

Maintain SG6000 appliance

StorageGRID

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Maintain SG6000 appliance

You might need to perform maintenance procedures on the SG6000 appliance. The procedures in this section assume that the appliance has already been deployed as a Storage Node in a StorageGRID system.

To prevent service interruptions, confirm that all other Storage Nodes are connected to the grid before shutting down the appliance or shut down the appliance during a scheduled maintenance window when periods of service disruption are acceptable. See the information about monitoring node connection states.



If you have ever used an ILM rule that creates only one copy of an object, you must shut down the appliance during a scheduled maintenance window. Otherwise, you might temporarily lose access to those objects during any maintenance procedure that takes a storage node out of service. See the information about managing objects with information lifecycle management.

Place appliance into maintenance mode

You must place the appliance into maintenance mode before performing specific maintenance procedures.

What you'll need

- You are signed in to the Grid Manager using a supported web browser.
- You have the Maintenance or Root access permission. For details, see the instructions for administering StorageGRID.

About this task

In rare instances, placing a StorageGRID appliance into maintenance mode might make the appliance unavailable for remote access.



The admin account password and SSH host keys for a StorageGRID appliance in maintenance mode remain the same as they were when the appliance was in service.

Steps

- 1. From the Grid Manager, select NODES.
- 2. From the tree view of the Nodes page, select the appliance Storage Node.
- 3. Select Tasks.

Overview	Hardware	Network	Storage	Objects	ILM	Tasks
Reboot Reboots the node.	Reboot					
Maintenance Places the appliance	e mode 's compute controller	into maintenance r	node. Mai	ntenance mod	e	

4. Select Maintenance mode.

A confirmation dialog box appears.

🔺 Enter mai	intenance mode on S2-10-224-2-24	×
You must place the a	appliance's compute controller into maintenance mode to perform certain maintenance procedures on the appl	iance.
Attention: All Storag	eGRID services on this node will be shut down. Wait a few minutes for the node to reboot into maintenance mod	le.
If you are ready to st	art, enter the provisioning passphrase and select OK.	
Provisioning passpl	hrase	
	٥	
Cancel	ок	

5. Enter the provisioning passphrase, and select **OK**.

A progress bar and a series of messages, including including "Request Sent," "Stopping StorageGRID," and "Rebooting," indicate that the appliance is completing the steps for entering maintenance mode.

S2-10-224-2	2-24 (Stor	age Node	e) 🖸				×
Overview	Hardware	Network	Storage	Objects	ILM	Tasks	
Reboot Reboots the node	e. Reboot]					
Maintenance Places the applia	mode	controller int	o maintenan	ce mode.	Mainten	ance mode]
Attention Your reques maintenance	t has been sent, t ce procedures un	out the appliance til this tab indie	e might take 1 cates mainten	0-15 minutes t ance mode is r	o enter ma ready, or d	intenance m ata could be	ode. Do not perform come corrupted.
		U	Rebooting				

When the appliance is in maintenance mode, a confirmation message lists the URLs you can use to access the StorageGRID Appliance Installer.

S2-10-224-2-24 (Storage Node) 🖸	×
Overview Hardware Network Storage Objects ILM Tasks	
Reboots the node. Reboot	
Maintenance mode Places the appliance's compute controller into maintenance mode. Maintenance mode]
 This node is currently in maintenance mode. Navigate to one of the URLs listed below and perforprocedures. <u>https://172.16.2.24:8443</u> <u>https://10.224.2.24:8443</u> When you are done with any required maintenance procedures, you must exit maintenance mode Controller from the StorageGRID Appliance Installer. 	rm any necessary maintenance de by selecting Reboot

6. To access the StorageGRID Appliance Installer, browse to any of the URLs displayed.

If possible, use the URL containing the IP address of the appliance's Admin Network port.



If you have a direct connection to the appliance's management port, use https://169.254.0.1:8443 to access the StorageGRID Appliance Installer page.

7. From the StorageGRID Appliance Installer, confirm that the appliance is in maintenance mode.

A This node is in maintenance mode. Perform any required maintenance procedures. If you want to exit maintenance mode manually to resume normal operation, go to Advanced > Reboot Controller to reboot the controller.

- 8. Perform any required maintenance tasks.
- After completing maintenance tasks, exit maintenance mode and resume normal node operation. From the StorageGRID Appliance Installer, select Advanced > Reboot Controller, and then select Reboot into StorageGRID.

Home	Configure Networking -	Configure Hardware -	Monitor Installation	Advanced 👻
Reboot	Controller			RAID Mode Upgrade Firmw
Request	a controller reboot.			Reboot Control

It can take up to 20 minutes for the appliance to reboot and rejoin the grid. To confirm that the reboot is complete and that the node has rejoined the grid, go back to the Grid Manager. The **NODES** page should display a normal status (no icon) for the appliance node, indicating that no alerts are active and the node is connected to the grid.

≡ ■ NetAp	p StorageGRID Grid	Manager	Searc	h by page title	۹	? ~	💄 Root 🗸
DASHBOARD							
ALERTS V	Nodoc						
NODES	Noues						
TENANTS	View the list and status of sites	and grid nodes.					
ILM ~	Search	Q				Total node	e count: 14
CONFIGURATION	Name 🜩	Туре 🜲	Object data used 🥑	Object metadata used	0 \$	CPU usage (•
SUPPORT	StorageGRID Deployment	Grid	0%	0%		_	
	Data Center 1	Site	0%	0%		-	
	DC1-ADM1	Primary Admin Node	-	-		5%	
	DC1-ARC1	Archive Node	-			4%	
	DC1-G1	Gateway Node	-	-		2%	
	DC1-S1	Storage Node	0%	0%		12%	
	DC1-S2	Storage Node	0%	0%	2	10%	

Upgrade SANtricity OS on storage controllers

To ensure optimal functioning of the storage controller, you must upgrade to the latest maintenance release of the SANtricity OS that is qualified for your StorageGRID appliance. Consult the NetApp Interoperability Matrix Tool (IMT) to determine which version you should be using. If you need assistance, contact technical support.

Use one of the following procedures based on the version of SANtricity OS currently installed:

• If the storage controller is using SANtricity OS 08.42.20.00 (11.42) or newer, use the Grid Manager to perform the upgrade.

Upgrade SANtricity OS on storage controllers using Grid Manager

• If the storage controller is using a SANtricity OS version older than 08.42.20.00 (11.42), use maintenance mode to perform the upgrade.

Upgrade SANtricity OS on storage controllers using maintenance mode



When upgrading the SANtricity OS for your storage appliance, you must follow the instructions in the StorageGRID documentation. If you use any other instructions, your appliance could become inoperable.

Related information

NetApp Interoperability Matrix Tool

NetApp Downloads: StorageGRID Appliance

Upgrade SANtricity OS on storage controllers using Grid Manager

For storage controllers currently using SANtricity OS 08.42.20.00 (11.42) or newer, you must use the Grid Manager to apply an upgrade.

What you'll need

- You have consulted the NetApp Interoperability Matrix Tool (IMT) to confirm that the SANtricity OS version you are using for the upgrade is compatible with your appliance.
- You have the Maintenance or Root access permission.
- You are signed in to the Grid Manager using a supported web browser.
- You have the provisioning passphrase.
- You have access to the NetApp downloads page for SANtricity OS.

About this task

You cannot perform other software updates (StorageGRID software upgrade or a hotfix) until you have completed the SANtricity OS upgrade process. If you attempt to start a hotfix or a StorageGRID software upgrade before the SANtricity OS upgrade process has finished, you are redirected to the SANtricity OS upgrade page.

The procedure will not be complete until the SANtricity OS upgrade has been successfully applied to all applicable nodes that have been selected for the upgrade. It might take more than 30 minutes to load the SANtricity OS on each node (sequentially) and up to 90 minutes to reboot each StorageGRID storage appliance.



The following steps are only applicable when you are using the Grid Manager to perform the upgrade. The storage controllers in the appliance cannot be upgraded using the Grid Manager when the controllers are using SANtricity OS older than 08.42.20.00 (11.42).



This procedure will automatically upgrade the NVSRAM to the most recent version associated with the SANtricity OS upgrade. You do not need to apply a separate NVSRAM upgrade file.

Steps

1. Download the new SANtricity OS Software file from the NetApp support site.

Be sure to choose the SANtricity OS version for your storage controllers.

NetApp Downloads: StorageGRID Appliance

2. Select MAINTENANCE > System > Software update.

Software update

You can upgrade StorageGRID software, apply a hotfix, or upgrade the SANtricity OS software on StorageGRID storage appliances.

StorageGRID upgrade	StorageGRID hotfix	SANtricity OS update
Upgrade to the next StorageGRID version and apply the latest hotfix for that version.	Apply a hotfix to your current StorageGRID software version.	Update the SANtricity OS software on your StorageGRID storage appliances.
Upgrade →	Apply hotfix →	Update →

3. In the SANtricity OS update section, select Update.

The SANtricity OS upgrade page appears.

Ise this procedure to upgrade the SANtrie	ity OS software (controller firmware) on the storage controllers in your storage appliances.
1. Download the SANtricity OS version	that is compatible with the storage controllers. If you use different appliance models, repeat these steps for each model.
2. Confirm the storage controllers are	Nominal (NODES > oppliance node > Hardware) and ready to upgrade.
 Start the upgrade and approve the in During the upgrade, a health check up to 30 minutes for each appliance 	rodes you want to upgrade. Nodes are upgraded one at a time. Is performed and valid NVSRAM is installed. When the upgrade is complete, the appliance is rebooted. The upgrade can take .
4. Select Skip Nodes and Finish if you	only want to apply this upgrade to some nodes or if you want to upgrade some nodes later.
ANtricity OS Upgrade File	
	Browse
SANtricity OS Upgrade File 💡	
SANtricity OS Upgrade File 🛛 🕄	

- 4. Select the SANtricity OS upgrade file you downloaded from the NetApp support site.
 - a. Select Browse.
 - b. Locate and select the file.
 - c. Select Open.

The file is uploaded and validated. When the validation process is done, the file name is shown next to the **Browse** button.



Do not change the file name since it is part of the verification process.

