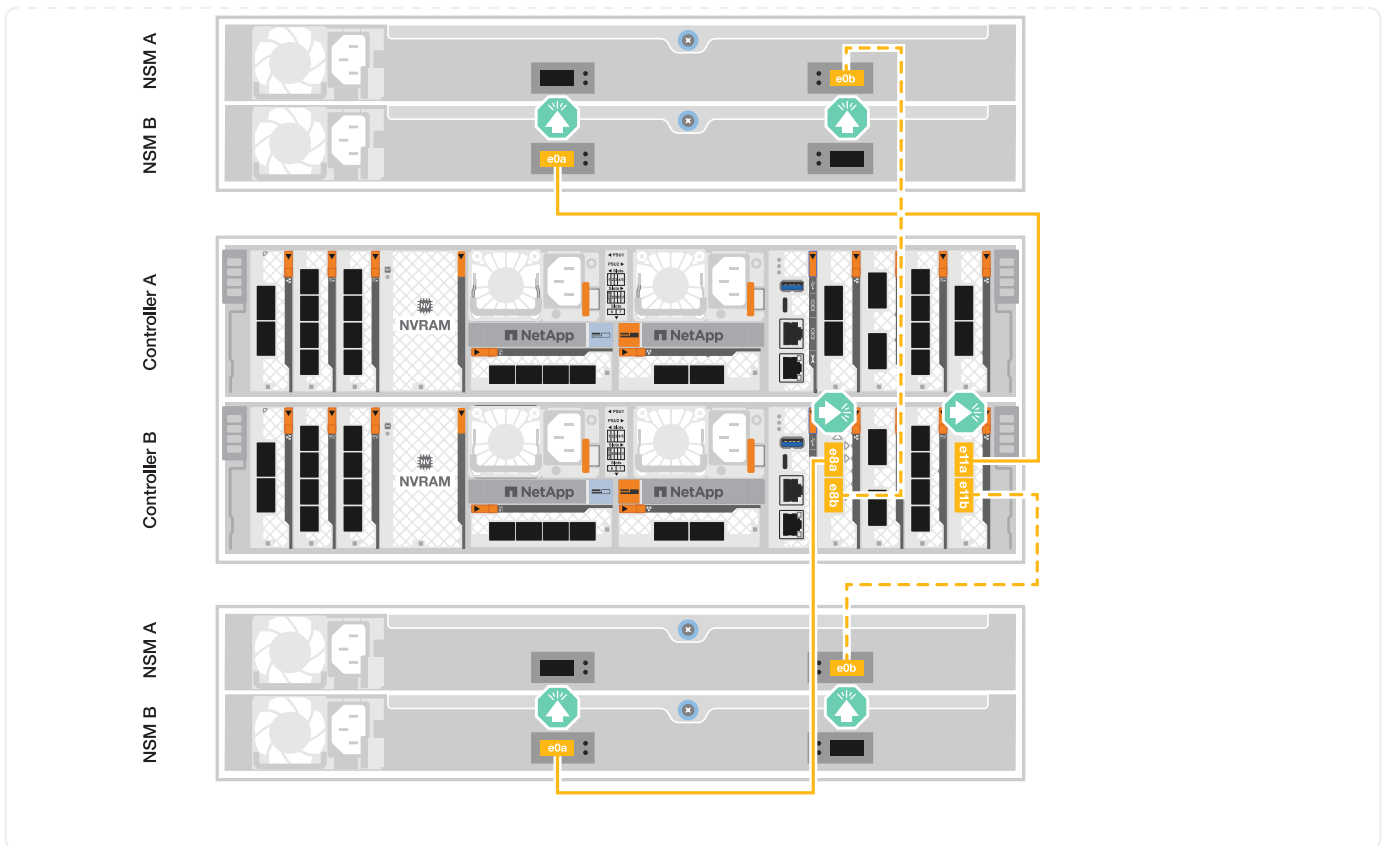


Steps

1. On controller A, connect the following ports:
 - a. Connect port e11a to shelf 1, NSM A port e0a.
 - b. Connect port e11b to shelf 2, NSM B port e0b.
 - c. Connect port e8a to shelf 2, NSM A port e0a.
 - d. Connect port e8b to shelf 1, NSM B port e0b.



2. On controller B, connect the following ports:
 - a. Connect port e11a to shelf 1, NSM B port e0a.
 - b. Connect port e11b to shelf 2, NSM A port e0b.
 - c. Connect port e8a to shelf 2, NSM B port e0a.
 - d. Connect port e8b to shelf 1, NSM A port e0b.



What's next?

After you've cabled the hardware for your AFF A70 or AFF A90 system, you [power on the AFF A70 or AFF A90 storage system](#).

Power on the storage system - AFF A70 and AFF A90

After you install the rack hardware for your AFF A70 or AFF A90 storage system and install the cables for the controllers and storage shelves, you should power on your storage shelves and controllers.

Step 1: Power on the shelf and assign shelf ID

Each shelf is distinguished by a unique shelf ID. This ID ensures that the shelf is distinct within your storage system setup.

Before you begin

Make sure you have a paperclip or narrow tipped ball point pen for setting NS224 storage shelf IDs.

About this task

- A valid shelf ID is 01 through 99.

If you have internal shelves (storage), which are integrated within the controllers, they are assigned a fixed shelf ID of 00.

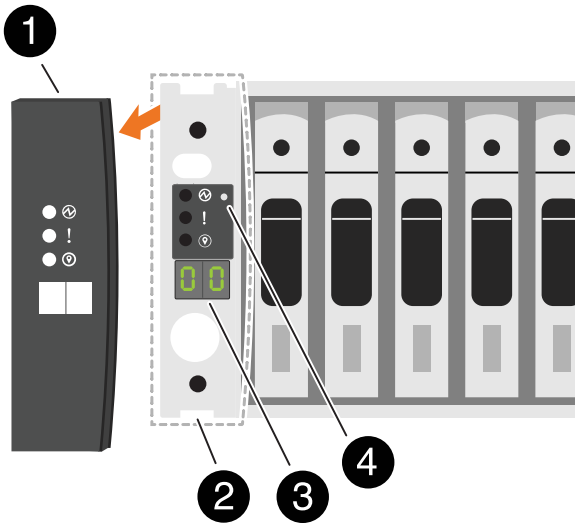
- You must power cycle a shelf (unplug both power cords, wait the appropriate amount of time, and then plug them back in) for the shelf ID to take effect.

Steps

1. Power on the shelf by connecting the power cords first to the shelf, securing them in place with the power cord retainer, and then connecting the power cords to power sources on different circuits.

The shelf powers on and boots automatically when plugged into the power source.

2. Remove the left end cap to access the shelf ID button behind the faceplate.



1	Shelf end cap
2	Shelf faceplate
3	Shelf ID number
4	Shelf ID button

3. Change the first number of the shelf ID:
 - a. Insert the straightened end of a paperclip or narrow tipped ball point pen into the small hole to press the shelf ID button.
 - b. Press and hold the shelf ID button until the first number on the digital display blinks, and then release the button.

It can take up to 15 seconds for the number to blink. This activates the shelf ID programming mode.



If the ID takes longer than 15 seconds to blink, press and hold the shelf ID button again, making sure to press it in all the way.

- c. Press and release the shelf ID button to advance the number until you reach the desired number from 0 to 9.

Each press and release duration can be as short as one second.

The first number continues to blink.

4. Change the second number of the shelf ID:

- a. Press and hold the button until the second number on the digital display blinks.

It can take up to three seconds for the number to blink.

The first number on the digital display stops blinking.

- b. Press and release the shelf ID button to advance the number until you reach the desired number from 0 to 9.

The second number continues to blink.

5. Lock in the desired number and exit the programming mode by pressing and holding the shelf ID button until the second number stops blinking.

It can take up to three seconds for the number to stop blinking.

Both numbers on the digital display start blinking and the amber LED illuminates after about five seconds, alerting you that the pending shelf ID has not yet taken effect.

6. Power-cycle the shelf for at least 10 seconds to make the shelf ID take effect.

- a. Unplug the power cord from both power supplies on the shelf.
- b. Wait 10 seconds.
- c. Plug the power cords back into the shelf power supplies to complete the power cycle.

A power supply is powered on as soon as the power cord is plugged in. Its bicolored LED should illuminate green.

7. Replace the left end cap.

Step 2: Power on the controllers

After you've powered on your shelves and assigned them unique IDs, power on the storage controllers.

Steps

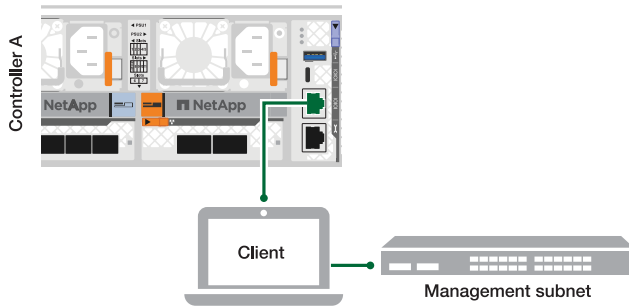
1. Connect your laptop to the serial console port. This will allow you to monitor the boot sequence when the controllers are powered on.

- a. Set the serial console port on the laptop to 115,200 baud with N-8-1.

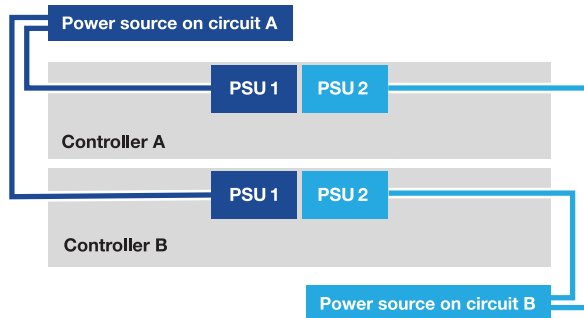


See your laptop's online help for instructions on how to configure the serial console port.

- b. Using the console cable provided with your storage system, connect one end of the console cable to your laptop and the other end to the serial console port on controller A.
- c. Connect the laptop to the switch on the management subnet.



2. Assign a TCP/IP address to the laptop, using one that is on the management subnet.
3. Plug the two power cords into the controller power supplies, and then connect them to power sources on different circuits.



- The system begins to boot. Initial booting might take up to eight minutes.
 - The LEDs flash on and the fans start, which indicates that the controllers are powering on.
 - The fans might be very noisy when they first start up. The fan noise during start-up is normal.
4. Secure the power cords using the securing device on each power supply. :a1k-a70-90!:

What's next?

After you've turned on your AFF A70 or AFF A90 storage system, you [set up your cluster](#).

Maintain

Overview of the maintenance procedures - AFF A70 and AFF A90

Maintain the hardware of your AFF A70 and AFF A90 storage systems to ensure long-term reliability and optimal performance. Perform regular maintenance tasks such as replacing faulty components, as this helps prevent downtime and data loss.

The maintenance procedures assume that the AFF A70 and AFF A90 systems have already been deployed as a storage node in the ONTAP environment.

System components

For the AFF A70 and AFF A90 storage systems, you can perform maintenance procedures on the following components.

Boot media - automated recovery	The boot media stores a primary and secondary set of ONTAP image files that the storage system uses to boot. During automated recovery, the system retrieves the boot image from the partner node and automatically runs the appropriate boot menu option to install the image on your replacement boot media. The automated boot media recovery process is supported only in ONTAP 9.17.1 and later. If your storage system is running an earlier version of ONTAP, use the manual boot recovery procedure .
Boot media- manual recovery	The boot media stores a primary and secondary set of ONTAP image files that the storage system uses to boot the image from a USB drive and restore the configuration from the partner node.
Chassis	The chassis is the physical enclosure housing all the controller components such as the controller/CPU unit, power supply, and I/O.
Controller	A controller consists of a board, firmware, and software. It controls the drives and runs the ONTAP operating system software.
DIMM	A dual in-line memory module (DIMM) is a type of computer memory. They are installed to add system memory to a controller motherboard.
Drive	A drive is a device that provides the physical storage needed for data.
Fan	A fan cools the controller.
NVRAM	The NVRAM (Non-Volatile Random Access Memory) is a module that allows the controller to protect and save in-flight data if the system loses power. The system ID resides in the NVRAM module. When replaced, the controller assumes the new system ID from the replacement NVRAM module.
NV battery	The NV battery is responsible for providing power to the NVRAM module while data in-flight is being destaged to flash memory after a power loss.
I/O module	The I/O module (Input/Output module) is a hardware component that acts as an intermediary between the controller and various devices or systems that need to exchange data with the controller.
Power supply	A power supply provides a redundant power source in a controller.
Real-time clock battery	A real-time clock battery preserves system date and time information if the power is off.
System Management module	The System Management module provides the interface between the controller and a console or laptop for controller or system maintenance purposes. The System management module contains the boot media and stores the system serial number (SSN).

Boot media - automated recovery

Boot media automated recovery workflow - AFF A70 and AFF A90

The automated recovery of the boot image involves the system automatically identifying and selecting the appropriate boot menu option. It uses the boot image on the partner node to reinstall ONTAP on the replacement boot media in your AFF A70 or AFF A90 storage system.

The automated boot media recovery process is supported only in ONTAP 9.17.1 and later. If your storage system is running an earlier version of ONTAP, use the [manual boot recovery procedure](#).

To get started, review the replacement requirements, shut down the controller, replace the boot media, allow the system to restore the image, and verify system functionality.

1

Review the boot media requirements

Review the requirements for boot media replacement.

2

Shut down the controller

Shut down the controller in your storage system when you need to replace the boot media.

3

Replace the boot media

Remove the failed boot media from the System Management module and install the replacement boot media.

4

Restore the image on the boot media

Restore the ONTAP image from the partner controller.

5

Return the failed part to NetApp

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

Requirements for automated boot media recovery - AFF A70 and AFF A90

Before replacing the boot media in your AFF A70 or AFF A90 storage system, ensure you meet the necessary requirements for a successful replacement. This includes verifying that you have the correct replacement boot media, confirming the cluster ports on the impaired controller are working properly, and determining whether Onboard Key Manager (OKM) or External Key Manager (EKM) is enabled.

The automated boot media recovery process is supported only in ONTAP 9.17.1 and later. If your storage system is running an earlier version of ONTAP, use the [manual boot recovery procedure](#).

Review the following requirements.

- You must replace the failed boot media with a replacement boot media you received from NetApp.
- The cluster ports are used to communicate between the two controllers during the automated boot recovery process. Make sure that the cluster ports on the impaired controller are working properly.
- For OKM, you need the cluster-wide passphrase and also the backup data.
- For EKM, you need copies of the following files from the partner node:
 - /cfcard/kmip/servers.cfg
 - /cfcard/kmip/certs/client.crt
 - /cfcard/kmip/certs/client.key
 - /cfcard/kmip/certs/CA.pem
- It is critical to apply the commands to the correct controller when you are replacing the impaired boot media:
 - The *impaired controller* is the controller on which you are performing maintenance.
 - The *healthy controller* is the HA partner of the impaired controller.

What's next

After you've reviewed the boot media requirements, you [shut down the controller](#).

Shut down the controller for automated boot media recovery - AFF A70 and AFF A90

Shut down the impaired controller in your AFF A70 or AFF A90 storage system to prevent data loss and maintain system stability during the automated boot media recovery process.

The automated boot media recovery process is supported only in ONTAP 9.17.1 and later. If your storage system is running an earlier version of ONTAP, use the [manual boot recovery procedure](#).

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <code>-halt true</code> parameter brings you to the LOADER prompt.</p>

What's next

After you shut down the impaired controller, you [replace the boot media](#).

Replace the boot media for automated boot recovery - AFF A70 and AFF A90

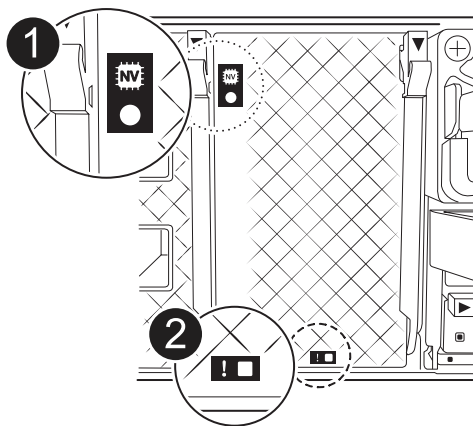
The boot media in your AFF A70 or AFF A90 storage system stores essential firmware and configuration data. The replacement process involves removing the System Management module, removing the impaired boot media, installing the replacement boot media in the System Management module, and then reinstalling the System Management module.

The automated boot media recovery process is supported only in ONTAP 9.17.1 and later. If your storage system is running an earlier version of ONTAP, use the [manual boot recovery procedure](#).

The boot media is located inside the System Management module and is accessed by removing the module from the system.

Steps

1. Make sure NVRAM destage has completed before proceeding. When the LED on the NV module is off, NVRAM is destaged. If the LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact Technical Support for assistance.



1	NVRAM status LED
2	NVRAM attention LED

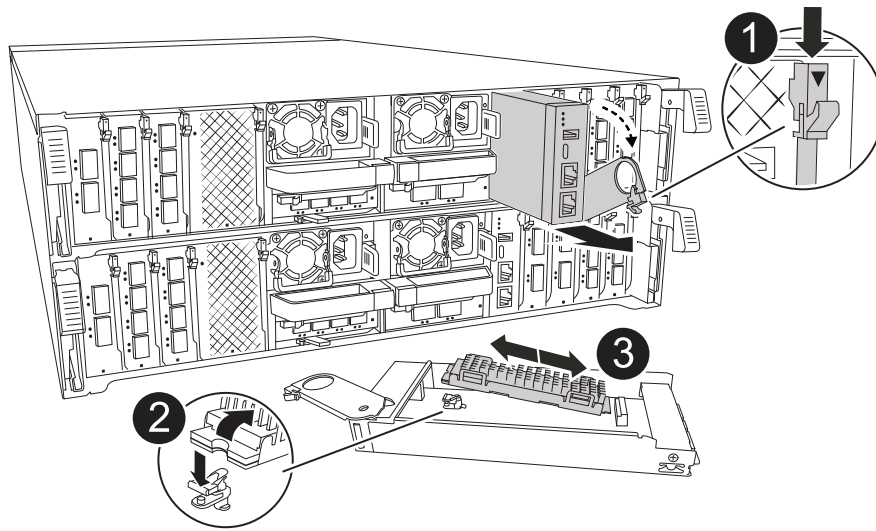
- If the NV LED is off, go to the next step.
- If the NV LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact Technical Support for assistance.

2. Go to the rear of the chassis. If you are not already grounded, properly ground yourself.
3. Unplug the controller's PSUs.



If your system has DC power, disconnect the power block from the PSUs.

- a. Remove any cables connected to the System Management module. Make sure to label where the cables were connected, so that you can connect them to the correct ports when you reinstall the module.
 - b. Rotate the cable management tray down by pulling the buttons on both sides on the inside of the cable management tray and then rotate the tray down.
 - c. Depress the system management cam button. The cam lever moves away from the chassis.
 - d. Rotate the cam lever all the way down and remove the System Management module from the controller module.
 - e. Place the System Management module on an anti-static mat, so that the boot media is accessible.
4. Remove the boot media from the management module:



1	System Management module cam latch
2	Boot media locking button
3	Boot media

- a. Press the blue locking button.
- b. Rotate the boot media up, slide it out of the socket, and set it aside.
5. Install the replacement boot media into the System Management module:
 - a. Align the edges of the boot media with the socket housing, and then gently push it squarely into the socket.
 - b. Rotate the boot media down toward the locking button.
 - c. Push the locking button, rotate the boot media all the way down and then release the locking button.
6. Reinstall the System Management module:
 - a. Rotate the cable management tray up to the closed position.
 - b. Recable the System Management module.
7. Plug the power cords into the power supplies. The controller reboots as soon as power is restored.



If you have DC power supplies, reconnect the power block to the power supplies.

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

What's next

After physically replacing the impaired boot media, [restore the ONTAP image from the partner node](#).

Automated boot media recovery from the partner node - AFF A70 and AFF A90

After installing the new boot media device in your AFF A70 or AFF A90 storage system, you can start the automated boot media recovery process to restore the configuration

from the partner node. During the recovery process, the system checks whether encryption is enabled and determines the type of key encryption in use. If key encryption is enabled, the system guides you through the appropriate steps to restore it.

