



Boot media - manual recovery

Install and maintain

NetApp

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Table of Contents

- Boot media - manual recovery 1
 - Boot media manual recovery workflow - AFF C800 1
 - Requirements for manual boot media recovery - AFF C800 1
 - Check encryption key support and status - AFF C800 2
 - Step 1: Check NVE support and download the correct ONTAP image 2
 - Step 2: Verify key manager status and back up configuration 3
 - Shut down the controller for manual boot media recovery - AFF C800 5
 - Option 1: Most systems 6
 - Option 2: System is in a MetroCluster 6
 - Replace the boot media and prepare for manual boot recovery - AFF C800 7
 - Step 1: Remove the controller module 7
 - Step 2: Replace the boot media 10
 - Step 3: Transfer the boot image to the boot media 12
 - Manual boot media recovery from a USB drive - AFF C800 14
 - Restore encryption - AFF C800 16
 - Return the failed boot media to NetApp - AFF C800 26

Boot media - manual recovery

Boot media manual recovery workflow - AFF C800

Get started with replacing the boot media in your AFF C800 storage system by reviewing the replacement requirements, checking encryption status, shutting down the controller, replacing the boot media, booting the recovery image, restoring encryption, and verifying the system functionality.

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.

1

Review the boot media requirements

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 ONATP boot menu.

7

Return the failed part to NetApp

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

Requirements for manual boot media recovery - AFF C800

Before replacing the boot media in your AFF C800 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.

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.

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 key support and status - AFF C800

To ensure data security on your AFF C800 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.

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.

Step 1: Check NVE support and download the correct ONTAP image

Determine whether your ONTAP version supports NetApp Volume Encryption (NVE) so you can download the correct ONTAP image for the boot media replacement.

Steps

1. Check if your ONTAP version supports encryption:

```
version -v
```

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

2. Download the appropriate ONTAP image based on NVE support:

- 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



Download the ONTAP image from the NetApp Support Site to your HTTP or FTP server or a local folder. You will need this image file during the boot media replacement procedure.

Step 2: Verify key manager status and back up configuration

Before shutting down the impaired controller, verify the key manager configuration and back up the necessary information.

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, EKM is listed in the command output. • If OKM is enabled, OKM is listed in the command output. • If no key manager is enabled, No key manager keystores configured 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, external is listed in the command output. • If OKM is enabled, onboard is listed in the command output. • If no key manager is enabled, No key managers configured is listed in the command output.

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

If no key manager is configured:

You can safely shut down the impaired controller and proceed to the shutdown procedure.

If a key manager is configured (EKM or OKM):

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

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

- b. Review the output and check the value in the `Restored` column. This column indicates whether the authentication keys for your key manager (either EKM or OKM) have been successfully restored.

3. Complete the appropriate procedure based on your key manager type:

External Key Manager (EKM)

Complete these steps based on the value in the `Restored` column.

If all keys show `true` in the `Restored` column:

You can safely shut down the impaired controller and proceed to the shutdown procedure.

If any keys show a value other than `true` in the `Restored` column:

- a. Restore the external key management authentication keys to all nodes in the cluster:

```
security key-manager external restore
```

If the command fails, contact NetApp Support.

- b. Verify that all authentication keys are restored:

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

Confirm that the `Restored` column displays `true` for all authentication keys.

- c. If all keys are restored, you can safely shut down the impaired controller and proceed to the shutdown procedure.

Onboard Key Manager (OKM)

Complete these steps based on the value in the `Restored` column.

If all keys show `true` in the `Restored` column:

- a. Back up the OKM information:

- i. Switch to advanced privilege mode:

```
set -priv advanced
```

Enter `y` when prompted to continue.

- ii. Display the key management backup information:

```
security key-manager onboard show-backup
```

- iii. Copy the backup information to a separate file or your log file.

You will need this backup information if you need to manually recover OKM during the replacement procedure.

- iv. Return to admin mode:

```
set -priv admin
```

- b. You can safely shut down the impaired controller and proceed to the shutdown procedure.

If any keys show a value other than `true` in the `Restored` column:

a. Synchronize the onboard key manager:

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

Enter the 32-character alphanumeric onboard key management passphrase when prompted.