5. Enter the provisioning passphrase.

se this procedure to upgrade the SANtri	icity OS software (controller firmware) on the storage controllers in your storage appliances.
1. Download the SANtricity OS versio	n that is compatible with the storage controllers. If you use different appliance models, repeat these steps for each model,
2. Confirm the storage controllers are	Nominal (NODES > oppliance node > Hardware) and ready to upgrade.
3. Start the upgrade and approve the	nodes you want to upgrade. Nodes are upgraded one at a time.
During the upgrade, a health check up to 30 minutes for each applianc	c is performed and valid NVSRAM is installed. When the upgrade is complete, the appliance is rebooted. The upgrade can take e.
4. Select Skip Nodes and Finish if yo	u only want to apply this upgrade to some nodes or if you want to upgrade some nodes later.
NSTERNE SOLON VILLAN	
ANtricity OS Upgrade File	
SANtricity OS Upgrade File 💡	Browse
SANtricity OS Upgrade File 9	Browse
SANtricity OS Upgrade File \\ 0	Browse CB
SANtricity OS Upgrade File 🛛 Details 🗿	Browse CB
SANtricity OS Upgrade File 🛛 Details O	RCBdlp

6. Select Start.

A warning box appears stating that your browser's connection might be lost temporarily as services on nodes that are upgraded are restarted.



Nodes can disconnect and services might be affected

The node will be automatically rebooted at the end of upgrade and services will be affected. Are you sure you want to start the SANtricity OS upgrade?



7. Select **OK** to stage the SANtricity OS upgrade file to the primary Admin Node.

When the SANtricity OS upgrade starts:

a. The health check is run. This process checks that no nodes have the status of Needs Attention.



If any errors are reported, resolve them and select **Start** again.

b. The SANtricity OS Upgrade Progress table appears. This table shows all Storage Nodes in your grid and the current stage of the upgrade for each node.



The table shows all appliance Storage Nodes. Software-based Storage Nodes are not displayed. Select **Approve** for all nodes that require the upgrade.

se this pro	cedure to upgrade the	SANtr	icity OS soft	ware (co	ontroller firmware) on th	he stor	age contr	rollers	in your storage	appliances	s.		
1. Down	load the SANtricity OS	versio	n that is con	npatible	with the storage contro	ollers, i	f you use	differ	ent appliance n	nodels, rep	eat these step	os for eac	h model.
2. Confir	m the storage controll	ers are	Nominal (N	ODES >	appliance node > Har	dware	and read	dy to u	pgrade.				
3. Start t During up to 2	the upgrade and appro g the upgrade, a health 30 minutes for each ap	ve the check plianc	nodes you v k is performe	want to i ed and v	upgrade. Nodes are upg valid NVSRAM is installed	graded d. Whei	one at a n the upg	time. grade i	s complete, the	appliance	is rebooted. 1	The upgra	ide can tak
4. Select	Skip Nodes and Finis	h if yo	u only want	t to apply	ly this upgrade to some	nodes	or if you	want t	o upgrade som	e nodes lat	er.		
ANtricity	OS Upgrade Progre	\$5											
										Аррг	ove All		nove All
A Storage	Nodes - 0 out of 4 complet ove All Remo	ed ywe Al											
▲ Storage Appro Site ↓↑	Nodes - 0 out of 4 complet ove All Remo	ed me Al	Progress	11	Stage	11	Details	II	Current Contr	oller Firmwa	Search	11	Action
A Storage Appro Site 11 DC1-SGAs	Nodes - 0 out of 4 complet ove All Remo Name SG6060	ed	Progress	11	Stage Waiting for you to approve	11	Details	11	Current Contr 98.72.02.00	oller Firmwa	Search are Version	It	Action
Storage Appr Site 1 CL-SGAs DC1-SGAs	Nodes - 0 out of 4 complet ove All Remo Name SG6060 SG6060	ed	Progress	IT v	Stage Waiting for you to approve Waiting for you to approve	11	Details	11	Current Contr 98.72.02.00 98.72.02.00	oller Firmwa	Search are Version	11	Action Approve Approve
Site 11 DC1-SGAs DC1-SGAs	Nodes - 0 out of 4 complet ove All Remo Name SG6060 SG6060	ed	Progress	11 v v	Stage Waiting for you to approve Waiting for you to approve Waiting for you to approve	11	Details	IT	Current Contr 98.72.02.00 98.72.02.00 98.72.02.00	oller Firmwa	Search are Version	11	Action Approve Approve Approve
Site 11 Cl-SGAs Cl-SGAs Cl-SGAs Cl-SGAs Cl-SGAs	Nodes - 0 out of 4 complet ove All Remo Name SG6060 SG6060 SG5712 SG5660	ed	Progress		Stage Waiting for you to approve Waiting for you to approve Waiting for you to approve	11	Details	11	Current Contr 98.72.02.00 98.72.02.00 98.72.02.00 08.40.50.00	oller Firmwa	Search	11	C Action Approve Approve Approve
Site If CLI-SGAs CCLI-SGAs CCLI-SGA	Nodes - 0 out of 4 complet ove All Remo SG6060 SG6060 SG5712 SG5660	ed	Progress	11 v v v	Stage Waiting for you to approve Waiting for you to approve Waiting for you to approve Waiting for you to approve	11	Details	11	Current Contr 98.72.02.00 98.72.02.00 98.72.02.00 08.40.50.00	oller Firmwa	Search are Version	11	Action Approve Approve Approve

 Optionally, sort the list of nodes in ascending or descending order by Site, Name, Progress, Stage, Details, or Current Controller Firmware Version. Or, enter a term in the Search box to search for specific nodes.

You can scroll through the list of nodes by using the left and right arrows at the bottom right corner of the section.

9. Approve the grid nodes you are ready to add to the upgrade queue. Approved nodes of the same type are upgraded one at a time.



Do not approve the SANtricity OS upgrade for an appliance storage node unless you are sure the node is ready to be stopped and rebooted. When the SANtricity OS upgrade is approved on a node, the services on that node are stopped and the upgrade process begins. Later, when the node is finished upgrading, the appliance node is rebooted. These operations might cause service interruptions for clients that are communicating with the node.

• Select either of the Approve All buttons to add all Storage Nodes to the SANtricity OS upgrade queue.



If the order in which nodes are upgraded is important, approve nodes or groups of nodes one at a time and wait until the upgrade is complete on each node before approving the next node(s).

• Select one or more **Approve** buttons to add one or more nodes to the SANtricity OS upgrade queue.

After you select **Approve**, the upgrade process determines if the node can be upgraded. If a node can be upgraded, it is added to the upgrade queue.

For some nodes, the selected upgrade file is intentionally not applied and you can complete the upgrade process without upgrading these specific nodes. Nodes intentionally not upgraded show a stage of Complete (upgrade attempted) and list the reason the node was not upgraded in the Details column.

10. If you need to remove a node or all nodes from the SANtricity OS upgrade queue, select **Remove** or **Remove All**.

When the stage progresses beyond Queued, the **Remove** button is hidden and you can no longer remove the node from the SANtricity OS upgrade process.

- 11. Wait while the SANtricity OS upgrade is applied to each approved grid node.
 - If any node shows a stage of Error while the SANtricity OS upgrade is being applied, the upgrade has failed for the node. With the assistance of technical support, you might need to place the appliance in maintenance mode to recover it.
 - If the firmware on the node is too old to be upgraded with the Grid Manager, the node shows a stage of Error with the details: "You must use maintenance mode to upgrade SANtricity OS on this node. See the installation and maintenance instructions for your appliance. After the upgrade, you can use this utility for future upgrades." To resolve the error, do the following:
 - a. Use maintenance mode to upgrade SANtricity OS on the node that shows a stage of Error.
 - b. Use the Grid Manager to restart and complete the SANtricity OS upgrade.

When the SANtricity OS upgrade is complete on all approved nodes, the SANtricity OS Upgrade Progress table closes and a green banner shows the date and time the SANtricity OS upgrade was completed.

SANtricity OS upgrade complete	ed on 2 nodes at 2021-10-04 15:43:23 EDT.	
SANtricity OS Upgrade File		
SANtricity OS Upgrade File 🤤	Browse	
Passphrase		
Provisioning Passphrase 💡		
		Start

- 12. If a node cannot be upgraded, note the reason shown in the Details column and take the appropriate action:
 - $\circ\,$ "Storage Node was already upgraded." No further action required.
 - "SANtricity OS upgrade is not applicable to this node." The node does not have a storage controller that can be managed by the StorageGRID system. Complete the upgrade process without upgrading the node displaying this message.
 - "SANtricity OS file is not compatible with this node." The node requires a SANtricity OS file different than the one you selected. After completing the current upgrade, download the correct SANtricity OS file for the node and repeat the upgrade process.



The SANtricity OS upgrade process will not be complete until you approve the SANtricity OS upgrade on all the listed Storage Nodes.

- 13. If you want to end approving nodes and return to the SANtricity OS page to allow for an upload of a new SANtricity OS file, do the following:
 - a. Select Skip Nodes and Finish.

A warning appears asking if you are sure you want to finish the upgrade process without upgrading all nodes.

- b. Select OK to return to the SANtricity OS page.
- c. When you are ready to continue approving nodes, go to Download the SANtricity OS to restart the upgrade process.



Nodes already approved and upgraded without errors remain upgraded.

14. Repeat this upgrade procedure for any nodes with a stage of Complete that require a different SANtricity OS upgrade file.



For any nodes with a status of Needs Attention, use maintenance mode to perform the upgrade.



When you repeat the upgrade procedure, you have to approve previously upgraded nodes.

Related information

NetApp Interoperability Matrix Tool

Upgrade SANtricity OS on storage controllers using maintenance mode

Upgrade SANtricity OS on storage controllers using maintenance mode

For storage controllers currently using SANtricity OS older than 08.42.20.00 (11.42), you must use the maintenance mode procedure to apply an upgrade.

What you'll need

• You have consulted the NetApp Interoperability Matrix Tool (IMT) to confirm that the SANtricity OS version you are using for the upgrade is compatible with your appliance.

• If the StorageGRID appliance is running in a StorageGRID system, the SG6000-CN controller has been placed into maintenance mode.



Maintenance mode interrupts the connection to the storage controller.

About this task

Do not upgrade the SANtricity OS or NVSRAM in the E-Series controller on more than one StorageGRID appliance at a time.