The automated boot media recovery process is supported only in ONTAP 9.17.1 and later. If your storage system is running an earlier version of ONTAP, use the [manual boot recovery procedure](#).

Before you begin

- For OKM, you need the cluster-wide passphrase and also the backup data.
- For EKM, you need copies of the following files from the partner node:
 - /cfcard/kmip/servers.cfg file.
 - /cfcard/kmip/certs/client.crt file.
 - /cfcard/kmip/certs/client.key file.
 - /cfcard/kmip/certs/CA.pem file.

Steps

1. From the LOADER prompt, enter the command:

```
boot_recovery -partner
```

The screen displays the following message:

```
Starting boot media recovery (BMR) process. Press Ctrl-C to abort...
```

2. Monitor the boot media install recovery process.

The process completes and displays the `Installation complete` message.

3. The system checks for encryption and encryption type and displays one of two messages. Depending on what message is displayed, take one of the following actions:



Occasionally, the process may not be able to identify if key manager is configured on the system. It will display an error message, ask if key manager is configured for the system, and then ask what type of key manager is configured. The process will resume after you resolve the issue.

Show example of configuration error finding prompts

```
Error when fetching key manager config from partner ${partner_ip}:  
${status}
```

```
Has key manager been configured on this system
```

```
Is the key manager onboard
```

If you see this message...	Do this...
key manager is not configured. Exiting.	<p>Encryption is not installed on the system. Complete the following steps:</p> <ol style="list-style-type: none"> Log into the node when the login prompt is displayed and give back the storage: <pre>storage failover giveback -ofnode impaired_node_name</pre> Go to step 5 to enable automatic giveback if it was disabled.
key manager is configured.	<p>Go to step 4 to restore the appropriate key manager.</p> <p>The node accesses the boot menu and runs:</p> <ul style="list-style-type: none"> Option 10 for systems with Onboard Key Manager (OKM). Option 11 for systems with External Key Manager (EKM).

4. Select the appropriate key manager restoration process.

Onboard Key Manager (OKM)

If OKM is detected, the system displays the following message and begins running BootMenu Option 10.

```
key manager is configured.  
Entering Bootmenu Option 10...
```

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

- a. Enter `y` at the prompt to confirm you want to start the OKM recovery process.
- b. Enter the following when prompted:
 - i. The passphrase
 - ii. The passphrase again when prompted to confirm
 - iii. Backup data for onboard key manager

Show example of passphrase and backup data prompts

```
Enter the passphrase for onboard key management:  
-----BEGIN PASSPHRASE-----  
<passphrase_value>  
-----END PASSPHRASE-----  
Enter the passphrase again to confirm:  
-----BEGIN PASSPHRASE-----  
<passphrase_value>  
-----END PASSPHRASE-----  
Enter the backup data:  
-----BEGIN BACKUP-----  
<passphrase_value>  
-----END BACKUP-----
```

- c. Continue to monitor the recovery process as it restores the appropriate files from the partner node.

When the recovery process is complete, the node will reboot. The following messages indicate a successful recovery:

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

Successfully recovered keymanager secrets.
```

d. When the node reboots, verify the boot media recovery was successful by confirming that the system is back online and operational.

e. Return the impaired controller to normal operation by giving back its storage:

```
storage failover giveback -ofnode impaired_node_name
```

f. After the partner node is fully up and serving data, synchronize the OKM keys across the cluster.

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

External Key Manager (EKM)

If EKM is detected, the system displays the following message and begins running BootMenu Option 11.

```
key manager is configured.
Entering Bootmenu Option 11...
```

a. The next step depends on which version of ONTAP your system is running:

If your system is running...	Do this...
ONTAP 9.16.0	<p>a. Press <code>Ctlr-C</code> to exit BootMenu Option 11.</p> <p>b. Press <code>Ctlr-C</code> to exit the EKM configuration process and return to the boot menu.</p> <p>c. Select BootMenu Option 8.</p> <p>d. Reboot the node.</p> <p>If AUTOBOOT is set, the node reboots and uses the configuration files from the partner node.</p> <p>If AUTOBOOT is not set, enter the appropriate boot command. The node reboots and uses the configuration files from the partner node.</p> <p>e. Reboot the node so that EKM protects the boot media partition.</p> <p>f. Proceed to step c.</p>

If your system is running...	Do this...
ONTAP 9.16.1 and later	Proceed to the next step.

b. Enter the following EKM configuration setting when prompted:

Action	Example
Enter the client certificate contents from the /cfcard/kmip/certs/client.crt file.	Show example of client certificate contents <pre> -----BEGIN CERTIFICATE----- <certificate_value> -----END CERTIFICATE----- </pre>
Enter the client key file contents from the /cfcard/kmip/certs/client.key file.	Show example of client key file contents <pre> -----BEGIN RSA PRIVATE KEY----- <key_value> -----END RSA PRIVATE KEY----- </pre>
Enter the KMIP server CA(s) file contents from the /cfcard/kmip/certs/CA.pem file.	Show example of KMIP server file contents <pre> -----BEGIN CERTIFICATE----- <KMIP_certificate_CA_value > -----END CERTIFICATE----- </pre>

Action	Example
<p>Enter the server configuration file contents from the /cfcard/kmip/servers.cfg file.</p>	<p>Show example of server configuration file contents</p> <pre> xxx.xxx.xxx.xxx:5696.host= xxx.xxx.xxx.xxx xxx.xxx.xxx.xxx:5696.port= 5696 xxx.xxx.xxx.xxx:5696.trust ed_file=/cfcard/kmip/certs /CA.pem xxx.xxx.xxx.xxx:5696.proto col=KMIP1_4 1xxx.xxx.xxx.xxx:5696.time out=25 xxx.xxx.xxx.xxx:5696.nbio= 1 xxx.xxx.xxx.xxx:5696.cert_ file=/cfcard/kmip/certs/cl ient.crt xxx.xxx.xxx.xxx:5696.key_f ile=/cfcard/kmip/certs/cli ent.key xxx.xxx.xxx.xxx:5696.ciphe rs="TLSv1.2:kRSA:!CAMELLIA :!IDEA:!RC2:!RC4:!SEED:!eN ULL:!aNULL" xxx.xxx.xxx.xxx:5696.verif y=true xxx.xxx.xxx.xxx:5696.netap p_keystore_uuid=<id_value> </pre>

Action	Example
<p>If prompted, enter the ONTAP Cluster UUID from the partner.</p> <p>You can check the cluster UUID from the partner node using the <code>cluster identify show</code> command.</p>	<p>Show example of ONTAP Cluster UUID</p> <div data-bbox="898 233 1425 730" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Notice:</p> <pre>bootarg.mgwd.cluster_uuid is not set or is empty. Do you know the ONTAP Cluster UUID? {y/n} y Enter the ONTAP Cluster UUID: <cluster_uuid_value></pre> <p>System is ready to utilize external key manager(s).</p> </div>
<p>If prompted, enter the temporary network interface and settings for the node.</p> <p>You need to enter:</p> <ol style="list-style-type: none"> 1. The IP address for the port 2. The netmask for the port 3. The IP address of the default gateway 	<p>Show example of a temporary network setting</p> <div data-bbox="898 884 1425 1864" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>In order to recover key information, a temporary network interface needs to be configured.</p> <p>Select the network port you want to use (for example, 'e0a')</p> <pre>e0M</pre> <p>Enter the IP address for port : xxx.xxx.xxx.xxx</p> <p>Enter the netmask for port : xxx.xxx.xxx.xxx</p> <p>Enter IP address of default gateway: xxx.xxx.xxx.xxx</p> <p>Trying to recover keys from key servers....</p> <pre>[discover_versions] [status=SUCCESS reason=message=]</pre> </div>

c. Depending on whether the key is successfully restored, take one of the following actions:

- If you see `kmip2_client: Successfully imported the keys from external key server: xxx.xxx.xxx.xxx:5696` in the output, the EKM configuration has been successfully restored.

The process attempts to restore the appropriate files from the partner node and reboots the node. Go to step d.

- If the key is not successfully restored, the system will halt and indicate that it could not restore the key. The error and warning messages are displayed. You must rerun the recovery process:

```
boot_recovery -partner
```

Show example of key recovery error and warning messages

```
ERROR: kmip_init: halting this system with encrypted
mroot...
WARNING: kmip_init: authentication keys might not be
available.
*****
*                               A T T E N T I O N                               *
*                                                                                   *
*          System cannot connect to key managers.          *
*                                                                                   *
*****
ERROR: kmip_init: halting this system with encrypted
mroot...
.
Terminated

Uptime: 11m32s
System halting...

LOADER-B>
```

d. When the node reboots, verify that the boot media recovery was successful by confirming that the system is back online and operational.

e. Return the controller to normal operation by giving back its storage:

```
storage failover giveback -ofnode impaired_node_name
```

5. If automatic giveback was disabled, reenable it:

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


6. If AutoSupport is enabled, restore automatic case creation:

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

What's next

After you've restored the ONTAP image and the node is up and serving data, you [return the failed part to NetApp](#).

Return the failed boot media part to NetApp - AFF A70 and AFF A90

If a component in your AFF A70 or AFF A90 storage system fails, return the failed part to NetApp. See the [Part Return and Replacements](#) page for further information.

Boot media - manual recovery

Boot media manual recovery workflow - AFF A70 and AFF A90

The manual recovery of the boot image involves using a USB drive to reinstall ONTAP onto the AFF A70 or AFF A90 system's replacement boot media. You must download the appropriate ONTAP recovery image from the NetApp Support Site and copy it to a USB drive. This prepared USB drive is then used to perform the recovery and restore the system to operational status.

If your storage system is running ONTAP 9.17.1 or later, use the [automated boot recovery procedure](#). If your system is running an earlier version of ONTAP, you must use the manual boot recovery procedure.

To get started, review the recovery requirements, shut down the controller, replace the boot media, use the USB drive to restore the image, and reapply encryption settings if necessary.

1

[Review requirements to replace the boot media](#)

Review the requirements for replacing the boot media.

2

[Check encryption key support and status](#)

Determine whether the system has security key manager enabled or encrypted disks.

3

[Shut down the controller](#)

Shut down the controller when you need to replace the boot media.

4

[Replace the boot media](#)

Remove the failed boot media from the System Management module and install the replacement boot media, and then transfer an ONTAP image using a USB flash drive.

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 ONTAP 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.

Requirements for manual boot media recovery - AFF A70 and AFF A90

Before replacing the boot media in your AFF A70 or AFF A90 system, ensure you meet the necessary requirements for a successful replacement. This includes making sure you have a USB flash drive with the appropriate amount of storage and verifying that you have the correct replacement boot device.

USB flash drive

- Ensure you have a USB flash drive formatted to FAT32.
- The USB must have sufficient storage capacity to hold the `image_xxx.tgz` file.

File preparation

Copy the `image_xxx.tgz` file to the USB flash drive. This file will be used when you transfer the ONTAP image using the USB flash drive.

Component replacement

Replace the failed component with the replacement component provided by NetApp.

Controller identification

It is critical to apply the commands to the correct controller when you are replacing the impaired boot media:

- The *impaired controller* is the controller on which you are performing maintenance.
- The *healthy controller* is the HA partner of the impaired controller.

What's next?

After you've reviewed the requirements to replace the boot media, you need to [check encryption key support and status on the boot media](#).

Check encryption support for manual boot media recovery - AFF A70 and AFF A90

To ensure data security on your AFF A70 or AFF A90 storage system, you need to verify the encryption key support and status on your boot media. Check if your ONTAP version supports NetApp Volume Encryption (NVE), and before you shut down the controller check if the key manager is active.

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.

Steps

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.

Steps

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 manger 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...
true	You can safely shut down the impaired controller. Go to shutdown the impaired controller .
Anything other than true	<p>a. Restore the external key management authentication keys to all nodes in the cluster using the following command:</p> <pre>security key-manager external restore</pre> <p>If the command fails, contact NetApp Support.</p> <p>b. 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.</p> <p>If all the authentication keys are <code>true</code>, you can safely shut down the impaired controller. Go to shutdown the impaired controller.</p>

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...
true	<p>Manually back up the OKM information.</p> <p>a. Go to the advanced mode by entering <code>set -priv advanced</code> and then enter <code>Y</code> when prompted.</p> <p>b. Enter the following command to display the key management information:</p> <pre>security key-manager onboard show-backup</pre> <p>c. 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>d. You can safely shut down the impaired controller. Go to shutdown the impaired controller.</p>

Output value in Restored column	Follow these steps...
Anything other than true	<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 true for all authentication keys:</p> <pre>security key-manager key query</pre> <p>d. Verify that the Key Manager type displays onboard, 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>

What's next?

After checking the encryption key support and status on the boot media, you need to [shut down the controller](#).

Shut down the controller for manual boot media recovery - AFF A70 and AFF A90

Shut down the impaired controller in your AFF A70 or AFF A90 storage system to prevent data loss and maintain system stability during the automated boot media recovery process.

If your storage system is running ONTAP 9.17.1 or later, use the [automated boot recovery procedure](#). If your system is running an earlier version of ONTAP, you must use the manual boot recovery procedure.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: Controller is in a MetroCluster

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.

- 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](#).
- You must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state:

```
metrocluster node show
```

Steps

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

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

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter *y* when you see the prompt *Do you want to disable auto-giveback?*

3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next section.
Waiting for giveback...	Press Ctrl-C, and then respond <i>y</i> when prompted.

If the impaired controller is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

What's next?

After shutting down the controller, you need to [replace the boot media](#).

Replace the boot media and prepare for manual boot recovery - AFF A70 and AFF A90

The boot media in your AFF A70 or AFF A90 system stores essential firmware and configuration data. The replacement process involves removing the System Management module, removing the impaired boot media, installing the replacement boot media, and then manually transferring the ONTAP image to the replacement boot media using a USB flash drive.

Step 1: Replace the boot media

The boot media is located inside the System Management module and is accessed by removing the module from the system.

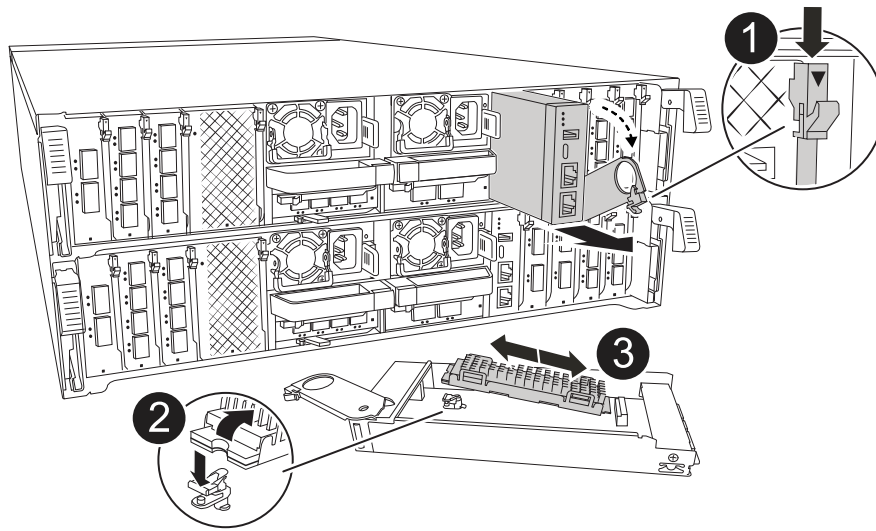
Steps

1. Go to the rear of the chassis. If you are not already grounded, properly ground yourself.
2. Unplug the controller's PSUs.



If your system has DC power, disconnect the power block from the PSUs.

- a. Remove any cables connected to the System Management module. Make sure to label where the cables were connected, so that you can connect them to the correct ports when you reinstall the module.
 - b. Rotate the cable management tray down by pulling the buttons on both sides on the inside of the cable management tray and then rotate the tray down.
 - c. Depress the system management cam button. The cam lever moves away from the chassis.
 - d. Rotate the cam lever all the way down and remove the System Management module from the controller module.
 - e. Place the System Management module on an anti-static mat, so that the boot media is accessible.
3. Remove the boot media from the management module:



1	System Management module cam latch
2	Boot media locking button
3	Boot media

- a. Press the blue locking button.
- b. Rotate the boot media up, slide it out of the socket, and set it aside.
4. Install the replacement boot media into the System Management module:
 - a. Align the edges of the boot media with the socket housing, and then gently push it squarely into the socket.
 - b. Rotate the boot media down toward the locking button.
 - c. Push the locking button, rotate the boot media all the way down and then release the locking button.
5. Reinstall the System Management module:
 - a. Rotate the cable management tray up to the closed position.
 - b. Recable the System Management module.

Step 2: Transfer the boot image to the boot media

The replacement boot media that you installed is without an ONTAP image. You can transfer the ONTAP image to the replacement boot media by downloading the appropriate ONTAP service image from the [NetApp Support Site](#) to a USB flash drive and then to the replacement boot media.

Before you begin

- You must have a USB flash drive, formatted to FAT32, with at least 4GB capacity.
- Download 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. Use the `version -v` command to display if your version of ONTAP supports NVE. If the command output displays `<10no- DARE>`, your version of ONTAP does not support NVE.
 - If NVE is supported by your version of ONTAP, 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.
- If your system is an HA pair, 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 System Management module.

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

3. Plug the power cords into the power supplies. The controller reboots as soon as power is restored.



If you have DC power supplies, reconnect the power block to the power supplies.

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.

What's next?

After replacing the boot media, you need to [boot the recovery image](#).

Manual boot media recovery from a USB drive - AFF A70 and AFF A90

After installing the new boot media device in your AFF A70 or AFF A90 system, you can boot the recovery image manually from a USB drive to restore the configuration from the partner node.

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. If prompted on the impaired controller, press `Y` 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](#).

What's next?

After booting the recovery image, you need to [restore encryption on the boot media](#).

Restore encryption keys after manual boot recovery - AFF A70 and AFF A90

Restore encryption on the replacement boot media in your AFF A70 or AFF A90 system to ensure continued data protection. The replacement process involves verifying key availability, reapplying encryption settings, and confirming secure access to your data.

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 manger 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="621 153 829 191">Select option 10.</p> <p data-bbox="621 222 948 260">Show example boot menu</p> <div data-bbox="654 296 1456 1081"> <p data-bbox="683 333 1294 365">Please choose one of the following:</p> <ul data-bbox="683 411 1369 1010" style="list-style-type: none"> <li data-bbox="683 411 971 443">(1) Normal Boot. <li data-bbox="683 453 1133 485">(2) Boot without /etc/rc. <li data-bbox="683 495 1045 527">(3) Change password. <li data-bbox="683 537 1369 600">(4) Clean configuration and initialize all disks. <li data-bbox="683 611 1149 642">(5) Maintenance mode boot. <li data-bbox="683 653 1328 684">(6) Update flash from backup config. <li data-bbox="683 695 1240 726">(7) Install new software first. <li data-bbox="683 737 971 768">(8) Reboot node. <li data-bbox="683 779 1192 842">(9) Configure Advanced Drive Partitioning. <li data-bbox="683 852 1333 915">(10) Set Onboard Key Manager recovery secrets. <li data-bbox="683 926 1317 989">(11) Configure node for external key management. <p data-bbox="683 1010 1029 1041">Selection (1-11)? 10</p> </div>

ONTAP version	Select this option
ONTAP 9.7 and earlier	<p>Select the hidden option <code>recover_onboard_keymanager</code></p> <p>Show example boot menu</p> <div> <pre> Please choose one of the following: (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. Selection (1-19)? recover_onboard_keymanager </pre> </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
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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....
kmip_init: configuring ports
Running command '/sbin/ifconfig e0M'
..
..
kmip_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
```

What's next?

After restoring encryption on the boot media, you need to [return the failed part to NetApp](#).

Return the failed part to NetApp - AFF A70 and AFF A90

If a component in your AFF A70 or AFF A90 storage system fails, return the failed part to NetApp. See the [Part Return and Replacements](#) page for further information.

Chassis

Chassis replacement workflow - AFF A70 and AFF A90

Get started with replacing the chassis of your AFF A70 or AFF A90 storage system by reviewing the replacement requirements, shutting down the controllers, replacing the chassis, and verifying system operations.

