



Controller

Install and maintain

NetApp

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Table of Contents

Controller	1
Controller replacement workflow - FAS70 and FAS90	1
Requirements to replace the controller - FAS70 and FAS90	1
Shut down the impaired controller - FAS70 and FAS90	2
Replace the controller - FAS70 and FAS90	5
Step 1: Remove the controller module	5
Step 2: Move the fans	6
Step 3: Move the NV battery	7
Step 4: Move system DIMMs	8
Step 5: Install the controller module	9
Restore and verify the system configuration - FAS70 and FAS90	9
Step 1: Verify HA config settings	10
Step 2: Verify disk list	10
Give back the controller - FAS70 and FAS90	11
Complete controller replacement - FAS70 and FAS90	13
Step 1: Verify LIFs and check cluster health	13
Step 2: Return the failed part to NetApp	13

Controller

Controller replacement workflow - FAS70 and FAS90

Get started with replacing the controller in your FAS70 or FAS90 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 controller replacement requirements

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

Give back the controller

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 - FAS70 and FAS90

Before replacing the controller in your FAS70 or FAS90 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.

- 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 the section [Choosing the correct recovery procedure](#) to determine whether you should use this controller replacement 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 FAS70 or FAS90 controller, you need to [shut down the impaired controller](#).

Shut down the impaired controller - FAS70 and FAS90

Shut down the controller in your FAS70 or FAS90 storage system to prevent data loss and ensure system stability when replacing the controller.

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 impaired_node_name -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 <i>y</i> 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 <i>impaired_node_name</i> -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 - FAS70 and FAS90

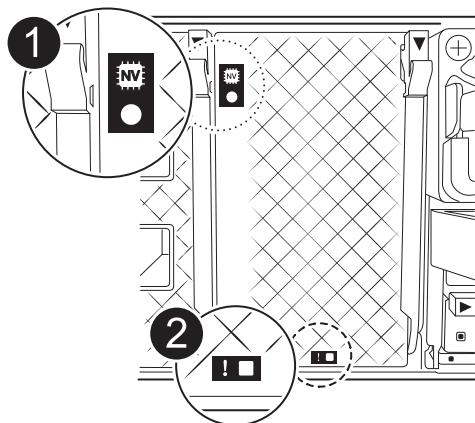
Replace the controller in your FAS70 or FAS90 system when a hardware failure requires it. The replacement process involves removing the impaired controller, moving the components to the replacement controller, installing the replacement controller, and rebooting it.

Step 1: Remove the controller module

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

Steps

1. Check the NVRAM status LED located in slot 4/5 of the system. There is also an NVRAM LED on the front panel of the controller module. Look for the NV icon:



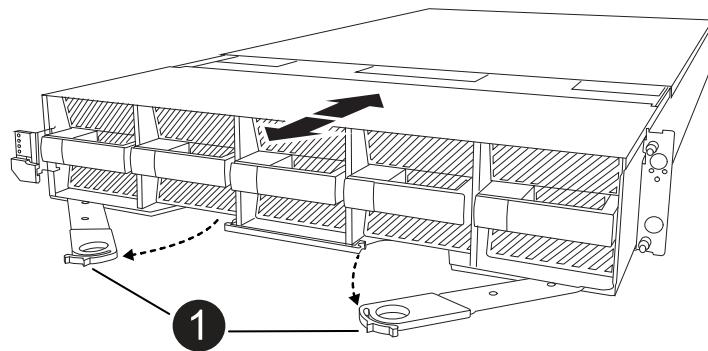
1	NVRAM status LED
2	NVRAM attention LED

- 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.

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

3. On the front of the unit, hook your fingers into the holes in the locking cams, squeeze the tabs on the cam levers, and gently, but firmly rotate both latches toward you at the same time.

The controller module moves slightly out of the enclosure.



1

Locking cam latches

4. Slide the controller module out of the enclosure 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 enclosure.

Step 2: Move the fans

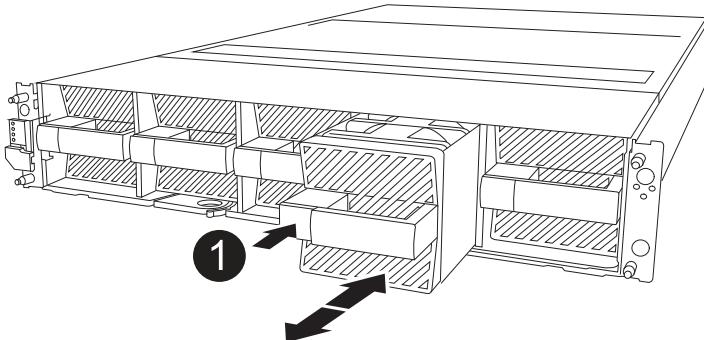
You must remove the five fan modules from the impaired controller module to the replacement controller module.

Steps

1. If you are not already grounded, properly ground yourself.
2. Remove the bezel (if necessary) with two hands, by grasping the openings on each side of the bezel, and then pulling it toward you until the bezel releases from the ball studs on the chassis frame.
3. Press the gray locking button on the fan module and pull the fan module straight out of the chassis, making sure that you support it with your free hand.



The fan modules are short. Always support the bottom of the fan module with your free hand so that it does not suddenly drop free from the chassis and injure you.