Upgrading more than one StorageGRID appliance at a time might cause data unavailability, depending on your deployment model and ILM policies.

Steps

- 1. Confirm the appliance is in maintenance mode.
- 2. From a service laptop, access SANtricity System Manager and sign in.
- 3. Download the new SANtricity OS Software file and NVSRAM file to the management client.



The NVSRAM is specific to the StorageGRID appliance. Do not use the standard NVSRAM download.

4. Follow the instructions in the *Upgrading SANtricity OS* guide or the SANtricity System Manager online help to upgrade the firmware and NVSRAM.



Activate the upgrade files immediately. Do not defer activation.

- 5. If this procedure completed successfully and you have additional procedures to perform while the node is in maintenance mode, perform them now. When you are done, or if you experienced any failures and want to start over, select Advanced > Reboot Controller, and then select one of these options:
 - Select Reboot into StorageGRID
 - Select Reboot into Maintenance Mode to reboot the controller with the node remaining in maintenance mode. Select this option if you experienced any failures during the procedure and want to start over. After the node finishes rebooting into maintenance mode, restart from the appropriate step in the procedure that failed.

Home	Configure Networking -	Configure Hardware 👻	Monitor Installation	Advanced -
Reboot	Controller			RAID Mode Upgrade Firmware
Request	a controller reboot.			Reboot Controller

It can take up to 20 minutes for the appliance to reboot and rejoin the grid. To confirm that the reboot is complete and that the node has rejoined the grid, go back to the Grid Manager. The Nodes page should display a normal status (no icons to the left of the node name) for the appliance node, indicating that no alerts are active and the node is connected to the grid.

earch	Q			Total node cou
Name 🗢	Туре 🗢	Object data used 🔇 🗢 🖨	Object metadata used 🔮 💠	CPU usage 💡 💠
StorageGRID Deployment	Grid	0%	0%	-
 Data Center 1 	Site	0%	0%	~
DC1-ADM1	Primary Admin Node	-	_	5%
DC1-ARC1	Archive Node		-	2%
DC1-G1	Gateway Node	_	-	2%
DC1-S1	Storage Node	0%	0%	12%
DC1-S2	Storage Node	0%	0%	11%

Related information

NetApp Interoperability Matrix Tool

Upgrade SANtricity OS on storage controllers using Grid Manager

Upgrade drive firmware using SANtricity System Manager

You upgrade your drive firmware to make sure you have all the latest features and bug fixes.

What you'll need

- The storage appliance has an Optimal status.
- All drives have an Optimal status.
- You have the latest version of SANtricity System Manager installed that is compatible with your StorageGRID version.
- You have placed the StorageGRID appliance in maintenance mode.



Maintenance mode interrupts the connection to the storage controller, stopping all I/O activity and placing all drives offline.



Do not upgrade the drive firmware on more than one StorageGRID appliance at a time. Doing so might cause data unavailability, depending on your deployment model and ILM policies.

Steps

- 1. Confirm that the appliance is in maintenance mode.
- 2. Access SANtricity System Manager using one of these methods:
 - Use the StorageGRID Appliance Installer and select Advanced > SANtricity System Manager

 Use SANtricity System Manager by browsing to the storage controller IP: https://Storage_Controller_IP

- 3. Enter the SANtricity System Manager administrator username and password, if required.
- 4. Verify the drive firmware version currently installed in the storage appliance:
 - a. From SANtricity System Manager, select SUPPORT > Upgrade Center.
 - b. Under Drive Firmware upgrade, select Begin Upgrade.

The Upgrade Drive Firmware displays the drive firmware files currently installed.

c. Note the current drive firmware revisions and drive identifiers in the Current Drive Firmware column.

2 Select Drives
elow
Associated Drives
View drives

In this example:

- The drive firmware revision is **MS02**.
- The drive identifier is **KPM51VUG800G**.

Select **View drives** in the Associated Drives column to display where these drives are installed in your storage appliance.

- d. Close the Upgrade Drive Firmware window.
- 5. Download and prepare the available drive firmware upgrade:
 - a. Under Drive Firmware upgrade, select NetApp Support.
 - b. On the NetApp Support web site, select the **Downloads** tab, and then select **E-Series Disk Drive Firmware**.

The E-Series Disk Firmware page displays.

- c. Search for each **Drive Identifier** installed in your storage appliance and verify that each drive identifier has the latest firmware revision.
 - If the firmware revision is not a link, this drive identifier has the latest firmware revision.
 - If one or more drive part numbers are listed for a drive identifier, a firmware upgrade is available for these drives. You can select any link to download the firmware file.

PRODUCTS ~ SYSTEMS	✓ DOCS & KNOWLEDGEBASE ✓	COMMUNITY ~ DOWNLOADS	S ∽ TOOLS ∽ CASES ∽ PARTS ∽		
Downloads > Firmware > E-	Series Disk Firmware				
E-Series Dis	sk Firmware				
		Download all current E-	Series Disk Firmware		
Drive Part Number 💠	Descriptions 🗢	Drive Identifier 🔷	Firmware Rev. (Download)	Notes and Config Info	Release Date 🜲
Drive Part Number	Descriptions	KPM51VUG800G	Firmware Rev. (Download)		

- d. If a later firmware revision is listed, select the link in the Firmware Rev. (Download) column to download a .zip archive containing the firmware file.
- e. Extract (unzip) the drive firmware archive files you downloaded from the Support site.
- 6. Install the drive firmware upgrade:
 - a. From SANtricity System Manager, under Drive Firmware upgrade, select Begin Upgrade.
 - b. Select **Browse**, and select the new drive firmware files that you downloaded from the Support site.

Drive firmware files have a filename similar to D HUC101212CSS600 30602291 MS01 2800 0002.dlp.

You can select up to four drive firmware files, one at a time. If more than one drive firmware file is compatible with the same drive, you get a file conflict error. Decide which drive firmware file you want to use for the upgrade and remove the other one.

c. Select Next.

Select Drives lists the drives that you can upgrade with the selected firmware files.

Only drives that are compatible appear.

The selected firmware for the drive appears in **Proposed Firmware**. If you must change this firmware, select **Back**.

d. Select Offline (parallel) upgrade.

You can use the offline upgrade method because the appliance is in maintenance mode, where I/O activity is stopped for all drives and all volumes.



Do not proceed unless you are certain that the appliance is in maintenance mode. Failure to place the appliance into maintenance mode prior to initiating an offline drive firmware update might cause data loss.

e. In the first column of the table, select the drive or drives you want to upgrade.

The best practice is to upgrade all drives of the same model to the same firmware revision.

f. Select Start, and confirm that you want to perform the upgrade.

If you need to stop the upgrade, select **Stop**. Any firmware downloads currently in progress complete. Any firmware downloads that have not started are canceled.



Stopping the drive firmware upgrade might result in data loss or unavailable drives.

g. (Optional) To see a list of what was upgraded, select **Save Log**.

The log file is saved in the downloads folder for your browser with the name latest-upgrade-log-timestamp.txt.

If any of the following errors occur during the upgrade procedure, take the appropriate recommended action.

- Failed assigned drives

One reason for the failure might be that the drive does not have the appropriate signature. Make sure that the affected drive is an authorized drive. Contact technical support for more information.

When replacing a drive, make sure that the replacement drive has a capacity equal to or greater than the failed drive you are replacing.

You can replace the failed drive while the storage array is receiving I/O.

Check storage array

- Make sure that an IP address has been assigned to each controller.
- Make sure that all cables connected to the controller are not damaged.
- Make sure that all cables are tightly connected.

Integrated hot spare drives

This error condition must be corrected before you can upgrade the firmware.

Incomplete volume groups

If one or more volume groups or disk pools are incomplete, you must correct this error condition before you can upgrade the firmware.

- Exclusive operations (other than background media/parity scan) currently running on any

volume groups

If one or more exclusive operations are in progress, the operations must complete before the firmware can be upgraded. Use System Manager to monitor the progress of the operations.

Missing volumes

You must correct the missing volume condition before the firmware can be upgraded.

Either controller in a state other than Optimal

One of the storage array controllers needs attention. This condition must be corrected before the firmware can be upgraded.

Mismatched Storage Partition information between Controller Object Graphs

An error occurred while validating the data on the controllers. Contact technical support to resolve this issue.

SPM Verify Database Controller check fails

A storage partitions mapping database error occurred on a controller. Contact technical support to resolve this issue.

- Configuration Database Validation (If supported by the storage array's controller version)

A configuration database error occurred on a controller. Contact technical support to resolve this issue.

MEL Related Checks

Contact technical support to resolve this issue.

- More than 10 DDE Informational or Critical MEL events were reported in the last 7 days

Contact technical support to resolve this issue.

- More than 2 Page 2C Critical MEL Events were reported in the last 7 days

Contact technical support to resolve this issue.

• More than 2 Degraded Drive Channel Critical MEL events were reported in the last 7 days

Contact technical support to resolve this issue.

- More than 4 critical MEL entries in the last 7 days

Contact technical support to resolve this issue.

7. If this procedure completed successfully and you have additional procedures to perform while the node is in maintenance mode, perform them now. When you are done, or if you experienced any failures and want to start over, select **Advanced** > **Reboot Controller**, and then select one of these options:

Select Reboot into StorageGRID

 Select Reboot into Maintenance Mode to reboot the controller with the node remaining in maintenance mode. Select this option if you experienced any failures during the procedure and want to start over. After the node finishes rebooting into maintenance mode, restart from the appropriate step in the procedure that failed.

lome	Configure Networking -	Configure Hardware 👻	Monitor Installation	Advanced -	
				RAID Mode	
Reboot	Controller			Upgrade Firmwa	are
Request	a controller reboot.			Reboot Controll	er

It can take up to 20 minutes for the appliance to reboot and rejoin the grid. To confirm that the reboot is complete and that the node has rejoined the grid, go back to the Grid Manager. The Nodes page should display a normal status (no icons to the left of the node name) for the appliance node, indicating that no alerts are active and the node is connected to the grid.