1**Review the chassis replace requirements**

Review the chassis replacement requirements.

2**Prepare for chassis replace**

Prepare to replace the chassis by locating the system, gathering system credentials and necessary tools, verifying the replacement chassis was received, and labeling the system cables.

3**Shut down the controllers**

Shut down the controllers so you can perform maintenance on the chassis.

4**Replace the chassis**

Replace the chassis by moving the components from the impaired chassis to the replacement chassis.

5**Complete the chassis replacement**

Complete the chassis replacement by bringing the controllers up, giving back the controllers, and returning the failed chassis to NetApp.

Requirements to replace the chassis - AFF A70 and AFF A90

Before replacing the chassis in your AFF A70 or AFF A90 system, ensure you meet the necessary requirements for a successful replacement. This includes verifying all other components in the system are functioning properly, verifying that you have local administrator credentials for ONTAP, the correct replacement chassis, and the necessary tools.

The chassis is the physical enclosure housing all the controller components such as the controller/CPU unit, power supply, and I/O.

Review the following requirements.

- Make sure all other components in the system are functioning properly; if not, contact [NetApp support](#) for assistance.
- Obtain local administrator credentials for ONTAP if you don't have them.
- Make sure that you have the necessary tools and equipment for the replacement.
- You can use the chassis replacement procedure with all versions of ONTAP supported by your system.
- The chassis replacement procedure is written with the assumption that you are moving the bezel, NVMe drives, and controller modules to the new chassis, and that the replacement chassis is a new component from NetApp.
- The chassis replacement procedure is disruptive. For a two-node cluster, you will have a complete service outage and a partial outage in a multi-node cluster.

What's next?

After you've reviewed the requirements to replace the chassis, you need to [prepare to replace the chassis](#).

Prepare to replace the chassis - AFF A70 and AFF A90

Prepare to replace the impaired chassis in your AFF A70 or AFF A90 system by identifying the impaired chassis, verifying the replacement components, and labeling the cables and controller modules.

Step 1: Locate and monitor your system

You should open a console session and save sessions logs for future reference, and also turn on the system location LED to find the impaired chassis.

Steps

1. Connect to the serial console port to interface with and monitor the system.
2. Locate and turn on the controller's Location LED:
 - a. Use the `system controller location-led show` command to show the current state of the location LED.
 - b. Change the state of the location LED to "on":

```
system controller location-led modify -node node1 -state on.
```

The Location LED remains lit for 30 minutes.

Step 2: Verify replacement components

You should verify that you received the necessary components, remove them from packaging, and save the packaging.

Steps

1. Before opening the packaging, you should look at the packaging label and verify:
 - Component part number.
 - Part description.
 - Quantity in the box.
2. Remove the contents from the packaging and use the packaging to returning the failed component to NetApp.

Step 3: Label the cables and controller modules

You should label the cables and controller modules before removing them from the controller modules or chassis.

Steps

1. Label all the cables associated with the storage system. This aids recabling later in this procedure.
2. Label the controller modules.
3. If you are not already properly grounded, ground yourself.

What's next?

After you've prepared to replace your AFF A70 or AFF A90 chassis hardware, you need to [shut down the controllers](#).

Shut down the controllers to replace the chassis - AFF A70 and AFF A90

Shut down the controllers in your AFF A70 or AFF A90 storage system to prevent data loss and ensure system stability when replacing the chassis.

This procedure is for systems with two node configurations. For more information about graceful shutdown when servicing a cluster, see [Gracefully shutdown and power up your storage system Resolution Guide - NetApp Knowledge Base](#).

Before you begin

- Make sure you have the necessary permissions and credentials:
 - Local administrator credentials for ONTAP.
 - BMC accessibility for each controller.
- Make sure you have the necessary tools and equipment for the replacement.
- As a best practice before shutdown, you should:
 - Perform additional [system health checks](#).
 - Upgrade ONTAP to a recommended release for the system.
 - Resolve any [Active IQ Wellness Alerts and Risks](#). Make note of any faults presently on the system, such as LEDs on the system components.

Steps

1. Log into the cluster through SSH or log in from any node in the cluster using a local console cable and a laptop/console.
2. Stop all clients/host from accessing data on the NetApp system.
3. Suspend external backup jobs.
4. If AutoSupport is enabled, suppress case creation and indicate how long you expect the system to be offline:

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

5. Identify the SP/BMC address of all cluster nodes:

```
system service-processor show -node * -fields address
```

6. Exit the cluster shell:

```
exit
```

7. Log into SP/BMC over SSH using the IP address of any of the nodes listed in the output from the previous step to monitor progress.

If you are using a console/laptop, log into the controller using the same cluster administrator credentials.

8. Halt the two nodes located in the impaired chassis:

```
system node halt -node <node1>,<node2> -skip-lif-migration-before-shutdown
true -ignore-quorum-warnings true -inhibit-takeover true
```



For clusters using SnapMirror synchronous operating in StrictSync mode: `system node halt -node <node1>,<node2> -skip-lif-migration-before-shutdown true -ignore-quorum-warnings true -inhibit-takeover true -ignore-strict-sync-warnings true`

9. Enter **y** for each controller in the cluster when you see:

```
Warning: Are you sure you want to halt node <node_name>? {y|n}:
```

10. Wait for each controller to halt and display the LOADER prompt.

What's next?

After you've shut down the controllers, you need to [replace the chassis](#).

Replace the chassis - AFF A70 and AFF A90

Replace the chassis of your AFF A70 or AFF A90 system when a hardware failure requires it. The replacement process involves removing the controllers and power supply units (PSUs), removing the drives, installing the replacement chassis, and reinstalling the chassis components.

Step 1: Remove the PSUs and cables

You need to remove all four power supply units (PSUs), two per controller, before removing the controller. Removing them lightens the overall weight of each controller.

Steps

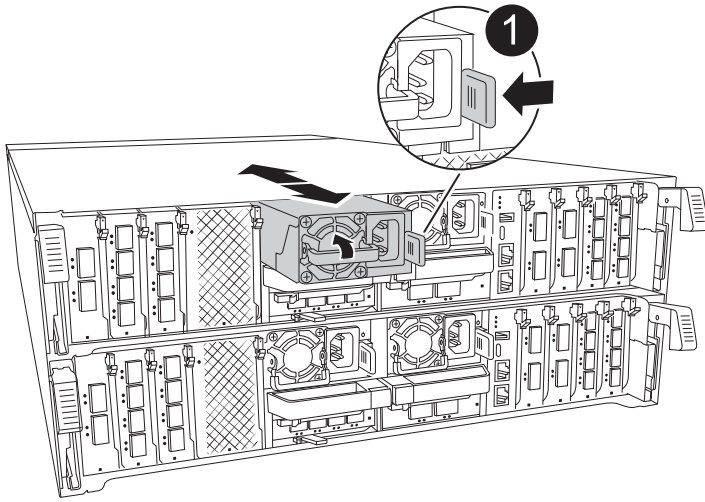
1. Remove the four PSUs:
 - a. If you are not already grounded, properly ground yourself.
 - b. Unplug power cords from the controller module PSU.

If your system has DC power, disconnect the power block from the PSUs.

- c. Remove the PSU from the controller by rotating the PSU handle up so that you can pull the PSU out, press the PSU locking tab, and then pull PSU out of the controller module.



The PSU is short. Always use two hands to support it when removing it from the controller module so that it does not suddenly swing free from the controller module and injure you.



1	Terracotta PSU locking tab
----------	----------------------------

d. Repeat these steps for the remaining PSUs.

2. Remove the cables:

- a. Unplug the system cables and any SFP and QSFP modules (if needed) from the controller module, but leave them in the cable management device to keep them organized.



Cables should have been labeled at the beginning of this procedure.

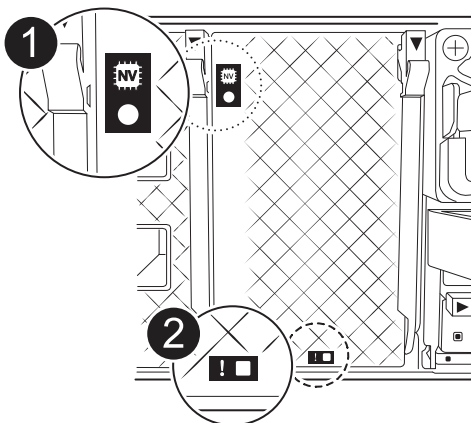
- b. Remove the cable management device from the controller modules and set them aside.

Step 2: Remove the controller modules and drives

Remove the controllers from the chassis and then remove the drives from the chassis.

Steps

1. Check the that amber NVRAM status LED located in slot 4/5 on the back of each controller module is off. Look for the NV icon.



1	NVRAM status LED
----------	------------------

2

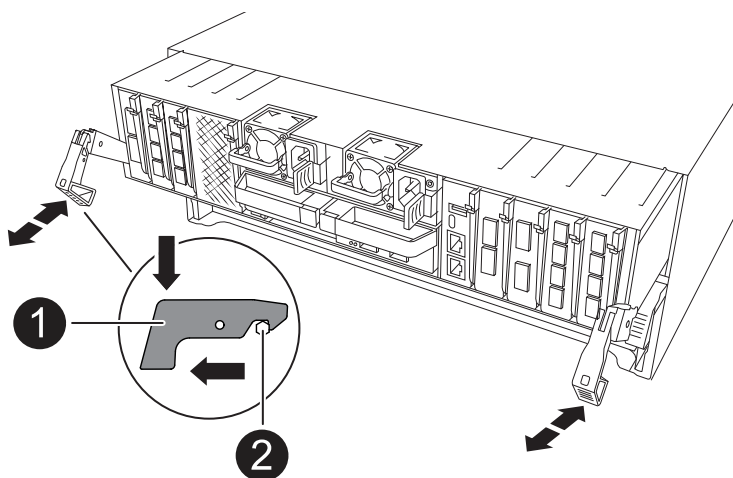
NVRAM attention LED

- If the NVRAM LED is off, go to the next step.
- If the NVRAM LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact [NetApp Support Site](#) for assistance.

2. Remove the controller modules:

- Press down on both of the locking latches on the controller, and then rotate both latches downward at the same time.

The controller module moves slightly out of the chassis.



1	Locking latch
2	Locking pin

- Slide the controller module out of the chassis by the locking latches, and place it on a flat, stable surface.

Make sure that you support the bottom of the controller module as you slide it out of the chassis.

- Repeat these steps for the second controller module.

3. Remove the drives:

- Gently remove the bezel from the front of the system.
- Press the release button at the top of the drive carrier face below the LEDs.
- Pull the cam handle to its fully open position to unseat the drive from the midplane, and then gently slide the drive out of the chassis.

The drive should disengage from the chassis, allowing it to slide free of the chassis.



Drives are fragile. Always use two hands to support the drive weight when removing a drive to prevent damage to them.

- d. Keep track of which drive bay each drive was in and set the drive aside on a static-free cart or table.
- e. Repeat this step for the remaining drives in the chassis.

Step 3: Replace the impaired chassis

Remove the impaired chassis and install the replacement chassis.

Steps

1. Remove the impaired chassis:
 - a. Remove the screws from the chassis mount points.
 - b. Using two people or a lift, slide the impaired chassis off the rack rails in a system cabinet or equipment rack, and then set it aside.
2. Install the replacement chassis:
 - a. Using two people or a lift, install the replacement chassis into the equipment rack or system cabinet by guiding the chassis onto the rack rails in a system cabinet or equipment rack.
 - b. Slide the chassis all the way into the equipment rack or system cabinet.
 - c. Secure the front of the chassis to the equipment rack or system cabinet, using the screws you removed from the impaired chassis.

Step 4: Install the chassis components

After the replacement chassis is installed, you need to install the controller modules, recable them, and then reinstall the drives and PSUs.

Steps

1. Beginning with the bottom controller module, install the controller modules in the replacement chassis:
 - a. Align the end of the controller module with the opening in the chassis, and then gently push the controller all the way into the chassis.
 - b. Rotate the locking latches upward into the locked position.
 - c. If you have not already done so, reinstall the cable management device and recable the controller.

If you removed the media converters (QSFPs or SFPs), remember to reinstall them.

Make sure that the cables are connected referencing the cable labels.

2. Reinstall the drives into their corresponding drive bays in the front of the chassis.
3. Install all four of the PSUs:
 - a. Using both hands, support and align the edges of the PSU with the opening in the controller module.
 - b. Gently push the PSU into the controller module until the locking tab clicks into place.

The power supplies will only properly engage with the internal connector and lock in place one way.



To avoid damaging the internal connector, do not use excessive force when sliding the PSU into the system.

4. Reconnect the PSU power cables to all four of the PSUs.
 - a. Secure the power cable to the PSU using the power cable retainer.

If you have DC power supplies, reconnect the power block to the power supplies after the controller module is fully seated in the chassis and secure the power cable to the PSU with the thumbscrews.

The controller modules begin to boot as soon as PSUs are installed and power is restored.

What's next?

After you've replaced the impaired AFF A70 or AFF A90 chassis and reinstalled the components into it, you need to [complete the chassis replacement](#).

Complete the chassis replacement - AFF A70 and AFF A90

Reboot the controllers, verify system health, and return the failed part to NetApp to complete the final step in the AFF A70 and AFF A90 chassis replacement procedure.

Step 1: Boot the controllers and give back the controllers

After the controllers reboot, boot ONTAP and give back the controllers.

Steps

1. Check the console output:
 - a. If the controller boots to the LOADER prompt, reboot the controller with the `boot_ontap` command.
 - b. If the console displays `waiting for giveback` after the reboot, log into the partner controller and check that the replaced controller is ready for giveback with the `storage failover show` command.
2. Perform the giveback:
 - a. Connect the console cable to the partner controller.
 - b. Give back the controller with the `storage failover giveback -fromnode local` command.

Step 2: Verify storage system health

After the controller has given back the storage, you should check the overall health with [Active IQ Config Advisor](#).

Steps

1. After the giveback is complete, run Active IQ Config Advisor to verify the health of the storage system.
2. Correct any issues you encounter.

Step 3: Return the failed part to NetApp

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.

Controller

Controller replacement workflow - AFF A70 and AFF A90

Get started with replacing the controller in your AFF A70 or AFF A90 storage system by shutting down the impaired controller, removing and replacing the controller, restoring the system configuration, and returning control of storage resources to the replacement

controller.

1

Review the requirements to replace the controller

To replace the controller module, you must meet certain requirements.

2

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.

3

Replace the controller

Replacing the controller includes removing the impaired controller, moving the FRU components to the replacement controller module, and then installing the replacement controller module in the enclosure.

4

Restore and verify the system configuration

Verify the low-level system configuration of the replacement controller and reconfigure system settings as necessary.

5

Recable and give back the controller

Recable the controller and transfer the ownership of storage resources back to the replacement controller.

6

Complete controller replacement

Verify the Lifs, check cluster health, and return the failed part to NetApp.

Requirements to replace the controller - AFF A70 and AFF A90

Before replacing the controller of your AFF A70 or AFF A90 system, ensure you meet the necessary requirements for a successful replacement. This includes verifying all other components in the system are functioning properly, verifying that you have the correct replacement controller, and saving the controller's console output to a text log file.

Review the requirements for replacing the controller module.

- All drive shelves must be working properly.
- The healthy controller must be able to take over the controller that is being replaced (referred to in this procedure as the "impaired controller").
- Do not use this procedure for controller upgrades; instead, refer to the [Choose your controller hardware upgrade procedure](#) for guidance.
- If your system is in a MetroCluster configuration, you must review [Choosing the correct recovery procedure](#) to determine whether you should use this procedure.
- You must replace the failed component with the field-replaceable unit (FRU) you received from NetApp.

- You must replace a controller module with a controller module of the same model type. You cannot upgrade your system by just replacing the controller module.
- You cannot change any drives or drive shelves as part of this procedure.
- Because the boot device is located on the System Management module that is installed in the back of the system, you do not need to move the boot device when replacing a controller module.
- It is important that you apply the commands in these steps on the correct systems:
 - The *impaired* controller is the controller that is being replaced.
 - The *replacement* controller is the new controller that is replacing the impaired controller.
 - The *healthy* controller is the surviving controller.
- You must always capture the controller's console output to a text log file.

This provides you a record of the procedure so that you can troubleshoot any issues that you might encounter during the replacement process.

What's next?

After you've reviewed the requirements to replace your AFF A70 or AFF A90 controller, you need to [shut down the impaired controller](#).

Shut down the impaired controller - AFF A70 and AFF A90

Shut down the controller in your AFF A70 or AFF A90 storage system to prevent data loss and ensure system stability when replacing the controller.

Shut down the controller module using one of the following options.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: Controller is in a MetroCluster

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.

- 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](#).
- You must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state:

```
metrocluster node show
```

Steps

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

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

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter *y* when you see the prompt *Do you want to disable auto-giveback?*

3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next section.
Waiting for giveback...	Press Ctrl-C, and then respond <i>y</i> when prompted.

If the impaired controller is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

What's next?

After you've shut down the controller, you need to [replace the controller](#).

Replace the controller - AFF A70 and AFF A90

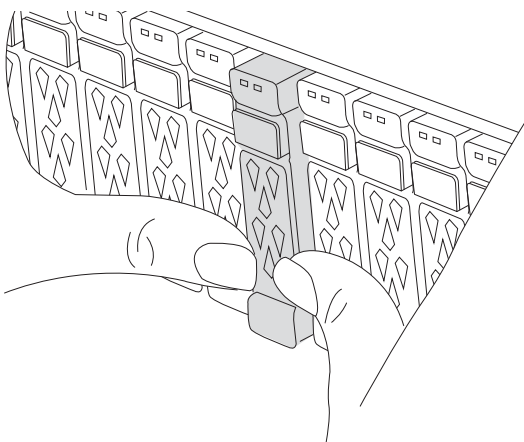
Replace the controller in your AFF A70 or AFF A90 system when a hardware failure requires it. The replacement process involves removing the impaired controller, moving the components to the replacement controller, installing the replacement controller, and rebooting it.

Step 1: Remove the controller module

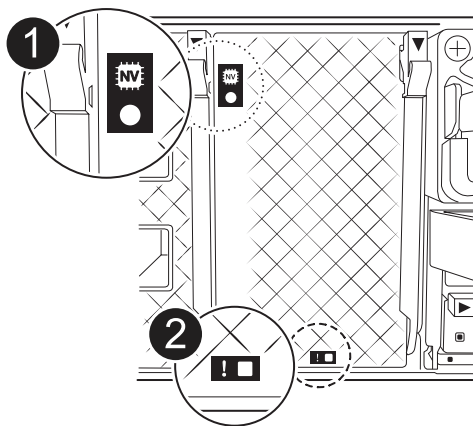
You must remove the controller module from the chassis when you replace the controller module or replace a component inside the controller module.

Steps

1. Ensure that all drives in the chassis are firmly seated against the midplane by using your thumbs to push each drive until you feel a positive stop.



2. Check the amber NVRAM that status LED located in slot 4/5 on the back of the impaired controller module is off. Look for the NV icon.



1	NVRAM status LED
2	NVRAM attention LED

- If the NV LED is off, go to the next step.
- If the NV LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact Technical Support for assistance.

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

4. Unplug the controller module power supply cables from the controller module power supplies (PSU).



If your system has DC power, disconnect the power block from the PSUs.

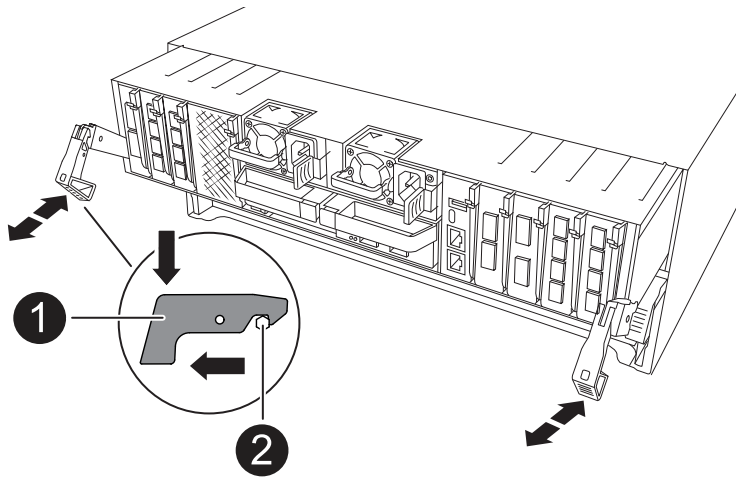
5. Unplug the system cables and SFP and QSFP modules (if needed) from the controller module, keeping track of where the cables were connected.