1

Black locking button

4. Install the fan in the replacement controller module:

- Align the edges of the fan housing with the opening in the front of the replacement controller module.
- Gently slide the fan module all the way into the replacement controller module until it locks in place.

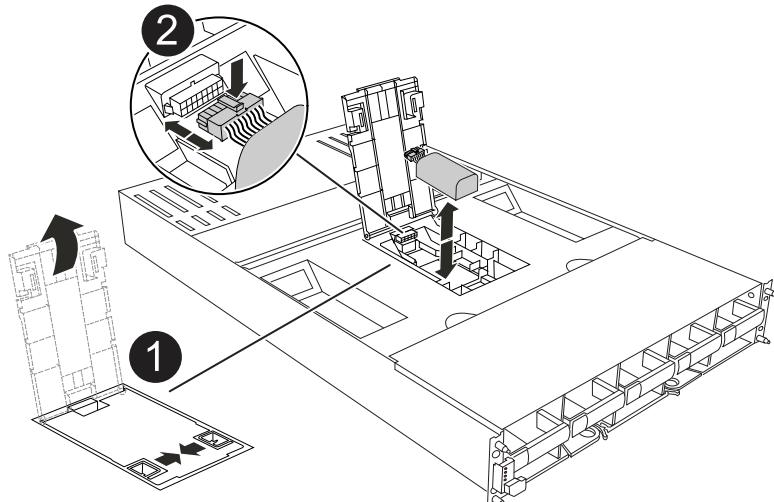
5. Repeat the preceding steps for the remaining fan modules.

Step 3: Move the NV battery

Move the NV battery to the replacement controller.

Steps

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



1

NV battery air duct cover

2

NV battery plug

3

NV battery pack

- Lift the battery up to access the battery plug.

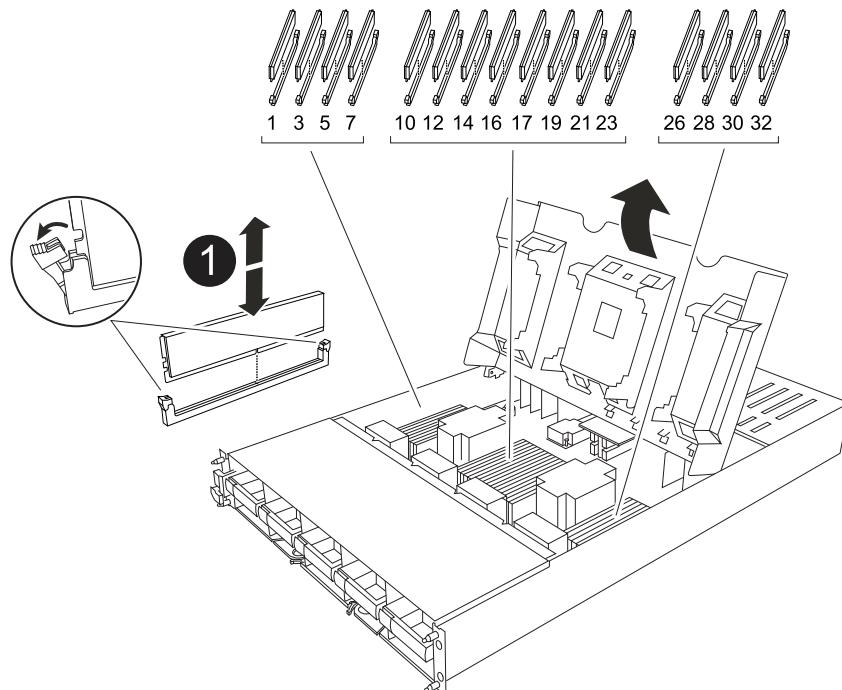
3. Squeeze the clip on the face of the battery plug to release the plug from the socket, and then unplug the battery cable from the socket.
4. Lift the battery out of the air duct and controller module.
5. Move the battery pack to the replacement controller module and then install it in the NV battery air duct:
 - 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 air duct cover.

Step 4: Move system DIMMs

Move the DIMMs to the replacement controller module.

Steps

1. Open the motherboard air duct and locate the DIMMs.



1

System DIMM

2. 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.
3. 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.

4. Locate the slot where you are installing the DIMM in the replacement controller module.
5. 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.

6. 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.
7. Repeat these steps for the remaining DIMMs. Close the motherboard air duct.

Step 5: Install the controller module

Reinstall the controller module and boot it.

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 enclosure, and slide the controller module into the chassis with the levers rotated away from the front of the system.
3. Once the controller module stops you from sliding it farther, rotate the cam handles inward until they latch back under the fans



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



The controller boots to the LOADER prompt as soon as it is fully seated.

4. 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.

5. Set the current time in GMT with the `set time hh:mm:ss` command. You can get the current GMT from the partner node with the `'date -u'` command.
6. 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.

What's next?

After you've replaced the impaired FAS70 or FAS90 controller, you need to [restore the system configuration](#).

Restore and verify the system configuration - FAS70 and FAS90

Verify that the controller's HA configuration is active and functioning correctly in your

FAS70 or FAS90 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

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 reseat cables.

2. Exit Maintenance mode: `halt`.

What's next?

After you've restored and verified the system configuration for your FAS70 or FAS90 system, you need to [give back the controller](#).

Give back the controller - FAS70 and FAS90

Return control of storage resources to the replacement controller so your FAS70 or FAS90 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 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 - FAS70 and FAS90

To complete the controller replacement for your AFF A1K 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.
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.

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