Nodes				
View the list and status of sites an	nd grid nodes.			
Search	Q			Total node count: 14
Name 🗢	Туре 🗢	Object data used 🧿 💠	Object metadata used 🧿 🗘	CPU usage 🧿 💠
StorageGRID Deployment	Grid	0%	0%	-
∧ Data Center 1	Site	0%	0%	~
DC1-ADM1	Primary Admin Node	-	_	5%
DC1-ARC1	Archive Node	<u>800</u>		2%
DC1-G1	Gateway Node	-	-	2%
DC1-S1	Storage Node	0%	0%	12%
DC1-S2	Storage Node	0%	0%	11%
DC1-S3	Storage Node	0%	0%	11%

Related information

Upgrade SANtricity OS on storage controllers

Add expansion shelf to deployed SG6060

To increase storage capacity, you can add one or two expansion shelves to an SG6060 or SG6060X that is already deployed in a StorageGRID system.

What you'll need

- You must have the provisioning passphrase.
- You must be running StorageGRID 11.4 or later.
- You have the expansion shelf and two SAS cables for each expansion shelf.
- You have physically located the storage appliance where you are adding the expansion shelf in the data center.

Locate controller in data center

About this task

To add an expansion shelf, you perform these high-level steps:

- Install the hardware in the cabinet or rack.
- Place the SG6060 or SG6060X into maintenance mode.
- · Connect the expansion shelf to the E2860 controller shelf or to another expansion shelf.
- · Start the expansion using the StorageGRID Appliance Installer
- Wait until the new volumes are configured.

Completing the procedure for one or two expansion shelves should take one hour or less per appliance node. To minimize downtime, the following steps instruct you to install the new expansion shelves and drives before placing the SG6060 or SG6060X into maintenance mode. The remaining steps should take approximately 20 to 30 minutes per appliance node.

Steps

1. Follow the instructions for installing 60-drive shelves into a cabinet or rack.

SG6060 and SG6060X: Install 60-drive shelves into cabinet or rack

2. Follow the instructions for installing the drives.

SG6060 and SG6060X: Install drives

- 3. From the Grid Manager, place the SG6000-CN controller into maintenance mode.
- 4. Connect each expansion shelf to the E2860 controller shelf as shown in the diagram.

This drawing shows two expansion shelves. If you have only one, connect IOM A to controller A and connect IOM B to controller B.



SG6060 is shown. Expansion cabling for the SG6060X is identical.





Callout	Description
1	SG6000-CN

Callout	Description
2	E2860 controller shelf
3	Controller A
4	Controller B
5	Expansion shelf 1
6	IOM A for expansion shelf 1
7	IOM B for expansion shelf 1
8	Expansion shelf 2
9	IOM A for expansion shelf 2
10	IOM B for expansion shelf 2

- 5. Connect the power cords and apply power to the expansion shelves.
 - a. Connect a power cord to each of the two power supply units in each expansion shelf.
 - b. Connect the two power cords in each expansion shelf to two different PDUs in the cabinet or rack.
 - c. Turn on the two power switches for each expansion shelf.
 - Do not turn off the power switches during the power-on process.
 - The fans in the expansion shelves might be very loud when they first start up. The loud noise during start-up is normal.
- 6. Monitor the Home page of the StorageGRID Appliance Installer.

In approximately five minutes, the expansion shelves finish powering up and are detected by the system. The Home page shows the number of new expansion shelves detected, and the Start Expansion button is enabled.

The screenshot shows examples of the messages that could appear on the Home page, depending on the number of existing or new expansion shelves, as follows:

- The banner circled at the top of the page indicates the total number of expansion shelves detected.
 - The banner indicates the total number of expansion shelves, whether the shelves are configured and deployed or new and unconfigured.
 - If no expansion shelves are detected, the banner will not appear.
- \circ The message circled at the bottom of the page indicates an expansion is ready to be started.
 - The message indicates the number of new expansion shelves StorageGRID detects. "Attached" indicates that the shelf is detected. "Unconfigured" indicates that the shelf is new and not yet configured using the StorageGRID Appliance Installer.



Expansion shelves that are already deployed are not included in this message. They are included in the count in the banner at the top of the page.

• The message will not appear if new expansion shelves are not detected.

• The expansion is ready to be starte	d. Make sure this page accurately indicates the number of new storage shelves you are trying to add, then click Start Expan
The storage system contains 2 exp	ansion shelves.
his Node	
Node type	Storage 🔻
Node name	NetApp-SGA
	Cancel Salin
rimary Admin Node connection	
Enable Admin Node discovery	
Primary Admin Node IP	172.16.4.71
Connection state	Connection to 172.16.4.71 ready
	Cancel Saw
istallation	
Current state	Ready to start configuration of 1 attached but unconfigured expansion shelf.
	Start Expansion

7. As necessary, resolve any issues described in the messages on the Home page.

For example, use SANtricity System Manager to resolve any storage hardware issues.

8. Verify that the number of expansion shelves displayed on the Home page matches the number of expansion shelves you are adding.



If the new expansion shelves have not been detected, verify that they are properly cabled and powered up.

- 9. Click **Start Expansion** to configure the expansion shelves and make them available for object storage.
- 10. Monitor the progress of the expansion shelf configuration.

Progress bars appear on the web page, just as they do during initial installation.

Monitor Expansion

Step	Progress	Status	
Connect to storage controller		Complete	
Clear existing configuration		Skipped	
Configure volumes		Creating volume StorageGRID-obj-22	
Configure caching		Pending	
Configure host settings		Pending	

When configuration is complete, the appliance automatically reboots to exit maintenance mode and rejoin the grid. This process can take up to 20 minutes.



To retry the expansion shelf configuration if it fails, go to the StorageGRID Appliance Installer, select **Advanced > Reboot Controller**, and then select **Reboot into Maintenance Mode**. After the node reboots, retry the expansion shelf configuration.

When the reboot is complete, the Tasks tab looks like the following screenshot:

Overview	Hardware	Network	Storage	Objects	ILM	Events	Tasks	
Reboot								
Shuts do	wn and restarts	the node.		Reb	oot	l)		
Maintena	ance Mode							
Places th into main	e appliance's co tenance mode.	mpute control	ler	Maintenar	nce Mode			

- 11. Verify the status of the appliance Storage Node and the new expansion shelves.
 - a. In the Grid Manager, select **NODES** and verify that the appliance Storage Node has a green checkmark icon.

The green checkmark icon means that no alerts are active and the node is connected to the grid. For a description of node icons, see the instructions for monitoring and troubleshooting StorageGRID.

- b. Select the **Storage** tab and confirm that 16 new object stores are shown in the Object Storage table for each expansion shelf you added.
- c. Verify that each new expansion shelf has a shelf status of Nominal and a configuration status of Configured.

Related information

Unpack boxes (SG6000 and SG6060X)

SG6060 and SG6060X: Install 60-drive shelves into cabinet or rack

Monitor and troubleshoot

Turn controller identify LED on and off

The blue identify LED on the front and back of the controller can be turned on to help locate the appliance in a data center.

What you'll need

You must have the BMC IP address of the controller you want to identify.

Steps

- 1. Access the controller BMC interface.
- 2. Select Server Identify.
- 3. Select ON and then select Perform Action.



Result

The blue identify LEDs light on the front (shown) and rear of the controller.





If a bezel is installed on the controller, it might be difficult to see the front identify LED.

After you finish

To turn off the controller identify LED:

- Press the identify LED switch on the controller front panel.
- From the controller BMC interface, select **Server Identify**, select **OFF** and then select **Perform Action**.

The blue identify LEDs on the front and rear of the controller go off.



Related information Verify Fibre Channel HBA to replace

Locate controller in data center

Access BMC interface

Locate controller in data center

Locate the controller so that you can perform hardware maintenance or upgrades.

What you'll need

• You have determined which controller requires maintenance.

(Optional) To help locate the controller in your data center, turn on the blue identify LED.

Turn controller identify LED on and off

Steps

- 1. Find the controller requiring maintenance in the data center.
 - Look for a lit blue identify LED on the front or rear of the controller.

The front identify LED is behind the controller front bezel and might be difficult to see if the bezel is installed.



- Check the tags attached to the front of each controller for a matching part number.
- 2. Remove the controller front bezel, if one is installed, to access the front panel controls and indicators.
- 3. Optional: Turn off the blue identify LED if you used it to locate the controller.
 - Press the identify LED switch on the controller front panel.
 - Use the controller BMC interface.

Turn controller identify LED on and off

Related information

Remove Fibre Channel HBA

Remove SG6000-CN controller from cabinet or rack

Shut down SG6000-CN controller

Replace storage controller in the SG6000

You might need to replace an E2800 series controller or an EF570 controller if it is not functioning optimally or if it has failed.

What you'll need

- You have a replacement controller with the same part number as the controller you are replacing.
- You have labels to identify each cable that is connected to the controller.
- You have an ESD wristband, or you have taken other antistatic precautions.
- You have a #1 Phillips screwdriver.
- You have the E-Series instructions for replacing a controller in duplex configuration.



Do not rely on the E-Series instructions to replace a controller in the StorageGRID appliance, because the procedures are not the same.

• You have physically located the storage appliance where you are replacing the controller in the data center.

Locate controller in data center

About this task

You can determine if you have a failed controller in two ways:

- The Recovery Guru in SANtricity System Manager directs you to replace the controller.
- The amber Attention LED on the controller is on, indicating that the controller has a fault.



If both controllers in the shelf have their Attention LEDs on, contact technical support for assistance.

If your appliance contains two storage controllers, you can replace one of the controllers while your appliance is powered on and performing read/write operations, as long as the following conditions are true:

- The second controller in the shelf has Optimal status.
- The "OK to remove" field in the Details area of the Recovery Guru in SANtricity System Manager displays Yes, indicating that it is safe to remove this component.



When possible, place the appliance into maintenance mode for this replacement procedure to minimize the potential impact of unforeseen errors or failures.



If the second controller in the shelf does not have Optimal status or if the Recovery Guru indicates that it is not OK to remove the controller, contact technical support.

When you replace a controller, you must remove the battery from the original controller and install it in the replacement controller. In some cases, you might also need to remove the host interface card from the original controller and install it in the replacement controller.



The storage controllers in most appliance models do not include host interface cards (HIC).

This task has the following parts:

- 1. Prepare
- 2. Take controller offline
- 3. Remove controller
- 4. Move battery to new controller
- 5. Move HIC to new controller, if needed
- 6. Replace controller

Prepare

Steps

1. Unpack the new controller, and set it on a flat, static-free surface.

Save the packing materials to use when shipping the failed controller.