Leave the cables in the cable management device so that when you reinstall the cable management device, the cables are organized.

6. Remove the cable management device from the controller module.

7. Press down on both of the locking latches, and then rotate both latches downward at the same time.

The controller module moves slightly out of the chassis.



1	Locking latch
2	Locking pin

8. Slide the controller module out of the chassis and place it on a flat, stable surface.

Make sure that you support the bottom of the controller module as you slide it out of the chassis.

Step 2: Move the power supplies

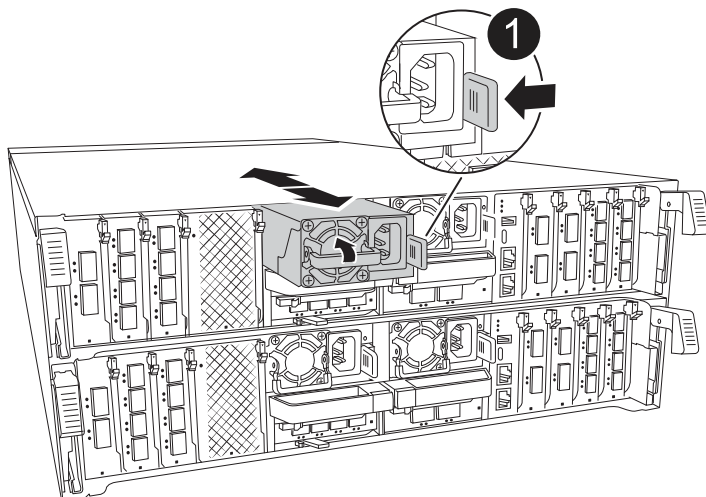
Move the power supplies to the replacement controller.

Steps

1. Rotate the cam handle such that it can be used to pull power supply out of the controller module while pressing the locking tab.



The power supply is short. Always use two hands to support it when removing it from the controller module so that it does not suddenly swing free from the controller module and injure you.



1	Terracotta PSU locking tab
2	Power supply

2. Move the power supply to the new controller module, and then install it.
3. Using both hands, support and align the edges of the power supply with the opening in the controller module, and then gently push the power supply into the controller module until the locking tab clicks into place.

The power supplies will only properly engage with the internal connector and lock in place one way.



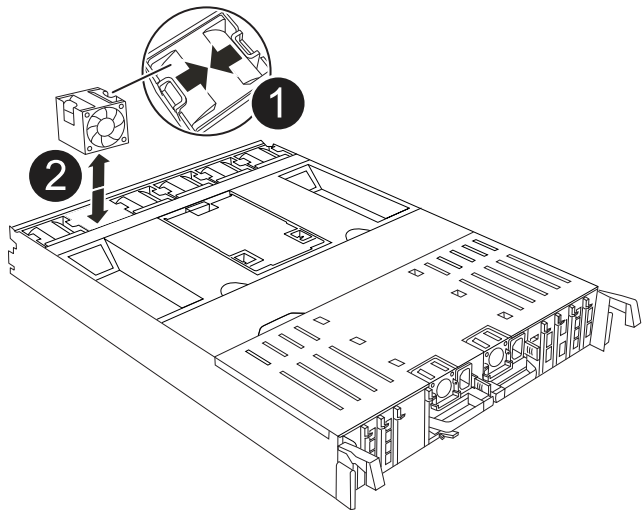
To avoid damaging the internal connector, do not use excessive force when sliding the power supply into the system.

Step 3: Move the fans

Move the fans modules to the replacement controller module.

Steps

1. Remove the fan module by pinching the locking tabs on the side of the fan module, and then lifting the fan module straight out of the controller module.



1	Fan locking tabs
2	Fan module

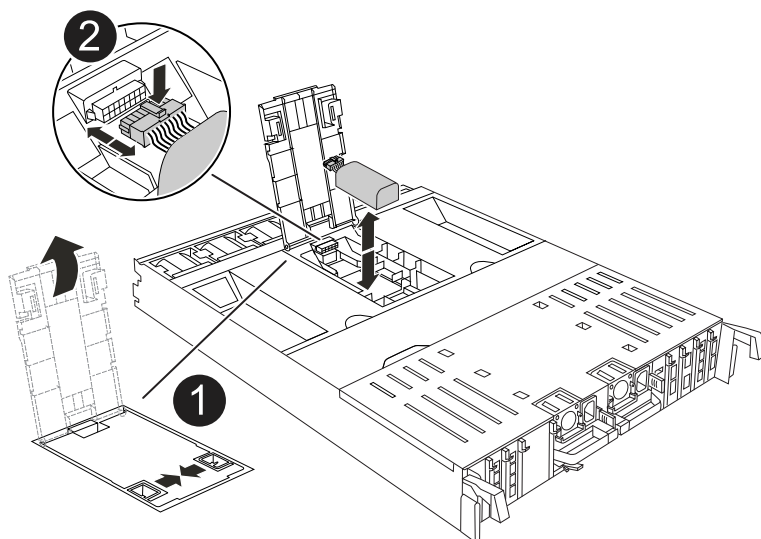
2. Move the fan module to the replacement controller module, and then install the fan module by aligning its edges with the opening in the controller module, and then sliding the fan module into the controller module until the locking latches click into place.
3. Repeat these steps for the remaining fan modules.

Step 4: Move the NV battery

Move the NV battery to the replacement controller module.

Steps

1. Open the air duct cover in the middle of the controller module and locate the NV battery.



1	NV battery air duct
2	NV battery pack plug

Attention: The NV module LED blinks while destaging contents to the flash memory when you halt the system. After the destage is complete, the LED turns off.

2. Lift the battery up to access the battery plug.
3. Squeeze the clip on the face of the battery plug to release the plug from the socket, and then unplug the battery cable from the socket.
4. Lift the battery out of the air duct and controller module.
5. Move the battery pack to the replacement controller module and then install it in the replacement controller module:
 - a. Open the NV battery air duct in the replacement controller module.
 - b. Plug the battery plug into the socket and make sure that the plug locks into place.
 - c. Insert the battery pack into the slot and press firmly down on the battery pack to make sure that it is locked into place.
 - d. Close the NV battery air duct.

Step 5: Move system DIMMs

Move the DIMMs to the replacement controller module.

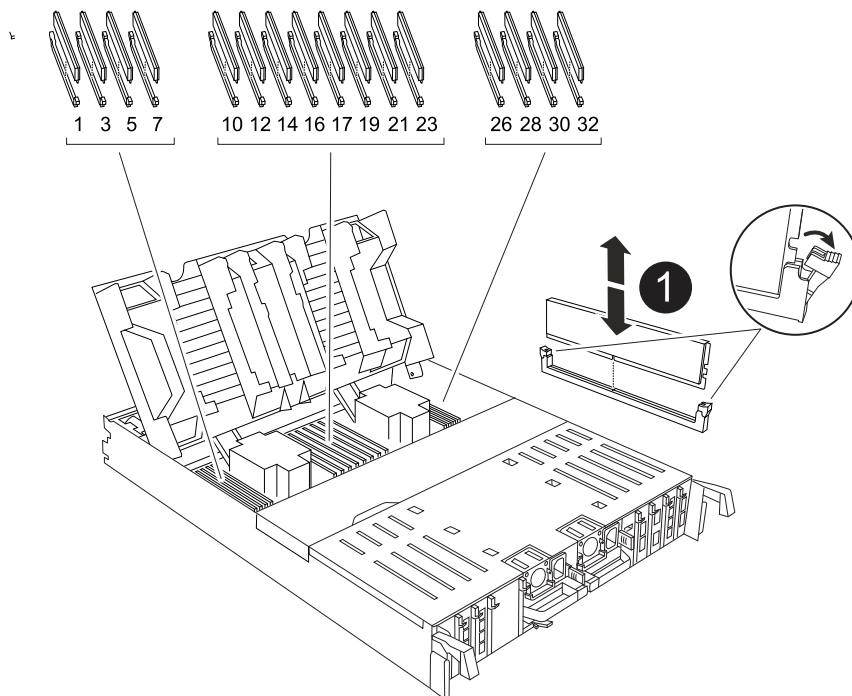
Steps

1. Open the controller air duct on the top of the controller.

- a. Insert your fingers in the recesses at the far ends of the air duct.
 - b. Lift the air duct and rotate it upward as far as it will go.
2. Locate the system DIMMs on the motherboard, using the DIMM map on top of the air duct.

The DIMM locations, by model, are listed in the following table:

Model	DIMM slot location
FAS70	3, 10, 19, 26
FAS90	3, 7, 10, 14, 19, 23, 26, 30



1	System DIMM
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3. Note the orientation of the DIMM in the socket so that you can insert the DIMM in the replacement controller module in the proper orientation.
4. Eject the DIMM from its slot by slowly pushing apart the two DIMM ejector tabs on either side of the DIMM, and then slide the DIMM out of the slot.



Carefully hold the DIMM by the edges to avoid pressure on the components on the DIMM circuit board.

5. Locate the slot on the replacement controller module where you are installing the DIMM.
6. Insert the DIMM squarely into the slot.

The DIMM fits tightly in the slot, but should go in easily. If not, realign the DIMM with the slot and reinsert it.

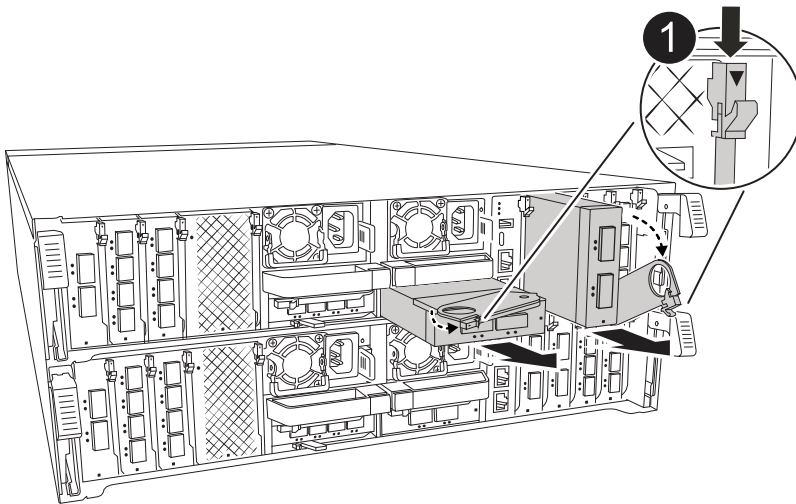


Visually inspect the DIMM to verify that it is evenly aligned and fully inserted into the slot.

7. Push carefully, but firmly, on the top edge of the DIMM until the ejector tabs snap into place over the notches at the ends of the DIMM.
8. Repeat these steps for the remaining DIMMs.
9. Close the controller air duct.

Step 6: Move the I/O modules

Move the I/O modules to the replacement controller module.



1

I/O module cam lever

Steps

1. Unplug any cabling on the target I/O module.

Make sure that you label the cables so that you know where they came from.

2. Rotate the cable management arm down by pulling the buttons on the inside of the cable management arm and rotating it down.
3. Remove the I/O modules from the controller module:
 - a. Depress the target I/O module cam latch button.
 - b. Rotate the cam latch down as far as it will go. For horizontal modules, rotate the cam away from the module as far as it will go.
 - c. Remove the module from the controller module by hooking your finger into the cam lever opening and pulling the module out of the controller module.

Make sure that you keep track of which slot the I/O module was in.

- d. Install the replacement I/O module into the replacement controller module by gently sliding the I/O module into the slot until the I/O cam latch begins to engage with the I/O cam pin, and then push the I/O cam latch all the way up to lock the module in place.
4. Repeat these steps to move the remaining I/O modules, except the modules in slots 6 and 7, to the replacement controller module.

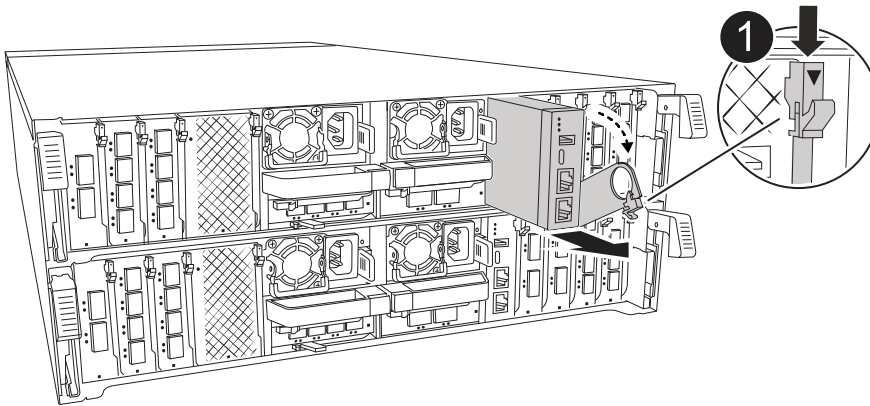


To move the I/O modules from slots 6 and 7, you must move the carrier containing these I/O modules from the impaired controller module to the replacement controller module.

5. Move the carrier containing the I/O modules in slots 6 and 7 to the replacement controller module:
 - a. Press the button on the right-most handle on the carrier handle. ..Slide the carrier out of the impaired controller module insert it into the replacement controller module in the same position it was in the impaired controller module.
 - b. Gently push the carrier all the way into the replacement controller module until it locks into place.

Step 7: Move the System Management module

Move the System Management module to the replacement controller module.



1

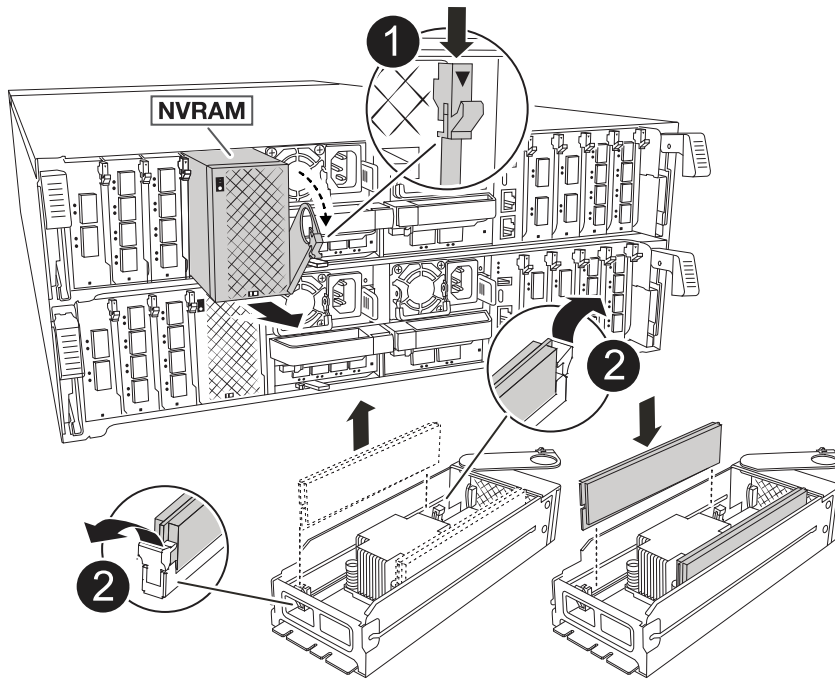
System Management module cam latch

Steps

1. Remove the System Management module from the impaired controller module:
 - a. Depress the system management cam button.
 - b. Rotate the cam lever all the way down.
 - c. Loop your finger into the cam lever and pull the module straight out of the system.
2. Install the system management module into the replacement controller module in the same slot that it was in on the impaired controller module:
 - a. Align the edges of the System Management module with the system opening and gently push it into the controller module.
 - b. Gently slide the module into the slot until the cam latch begins to engage with the I/O cam pin, and then rotate the cam latch all the way up to lock the module in place.

Step 8: Move the NVRAM module

Move the NVRAM module to the replacement controller module.



1	Cam locking button
2	DIMM locking tab

Steps

1. Remove the NVRAM module from the impaired controller module:

- a. Depress the cam latch button.

The cam button moves away from the chassis.

- b. Rotate the cam latch as far as it will go.

- c. Remove the NVRAM module from the enclosure by hooking your finger into the cam lever opening and pulling the module out of the enclosure.

2. Install the NVRAM module into slot 4/5 in the replacement controller module:

- a. Align the module with the edges of the chassis opening in slot 4/5.

- b. Gently slide the module into the slot all the way, and then push the cam latch all the way up to lock the module in place.

Step 9: Install the controller module

Reinstall the controller module and reboot it.

Steps

1. Ensure the air duct is completely closed by rotating it down as far as it will go.

It must lie flush against the controller module sheet metal.

2. Align the end of the controller module with the opening in the chassis, and then gently push the controller

module halfway into the system.



Do not completely insert the controller module in the chassis until instructed to do so.

3. Reinstall the cable management arm, if removed, but do not reconnect any cables to the replacement controller.
4. Plug the console cable into the console port of the replacement controller module and reconnect it to the laptop so that it receives console messages when it reboots.
5. Complete the reinstallation of the controller module:
 - a. Firmly push the controller module into the chassis until it meets the midplane and is fully seated.

The locking latches rise when the controller module is fully seated.



Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.

- a. Rotate the locking latches upward into the locked position.
 - b. Plug in the power supplies. The controller boots to the LOADER prompt as soon as power is restored.
6. From the LOADER prompt, enter `show date` to display the date and time on the replacement controller. Date and time are in GMT.



Time displayed is local time not always GMT and is displayed in 24hr mode.

7. Set the current time in GMT with the `set time hh:mm:ss` command. You can get the current GMT from the partner node the ``date -u`` command.
8. Recable the storage system, as needed.

If you removed the transceivers (QSFPs or SFPs), remember to reinstall them if you are using fiber optic cables.

9. Plug the power cords into the power supplies.



If you have DC power supplies, reconnect the power block to the power supplies after the controller module is fully seated in the chassis.

What's next?

After you've replaced the impaired AFF A70 or AFF A90 controller, you need to [restore the system configuration](#).

Restore and verify the system configuration - AFF A70 and AFF A90

Verify that the controller's HA configuration is active and functioning correctly in your AFF A70 or AFF A90 storage system, and confirm that the system's adapters list all the paths to the disks.

Step 1: Verify HA config settings

You must verify the HA state of the controller module and, if necessary, update the state to match your system

configuration.

Steps

1. Boot to maintenance mode: `boot_ontap maint`

- a. Enter `y` when you see *Continue with boot?*.

If you see the *System ID mismatch* warning message, enter `y`.

2. Enter `sysconfig -v` and capture the display contents.



If you see *PERSONALITY MISMATCH* contact customer support.

3. From the `sysconfig -v` output, compare the adapter card information with the cards and locations in the replacement controller.
4. Verify that all components display the same HA state: `ha-config show`

The HA state should be the same for all components.

5. If the displayed system state of the controller module does not match your system configuration, set the HA state for the controller module: `ha-config modify controller ha`

The value for the HA state can be one of the following:

- `ha`
- `mcc` (not supported)
- `mccip` (not supported in ASA systems)
- `non-ha` (not supported)

6. Confirm that the setting has changed: `ha-config show`

Step 2: Verify disk list

You must verify the adapter list and paths to all your system disks.

Steps

1. Verify that the adapter lists the paths to all disks with the `storage show disk -p`.

If you see any issues, check cabling and reseal cables.

2. Exit Maintenance mode: `halt`.

What's next?

After you've restored and verified the system configuration for your AFF A70 or AFF A90 system, you need to [give back the controller](#).

Give back the controller - AFF A70 and AFF A90

Return control of storage resources to the replacement controller so your AFF A70 or AFF A90 system can resume normal operation. The give back procedure varies based on

the encryption type used by your system: no encryption or Onboard Key Manager (OKM) encryption.

No encryption

Return the impaired controller to normal operation by giving back its storage.