This is the cluster-wide passphrase you created when you initially configured the Onboard Key Manager. If you do not have this passphrase, contact NetApp Support.

b. Verify all authentication keys are restored:

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

Confirm that the `Restored` column displays `true` for all authentication keys and the `Key Manager type` shows `onboard`.

c. Back up the OKM information:

i. Switch to advanced privilege mode:

```
set -priv advanced
```

Enter `y` when prompted to continue.

ii. Display the key management backup information:

```
security key-manager onboard show-backup
```

iii. Copy the backup information to a separate file or your log file.

You will need this backup information if you need to manually recover OKM during the replacement procedure.

iv. Return to admin mode:

```
set -priv admin
```

d. You can safely shut down the impaired controller and proceed to the shutdown procedure.

Shut down the controller for manual boot media recovery - AFF C800

Shut down the impaired controller in your AFF C800 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

After completing the NVE or NSE tasks, you need to complete the shutdown of the impaired controller.

Steps

- a. Take the impaired controller to the LOADER prompt:

If the impaired controller displays...	Then...
The LOADER prompt	Go to Remove controller module.
Waiting for giveback...	Press Ctrl-C, and then respond <code>y</code> when prompted.
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</pre> <p>When the impaired controller shows Waiting for giveback..., press Ctrl-C, and then respond <code>y</code>.</p>

- b. From the LOADER prompt, enter: `printenv` to capture all boot environmental variables. Save the output to your log file.



This command may not work if the boot device is corrupted or non-functional.

Option 2: System 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 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 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 <code>y</code> when prompted.
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</pre> <p>When the impaired controller shows Waiting for giveback..., press Ctrl-C, and then respond <code>y</code>.</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 C800

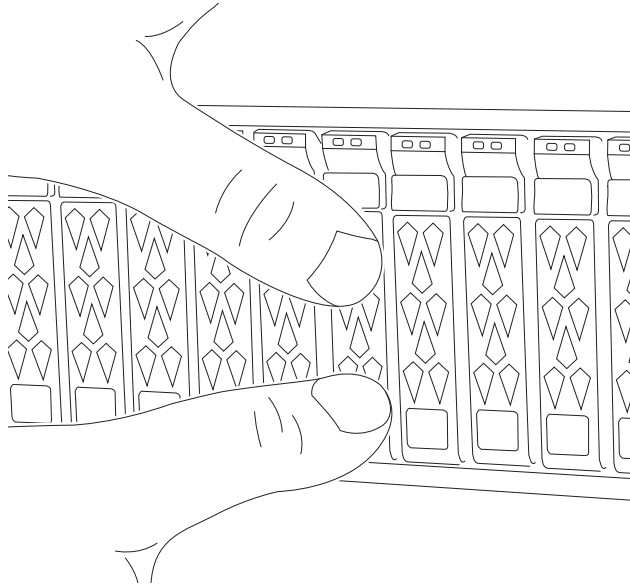
The boot media in your AFF C800 system stores essential firmware and configuration data. The replacement process involves removing the System Management module, removing the impaired boot media, installing the replacement boot media, and then manually transferring the ONTAP image to the replacement boot media using a USB flash drive.

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.

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.