2. Locate the MAC address and FRU part number labels on the back of the replacement controller.

These figures shows the E2800A controller and the E2800B controller. The procedure for replacing the E2800 series controllers and the EF570 controller is identical.

E2800A storage controller



E2800B storage controller



Label	component	Description
1	MAC address	The MAC address for management port 1 ("P1 on the E2800A and 0a on the E2800B"). If you used DHCP to obtain the original controller's IP address, you will need this address to connect to the new controller.
2	FRU part number	The FRU part number. This number must match the replacement part number for the currently installed controller.
3	4-port HIC	The 4-port host interface card (HIC). This card must be moved to the new controller when you perform the replacement. Note : the E2800A controller does not have a HIC.

Take controller offline

Steps

- 1. Prepare to remove the controller. You use SANtricity System Manager to perform these steps.
 - a. Confirm that the replacement part number for the failed controller is the same as the FRU part number for the replacement controller.

When a controller has a fault and needs to be replaced, the replacement part number is displayed in the Details area of the Recovery Guru. If you need to find this number manually, you can look on the **Base** tab for the controller.



Possible loss of data access — If the two part numbers are not the same, do not attempt this procedure.

b. Back up the configuration database.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration.

c. Collect support data for the appliance.



Collecting support data before and after replacing a component ensures you can send a full set of logs to technical support in case the replacement does not resolve the problem.

d. Take the controller you plan to replace offline.

Remove the controller

Steps

- 1. Remove the controller from the appliance:
 - a. Put on an ESD wristband or take other antistatic precautions.
 - b. Label the cables and then disconnect the cables and SFPs.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

- c. Release the controller from the appliance by squeezing the latch on the cam handle until it releases, and then open the cam handle to the right.
- d. Using two hands and the cam handle, slide the controller out of the appliance.



Always use two hands to support the weight of the controller.

- e. Place the controller on a flat, static-free surface with the removable cover facing up.
- f. Remove the cover by pressing down on the button and sliding the cover off.

Move battery to the new controller

Steps

- 1. Remove the battery from the failed controller, and install it into the replacement controller:
 - a. Confirm that the green LED inside the controller (between the battery and the DIMMs) is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



Item	Description
1	Internal Cache Active LED
2	Battery

- b. Locate the blue release latch for the battery.
- c. Unlatch the battery by pushing the release latch down and away from the controller.



Item	Description
1	Battery release latch
2	Battery

- d. Lift up on the battery, and slide it out of the controller.
- e. Remove the cover from the replacement controller.
- f. Orient the replacement controller so that the slot for the battery faces toward you.
- g. Insert the battery into the controller at a slight downward angle.

You must insert the metal flange at the front of the battery into the slot on the bottom of the controller, and slide the top of the battery beneath the small alignment pin on the left side of the controller.

h. Move the battery latch up to secure the battery.

When the latch clicks into place, the bottom of the latch hooks into a metal slot on the chassis.

i. Turn the controller over to confirm that the battery is installed correctly.



Possible hardware damage — The metal flange at the front of the battery must be completely inserted into the slot on the controller (as shown in the first figure). If the battery is not installed correctly (as shown in the second figure), the metal flange might contact the controller board, causing damage.

- Correct — The battery's metal flange is completely inserted into the slot on the controller:



• Incorrect — The battery's metal flange is not inserted into the slot on the controller:



2. Replace the controller cover.

Move HIC to new controller, if needed

Steps

1. If the failed controller includes a host interface card (HIC), move the HIC from the failed controller to the replacement controller.

A separate HIC is used for the E2800B controller only. The HIC is mounted to the main controller board and includes two SPF connectors.



The illustrations in this procedure show a 2-port HIC. The HIC in your controller might have a different number of ports.

- 2. If the controller does not have a HIC (E2800A), replace the controller cover. If the controller does have a HIC (E2800B), proceed to move the HIC from the failed controller to the replacement controller.
 - a. If equipped with a HIC, move the HIC from the failed controller to the replacement controller.
 - b. Remove any SFPs from the HIC.
 - c. Using a #1 Phillips screwdriver, remove the screws that attach the HIC faceplate to the controller.

There are four screws: one on the top, one on the side, and two on the front.



- d. Remove the HIC faceplate.
- e. Using your fingers or a Phillips screwdriver, loosen the three thumbscrews that secure the HIC to the controller card.
- f. Carefully detach the HIC from the controller card by lifting the card up and sliding it back.



Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



Label	Description
1	Host interface card
2	Thumbscrews

- g. Place the HIC on a static-free surface.
- h. Using a #1 Phillips screwdriver, remove the four screws that attach the blank faceplate to the replacement controller, and remove the faceplate.
- i. Align the three thumbscrews on the HIC with the corresponding holes on the replacement controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

j. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



Possible equipment damage — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.


Label	Description
1	Host interface card
2	Thumbscrews

k. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over tighten the screws.

I. Using a #1 Phillips screwdriver, attach the HIC faceplate you removed from the original controller to the new controller with four screws.



m. Reinstall any removed SFPs into the HIC.

Replace controller

Steps

- 1. Install the replacement controller into the appliance.
 - a. Turn the controller over, so that the removable cover faces down.
 - b. With the cam handle in the open position, slide the controller all the way into the appliance.
 - c. Move the cam handle to the left to lock the controller in place.
 - d. Replace the cables and SFPs.
 - e. If the original controller used DHCP for the IP address, locate the MAC address on the label on the back of the replacement controller. Ask your network administrator to associate the DNS/network and IP address for the controller you removed with the MAC address for the replacement controller.



If the original controller did not use DHCP for the IP address, the new controller will adopt the IP address of the controller you removed.

- 2. Bring the controller online using SANtricity System Manager:
 - a. Select Hardware.
 - b. If the graphic shows the drives, select **Show back of shelf**.
 - c. Select the controller you want to place online.

- d. Select **Place Online** from the context menu, and confirm that you want to perform the operation.
- e. Verify that the seven-segment display shows a state of 99.
- 3. Confirm that the new controller is Optimal, and collect support data.

After replacing the part, return the failed part to NetApp, as described in the RMA instructions shipped with the kit. See the Part Return & Replacements page for further information.

Related information

NetApp E-Series Systems Documentation Site

Replace hardware components in storage controller shelf

If a hardware problem occurs, you might need to replace a component in the storage controller shelf.

What you'll need

- You have the E-Series hardware replacement procedure.
- You have physically located the storage appliance where you are replacing storage shelf hardware components in the data center.

Locate controller in data center

About this task

To replace the battery in the storage controller, see the instructions in these instructions for replacing a storage controller. Those instructions describe how to remove a controller from the appliance, remove the battery from the controller, install the battery, and replace the controller.

For instructions for the other field replaceable units (FRUs) in the controller shelves, access the E-Series procedures for system maintenance.

FRU	See instructions
Battery	StorageGRID (these instructions): Replacing a storage controller
Drive	E-Series:Replace drive (60-drive)Replace drive (12-drive or 24-drive)
Power canister	E-SeriesReplace power canister (60-drive)Replace power supply (12-drive or 24-drive)
Fan canister (60-drive shelves only)	E-Series: Replace fan canister (60-drive)
Drive drawer (60-drive shelves only)	E-Series: Replace drive drawer (60-drive)

Replace storage controller

Replace hardware components in optional 60-drive expansion shelf

You might need to replace an input/output module, a power supply, or a fan in the expansion shelf.

What you'll need

- You have the E-Series hardware replacement procedure.
- You have physically located the storage appliance where you are replacing expansion shelf hardware components in the data center.

Locate controller in data center

About this task

To replace an input/output module (IOM) in a 60-drive expansion shelf, see the instructions in these instructions for replacing a storage controller.

To replace a power supply or a fan in a 60-drive expansion shelf, access the E-Series procedures for maintaining 60-drive hardware.

FRU	See E-Series instructions for
Input/output module (IOM)	Replacing an IOM
Power canister	Replace power canister (60-drive)
Fan canister	Replace fan canister (60-drive)

Shut down SG6000-CN controller

Shut down the SG6000-CN controller to perform hardware maintenance.

What you'll need

You have physically located the SG6000-CN controller requiring maintenance in the data center. See Locate controller in data center.

About this task

To prevent service interruptions, confirm that all other Storage Nodes are connected to the grid before shutting down the controller or shut down the controller during a scheduled maintenance window when periods of service disruption are acceptable. See the information about monitoring node connection states.



If you have ever used an ILM rule that creates only one copy of an object, you must shut down the controller during a scheduled maintenance window. Otherwise, you might temporarily lose access to those objects during this procedure. See Manage objects with information lifecycle management.

Steps

1. Shut down the SG6000-CN controller:



You must perform a controlled shut down of the controller by entering the commands specified below. It is a best practice to perform a controlled shutdown when possible to avoid unnecessary alerts, ensure full logs are available, and avoid service disruptions.

- a. If you have not already logged into the grid node, log in using PuTTY or another ssh client:
 - i. Enter the following command: ssh admin@grid_node_IP
 - $ii. \ \mbox{Enter the password listed in the Passwords.txt file.}$
 - iii. Enter the following command to switch to root: su -
 - iv. Enter the password listed in the Passwords.txt file.

When you are logged in as root, the prompt changes from \$ to #.

b. Shut down the SG6000-CN controller:

shutdown -h now

This command might take up to 10 minutes to complete.

- 2. Use one of the following methods to verify that the SG6000-CN controller is powered off:
 - $\circ\,$ Look at the blue power LED on the front of the controller and confirm that it is off.



• Look at the green LEDs on both power supplies in the rear of the controller and confirm that they blink at a regular rate (approximately one blink per second).



- Use the controller BMC interface:
 - i. Access the controller BMC interface.

Access BMC interface

- ii. Select Power Control.
- iii. Verify that the Power Actions indicates that the host is currently off.



Related information

Remove SG6000-CN controller from cabinet or rack

Power on SG6000-CN controller and verify operation

Power on the controller after completing maintenance.

What you'll need

• You have installed the controller in a cabinet or rack and connected the data and power cables.