Steps

1. From the LOADER prompt, enter `boot_ontap`.
2. Press <enter> when console messages stop.
 - If you see the *login* prompt, go to the next step at the end of this section.
 - If you see *Waiting for giveback*, press the <enter> key, log into the partner node, and then go to the next step at the end of this section.
3. Return the impaired controller to normal operation by giving back its storage: `storage failover giveback -ofnode impaired_node_name`
4. If automatic giveback was disabled, reenable it: `storage failover modify -node local -auto-giveback true`
5. If AutoSupport is enabled, restore/unsuppress automatic case creation: `system node autosupport invoke -node * -type all -message MAINT=END`

Onboard encryption (OKM)

Reset onboard encryption and return the controller to normal operation.

Steps

1. From the LOADER prompt, enter `boot_ontap maint`.
2. Boot to the ONTAP menu from the LOADER prompt `boot_ontap menu` and select option 10.
3. Enter the OKM passphrase.



You are prompted twice for the passphrase.

4. Enter the backup key data when prompted.
5. At the boot menu, enter option 1 for normal boot.
6. Press <enter> when *Waiting for giveback* is displayed.
7. Move the console cable to the partner node and login as `admin`.
8. Give back only the CFO aggregates (the root aggregate): `storage failover giveback -fromnode local -only-cfo-aggregates true`
 - If you encounter errors, contact [NetApp Support](#).
9. Wait 5 minutes after the giveback report completes, and check failover status and giveback status: `storage failover show` and `storage failover show-giveback`.
10. Synchronize and verify status of the keys:
 - a. Move the console cable back to the replacement controller.
 - b. Synchronize missing keys: `security key-manager onboard sync`



You are prompted for the cluster-wide passphrase of OKM for the cluster.

- c. Verify status of the keys: `security key-manager key query -restored false`

The output should show no results when properly synchronized.

If the output shows results (the key IDs of keys that are not present in the system's internal key table), contact [NetApp Support](#).

11. Return the impaired controller to normal operation by giving back its storage: `storage failover giveback -ofnode impaired_node_name`
12. If automatic giveback was disabled, reenable it: `storage failover modify -node local -auto-giveback true`
13. If AutoSupport is enabled, restore/unsuppress automatic case creation: `system node autosupport invoke -node * -type all -message MAINT=END`

What's next?

After you've transferred the ownership of storage resources back to the replacement controller, you need to [complete the controller replacement](#) procedure.

Complete controller replacement - AFF A70 and AFF A90

To complete the controller replacement for your AFF A70 or AFF A90 system, first restore the NetApp Storage Encryption configuration (if necessary). Next, confirm that the logical interfaces (LIFs) are reporting to their home ports and perform a cluster health check. Finally, return the failed part to NetApp.

Step 1: Verify LIFs and check cluster health

Before returning the replacement node to service, verify that the logical interfaces are on their home ports, check the cluster health, and reset automatic giveback.

Steps

1. Verify that the logical interfaces are reporting to their home server and ports: `network interface show -is-home false`

If any logical interfaces are listed as false, revert them to their home ports: `network interface revert -vserver * -lif *`

2. Check the health of your cluster. See the [How to perform a cluster health check with a script in ONTAP KB](#) article for more information.
3. If automatic giveback was disabled, reenable it: `storage failover modify -node local -auto-giveback true`

Step 2: Return the failed part to NetApp

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.

Replace a DIMM - AFF A70 and AFF A90

Replace a DIMM in your AFF A70 or AFF A90 system if excessive correctable or uncorrectable memory errors are detected. Such errors can prevent the storage system

from booting ONTAP. The replacement process involves shutting down the impaired controller, removing it, replacing the DIMM, reinstalling the controller, and then returning the failed part to NetApp.

Before you begin

- Make sure all other components in the system are functioning properly; if not, you must contact technical support.
- Make sure you replace the failed component with a replacement component you received from NetApp.

Step 1: Shut down the impaired controller

Shut down or take over the impaired controller using one of the following options.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: Controller is in a MetroCluster

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.

- 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](#).
- You must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state:

```
metrocluster node show
```

Steps

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

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

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter *y* when you see the prompt *Do you want to disable auto-giveback?*

3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next section.
Waiting for giveback...	Press Ctrl-C, and then respond <i>y</i> when prompted.

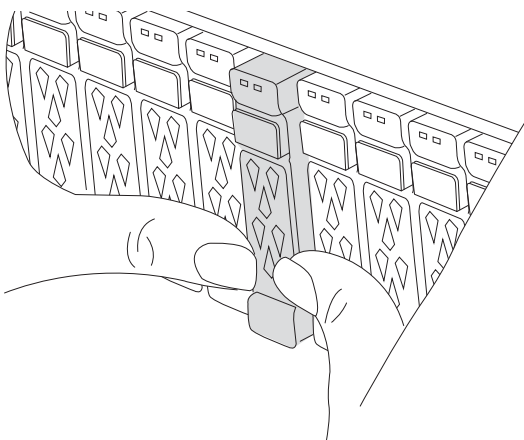
If the impaired controller is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Step 2: Remove the controller module

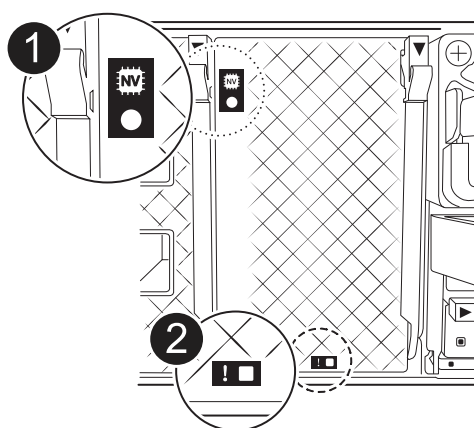
You must remove the controller module from the chassis when you replace the controller module or replace a component inside the controller module.

Steps

1. Ensure that all drives in the chassis are firmly seated against the midplane by using your thumbs to push each drive until you feel a positive stop.



2. Check the amber NVRAM that status LED located in slot 4/5 on the back of the impaired controller module is off. Look for the NV icon.



1	NVRAM status LED
2	NVRAM attention LED

- If the NV LED is off, go to the next step.
- If the NV LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact Technical Support for assistance.

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

4. Unplug the controller module power supply cables from the controller module power supplies (PSU).



If your system has DC power, disconnect the power block from the PSUs.

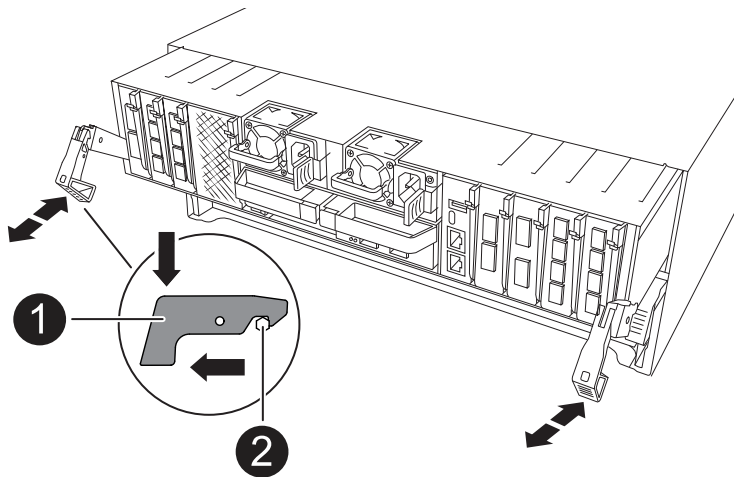
5. Unplug the system cables and SFP and QSFP modules (if needed) from the controller module, keeping track of where the cables were connected.

Leave the cables in the cable management device so that when you reinstall the cable management device, the cables are organized.

6. Remove the cable management device from the controller module.

7. Press down on both of the locking latches, and then rotate both latches downward at the same time.

The controller module moves slightly out of the chassis.



1	Locking latch
2	Locking pin

8. Slide the controller module out of the chassis and place it on a flat, stable surface.

Make sure that you support the bottom of the controller module as you slide it out of the chassis.

Step 3: Replace the DIMM

To replace the DIMM, locate them inside the controller and follow the specific sequence of steps.

Steps

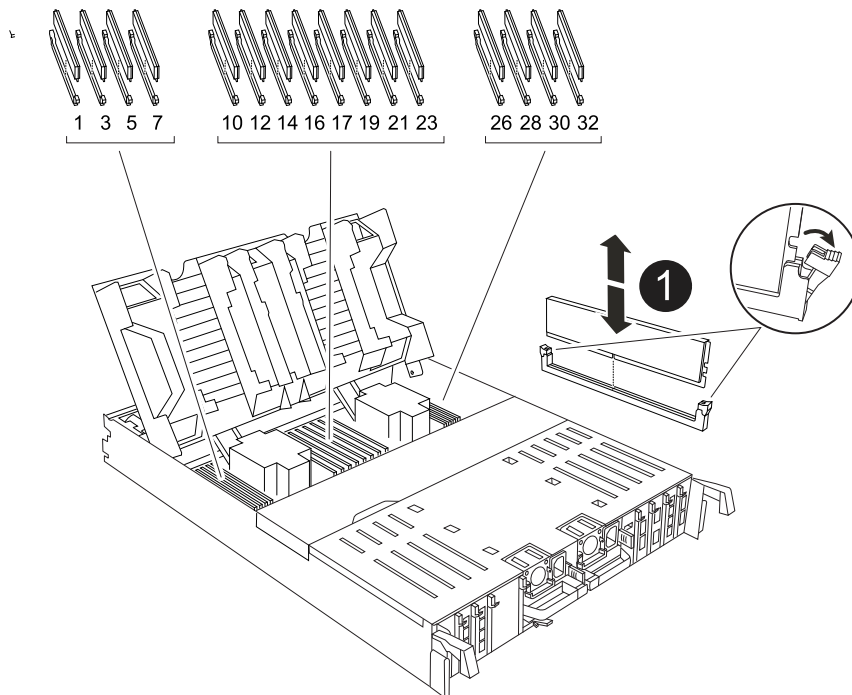
1. If you are not already grounded, properly ground yourself.
2. Open the controller air duct on the top of the controller.
 - a. Insert your fingers in the recesses at the far ends of the air duct.
 - b. Lift the air duct and rotate it upward as far as it will go.
3. Locate the DIMMs on your controller module and identify the target DIMM.

Use the FRU map on the controller airduct to locate the DIMM slot.

4. Eject the DIMM from its slot by slowly pushing apart the two DIMM ejector tabs on either side of the DIMM, and then slide the DIMM out of the slot.



Carefully hold the DIMM by the edges to avoid pressure on the components on the DIMM circuit board.



1

DIMM and DIMM ejector tabs

5. Remove the replacement DIMM from the antistatic shipping bag, hold the DIMM by the corners, and align it to the slot.

The notch among the pins on the DIMM should line up with the tab in the socket.

6. Make sure that the DIMM ejector tabs on the connector are in the open position, and then insert the DIMM squarely into the slot.

The DIMM fits tightly in the slot, but should go in easily. If not, realign the DIMM with the slot and reinsert it.



Visually inspect the DIMM to verify that it is evenly aligned and fully inserted into the slot.

7. Push carefully, but firmly, on the top edge of the DIMM until the ejector tabs snap into place over the notches at the ends of the DIMM.
8. Close the controller air duct.

Step 4: Reinstall the controller module

Reinstall the controller module and reboot it.

Steps

1. Ensure the air duct is completely closed by rotating it down as far as it will go.

It must lie flush against the controller module sheet metal.

2. Align the end of the controller module with the opening in the chassis, and then gently push the controller module halfway into the system.



Do not completely insert the controller module in the chassis until instructed to do so.

3. Recable the storage system, as needed.

If you removed the transceivers (QSFPs or SFPs), remember to reinstall them if you are using fiber optic cables.

Make sure that the console cable is connected to the repaired controller module so that it receives console messages when it reboots. The repaired controller receives power from the healthy controller and begins to reboot as soon as it is seated completely in the chassis.

4. Complete the reinstallation of the controller module:
 - a. Firmly push the controller module into the chassis until it meets the midplane and is fully seated.

The locking latches rise when the controller module is fully seated.

Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.

- b. Rotate the locking latches upward into the locked position.

5. Plug the power cords into the power supplies. The controller reboots as soon as power is restored.

If you have DC power supplies, reconnect the power block to the power supplies after the controller module is fully seated in the chassis.

6. Return the impaired controller to normal operation by giving back its storage:

```
storage failover giveback -ofnode impaired_node_name.
```

7. If automatic giveback was disabled, reenable it:

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

8. If AutoSupport is enabled, restore/unsuppress automatic case creation:

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

Step 5: Return the failed part to NetApp

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.

Replace an SSD drive - AFF A70 and AFF A90

Replace a drive in your AFF A70 or AFF A90 system when a drive fails or requires an upgrade. The replacement process involves identifying the faulty drive, safely removing it, and installing a new drive to ensure continued data access and system performance.

You can replace a failed SSD drive nondisruptively while I/O is in progress.

When a drive fails, the platform logs a warning message to the system console indicating which drive has failed. In addition, both the fault LED on the operator display panel and the fault LED on the failed drive are illuminated.

Before you begin

- Follow best practice and install the current version of the Disk Qualification Package (DQP) before replacing a drive.
- Identify the failed disk drive by running the `storage disk show -broken` command from the system console.

The failed drive appears in the list of failed drives. If it does not, you should wait, and then run the command again.

It can take up to several hours for the drive to appear in the list of failed drives.

- Determine whether SED authentication is enabled.

How you replace the disk depends on how the disk drive is being used. If SED authentication is enabled, you must use the SED replacement instructions in the [ONTAP 9 NetApp Encryption Power Guide](#). These instructions describe additional steps you must perform before and after replacing an SED.

- Make sure the replacement drive is supported by your platform. See [NetApp Hardware Universe](#).
- Make sure all other components in the system are functioning properly; if not, you must contact technical support.

About this task

Drive firmware is automatically updated (nondisruptively) on new drives that have non-current firmware versions.

When replacing several disk drives, you must wait 70 seconds between the removal of each failed disk drive and the insertion of the replacement disk drive to allow the storage system to recognize the existence of each new disk.

You manually assign drive ownership and then reenables automatic drive assignment later in this procedure.

Steps

1. If you want to manually assign drive ownership for the replacement drive, you need to disable automatic drive assignment, if it is enabled.

- a. Verify whether automatic drive assignment is enabled: `storage disk option show`

You can enter the command on either controller module.

If automatic drive assignment is enabled, the output shows `on` in the “Auto Assign” column (for each controller module).

- b. If automatic drive assignment is enabled, disable it: `storage disk option modify -node node_name -autoassign off`

You must disable automatic drive assignment on both controller modules.

2. Properly ground yourself.
3. Physically identify the failed drive.

When a drive fails, the system logs a warning message to the system console indicating which drive failed. Additionally, the attention (amber) LED on the drive shelf operator display panel and the failed drive illuminate.



The activity (green) LED on a failed drive can be illuminated (solid), which indicates that the drive has power, but should not be blinking, which indicates I/O activity. A failed drive has no I/O activity.

4. Remove the failed drive:
 - a. Press the release button on the drive face to open the cam handle.
 - b. Slide the drive out of the shelf using the cam handle and supporting the drive with your other hand.
5. Wait a minimum of 70 seconds before inserting the replacement drive.

This allows the system to recognize that a drive was removed.

6. Insert the replacement drive:
 - a. With the cam handle in the open position, use both hands to insert the replacement drive.
 - b. Push until the drive stops.
 - c. Close the cam handle so that the drive is fully seated into the midplane and the handle clicks into place.

Be sure to close the cam handle slowly so that it aligns correctly with the face of the drive.

7. Verify that the drive's activity (green) LED is illuminated.

When the drive's activity LED is solid, it means that the drive has power. When the drive's activity LED is blinking, it means that the drive has power and I/O is in progress. If the drive firmware is automatically updating, the LED blinks.

8. If you are replacing another drive, repeat steps 3 through 7.
9. If you disabled automatic drive assignment in Step 1, then, manually assign drive ownership and then reenable automatic drive assignment if needed.

- a. Display all unowned drives:

```
storage disk show -container-type unassigned
```

You can enter the command on either controller module.

- b. Assign each drive:

```
storage disk assign -disk disk_name -owner node_name
```

You can enter the command on either controller module.

You can use the wildcard character to assign more than one drive at once.

- c. Reenable automatic drive assignment if needed:

```
storage disk option modify -node node_name -autoassign on
```

You must reenable automatic drive assignment on both controller modules.

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

Contact [NetApp Support](#) if you need the RMA number or additional help with the replacement procedure.

Replace a fan module - AFF A70 and AFF A90

Replace a fan module in your AFF A70 or AFF A90 system when a fan fails or is not operating efficiently, as this can affect system cooling and overall performance. The replacement process involves shutting down the controller, removing the controller, replacing the fan, reinstalling the controller, and returning the failed part to NetApp.

Step 1: Shut down the impaired controller

Shut down or take over the impaired controller using one of the following options.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: Controller is in a MetroCluster

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.

- 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](#).
- You must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state:

```
metrocluster node show
```

Steps

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

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

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter *y* when you see the prompt *Do you want to disable auto-giveback?*

3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next section.
Waiting for giveback...	Press Ctrl-C, and then respond <i>y</i> when prompted.

If the impaired controller is displaying...

Then...

System prompt or password prompt (enter system password)

Take over or halt the impaired controller from the healthy controller:

```
storage failover takeover -ofnode  
impaired_node_name -halt true
```

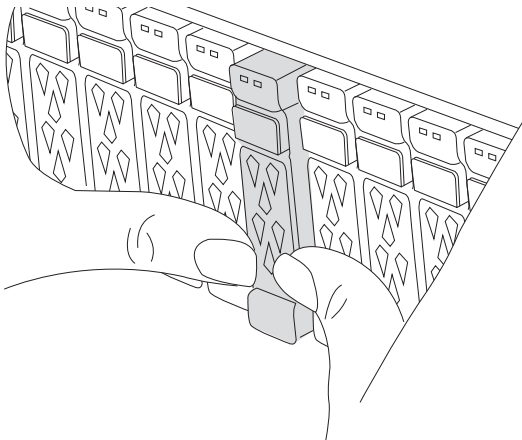
The *-halt true* parameter brings you to the LOADER prompt.

Step 2: Remove the controller module

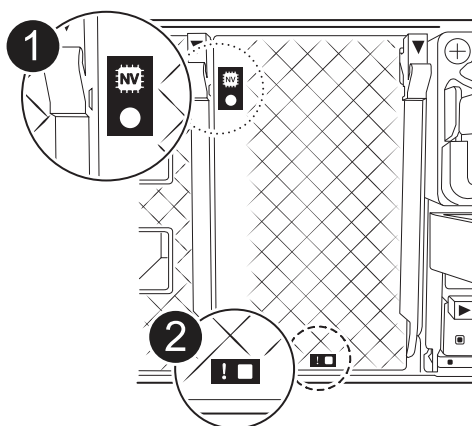
You must remove the controller module from the chassis when you replace the controller module or replace a component inside the controller module.

Steps

1. Ensure that all drives in the chassis are firmly seated against the midplane by using your thumbs to push each drive until you feel a positive stop.



2. Check the amber NVRAM that status LED located in slot 4/5 on the back of the impaired controller module is off. Look for the NV icon.



1	NVRAM status LED
2	NVRAM attention LED

- If the NV LED is off, go to the next step.
- If the NV LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact Technical Support for assistance.

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

4. Unplug the controller module power supply cables from the controller module power supplies (PSU).



If your system has DC power, disconnect the power block from the PSUs.