1. If you are not already grounded, properly ground yourself.
2. 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.

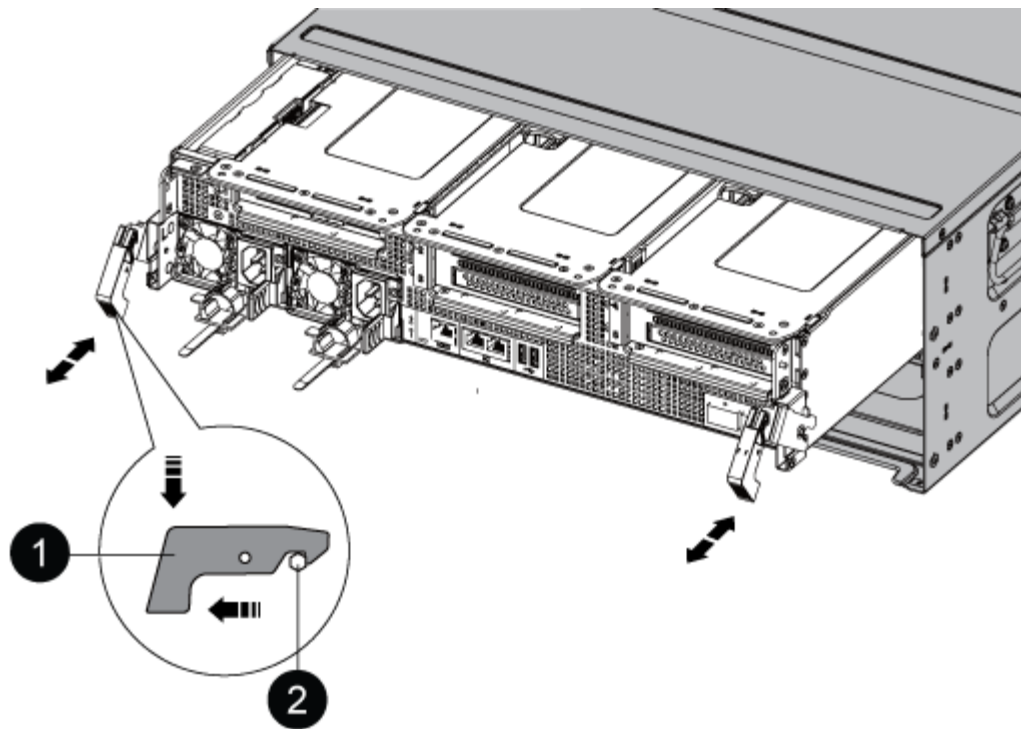


3. Unplug the controller module power supplies from the source.
4. Release the power cable retainers, and then unplug the cables from the power supplies.
5. Loosen the hook and loop strap binding the cables to the cable management device, and then unplug the system cables and SFP and QSFP modules (if 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 and set it aside.
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.



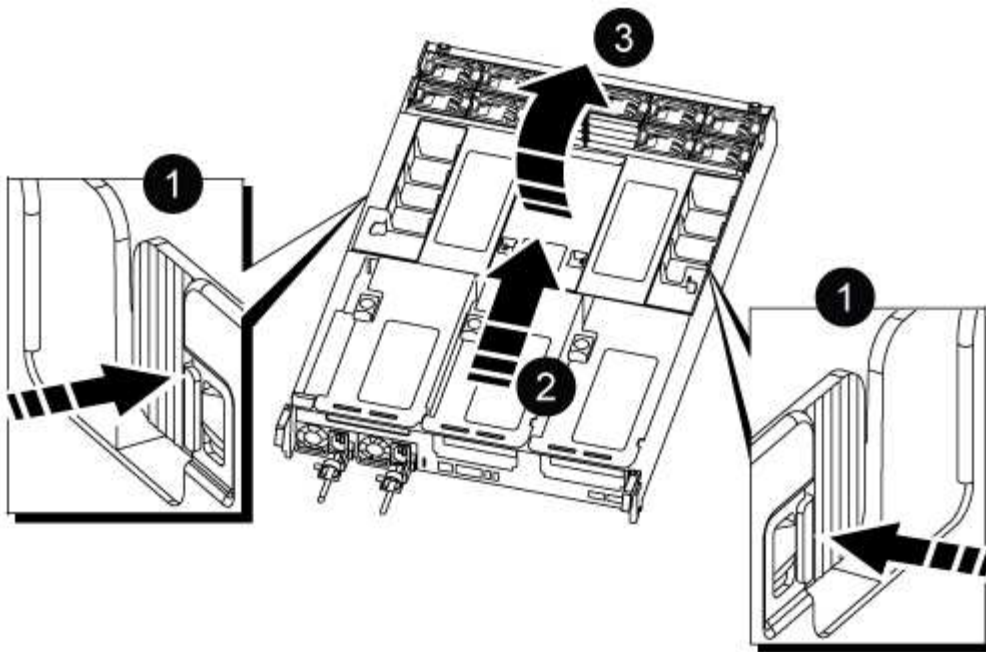
1	Locking latch
2	Locking pin

8. Slide the controller module out of the chassis.

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

9. Place the controller module on a stable, flat surface, and then open the air duct:

- Press in the locking tabs on the sides of the air duct toward the middle of the controller module.
- Slide the air duct toward the fan modules, and then rotate it upward to its completely open position.