Reinstall SG6000-CN controller into cabinet or rack

• You have physically located the controller in the data center.

Locate controller in data center

Steps

- 1. Power on the SG6000-CN controller and monitor the controller LEDs and boot-up codes using one of the following methods:
 - Press the power switch on the front of the controller.



- Use the controller BMC interface:
 - i. Access the controller BMC interface.

Access BMC interface

- ii. Select Power Control.
- iii. Select **Power On Server** and then select **Perform Action**.



Use the BMC interface to monitor start-up status.

2. Confirm that the appliance controller displays in the Grid Manager and with no alerts.

It might take up to 20 minutes for the controller to display in the Grid Manager.

- 3. Confirm that the new SG6000-CN controller is fully operational:
 - a. Log in to the grid node using PuTTY or another ssh client:
 - i. Enter the following command: ssh admin@grid_node_IP
 - ii. Enter the password listed in the Passwords.txt file.
 - iii. Enter the following command to switch to root: su -
 - iv. Enter the password listed in the Passwords.txt file.

When you are logged in as root, the prompt changes from \$ to #.

b. Enter the following command and verify that it returns the expected output: cat /sys/class/fc_host/*/port_state

Expected output:

```
Online
Online
Online
Online
```

If the expected output is not returned, contact technical support.

c. Enter the following command and verify that it returns the expected output: cat /sys/class/fc host/*/speed

Expected output:

16 Gbit
16 Gbit
16 Gbit
16 Gbit

If the expected output is not returned, contact technical support.

d. From the Nodes page in Grid Manager, make sure that the appliance node is connected to the grid and does not have any alerts.



Do not take another appliance node offline unless this appliance has a green icon.

4. Optional: Install the front bezel, if one was removed.

Related information

View status indicators and buttons on SG6000-CN controller

View boot-up status codes for SG6000 storage controllers

Replace SG6000-CN controller

You might need to replace the SG6000-CN controller if it is not functioning optimally or if it has failed.

What you'll need

- You have a replacement controller with the same part number as the controller you are replacing.
- You have labels to identify each cable that is connected to the controller.
- You have physically located the controller to replace in the data center.

Locate controller in data center

About this task

The appliance Storage Node will not be accessible when you replace the SG6000-CN controller. If the SG6000-CN controller is functioning sufficiently, you can perform a controlled shutdown at the start of this



If you are replacing the controller before installing StorageGRID software, you might not be able to access the StorageGRID Appliance Installer immediately after completing this procedure. While you can access the StorageGRID Appliance Installer from other hosts on the same subnet as the appliance, you cannot access it from hosts on other subnets. This condition should resolve itself within 15 minutes (when any ARP cache entries for the original controller time out), or you can clear the condition immediately by purging any old ARP cache entries manually from the local router or gateway.

Steps

- 1. Display the current configurations of the appliance and record them.
 - a. Log in to the appliance to be replaced:
 - i. Enter the following command: ssh admin@grid_node_IP
 - ii. Enter the password listed in the <code>Passwords.txt</code> file.
 - iii. Enter the following command to switch to root: su -
 - iv. Enter the password listed in the Passwords.txt file.

When you are logged in as root, the prompt changes from \$ to #.

- b. Enter: **run-host-command ipmitool lan print** to display the current BMC configurations for the appliance.
- 2. If the SG6000-CN controller is functioning sufficiently to allow for a controlled shutdown, shut down the SG6000-CN controller.

Shut down SG6000-CN controller

- 3. If any of the network interfaces on this StorageGRID appliance are configured for DHCP, you might need to update the permanent DHCP lease assignments on the DHCP servers to reference the MAC addresses of the replacement appliance. The update ensures the appliance is assigned the expected IP addresses.
 - a. Locate the MAC address label on the front of the SG6000-CN controller, and determine the MAC address for the Admin Network port.

The MAC address label lists the MAC address for the BMC management port.



To determine the MAC address for the Admin Network port, you must add **2** to the hexadecimal number on the label. For example, if the MAC address on the label ends in **09**, the MAC address for the Admin Port would end in **0B**. If the MAC address on the label ends in **(y)FF**, the MAC address for the Admin Port would end in **(y+1)01**. You can easily make this calculation by opening Calculator in Windows, setting it to Programmer mode, selecting Hex, typing the MAC address, then typing **+ 2** =.

b. Ask your network administrator to associate the DNS/network and IP address for the controller you removed with the MAC address for the replacement controller.

()

You must ensure that all IP addresses for the original controller have been updated before you apply power to the replacement controller. Otherwise, the controller will obtain new DHCP IP addresses when it boots up and might not be able to reconnect to StorageGRID. This step applies to all StorageGRID networks that are attached to the controller.



If the original controller used static IP address, the new controller will automatically adopt the IP addresses of the controller you removed.

- 4. Remove and replace the SG6000-CN controller:
 - a. Label the cables and then disconnect the cables and any SFP+ or SFP28 transceivers.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

- b. Remove the failed controller from the cabinet or rack.
- c. Install the replacement controller into the cabinet or rack.
- d. Replace the cables and any SFP+ or SFP28 transceivers.
- e. Power on the controller and monitor the controller LEDs and boot-up codes.
- 5. If the appliance where you replaced the controller used a key management server (KMS) to encrypt data, additional configuration might be required before the node can join the grid. If the node does not automatically join the grid, make sure that these configuration settings have transferred to the new controller and manually configure any settings that don't have the expected configuration:
 - Configure StorageGRID connections
 - Configure node encryption for the appliance
- 6. Log in to the appliance with the replaced controller:
 - a. Enter the following command: ssh admin@grid_node_IP
 - b. Enter the password listed in the Passwords.txt file.
 - c. Enter the following command to switch to root: su =
 - d. Enter the password listed in the Passwords.txt file.
- 7. Restore BMC network connectivity for the appliance. There are two options:
 - $\,\circ\,$ Use static IP, netmask, and gateway
 - $\circ\,$ Use DHCP to obtain an IP, netmask, and gateway
 - a. To restore the BMC configuration to use a static IP, netmask, and gateway, enter the following commands:

```
run-host-command ipmitool lan set 1 ipsrc static
run-host-command ipmitool lan set 1 ipaddr Appliance_IP
run-host-command ipmitool lan set 1 netmask Netmask_IP
run-host-command ipmitool lan set 1 defgw ipaddr Default_gateway
```

b. To restore the BMC configuration to use DHCP to obtain an IP, netmask, and gateway, enter the

following command:

run-host-command ipmitool lan set 1 ipsrc dhcp

- After restoring BMC network connectivity, connect to the BMC interface to audit and restore any additional custom BMC configuration you might have applied. For example, you should confirm the settings for SNMP trap destinations and email notifications. See Configure BMC interface.
- 9. Confirm that the appliance node appears in the Grid Manager and that no alerts appear.

Related information

SG6000-CN: Install into cabinet or rack

View status indicators and buttons on SG6000-CN controller

View boot-up codes for SG6000-CN controller

Replace one or both power supplies in the SG6000-CN controller

The SG6000-CN controller has two power supplies for redundancy. If one of the power supplies fails, you must replace it as soon as possible to ensure that the compute controller has redundant power. Both power supplies operating in the controller must be the same model and wattage.

What you'll need

• You have determined the physical location in the data center of the controller with the power supply to be replaced.

Locating the controller in a data center

- If you are replacing only one power supply:
 - You have unpacked the replacement power supply unit and ensured that it is the same model and wattage as the power supply unit you are replacing.
 - You have confirmed that the other power supply is installed and running.
- If you are replacing both power supplies at the same time:
 - You have unpacked the replacement power supply units and ensured they are the same model and wattage.

About this task

The figure shows the two power supply units for the SG6000-CN controller, which are accessible from the back of the controller. Use this procedure to replace one or both of the power supplies. If you are replacing both power supplies, you must first perform a controlled shut down of the appliance.



Steps

- 1. If you are replacing only one power supply, you don't need to shut down the appliance. Go to the Unplug the power cord step. If you are replacing both power supplies at the same time, do the following before unplugging the power cords:
 - a. Place the appliance into maintenance mode.
 - b. Shut down the appliance.
- 2. Unplug the power cord from each power supply to be replaced.
- 3. Lift the cam handle on the first supply to be replaced.



4. Press the blue latch and pull the power supply out.



5. With the blue latch on the right, slide the replacement power supply into the chassis.

(i)

Both power supplies must be the same model and wattage.

Ensure that the blue latch is on the right side when you slide the replacement unit in.



- 6. Push the cam handle down to secure the replacement power supply.
- 7. If you are replacing both power supplies, repeat steps 2 though 6 to replace the second power supply.
- 8. Connect the power cords to the replaced units and apply power.
- 9. If you placed the appliance in maintenance mode, exit maintenance mode. From the StorageGRID Appliance Installer, select **Advanced** > **Reboot Controller**, and then select **Reboot into StorageGRID**.

Remove SG6000-CN controller from cabinet or rack

Remove the SG6000-CN controller from a cabinet or rack to access the top cover or to move the controller to a different location.

What you'll need

- You have labels to identify each cable that is connected to the SG6000-CN controller.
- You have physically located the SG6000-CN controller where you are performing maintenance in the data center.

Locate controller in data center

• You have shut down the SG6000-CN controller.

Shut down SG6000-CN controller



Do not shut down the controller using the power switch.

Steps

- 1. Label and then disconnect the controller power cables.
- 2. Wrap the strap end of the ESD wristband around your wrist, and secure the clip end to a metal ground to prevent static discharge.
- 3. Label and then disconnect the controller data cables and any SFP+ or SFP28 transceivers.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. Loosen the two captive screws on the controller front panel.



5. Slide the SG6000-CN controller forward out of the rack until the mounting rails are fully extended and you hear the latches on both sides click.

The controller top cover is accessible.

6. Optional: If you are fully removing the controller from the cabinet or rack, follow the instructions for the rail kit to remove the controller from the rails.

Related information

Remove SG6000-CN controller cover

Reinstall SG6000-CN controller into cabinet or rack

Reinstall the controller into a cabinet or rack when hardware maintenance is complete.

What you'll need

You have reinstalled the controller cover.

Reinstall SG6000-CN controller cover

Steps

1. Press the blue rail releases both rack rails at the same time and slide the SG6000-CN controller into the rack until it is fully seated.