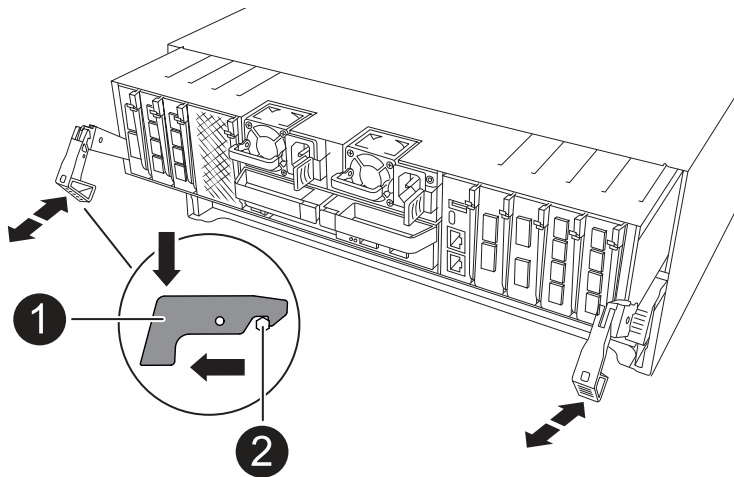
5. Unplug the system cables and SFP and QSFP modules (if needed) from the controller module, keeping track of where the cables were connected.

Leave the cables in the cable management device so that when you reinstall the cable management device, the cables are organized.

6. Remove the cable management device from the controller module.

7. Press down on both of the locking latches, and then rotate both latches downward at the same time.

The controller module moves slightly out of the chassis.



1	Locking latch
2	Locking pin

8. Slide the controller module out of the chassis and place it on a flat, stable surface.

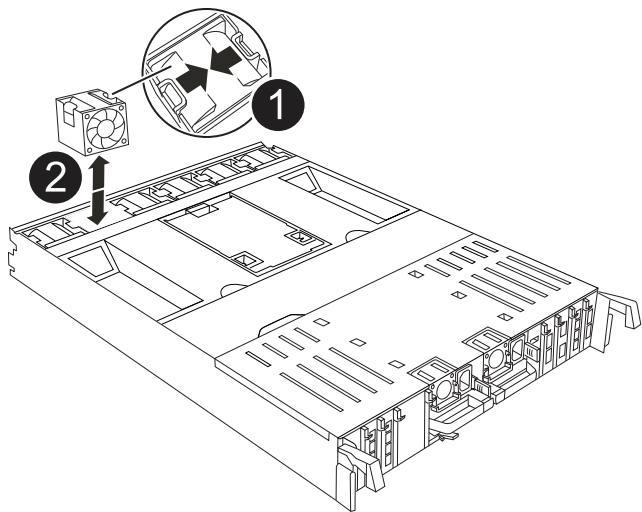
Make sure that you support the bottom of the controller module as you slide it out of the chassis.

Step 3: Replace the fan

To replace a fan, remove the failed fan module and replace it with a new fan module.

Steps

- 1. Identify the fan module that you must replace by checking the console error messages.
- 2. Remove the fan module by pinching the locking tabs on the side of the fan module, and then lifting the fan module straight out of the controller module.



1	Fan locking tabs
2	Fan module

- 3. Align the edges of the replacement fan module with the opening in the controller module, and then slide the replacement fan module into the controller module until the locking latches click into place.

Step 4: Reinstall the controller module

Reinstall the controller module and reboot it.

Steps

- 1. Ensure the air duct is completely closed by rotating it down as far as it will go.

It must lie flush against the controller module sheet metal.

- 2. Align the end of the controller module with the opening in the chassis, and then gently push the controller module halfway into the system.



Do not completely insert the controller module in the chassis until instructed to do so.

- 3. Recable the storage system, as needed.

If you removed the transceivers (QSFPs or SFPs), remember to reinstall them if you are using fiber optic cables.

Make sure that the console cable is connected to the repaired controller module so that it receives console messages when it reboots. The repaired controller receives power from the healthy controller and begins to reboot as soon as it is seated completely in the chassis.

4. Complete the reinstallation of the controller module:

- a. Firmly push the controller module into the chassis until it meets the midplane and is fully seated.

The locking latches rise when the controller module is fully seated.

Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.

- b. Rotate the locking latches upward into the locked position.

5. Plug the power cords into the power supplies. The controller reboots as soon as power is restored.

If you have DC power supplies, reconnect the power block to the power supplies after the controller module is fully seated in the chassis.

6. Return the impaired controller to normal operation by giving back its storage:

```
storage failover giveback -ofnode impaired_node_name.
```

7. If automatic giveback was disabled, reenable it:

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

8. If AutoSupport is enabled, restore/unsuppress automatic case creation:

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

Step 5: Return the failed part to NetApp

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.

Replace the NVRAM - AFF A70 and AFF A90

Replace the NVRAM in your AFF A70 or AFF A90 system when the non-volatile memory becomes faulty or requires an upgrade. The replacement process involves shutting down the impaired controller, replacing the NVRAM module or the NVRAM DIMM, reassigning the disks, and returning the failed part to NetApp.

The NVRAM module consists of the NVRAM12 hardware and field-replaceable DIMMs. You can replace a failed NVRAM module or the DIMMs inside the NVRAM module.

Before you begin

- Make sure you have the replacement part available. You must replace the failed component with a replacement component you received from NetApp.
- Make sure all other components in the storage system are functioning properly; if not, contact [NetApp Support](#).

Step 1: Shut down the impaired controller

Shut down or take over the impaired controller using one of the following options.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: Controller is in a MetroCluster

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.

- 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](#).
- You must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state:

```
metrocluster node show
```

Steps

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

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

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter *y* when you see the prompt *Do you want to disable auto-giveback?*

3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next section.
Waiting for giveback...	Press Ctrl-C, and then respond <i>y</i> when prompted.

If the impaired controller is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

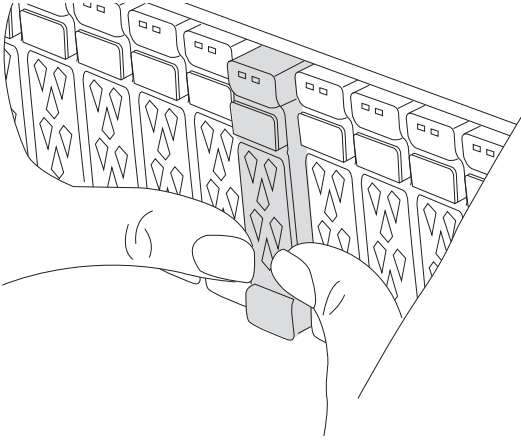
Step 2: Replace the NVRAM module or NVRAM DIMM

Replace the NVRAM module or NVRAM DIMMs using the appropriate following option.

Option 1: Replace the NVRAM module

To replace the NVRAM module, locate it in slot 4/5 in the chassis and follow the specific sequence of steps.

1. Ensure that all drives in the chassis are firmly seated against the midplane by using your thumbs to push each drive until you feel a positive stop.



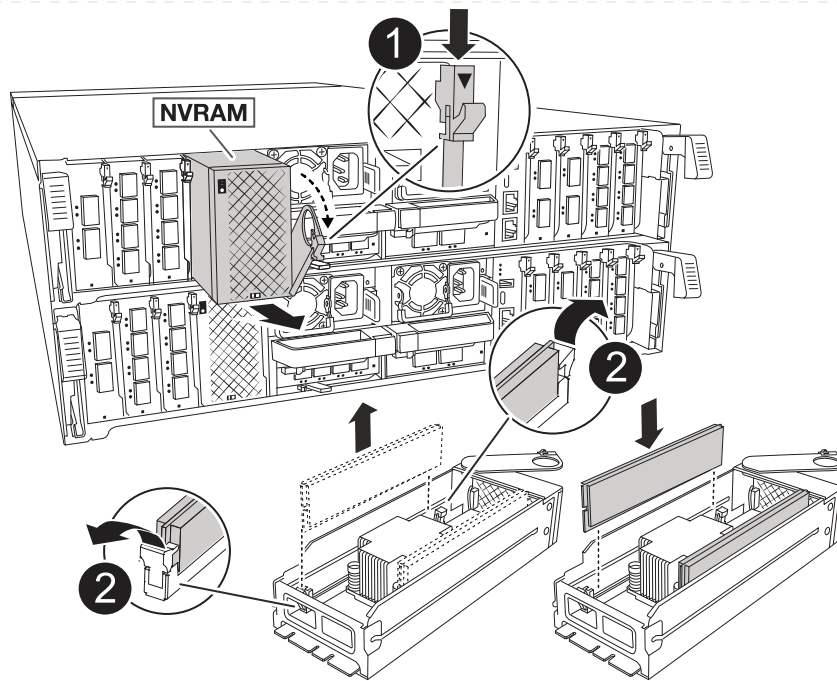
2. Go to the rear of the chassis. If you are not already grounded, properly ground yourself.
3. If you are not already grounded, properly ground yourself.
4. Unplug the controller's PSUs.



If your system has DC power, disconnect the power block from the PSUs.

5. Rotate the cable management tray down by pulling the buttons on the inside of the cable management tray and rotating it down.
6. Remove the target NVRAM module from the chassis:
 - a. Depress the cam latch button.

The cam button moves away from the chassis.
 - b. Rotate the cam latch as far as it will go.
 - c. Remove the impaired NVRAM module from the chassis by hooking your finger into the cam lever opening and pulling the module out of the chassis.



1	Cam locking button
2	DIMM locking tabs

7. Set the NVRAM module on a stable surface.
8. Remove the DIMMs, one at a time, from the impaired NVRAM module and install them in the replacement NVRAM module.
9. Install the replacement NVRAM module into the chassis:
 - a. Align the module with the edges of the chassis opening in slot 4/5.
 - b. Gently slide the module into the slot all the way, and then push the cam latch all the way up to lock the module in place.
10. Plug the power cords into the power supplies. The controller reboots as soon as power is restored.



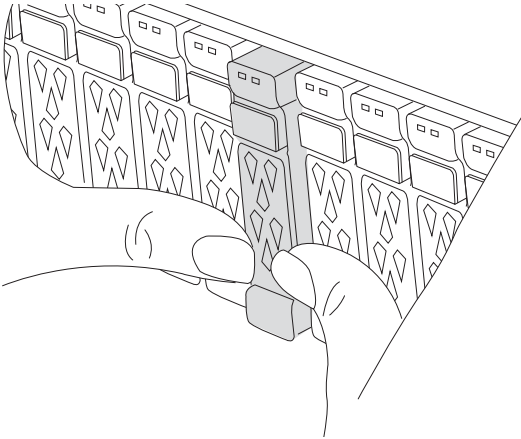
If you have DC power supplies, reconnect the power block to the power supplies.

11. Rotate the cable management tray up to the closed position.
12. Return the impaired controller to normal operation by giving back its storage: `storage failover giveback -ofnode impaired_node_name`.
13. If automatic giveback was disabled, reenable it: `storage failover modify -node local -auto-giveback true`.
14. If AutoSupport is enabled, restore/unsuppress automatic case creation: `system node autosupport invoke -node * -type all -message MAINT=END`.

Option 2: Replace the NVRAM DIMM

To replace NVRAM DIMMs in the NVRAM module, first must remove the NVRAM module and then replace the target DIMM.

1. Ensure that all drives in the chassis are firmly seated against the midplane by using your thumbs to push each drive until you feel a positive stop.



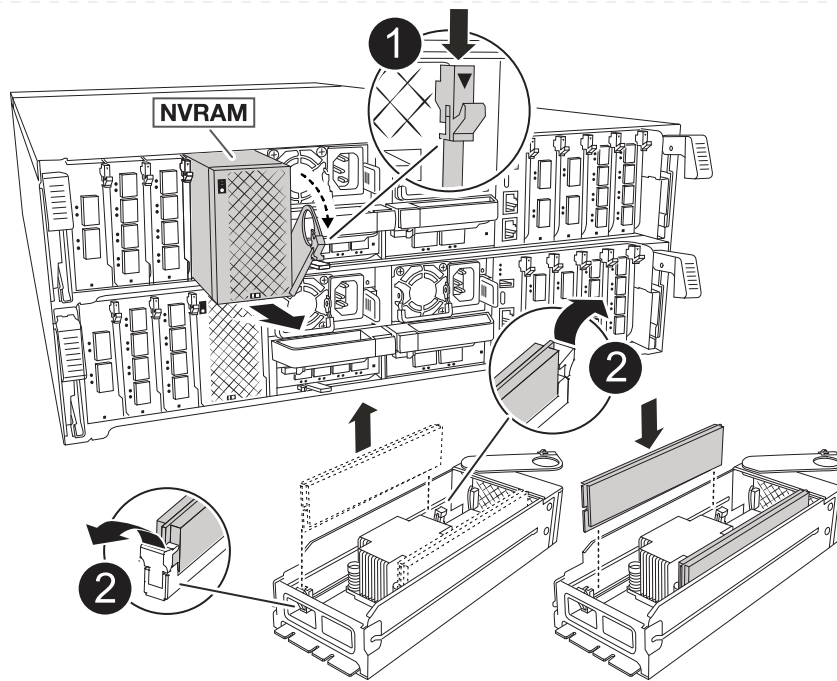
2. Go to the rear of the chassis. If you are not already grounded, properly ground yourself.
3. Unplug the controller's PSUs.



If your system has DC power, disconnect the power block from the PSUs.

4. Rotate the cable management tray down by gently pulling the pins on the ends of the tray and rotating the tray down.
5. Remove the target NVRAM module from the chassis:
 - a. Depress the cam button.

The cam button moves away from the chassis.
 - b. Rotate the cam latch as far as it will go.
 - c. Remove the NVRAM module from the chassis by hooking your finger into the cam lever opening and pulling the module out of the chassis.



1	Cam locking button
2	DIMM locking tabs

6. Set the NVRAM module on a stable surface.

7. Locate the DIMM to be replaced inside the NVRAM module.



Consult the FRU map label on the side of the NVRAM module to determine the locations of DIMM slots 1 and 2.

8. Remove the DIMM by pressing down on the DIMM locking tabs and lifting the DIMM out of the socket.

9. Install the replacement DIMM by aligning the DIMM with the socket and gently pushing the DIMM into the socket until the locking tabs lock in place.

10. Install the NVRAM module into the chassis:

- a. Gently slide the module into the slot until the cam latch begins to engage with the I/O cam pin, and then rotate the cam latch all the way up to lock the module in place.

11. Plug the power cords into the power supplies. The controller reboots as soon as power is restored.



If you have DC power supplies, reconnect the power block to the power supplies.

12. Rotate the cable management tray up to the closed position.

13. Return the impaired controller to normal operation by giving back its storage: `storage failover giveback -ofnode impaired_node_name`.

14. If automatic giveback was disabled, reenable it: `storage failover modify -node local -auto-giveback true`.

15. If AutoSupport is enabled, restore/unsuppress automatic case creation: `system node autosupport invoke -node * -type all -message MAINT=END.`

Step 3: Reassign disks

You must confirm the system ID change when you boot the controller and then verify that the change was implemented.



Disk reassignment is only needed when replacing the NVRAM module and does not apply to NVRAM DIMM replacement.

Steps

1. If the controller is in Maintenance mode (showing the `*>` prompt), exit Maintenance mode and go to the LOADER prompt:

```
halt
```

2. From the LOADER prompt on the controller, boot the controller and enter `y` when prompted to override the system ID due to a system ID mismatch.
3. Wait until the Waiting for giveback message is displayed on the console of the controller with the replacement module and then, from the healthy controller, verify that the new partner system ID has been automatically assigned:

```
storage failover show
```

In the command output, you should see a message that the system ID has changed on the impaired controller, showing the correct old and new IDs. In the following example, node 2 has undergone replacement and has a new system ID of 151759706.

```
node1:> storage failover show
```

Node	Partner	Takeover Possible	State Description
node1	node2	false	System ID changed on partner (Old: 151759755, New: 151759706), In takeover
node2	node1	-	Waiting for giveback (HA mailboxes)

4. Give back the controller:

- a. From the healthy controller, give back the replaced controller's storage:

```
storage failover giveback -ofnode replacement_node_name
```

The controller takes back its storage and completes booting.

If you are prompted to override the system ID due to a system ID mismatch, you should enter `y`.

If the giveback is vetoed, you can consider overriding the vetoes.

For more information, see [manual giveback commands](#) to override the veto.

- b. After the giveback has been completed, confirm that the HA pair is healthy and that takeover is possible: *storage failover show*

The output from the `storage failover show` command should not include the System ID changed on partner message.

5. Verify that the disks were assigned correctly:

```
storage disk show -ownership
```

The disks belonging to the controller should show the new system ID. In the following example, the disks owned by node1 now show the new system ID, 151759706:

```
node1:> storage disk show -ownership
```

Disk	Aggregate	Home	Owner	DR	Home	Home ID	Owner ID	DR	Home	ID
Reserver	Pool									
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
1.0.0	aggr0_1	node1	node1	-		151759706	151759706	-		
151759706	Pool0									
1.0.1	aggr0_1	node1	node1			151759706	151759706	-		
151759706	Pool0									
.										
.										
.										

6. If the system is in a MetroCluster configuration, monitor the status of the controller: *metrocluster node show*

The MetroCluster configuration takes a few minutes after the replacement to return to a normal state, at which time each controller will show a configured state, with DR Mirroring enabled and a mode of normal. The `metrocluster node show -fields node-systemid` command output displays the old system ID until the MetroCluster configuration returns to a normal state.

7. If the controller is in a MetroCluster configuration, depending on the MetroCluster state, verify that the DR home ID field shows the original owner of the disk if the original owner is a controller on the disaster site.

This is required if both of the following are true:

- The MetroCluster configuration is in a switchover state.
- The controller is the current owner of the disks on the disaster site.

See [Disk ownership changes during HA takeover and MetroCluster switchover in a four-node MetroCluster configuration](#) for more information.

8. If your system is in a MetroCluster configuration, verify that each controller is configured: *metrocluster node show -fields configuration-state*

```
node1_siteA::> metrocluster node show -fields configuration-state
```

dr-group-id	cluster node	configuration-state
-----	-----	-----
1 node1_siteA	node1mcc-001	configured
1 node1_siteA	node1mcc-002	configured
1 node1_siteB	node1mcc-003	configured
1 node1_siteB	node1mcc-004	configured

4 entries were displayed.

9. Verify that the expected volumes are present for each controller:

```
vol show -node node-name
```

10. If storage encryption is enabled, you must restore functionality.

11. Return the impaired controller to normal operation by giving back its storage:

```
storage failover giveback -ofnode impaired_node_name.
```

12. If automatic giveback was disabled, reenable it:

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

13. If AutoSupport is enabled, restore/unsuppress automatic case creation:

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

Step 4: Return the failed part to NetApp

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.

Replace the NV battery - AFF A70 and AFF A90

Replace the NV battery in your AFF A70 or AFF A90 system when the battery begins to lose charge or fails, as it is responsible for preserving critical system data during power outages. The replacement process involves shutting down the impaired controller, removing the controller module, replacing the NV battery, reinstalling the controller module, and returning the failed part to NetApp.

All other components in the system must be functioning properly; if not, you must contact technical support.

Step 1: Shut down the impaired controller

Shut down or take over the impaired controller using one of the following options.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: Controller is in a MetroCluster

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.

- 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](#).
- You must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state:

```
metrocluster node show
```

Steps

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

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

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter *y* when you see the prompt *Do you want to disable auto-giveback?*

3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next section.
Waiting for giveback...	Press Ctrl-C, and then respond <i>y</i> when prompted.

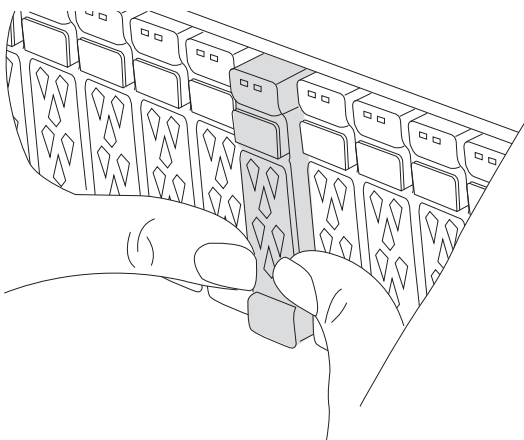
If the impaired controller is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Step 2: Remove the controller module

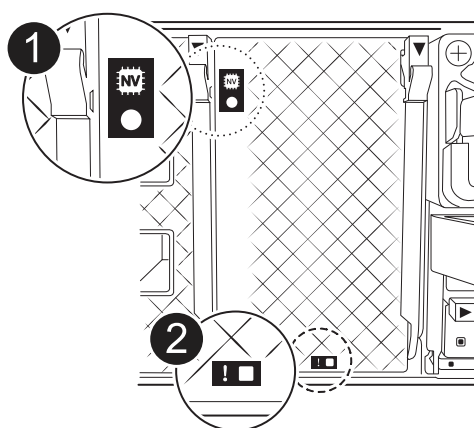
You must remove the controller module from the chassis when you replace the controller module or replace a component inside the controller module.