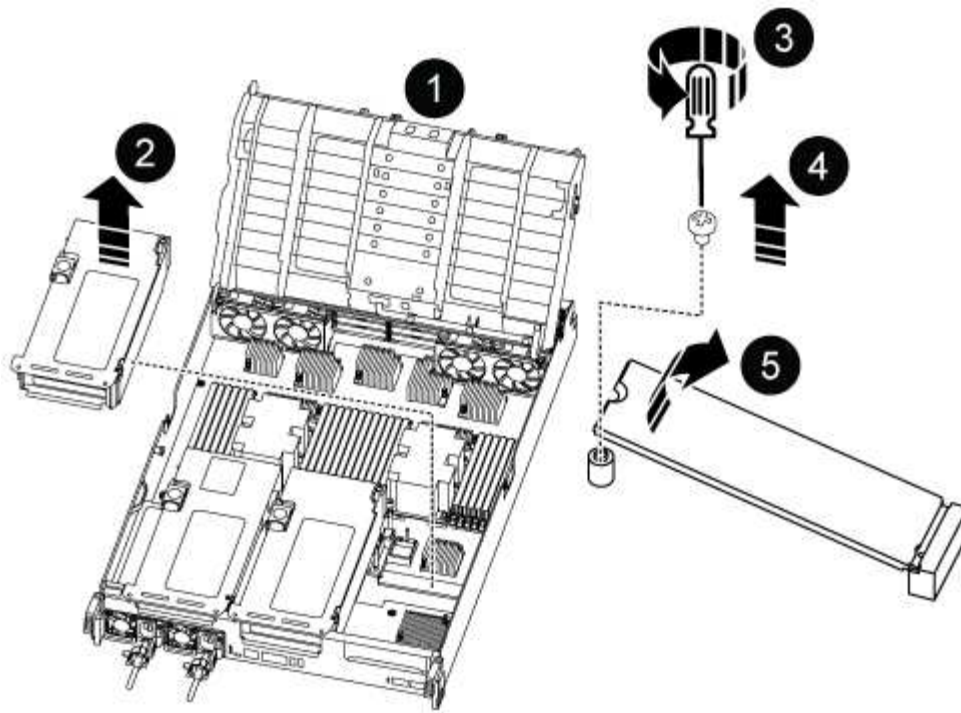
1	Air duct locking tabs
2	Slide air duct towards fan modules
3	Rotate air duct towards fan modules

Step 2: Replace the boot media

You locate the failed boot media in the controller module by removing Riser 3 on the controller module before you can replace the boot media.

You need a Phillips head screwdriver to remove the screw that holds the boot media in place.

1. Locate the boot media:



1	Air duct
2	Riser 3
3	Phillips #1 screwdriver
4	Boot media screw
5	Boot media

2. Remove the boot media from the controller module:

- Using a #1 Phillips head screwdriver, remove the screw holding down the boot media and set the screw aside in a safe place.
- Grasping the sides of the boot media, gently rotate the boot media up, and then pull the boot media straight out of the socket and set it aside.

3. Install the replacement boot media into the controller module:

- Align the edges of the boot media with the socket housing, and then gently push it squarely into the socket.
- Rotate the boot media down toward the motherboard.
- Secure the boot media to the motherboard using the boot media screw.

Do not over-tighten the screw or you might damage the boot media.

4. Reinstall the riser into the controller module.

5. Close the air duct:
 - a. Rotate the air duct downward.
 - b. Slide the air duct toward the risers until it clicks into place.

Step 3: Transfer the boot image to the boot media

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

Before you begin

- You must have a USB flash drive, formatted to FAT32, with at least 4GB capacity.
- A copy of the same image version of ONTAP as what the impaired controller was running. You can download the appropriate image from the Downloads section on the NetApp Support Site
 - If NVE is enabled, download the image with NetApp Volume Encryption, as indicated in the download button.
 - If NVE is not enabled, 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.
- If your system is a stand-alone system you do not need a network connection, but you must perform an additional reboot when restoring the var file system.

Steps

1. Download and copy the appropriate service image from the NetApp Support Site to the USB flash drive.
 - a. Download the service image 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.

There are two folders in the unzipped service image file:

- boot
 - efi
- c. Copy the efi folder to the top directory on the USB flash drive.