When you cannot move the controller any further, pull the blue latches on both sides of the chassis to slide the controller all the way in.





Do not attach the front bezel until after you power on the controller.

2. Tighten the captive screws on the controller front panel to secure the controller in the rack.



- 3. Wrap the strap end of the ESD wristband around your wrist, and secure the clip end to a metal ground to prevent static discharge.
- 4. Reconnect the controller data cables and any SFP+ or SFP28 transceivers.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

Cable appliance (SG6000)

5. Reconnect the controller power cables.

Connect power cords and apply power (SG6000)

After you finish

The controller can be restarted.

Power on SG6000-CN controller and verify operation

Remove SG6000-CN controller cover

Remove the controller cover to access internal components for maintenance.

What you'll need

Remove the controller from the cabinet or rack to access the top cover.

Remove SG6000-CN controller from cabinet or rack

Steps

- 1. Make sure that the SG6000-CN controller cover latch is not locked. If necessary, turn the blue plastic latch lock one-quarter turn in the unlock direction, as shown on the latch lock.
- 2. Rotate the latch up and back toward the rear of the SG6000-CN controller chassis until it stops; then, carefully lift the cover from the chassis and set it aside.



Wrap the strap end of an ESD wristband around your wrist and secure the clip end to a metal ground to prevent static discharge when working inside the SG6000-CN controller.

Related information

Remove Fibre Channel HBA

Reinstall SG6000-CN controller cover

Reinstall the controller cover when internal hardware maintenance is complete.

What you'll need

You have completed all maintenance procedures inside the controller.

Steps

1. With the cover latch open, hold the cover above the chassis and align the hole in the top cover latch with the pin in the chassis. When the cover is aligned, lower it onto the chassis.



2. Rotate the cover latch forward and down until it stops and the cover fully seats into the chassis. Verify that there are no gaps along the front edge of the cover.

If the cover is not fully seated, you might not be able to slide the SG6000-CN controller into the rack.

3. Optional: Turn the blue plastic latch lock one-quarter turn in the lock direction, as shown on the latch lock, to lock it.

After you finish

Reinstall the controller in the cabinet or rack.

Reinstall SG6000-CN controller into cabinet or rack

Replace Fibre Channel HBA in SG6000-CN controller

You might need to replace the Fibre Channel host bus adapter (HBA) in the SG6000-CN controller if it is not functioning optimally or if it has failed.

Verify Fibre Channel HBA to replace

If you are unsure which Fibre Channel host bus adapter (HBA) to replace, complete this procedure to identify it.

What you'll need

• You have the serial number of the storage appliance or SG6000-CN controller where the Fibre Channel HBA needs to be replaced.



If the serial number of the storage appliance containing the Fibre Channel HBA you are replacing starts with the letter Q, it will not be listed in the Grid Manager. You must check the tags attached to the front of each SG6000-CN controller in the data center until you find a match.

• You are signed in to the Grid Manager using a supported web browser.

Steps

- 1. From the Grid Manager, select **NODES**.
- 2. From the table on the Nodes page, select an appliance Storage Node.

3. Select the **Hardware** tab.

Check the **Storage appliance chassis serial number** and the **Compute controller serial number** in the StorageGRID Appliance section. See if one of these serial numbers matches the serial number of the storage appliance where you are replacing the Fibre Channel HBA. If either serial number matches, you have found the correct appliance.

StorageGRID Appliance			1			
Appliance model: 👔	SG5660					
Storage controller name: 👔	StorageGRID-S	GA-Lab11				
Storage controller A management IP: 🔞	10.224.2.192	10.224.2.192				
Storage controller WWID: @	600a098000a4a	707000000005e8ed5fd				
Storage appliance chassis serial number: 🥹	1142FG000135	1	j j			
Storage controller firmware version: 2	08.40.60.01	·	Į			
Storage hardware: 2	Nominal	al.	5			
Storage controller failed drive count: 👔	0	al.	1			
Storage controller A: 👩	Nominal	th	5			
Storage controller power supply A: (2)	Nominal	th				
Storage controller power supply B: 🧿	Nominal	the				
Storage data drive type: 🥑	NL-SAS HDD		{			
Storage data drive size: 🧿	2.00 TB					
Storage RAID mode: 🕜	RAID6					
Storage connectivity: 🥑	Nominal					
Overall power supply: 🥑	Nominal	die	Ş			
Compute controller serial number: 🥑	SV54365519		1			
Compute controller CPU temperature: 😵	Nominal	th				
Compute controller chassis temperature: 💡	Nominal	the				
Storage shelves						
Shelf chassis serial number 🕐 🗢 Shelf ID 🔇	¢	Shelf status 🥥 💠	IOM status 🛛 ≑			
SN SV13304553 0		Nominal	N/A			
<						

- If the StorageGRID Appliance section does not display, the node selected is not a StorageGRID appliance. Select a different node from the tree view.
- If the Appliance Model is not SG6060 or SG6060X, select a different node from the tree view.
- $\circ\,$ If the serial numbers do not match, select a different node from the tree view.

4. After you locate the node where the Fibre Channel HBA needs to be replaced, write down the Compute controller BMC IP address listed the StorageGRID Appliance section.

You can use this IP address to turn on the compute controller identify LED, to help you locate the appliance in the data center.

Turn the controller identify LED on and off

Related information

Remove Fibre Channel HBA

Remove Fibre Channel HBA

You might need to replace the Fibre Channel host bus adapter (HBA) in the SG6000-CN controller if it is not functioning optimally or if it has failed.

What you'll need

- You have the correct replacement Fibre Channel HBA.
- You have determined which SG6000-CN controller contains the Fibre Channel HBA to replace.
- You have physically located the SG6000-CN controller in the data center.
- You have shut down the SG6000-CN controller.



A controlled shutdown is required before you remove the controller from the rack.

- You have removed the controller from the cabinet or rack.
- You have removed the controller cover.

About this task

To prevent service interruptions, confirm that all other Storage Nodes are connected to the grid before starting the Fibre Channel HBA replacement or replace the adapter during a scheduled maintenance window when periods of service disruption are normally expected. See the information about monitoring node connection states.



If you have ever used an ILM rule that creates only one copy of an object, you must replace the Fibre Channel HBA during a scheduled maintenance window. Otherwise, you might temporarily lose access to those objects during this procedure. See information about why you should not use single-copy replication.

Steps

- 1. Wrap the strap end of the ESD wristband around your wrist, and secure the clip end to a metal ground to prevent static discharge.
- 2. Locate the riser assembly at the rear of the controller that contains the Fibre Channel HBA.



- 3. Grasp the riser assembly through the blue-marked holes and carefully lift it upwards. Move the riser assembly toward the front of the chassis as you lift it to allow the external connectors in its installed adapters to clear the chassis.
- 4. Place the riser card on a flat anti-static surface with the metal frame side down to access the adapters.



There are two adapters in the riser assembly: a Fibre Channel HBA and an Ethernet network adapter. The Fibre Channel HBA is indicated in the illustration.

- 5. Open the blue adapter latch (circled) and carefully remove the Fibre Channel HBA from the riser assembly. Rock the adapter slightly to help remove the adapter from its connector. Do not use excessive force.
- 6. Place the adapter on a flat anti-static surface.

After you finish

Install the replacement Fibre Channel HBA.

Reinstall Fibre Channel HBA

Reinstall Fibre Channel HBA

The replacement Fibre Channel HBA is installed into the same location as the one that was removed.

What you'll need

- You have the correct replacement Fibre Channel HBA.
- · You have removed the existing Fibre Channel HBA.

Remove Fibre Channel HBA

Steps

- 1. Wrap the strap end of the ESD wristband around your wrist, and secure the clip end to a metal ground to prevent static discharge.
- 2. Remove the replacement Fibre Channel HBA from its packaging.
- 3. With the blue adapter latch in the open position, align the Fibre Channel HBA with its connector on the riser assembly; then, carefully press the adapter into the connector until it is fully seated.



There are two adapters in the riser assembly: a Fibre Channel HBA and an Ethernet network adapter. The Fibre Channel HBA is indicated in the illustration.

4. Locate the alignment hole on the riser assembly (circled) that aligns with a guide pin on the system board to ensure correct riser assembly positioning.



5. Position the riser assembly in the chassis, making sure that it aligns with the connector and guide pin on

the system board; then, insert the riser assembly.

- 6. Carefully press the riser assembly in place along its center line, next to the blue-marked holes, until it is fully seated.
- 7. Remove the protective caps from the Fibre Channel HBA ports where you will be reinstalling cables.

After you finish

If you have no other maintenance procedures to perform in the controller, reinstall the controller cover.

Reinstall SG6000-CN controller cover

Change link configuration of SG6000-CN controller

You can change the Ethernet link configuration of the SG6000-CN controller. You can change the port bond mode, the network bond mode, and the link speed.

What you'll need

The appliance has been placed maintenance mode.

About this task

Options for changing the Ethernet link configuration of the SG6000-CN controller include:

- Changing Port bond mode from Fixed to Aggregate, or from Aggregate to Fixed
- Changing Network bond mode from Active-Backup to LACP, or from LACP to Active-Backup
- Enabling or disabling VLAN tagging, or changing the value of a VLAN tag
- Changing the link speed.

Steps

1. From the StorageGRID Appliance Installer, select **Configure Networking > Link Configuration**.



2. Make the desired changes to the link configuration.

For more information on the options, see Configure network links (SG6000).

3. When you are satisfied with your selections, click **Save**.



You might lose your connection if you made changes to the network or link you are connected through. If you are not reconnected within 1 minute, re-enter the URL for the StorageGRID Appliance Installer using one of the other IP addresses assigned to the appliance:

https://Appliance_Controller_IP:8443

If you made changes to the VLAN settings, the subnet for the appliance might have changed. If you need to change the IP addresses for the appliance, follow the Configure IP addresses instructions.

Configure StorageGRID IP addresses

- 4. Select Configure Networking > Ping Test from the menu.
- 5. Use the Ping Test tool to check connectivity to IP addresses on any networks that might have been affected by the link configuration changes you made in the link configuration changes step.

In addition to any other tests you choose to perform, confirm that you can ping the Grid Network IP address of the primary Admin Node, and the Grid Network IP address of at least one other Storage Node. If necessary, return to the link configuration changes step and correct any link configuration issues.