Steps

1. Ensure that all drives in the chassis are firmly seated against the midplane by using your thumbs to push each drive until you feel a positive stop.



2. Check the amber NVRAM that status LED located in slot 4/5 on the back of the impaired controller module is off. Look for the NV icon.



1	NVRAM status LED
2	NVRAM attention LED

- If the NV LED is off, go to the next step.
- If the NV LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact Technical Support for assistance.

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

4. Unplug the controller module power supply cables from the controller module power supplies (PSU).



If your system has DC power, disconnect the power block from the PSUs.

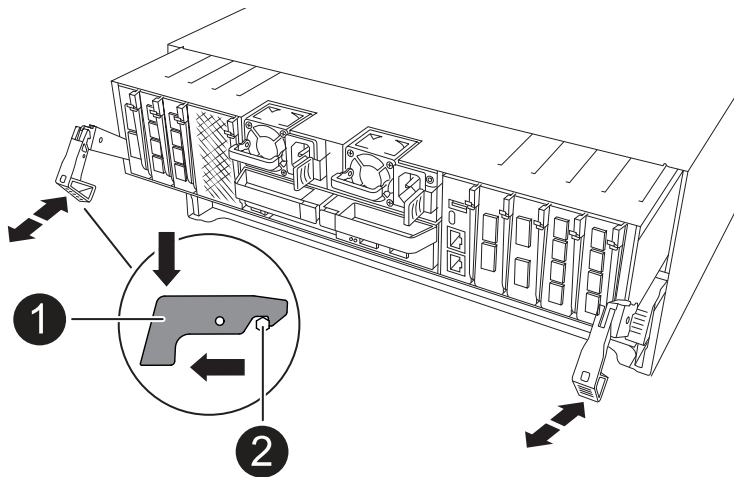
5. Unplug the system cables and SFP and QSFP modules (if needed) from the controller module, keeping track of where the cables were connected.

Leave the cables in the cable management device so that when you reinstall the cable management device, the cables are organized.

6. Remove the cable management device from the controller module.

7. Press down on both of the locking latches, and then rotate both latches downward at the same time.

The controller module moves slightly out of the chassis.



1	Locking latch
2	Locking pin

8. Slide the controller module out of the chassis and place it on a flat, stable surface.

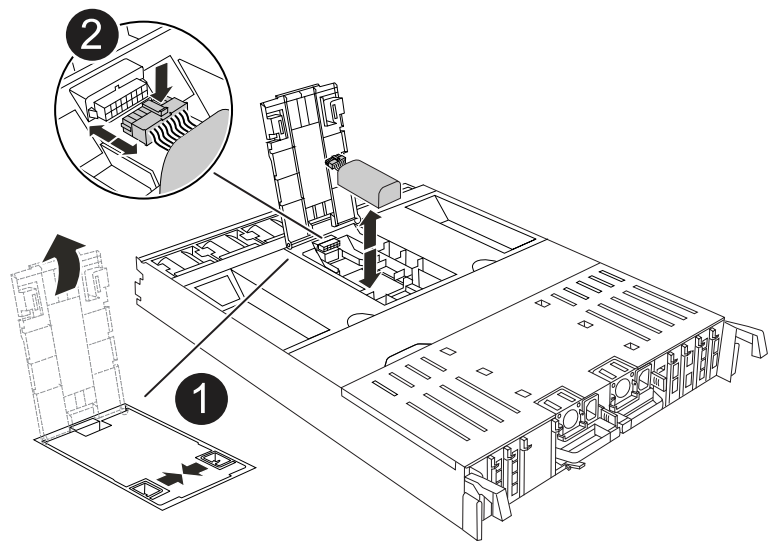
Make sure that you support the bottom of the controller module as you slide it out of the chassis.

Step 3: Replace the NV battery

Remove the failed NV battery from the controller module and install the replacement NV battery.

Steps

- 1. Open the air duct cover and locate the NV battery.



1	NV battery air duct cover
2	NV battery plug

- 2. Lift the battery up to access the battery plug.
- 3. Squeeze the clip on the face of the battery plug to release the plug from the socket, and then unplug the battery cable from the socket.
- 4. Lift the battery out of the air duct and controller module, and then set it aside.
- 5. Remove the replacement battery from its package.
- 6. Install the replacement battery pack into the controller:
 - a. Plug the battery plug into the riser socket and make sure that the plug locks into place.
 - b. Insert the battery pack into the slot and press firmly down on the battery pack to make sure that it is locked into place.
- 7. Close the NV air duct cover.

Make sure that the plug locks into the socket.

Step 4: Reinstall the controller module

Reinstall the controller module and reboot it.

Steps

- 1. Ensure the air duct is completely closed by rotating it down as far as it will go.

It must lie flush against the controller module sheet metal.

2. Align the end of the controller module with the opening in the chassis, and then gently push the controller module halfway into the system.



Do not completely insert the controller module in the chassis until instructed to do so.

3. Recable the storage system, as needed.

If you removed the transceivers (QSFPs or SFPs), remember to reinstall them if you are using fiber optic cables.

Make sure that the console cable is connected to the repaired controller module so that it receives console messages when it reboots. The repaired controller receives power from the healthy controller and begins to reboot as soon as it is seated completely in the chassis.

4. Complete the reinstallation of the controller module:
 - a. Firmly push the controller module into the chassis until it meets the midplane and is fully seated.

The locking latches rise when the controller module is fully seated.

Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.

- b. Rotate the locking latches upward into the locked position.

5. Plug the power cords into the power supplies. The controller reboots as soon as power is restored.

If you have DC power supplies, reconnect the power block to the power supplies after the controller module is fully seated in the chassis.

6. Return the impaired controller to normal operation by giving back its storage:

```
storage failover giveback -ofnode impaired_node_name.
```

7. If automatic giveback was disabled, reenable it:

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

8. If AutoSupport is enabled, restore/unsuppress automatic case creation:

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

Step 5: Return the failed part to NetApp

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.

I/O module

Overview of add and replace an I/O module - AFF A70 and AFF A90

The AFF A70 and AFF A90 systems offer flexibility in expanding or replacing I/O modules

to enhance network connectivity and performance. Adding or replacing an I/O module is essential when upgrading network capabilities or addressing a failed module.

You can replace a failed I/O module in your AFF A70 or AFF A90 storage system with the same type of I/O module, or with a different kind of I/O module. You can also add an I/O module into a system with empty slots.

- [Add an I/O module](#)

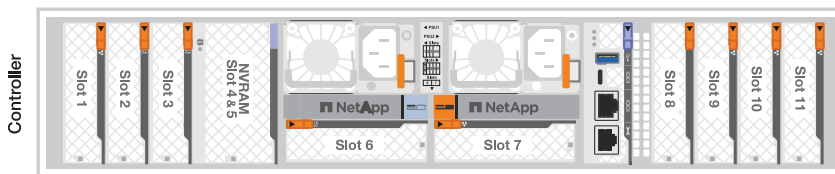
Adding additional modules can improve redundancy, helping to ensure that the system remains operational even if one module fails.

- [Replace an I/O module](#)

Replacing a failing I/O module can restore the system to its optimal operating state.

I/O slot numbering

The I/O slots on AFF A70 and AFF A90 controllers are numbered 1 through 11, as shown in the following illustration.



Add an I/O module - AFF A70 and AFF A90

Add an I/O module to your AFF A70 or AFF A90 system to enhance network connectivity and expand your system's ability to handle data traffic.

You can add an I/O module to your system when there are empty slots available or when all slots are fully populated.

About this task

If needed, you can turn on the storage system location (blue) LEDs to aid in physically locating the affected storage system. Log into the BMC using SSH and enter the `system location-led on` command.

A storage system has two location LEDs, 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.

Step 1: Shut down the impaired controller module

Shut down or take over the impaired controller module using one of the following options.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: MetroCluster configuration



Do not use this procedure if your system is in a two-node MetroCluster configuration.

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.

- 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](#).
- If you have a MetroCluster configuration, you must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state (`metrocluster node show`).

Steps

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

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

The following AutoSupport command 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`
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 <i>y</i> when prompted.

If the impaired controller is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Halt or take over the impaired controller from the healthy controller: <code>storage failover takeover -ofnode <i>impaired_node_name</i></code></p> <p>When the impaired controller shows Waiting for giveback..., press Ctrl-C, and then respond <code>y</code>.</p>

Step 2: Add the new I/O module

If the storage system has available slots, install the new I/O module into one of the available slots. If all slots are occupied, remove an existing I/O module to make space and then install the new one.

Before you begin

- Check the [NetApp Hardware Universe](#) to make sure that the new I/O module is compatible with your storage system and version of ONTAP you're running.
- If multiple slots are available, check the slot priorities in [NetApp Hardware Universe](#) and use the best one available for your I/O module.
- Make sure that all other components are functioning properly.

Add I/O module to an available slot

You can add a new I/O module into a storage system with available slots.

Steps

1. If you are not already grounded, properly ground yourself.
2. Rotate the cable management tray down by pulling the buttons on the inside of the cable management tray and rotating it down.
3. Remove the target slot blanking module from the carrier:
 - a. Depress the cam latch on the blanking module in the target slot.
 - b. Rotate the cam latch away from the module as far as it will go.
 - c. Remove the module from the enclosure by hooking your finger into the cam lever opening and pulling the module out of the enclosure.
4. Install the I/O module:
 - a. Align the I/O module with the edges of the enclosure slot opening.
 - b. Gently slide the module into the slot all the way into the enclosure, and then rotate the cam latch all the way up to lock the module in place.
5. Cable the I/O module to the designated device.



Make sure that any unused I/O slots have blanks installed to prevent possible thermal issues.

6. Rotate the cable management tray up to the closed position.
7. From the LOADER prompt, reboot the node:

```
bye
```



This reinitializes the I/O module and other components and reboots the node.

8. Give back the controller from the partner controller:

```
storage failover giveback -ofnode target_node_name
```

9. Repeat these steps for controller B.
10. From the healthy node, restore automatic giveback if you disabled it:

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

11. If AutoSupport is enabled, restore automatic case creation:

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

Add I/O module to a fully-populated system

You can add an I/O module to a fully-populated system by removing an existing I/O module and installing a new one in its place.

About this task

Make sure you understand the following scenarios for adding a new I/O module to a fully-populated system:

Scenario	Action required
NIC to NIC (same number of ports)	The LIFs will automatically migrate when its controller module is shut down.
NIC to NIC (different number of ports)	Permanently reassign the selected LIFs to a different home port. See Migrating a LIF for more information.
NIC to storage I/O module	Use System Manager to permanently migrate the LIFs to different home ports, as described in Migrating a LIF .

Steps

1. If you are not already grounded, properly ground yourself.
2. Unplug any cabling on the target I/O module.
3. Rotate the cable management tray down by pulling the buttons on the inside of the cable management tray and rotating it down.
4. Remove the target I/O module from the chassis:
 - a. Depress the cam latch button.
 - b. Rotate the cam latch away from the module as far as it will go.
 - c. Remove the module from the enclosure by hooking your finger into the cam lever opening and pulling the module out of the enclosure.

Make sure that you keep track of which slot the I/O module was in.

5. Install the I/O module into the target slot in the enclosure:
 - a. Align the module with the edges of the enclosure slot opening.
 - b. Gently slide the module into the slot all the way into the enclosure, and then rotate the cam latch all the way up to lock the module in place.
6. Cable the I/O module to the designated device.
7. Repeat the remove and install steps to replace additional modules for the controller.
8. Rotate the cable management tray up to the closed position.
9. Reboot the controller from the LOADER prompt: `_bye_`

This reinitializes the PCIe cards and other components and reboots the node.



If you encounter an issue during reboot, see [BURT 1494308 - Environment shutdown might be triggered during I/O module replacement](#)

10. Give back the controller from the partner controller:

```
storage failover giveback -ofnode target_node_name
```

11. Enable automatic giveback if it was disabled:

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

12. Do one of the following:

- If you removed a NIC I/O module and installed a new NIC I/O module, use the following network command for each port:

```
storage port modify -node *<node name> -port *<port name> -mode network
```

- If you removed a NIC I/O module and installed a storage I/O module, install and cable your NS224 shelves, as described in [Hot-add workflow](#).

13. Repeat these steps for controller B.

Replace an I/O module - AFF A70 and AFF A90

Replace an I/O module in your AFF A70 or AFF A90 system when the module fails or requires an upgrade to support higher performance or additional features. The replacement process involves shutting down the controller, replacing the failed I/O module, rebooting the controller, and returning the failed part to NetApp.

You can use this procedure with all versions of ONTAP supported by your storage system.

Before you begin

- You must have the replacement part available.
- Make sure all other components in the storage system are functioning properly; if not, contact technical support.

Step 1: Shut down the impaired controller

Shut down or take over the impaired controller using one of the following options.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: Controller is in a MetroCluster



Do not use this procedure if your system is in a two-node MetroCluster configuration.

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.

- 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](#).
- If you have a MetroCluster configuration, you must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state (`metrocluster node show`).

Steps

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

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

The following AutoSupport command 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`
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 <i>y</i> when prompted.

If the impaired controller is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Halt or take over the impaired controller from the healthy controller: <code>storage failover takeover -ofnode <i>impaired_node_name</i></code></p> <p>When the impaired controller shows Waiting for giveback..., press Ctrl-C, and then respond <code>y</code>.</p>

Step 2: Replace a failed I/O module

To replace an I/O module, locate it within the controller module and follow the specific sequence of steps.

Steps

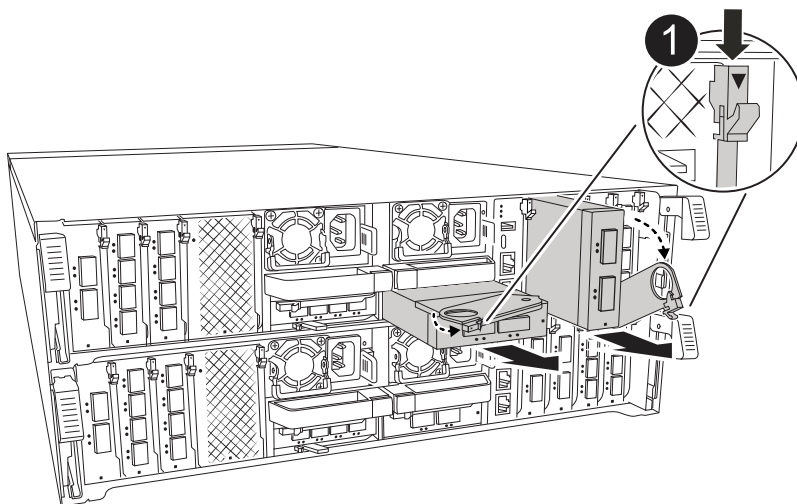
1. If you are not already grounded, properly ground yourself.
2. Unplug any cabling on the target I/O module.

Make sure to label the cables so that you know where they came from.

3. Rotate the cable management tray down by pulling the buttons on the inside of the cable management tray and rotating it down.
4. Remove the I/O module from the controller module:



This following illustration shows removing a horizontal and vertical I/O module. Typically, you will only remove one I/O module.



1

Cam locking button

- a. Depress the cam latch button.
- b. Rotate the cam latch do away from the module as far as it will go.
- c. Remove the module from the controller module by hooking your finger into the cam lever opening and

pulling the module out of the controller module.

Make sure that you keep track of which slot the I/O module was in.

5. Set the I/O module aside.
6. Install the replacement I/O module into the target slot:
 - a. Align the I/O module with the edges of the slot.
 - b. Gently slide the module into the slot all the way into the controller module, and then rotate the cam latch all the way up to lock the module in place.
7. Cable the I/O module.
8. Repeat the remove and install steps to replace additional modules for the controller.
9. Rotate the cable management tray into the locked position.

Step 3: Reboot the controller

After you replace an I/O module, you must reboot the controller.

Steps

1. Reboot the controller from the LOADER prompt:

```
bye
```



Rebooting the impaired controller also reinitializes the I/O modules and other components.

2. Return the impaired controller to normal operation by giving back its storage:

```
storage failover giveback -ofnode impaired_node_name
```

3. Restore automatic giveback from the console of the healthy controller:

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

4. If AutoSupport is enabled, restore automatic case creation:

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

Step 4: Return the failed part to NetApp

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.

Replace a power supply - AFF A70 and AFF A90

Replace an AC or DC power supply unit (PSU) in your AFF A70 or AFF A90 system when it fails or becomes faulty, ensuring that your system continues to receive the required power for stable operation. The replacement process involves disconnecting the faulty PSU from the power source, unplugging the power cable, replacing the faulty PSU, and then reconnecting it to the power source.

The power supplies are redundant and hot-swappable.

About this task

This procedure is written for replacing one PSU at a time.



Do not mix PSUs with different efficiency ratings or different input types. Always replace like for like.

Use the appropriate procedure for your type of PSU: AC or DC.

Option 1: Replace an AC PSU

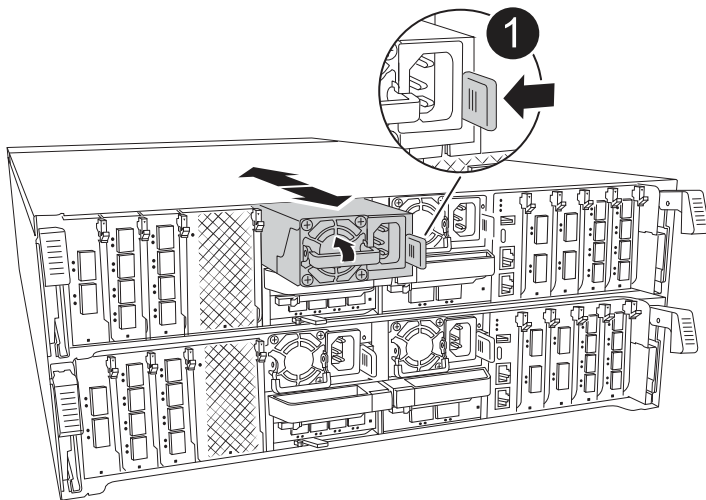
To replace an AC PSU, complete the following steps.

Steps

1. If you are not already grounded, properly ground yourself.
2. Identify the PSU you want to replace, based on console error messages or through the red Fault LED on the PSU.
3. Disconnect the PSU:
 - a. Open the power cable retainer, and then unplug the power cable from the PSU.
4. Remove the PSU by rotating the handle up, press the locking tab, and then pull PSU out of the controller module.



The PSU is short. Always use two hands to support it when removing it from the controller module so that it does not suddenly swing free from the controller module and injure you.



1

Terracotta PSU locking tab

5. Install the replacement PSU in the controller module:
 - a. Using both hands, support and align the edges of the replacement PSU with the opening in the controller module.
 - b. Gently push the PSU into the controller module until the locking tab clicks into place.

The power supplies will only properly engage with the internal connector and lock in place one way.

To avoid damaging the internal connector, do not use excessive force when sliding the PSU into the system.

6. Reconnect the PSU cabling:
 - a. Reconnect the power cable to the PSU.

b. Secure the power cable to the PSU using the power cable retainer.

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

7. 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.

Option 2: Replace a DC PSU

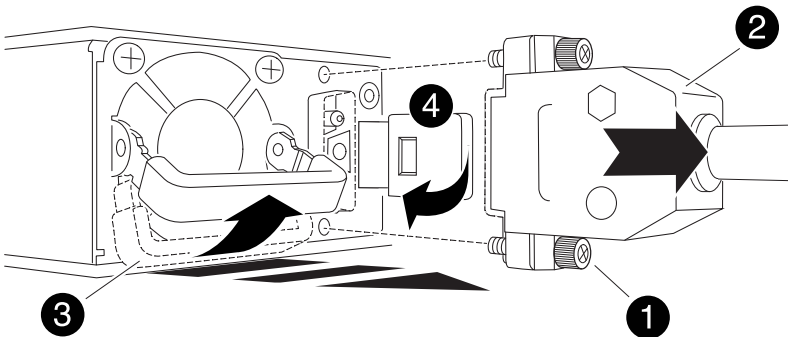
To replace a DC PSU, complete the following steps.