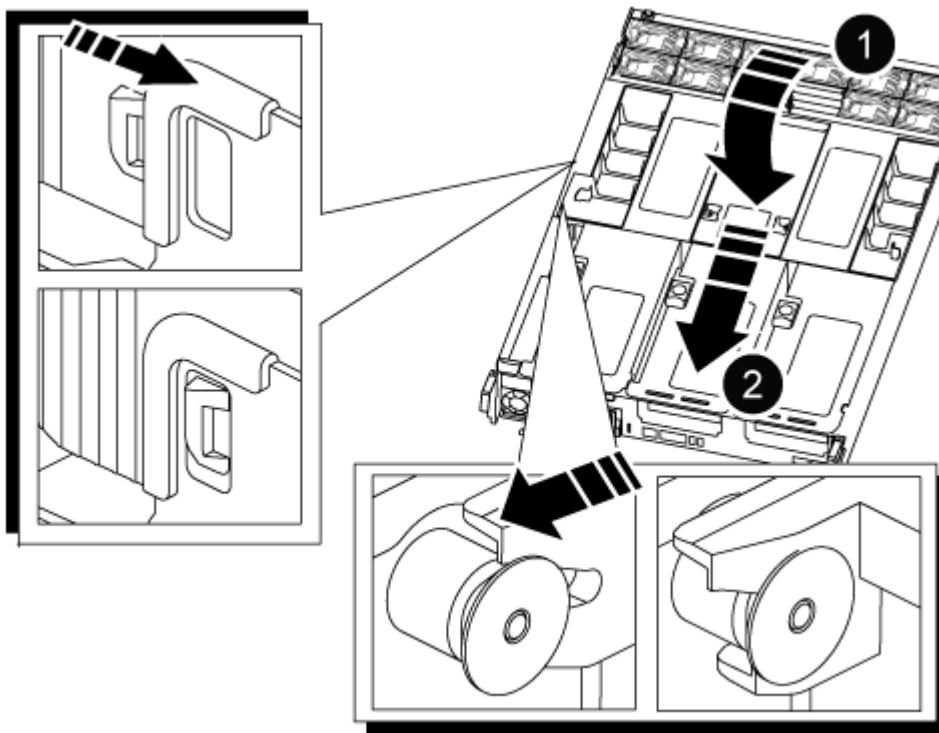


If the service image has no efi folder, see [EFI folder missing from Service Image download file used for boot device recovery for FAS and AFF models^](#) .

The USB flash drive should have the efi folder and the same Service Image (BIOS) version of what the impaired controller is running.

- a. Remove the USB flash drive from your laptop.
2. If you have not already done so, close the air duct:
 - a. Swing the air duct all the way down to the controller module.
 - b. Slide the air duct toward the risers until the locking tabs click into place.

- c. Inspect the air duct to make sure that it is properly seated and locked into place.



1	Air duct
2	Risers

3. Align the end of the controller module with the opening in the chassis, and then gently push the controller module halfway into the system.
4. Reinstall the cable management device and recable the system, as needed.

When recabling, remember to reinstall the media converters (SFPs or QSFPs) if they were removed.

5. Insert the USB flash drive into the USB slot on the controller module.

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

6. Gently push the controller module all the way into the system until the controller module locking hooks begin to rise, firmly push on the locking hooks to finish seating the controller module, and then swing the locking hooks into the locked position over the pins on the controller module.
7. Plug the power cords into the power supplies, reinstall the power cable locking collar, and then connect the power supplies to the power source.

The controller module begins to boot as soon as power is restored. Be prepared to interrupt the boot process.

8. 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 C800

After installing the new boot media device in your AFF C800 system, you can boot the recovery image from a USB drive and restore the configuration from the partner node.

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.

Before you begin

- Ensure your console is connected to the impaired controller.
- Verify you have a USB flash drive with the recovery image.
- Determine if your system uses encryption. You will need to select the appropriate option in step 3 based on whether encryption is enabled.

Steps

1. From the LOADER prompt on the impaired controller, boot the recovery image from the USB flash drive:

```
boot_recovery
```

The recovery image is downloaded from the USB flash drive.

2. When prompted, enter the name of the image or press **Enter** to accept the default image displayed in brackets.
3. Restore the var file system using the procedure for your ONTAP version:

ONTAP 9.16.0 or earlier

Complete the following steps on the impaired controller and partner controller:

- a. **On the impaired controller:** Press `Y` when you see `Do you want to restore the backup configuration now?`
- b. **On the impaired controller:** If prompted, press `Y` to overwrite `/etc/ssh/ssh_host_ecdsa_key`.
- c. **On the partner controller:** Set the impaired controller to advanced privilege level:

```
set -privilege advanced
```

- d. **On the partner controller:** Run the restore backup command:

```
system node restore-backup -node local -target-address  
impaired_node_IP_address
```



If you see any message other than a successful restore, contact NetApp Support.

- e. **On the partner controller:** Return 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, then press `Ctrl-C` when you see the Boot Menu.
- i. **On the impaired controller:** Do one of the following:
 - If the system does not use encryption, select *Option 1 Normal Boot* from the Boot Menu.
 - If the system uses encryption, go to [Restore encryption](#).