Steps

1. If you are not already grounded, properly ground yourself.
2. Identify the PSU you want to replace, based on console error messages or through the red Fault LED on the PSU.
3. Disconnect the PSU:
 - a. Unscrew the D-SUB DC cable connector using the thumb screws on the plug.
 - b. Unplug the cable from the PSU and set it aside.
4. Remove the PSU by rotating the handle up, press the locking tab, and then pull the PSU out of the controller module.



The PSU is short. Always use two hands to support it when removing it from the controller module so that it does not suddenly swing free from the controller module and injure you.



1	Thumb screws
2	D-SUB DC power PSU cable connector
3	Power supply handle
4	Blue PSU locking tab

5. Install the replacement PSU in the controller module:
- a. Using both hands, support and align the edges of the replacement PSU with the opening in the controller module.

- b. Gently push the PSU into the controller module until the locking tab clicks into place.

The power supplies will only properly engage with the internal connector and lock in place one way.



To avoid damaging the internal connector, do not use excessive force when sliding the PSU into the system.

6. Reconnect the D-SUB DC power cable:
 - a. Plug the power cable connector into the PSU.
 - b. Secure the power cable to the PSU with the thumbscrews.

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

7. 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.

Replace the real-time clock battery - AFF A70 and AFF A90

Replace the real-time clock (RTC) battery, commonly known as a coin cell battery, in your AFF A70 or AFF A90 system to ensure that services and applications relying on accurate time synchronization remain operational.

Before you begin

- Understand that you can use this procedure with all versions of ONTAP supported by your system.
- Make sure all other components in the system are functioning properly; if not, you must contact technical support.

Step 1: Shut down the impaired controller

Shut down or take over the impaired controller using one of the following options.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: Controller is in a MetroCluster

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.

- 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](#).
- You must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state:

```
metrocluster node show
```

Steps

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

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

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter *y* when you see the prompt *Do you want to disable auto-giveback?*

3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next section.
Waiting for giveback...	Press Ctrl-C, and then respond <i>y</i> when prompted.

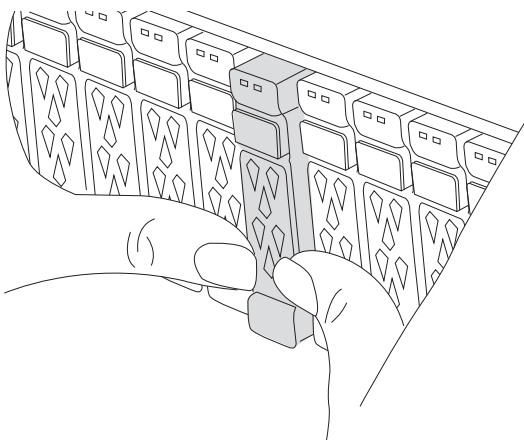
If the impaired controller is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Step 2: Remove the controller module

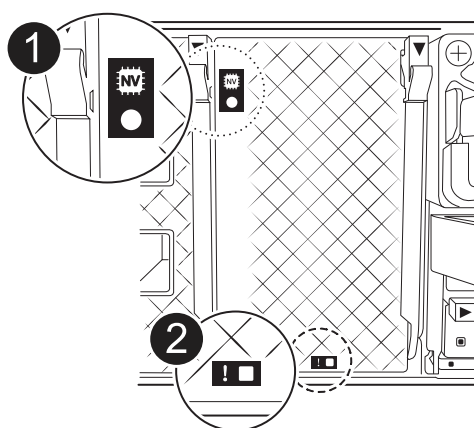
You must remove the controller module from the chassis when you replace the controller module or replace a component inside the controller module.

Steps

1. Ensure that all drives in the chassis are firmly seated against the midplane by using your thumbs to push each drive until you feel a positive stop.



2. Check the amber NVRAM that status LED located in slot 4/5 on the back of the impaired controller module is off. Look for the NV icon.



1	NVRAM status LED
2	NVRAM attention LED

- If the NV LED is off, go to the next step.
- If the NV LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact Technical Support for assistance.

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

4. Unplug the controller module power supply cables from the controller module power supplies (PSU).



If your system has DC power, disconnect the power block from the PSUs.

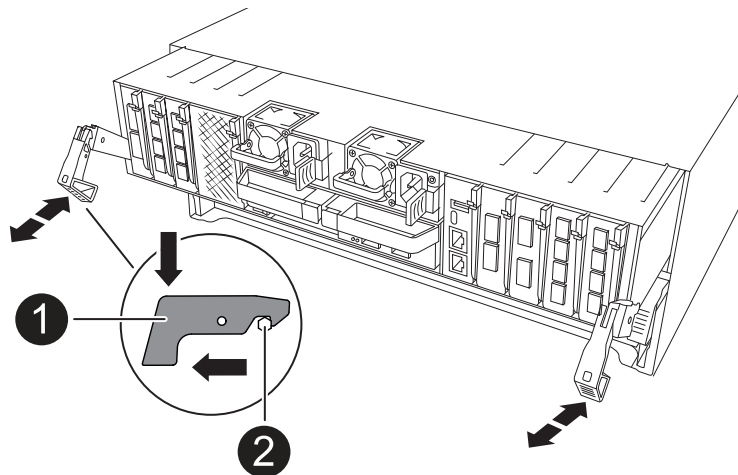
5. Unplug the system cables and SFP and QSFP modules (if needed) from the controller module, keeping track of where the cables were connected.

Leave the cables in the cable management device so that when you reinstall the cable management device, the cables are organized.

6. Remove the cable management device from the controller module.

7. Press down on both of the locking latches, and then rotate both latches downward at the same time.

The controller module moves slightly out of the chassis.



1	Locking latch
2	Locking pin

8. Slide the controller module out of the chassis and place it on a flat, stable surface.

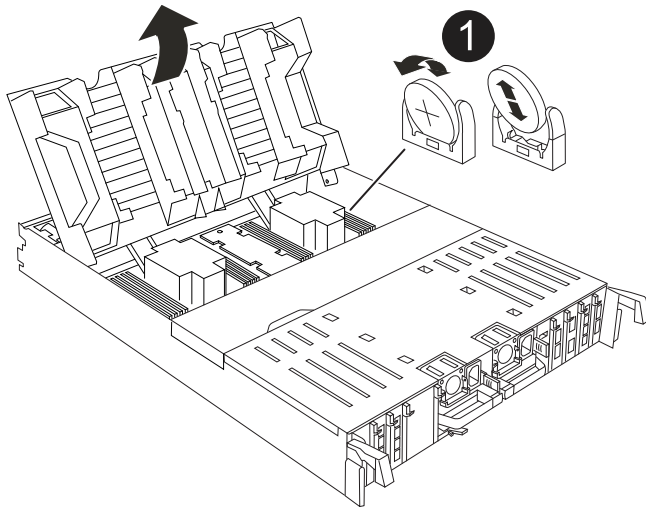
Make sure that you support the bottom of the controller module as you slide it out of the chassis.

Step 3: Replace the RTC battery

Remove the failed RTC battery and install the replacement RTC battery.

Steps

1. Open the controller air duct on the top of the controller.
 - a. Insert your fingers in the recesses at the far ends of the air duct.
 - b. Lift the air duct and rotate it upward as far as it will go.
2. Locate the RTC battery under the air duct.



1

RTC battery and housing

3. Gently push the battery away from the holder, rotate it away from the holder, and then lift it out of the holder.



Note the polarity of the battery as you remove it from the holder. The battery is marked with a plus sign and must be positioned in the holder correctly. A plus sign near the holder tells you how the battery should be positioned.

4. Remove the replacement battery from the antistatic shipping bag.
5. Note the polarity of the RTC battery, and then insert it into the holder by tilting the battery at an angle and pushing down.
6. Visually inspect the battery to make sure that it is completely installed into the holder and that the polarity is correct.

Step 4: Reinstall the controller module

Reinstall the controller module and reboot it.

Steps

1. Ensure the air duct is completely closed by rotating it down as far as it will go.

It must lie flush against the controller module sheet metal.

2. Align the end of the controller module with the opening in the chassis, and then gently push the controller module halfway into the system.



Do not completely insert the controller module in the chassis until instructed to do so.

3. Recable the storage system, as needed.

If you removed the transceivers (QSFPs or SFPs), remember to reinstall them if you are using fiber optic cables.

Make sure that the console cable is connected to the repaired controller module so that it receives console messages when it reboots. The repaired controller receives power from the healthy controller and begins to reboot as soon as it is seated completely in the chassis.

4. Complete the reinstallation of the controller module:
 - a. Firmly push the controller module into the chassis until it meets the midplane and is fully seated.

The locking latches rise when the controller module is fully seated.

Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.

- b. Rotate the locking latches upward into the locked position.

5. Plug the power cords into the power supplies. The controller reboots as soon as power is restored.

If you have DC power supplies, reconnect the power block to the power supplies after the controller module is fully seated in the chassis.

6. Return the impaired controller to normal operation by giving back its storage:

```
storage failover giveback -ofnode impaired_node_name.
```

7. If automatic giveback was disabled, reenable it:

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

8. If AutoSupport is enabled, restore/unsuppress automatic case creation:

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

Step 5: Reset the time and date on the controller

After you replace the RTC battery, insert the controller, and power on for the first BIOS reset, you will see the following error messages:

```
RTC date/time error. Reset date/time to default
```

```
RTC power failure error
```

These messages are expected and you can continue with this procedure.

Steps

1. Check the date and time on the healthy controller with the `cluster date show` command.
If your system stops at the boot menu, select the option for `Reboot node` and respond `y` when prompted, then boot to `LOADER` by pressing `Ctrl-C`
 - a. At the `LOADER` prompt on the target controller, check the time and date with the `cluster date show` command.
 - b. If necessary, modify the date with the `set date mm/dd/yyyy` command.
 - c. If necessary, set the time, in GMT, using the `set time hh:mm:ss` command.
2. Confirm the date and time on the target controller.
3. At the `LOADER` prompt, enter `bye` to reinitialize the PCIe cards and other components and let the controller reboot.

Step 6: Return the failed part to NetApp

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.

Replace the system management module - AFF A70 and AFF A90

Replace the System Management module in your AFF A70 or AFF A90 system when it becomes defective or its firmware is corrupted. The replacement process involves shutting down the controller, replacing the failed System Management module, rebooting the controller, updating the license keys, and returning the failed part to NetApp.

The System Management module, located at the back of the controller in slot 8, contains onboard components for system management, as well as ports for external management. The target controller must be shut down to replace an impaired System Management module or to replace the boot media.

Before you begin

- Make sure all other system components are working properly.
- Make sure that the partner controller is able to take over the impaired controller.
- Make sure you replace the failed component with a replacement component you received from NetApp.

About this task

This procedure uses the following terminology:

- The impaired controller is the controller on which you are performing maintenance.
- The healthy controller is the HA partner of the impaired controller.

Step 1: Shut down the impaired controller

Shut down or take over the impaired controller using one of the following options.

Option 1: Most systems

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter `y` when you see the prompt *Do you want to disable auto-giveback?*

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.

If the impaired controller is displaying...	Then...
System prompt or password prompt	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Option 2: Controller is in a MetroCluster

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.

- 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](#).
- You must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state:

```
metrocluster node show
```

Steps

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

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

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:

- a. Enter the following command from the console of the healthy controller:

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

- b. Enter *y* when you see the prompt *Do you want to disable auto-giveback?*

3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next section.
Waiting for giveback...	Press Ctrl-C, and then respond <i>y</i> when prompted.

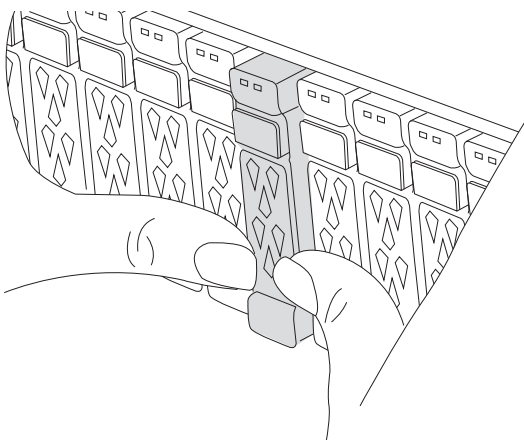
If the impaired controller is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name -halt true</pre> <p>The <i>-halt true</i> parameter brings you to the LOADER prompt.</p>

Step 2: Replace the System Management module

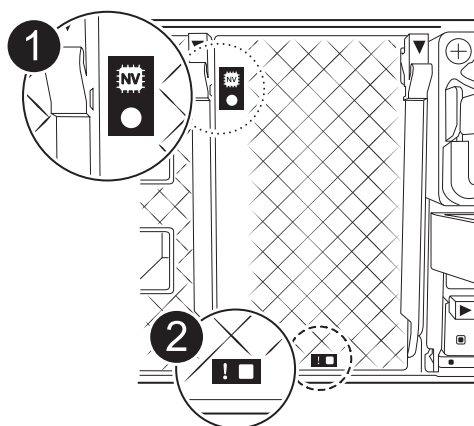
Replace the impaired system management module.

Steps

1. Ensure that all drives in the chassis are firmly seated against the midplane by using your thumbs to push each drive until you feel a positive stop.



2. Make sure NVRAM destage has completed before proceeding. When the LED on the NV module is off, NVRAM is destaged. If the LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact Technical Support for assistance.



1	NVRAM status LED
2	NVRAM attention LED

- If the NV LED is off, go to the next step.
- If the NV LED is flashing, wait for the flashing to stop. If flashing continues for longer than 5 minutes, contact Technical Support for assistance.

3. Go to the rear of the chassis. If you are not already grounded, properly ground yourself.

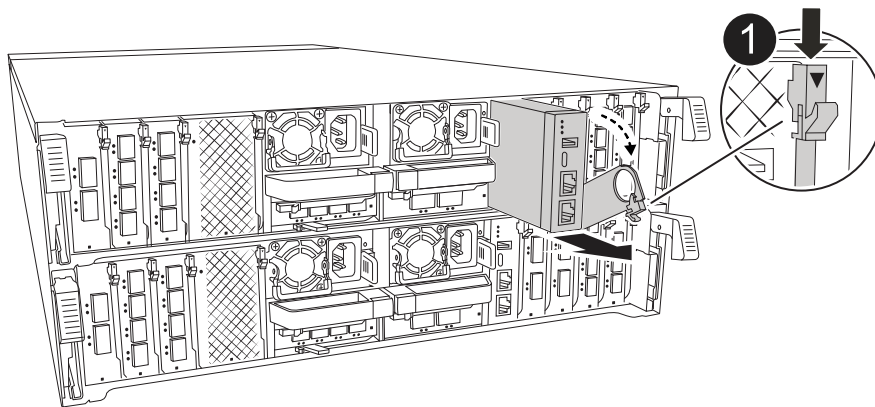
4. Unplug the controller's PSUs.



If your system has DC power, disconnect the power block from the PSUs.

5. Rotate the cable management tray down by pulling the buttons on both sides on the inside of the cable management tray and then rotate the tray down.

6. Remove any cables connected to the System Management module. Make sure that label where the cables were connected, so that you can connect them to the correct ports when you reinstall the module.

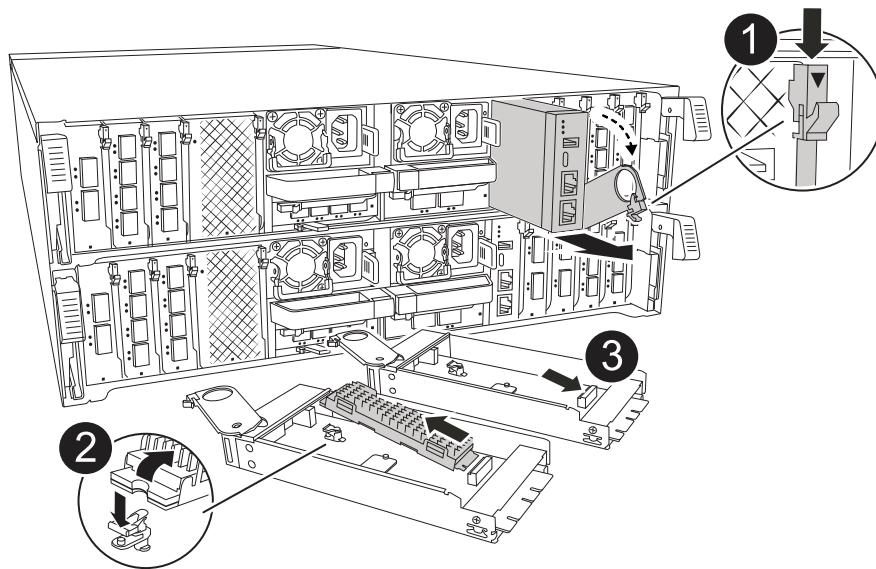


1	System Management module cam latch
---	------------------------------------

7. Remove the System Management module:

- a. Depress the system management cam button. The cam lever moves away from the chassis.
- b. Rotate the cam lever all the way down.
- c. Loop your finger into the cam lever and pull the module straight out of the system.
- d. Place the System Management module on an anti-static mat, so that the boot media is accessible.

8. Move the boot media to the replacement System Management module:



1	System Management module cam latch
2	Boot media locking button
3	Boot media

- a. Press the blue locking button. The boot media rotates slightly upward.
- b. Rotate the boot media up, slide it out of the socket.
- c. Install the boot media in the replacement System Management module:
 - i. Align the edges of the boot media with the socket housing, and then gently push it squarely into the socket.
 - ii. Rotate the boot media down toward until it engages the locking button. Depress the blue locking if necessary.

9. Install the system management module:

- a. Align the edges of the replacement System Management module with the system opening and gently push it into the controller module.
- b. Gently slide the module into the slot until the cam latch begins to engage with the I/O cam pin, and then rotate the cam latch all the way up to lock the module in place.

10. Recable the System Management module.

11. Plug the power cords into the power supplies. The controller reboots as soon as power is restored.



If you have DC power supplies, reconnect the power block to the power supplies.

12. Rotate the cable management tray up to the closed position.

Step 3: Reboot the controller

Reboot the controller module.

Steps

1. Enter *bye* at the LOADER prompt.
2. Return the controller to normal operation by giving back its storage:

```
storage failover giveback -ofnode impaired_node_name
```

3. Restore automatic giveback:

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

4. If an AutoSupport maintenance window was triggered, end it:

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

Step 4: Install licenses and register serial number

You must install new licenses for the node if the impaired node was using ONTAP features that require a standard (node-locked) license. For features with standard licenses, each node in the cluster should have its own key for the feature.

About this task

Until you install license keys, features requiring standard licenses continue to be available to the node. However, if the node was the only node in the cluster with a license for the feature, no configuration changes to the feature are allowed. Also, using unlicensed features on the node might put you out of compliance with your license agreement, so you should install the replacement license key or keys on the for the node as soon as possible.

Before you begin

The licenses keys must be in the 28-character format.

You have a 90-day grace period in which to install the license keys. After the grace period, all old licenses are invalidated. After a valid license key is installed, you have 24 hours to install all of the keys before the grace period ends.



If your system was initially running ONTAP 9.10.1 or later, use the procedure documented in [Post Motherboard Replacement Process to update Licensing on a AFF/FAS system](#). If you are unsure of the initial ONTAP release for your system, see [NetApp Hardware Universe](#) for more information.

Steps

1. If you need new license keys, obtain replacement license keys on the [NetApp Support Site](#) in the My Support section under Software licenses.



The new license keys that you require are automatically generated and sent to the email address on file. If you fail to receive the email with the license keys within 30 days, you should contact technical support.

2. Install each license key: `system license add -license-code license-key, license-key...`
3. Remove the old licenses, if desired:
 - a. Check for unused licenses: `license clean-up -unused -simulate`

- b. If the list looks correct, remove the unused licenses: `license clean-up -unused`
- 4. Register the system serial number with NetApp Support.
 - If AutoSupport is enabled, send an AutoSupport message to register the serial number.
 - If AutoSupport is not enabled, call [NetApp Support](#) to register the serial number.

Step 5: Return the failed part to NetApp

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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