ONTAP 9.16.1 or later

Complete the following steps on the impaired controller:

- a. Press `Y` when prompted to restore the backup configuration.

After the restore procedure is successful, this message displays: `syncflash_partner:`
`Restore from partner complete`

- b. Press `Y` when prompted to confirm that the restore backup was successful.
- c. Press `Y` when prompted to use the restored configuration.
- d. Press `Y` when prompted to reboot the node.
- e. Press `Y` when prompted to reboot again, then press `Ctrl-C` when you see the Boot Menu.
- f. Do one of the following:
 - If the system does not use encryption, select *Option 1 Normal Boot* from the Boot Menu.

- If the system uses encryption, go to [Restore encryption](#).

4. Connect the console cable to the partner controller.
5. Return the controller to normal operation by giving back its storage:

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

6. If you disabled automatic giveback, reenable it:

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

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

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

What's next?

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

Restore encryption - AFF C800

Restore encryption on the replacement boot media in your AFF C800 system to ensure continued data protection. The replacement process involves verifying key availability, reapplying encryption settings, and confirming secure access to your data.

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.

Complete the appropriate steps to restore encryption on your system based on your key manager type. If you are unsure which key manager your system uses, check the settings you captured at the beginning of the boot media replacement procedure.

Onboard Key Manager (OKM)

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

Before you begin

Ensure you have the following information available:

- Cluster-wide passphrase entered while [enabling onboard key management](#)
- [Backup information for the Onboard Key Manager](#)
- Verification that you have the correct passphrase and backup data using the [How to verify onboard key management backup and cluster-wide passphrase](#) procedure

Steps

On the impaired controller:

1. Connect the console cable to the impaired controller.
2. From the ONTAP boot menu, select the appropriate option:

ONTAP version	Select this option
ONTAP 9.8 or later	<p>Select option 10.</p> <p>Show example boot menu</p> <div><p>Please choose one of the following:</p><ul style="list-style-type: none">(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.<p>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 when prompted:

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 does 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, including the dashes.

Show example prompt

Enter the backup data:

-----BEGIN

BACKUP-----

01234567890123456789012345678901234567890123456789012345678901
23

12345678901234567890123456789012345678901234567890123456789012
34

23456789012345678901234567890123456789012345678901234567890123
45

34567890123456789012345678901234567890123456789012345678901234
56

45678901234567890123456789012345678901234567890123456789012345
67

[illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible]

```
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AA
01234567890123456789012345678901234567890123456789012345678901
23
12345678901234567890123456789012345678901234567890123456789012
34
23456789012345678901234567890123456789012345678901234567890123
45
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AA

-----END
BACKUP-----
```

b. Press Enter twice at the end of the input.

The recovery process completes and displays the following message:

Successfully recovered keymanager secrets.

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)
```

On the partner controller:

8. Giveback the impaired controller:

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

On the impaired controller:

9. After booting with only the CFO aggregate, synchronize the key manager:

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

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

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. Verify that all keys are synced:

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

The command should return no results. If any results appear, repeat the sync command until no results are returned.

On the partner controller:

12. Giveback the impaired controller:

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

13. Restore automatic giveback if you disabled it:

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

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

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

External Key Manager (EKM)

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

Before you begin

Gather the following files from another cluster node or from your backup:

- /cfcard/knip/servers.cfg file or the KMIP server address and port
- /cfcard/knip/certs/client.crt file (client certificate)
- /cfcard/knip/certs/client.key file (client key)
- /cfcard/knip/certs/CA.pem file (KMIP server CA certificates)

Steps

On the impaired controller:

1. Connect the console cable to the impaired 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. Confirm you have gathered the required information when prompted:

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. Enter the client and server information when prompted:
 - a. Enter the client certificate (client.crt) file contents, including the BEGIN and END lines.
 - b. Enter the client key (client.key) file contents, including the BEGIN and END lines.
 - c. Enter the KMIP server CA(s) (CA.pem) file contents, including the BEGIN and END lines.
 - d. Enter the KMIP server IP address.
 - e. Enter the KMIP server port (press Enter to use the default port 5696).

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
```

The recovery process completes and displays the following message:

Successfully recovered keymanager secrets.

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:

```
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 boot media to NetApp - AFF C800

If a component in your AFF C800 storage system fails, return the failed part to NetApp. See the [Part Return and Replacements](#) page for further information.

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