- 6. When you are satisfied that your link configuration changes are working and you have additional procedures to perform while the node is in maintenance mode, perform them now. When you are done, or if you experienced any failures and want to start over, select Advanced > Reboot Controller, and then select one of these options:
 - Select Reboot into StorageGRID
 - Select Reboot into Maintenance Mode to reboot the controller with the node remaining in maintenance mode. Select this option if you experienced any failures during the procedure and want to start over. After the node finishes rebooting into maintenance mode, restart from the appropriate step in the procedure that failed.

lome	Configure Networking -	Configure Hardware 👻	Monitor Installation	Advanced -
Reboot	Controller			RAID Mode Upgrade Firmware
Request	a controller reboot.			Reboot Controller

It can take up to 20 minutes for the appliance to reboot and rejoin the grid. To confirm that the reboot is complete and that the node has rejoined the grid, go back to the Grid Manager. The **NODES** page should display a normal status (no icon) for the appliance node, indicating that no alerts are active and the node is connected to the grid.

=	🗖 NetAp	p StorageGRID Grid	Manager	Search b	by page title Q	? ∽ ≜Root ∽
DASHBOA	RD					
ALERTS	×	Nodoc				
NODES		Noues				
TENANTS		View the list and status of sites	and grid nodes.			
ILM		Search	Q			Total node count: 14
CONFIGUI	ANCE	Name 🗢	Туре 💠	Object data used 😧 💠	Object metadata used 🚷 韋	CPU usage 👔 💠
SUPPORT		StorageGRID Deployment	Grid	0%	0%	-
		Data Center 1	Site	0%	0%	-
		DC1-ADM1	Primary Admin Node	-	-	5%
		DC1-ARC1	Archive Node	-		4%
		DC1-G1	Gateway Node	-	-	2%
		DC1-S1	Storage Node	0%	0%	12%
		DC1-S2	Storage Node	0%	0%	10%

Change MTU setting

You can change the MTU setting that you assigned when you configured IP addresses for the appliance node.



About this task

The MTU value of the network must match the value configured on the switch port the node is connected to. Otherwise, network performance issues or packet loss might occur.



For the best network performance, all nodes should be configured with similar MTU values on their Grid Network interfaces. The **Grid Network MTU mismatch** alert is triggered if there is a significant difference in MTU settings for the Grid Network on individual nodes. The MTU values do not have to be the same for all network types.

To change the MTU setting without rebooting the appliance node, use the Change IP tool.

If the Client or Admin Network was not configured in the StorageGRID Appliance Installer during the initial installation, change the MTU setting using maintenance mode.

Change the MTU setting using the Change IP tool

What you'll need

You have the Passwords.txt file to use the Change IP tool.

Steps

Access the Change IP tool and update the MTU settings as described in Change node network configuration.

Change the MTU setting using maintenance mode

Change the MTU setting using maintenance mode if you are unable to access these settings using the Change IP tool.

What you'll need

The appliance has been placed maintenance mode.

Steps

- 1. From the StorageGRID Appliance Installer, select **Configure Networking > IP Configuration**.
- 2. Make the desired changes to the MTU settings for the Grid Network, Admin Network, and Client Network.

Grid Network

The Grid Network is used for all internal StorageGRID traffic. The Grid Network provides connectivity between all nodes in the grid, across all sites and subnets. All hosts on the Grid Network must be able to talk to all other hosts. The Grid Network can consist of multiple subnets. Networks containing critical grid services, such as NTP, can also be added as Grid subnets.

IP Assignment	Static O DHCP	
Pv4 Address (CIDR)	172.16.3.72/21	
Gateway	172.16.0.1	
All required Primary Admin	Grid Network subnets must also be defined in the Grid Netv n Node before starting installation.	vork Subnet List on the
Subnets (CIDR)	172.18.0.0/21	×
	172.18.0.0/21	×
	192.168.0.0/21	+ ×
MTU	1500	
	Cancel Save	

3. When you are satisfied with the settings, select **Save**.

- 4. If this procedure completed successfully and you have additional procedures to perform while the node is in maintenance mode, perform them now. When you are done, or if you experienced any failures and want to start over, select **Advanced** > **Reboot Controller**, and then select one of these options:
 - Select Reboot into StorageGRID
 - Select Reboot into Maintenance Mode to reboot the controller with the node remaining in maintenance mode. Select this option if you experienced any failures during the procedure and want to start over. After the node finishes rebooting into maintenance mode, restart from the appropriate step in the procedure that failed.

lome	Configure Networking -	Configure Hardware 👻	Monitor Installation	Advanced 🗸
Reboot	t Controller			RAID Mode Upgrade Firmwar
Request	a controller reboot.			Reboot Controlle

It can take up to 20 minutes for the appliance to reboot and rejoin the grid. To confirm that the reboot is complete and that the node has rejoined the grid, go back to the Grid Manager. The **NODES** page should display a normal status (no icon) for the appliance node, indicating that no alerts are active and the node is connected to the grid.

=	NetApp	StorageGRID Grid	Manager		Search by	/ page title	۹	? ~	💄 Root 🗸
DASHBOA	\RD								
ALERTS	×	Nodoc							
NODES		Noues							
TENANTS		View the list and status of sites	and grid nodes.						
ILM	×	Search	Q					Total no	ode count: 14
CONFIGU	RATION	Name 🚖	Туре 🚖	Object data u	sed 😧 🚖	Object metadata use	d 😧 🚖	CPU usage	0 ÷
MAINTEN	ANCE			1012-00-000-000-000-000-000-000-000-000-		•			<u> </u>
SUPPORT		StorageGRID Deployment	Grid	0%		0%		-	
		Data Center 1	Site	0%		0%		-	
		DC1-ADM1	Primary Admin Node	-				5%	
		DC1-ARC1	Archive Node	-				4%	
		DC1-G1	Gateway Node	-		-		2%	
		DC1-S1	Storage Node	0%		0%		12%	
		DC1-S2	Storage Node	0%		0%	2	10%	

Check DNS server configuration

You can check and temporarily change the domain name system (DNS) servers that are currently in use by this appliance node.

What you'll need

The appliance has been placed maintenance mode.

About this task

You might need to change the DNS server settings if an encrypted appliance cannot connect to the key management server (KMS) or KMS cluster because the hostname for the KMS was specified as a domain name instead of an IP address. Any changes that you make to the DNS settings for the appliance are temporary and are lost when you exit maintenance mode. To make these changes permanent, specify the DNS servers in Grid Manager (**MAINTENANCE** > **Network** > **DNS servers**).

- Temporary changes to the DNS configuration are necessary only for node-encrypted appliances where the KMS server is defined using a fully qualified domain name, instead of an IP address, for the hostname.
- When a node-encrypted appliance connects to a KMS using a domain name, it must connect to one of the DNS servers defined for the grid. One of these DNS servers then translates the domain name into an IP address.
- If the node cannot reach a DNS server for the grid, or if you changed the grid-wide DNS settings when a node-encrypted appliance node was offline, the node is unable to connect to the KMS. Encrypted data on the appliance cannot be decrypted until the DNS issue is resolved.

To resolve a DNS issue preventing KMS connection, specify the IP address of one or more DNS servers in the StorageGRID Appliance Installer. These temporary DNS settings allow the appliance to connect to the KMS and decrypt data on the node.

For example, if the DNS server for the grid changes while an encrypted node was offline, the node will not be able to reach the KMS when it comes back online, since it is still using the previous DNS values. Entering the new DNS server IP address in the StorageGRID Appliance Installer allows a temporary KMS connection to decrypt the node data.

Steps

- 1. From the StorageGRID Appliance Installer, select **Configure Networking > DNS Configuration**.
- 2. Verify that the DNS servers specified are correct.

DNS Servers

A Configuration changes made on this page will	not be passed to the StorageGRID software after appliance installation.	
Servers		
Server 1	10.224.223.135	×
Server 2	10.224.223.136	+ ×
	Cancel Save	

3. If required, change the DNS servers.



Changes made to the DNS settings are temporary and are lost when you exit maintenance mode.

4. When you are satisfied with the temporary DNS settings, select **Save**.

The node uses the DNS server settings specified on this page to reconnect to the KMS, allowing data on the node to be decrypted.

- 5. After node data is decrypted, reboot the node. From the StorageGRID Appliance Installer, select **Advanced > Reboot Controller**, and then select one of these options:
 - Select Reboot into StorageGRID to reboot the controller with the node rejoining the grid. Select this
 option if you are done working in maintenance mode and are ready to return the node to normal
 operation.
 - Select Reboot into Maintenance Mode to reboot the controller with the node remaining in maintenance mode. (This option is available only when the controller is in maintenance mode.) Select this option if there are additional maintenance operations you need to perform on the node before rejoining the grid.

lome	Configure Networking -	Configure Hardware 👻	Monitor Installation	Advanced 👻
Reboo	t Controller			RAID Mode Upgrade Firmware
Request	a controller reboot.			Reboot Controller



When the node reboots and rejoins the grid, it uses the system-wide DNS servers listed in the Grid Manager. After rejoining the grid, the appliance will no longer use the temporary DNS servers specified in the StorageGRID Appliance Installer while the appliance was in maintenance mode.

It can take up to 20 minutes for the appliance to reboot and rejoin the grid. To confirm that the reboot is complete and that the node has rejoined the grid, go back to the Grid Manager. The **NODES** page should display a normal status (no icon) for the appliance node, indicating that no alerts are active and the node is connected to the grid.

≡ ■ NetApp	StorageGRID Grid	Manager	Search	by page title Q	?	ot 🗸
DASHBOARD						
ALERTS ~	Madaa					
NODES	Nodes					
TENANTS	View the list and status of sites	and grid nodes.				
ILM 🗸	Search	Q			Total node count:	14
CONFIGURATION	News				CD11	^
MAINTENANCE	Name 🚽	Type	Object data used 🔮 📮	Object metadata used 🥑 📮		
SUPPORT	StorageGRID Deployment	Grid	0%	0%	-	
	Data Center 1	Site	0%	0%		
	DC1-ADM1	Primary Admin Node	-	-	5%	
	DC1-ARC1	Archive Node	-		4%	
	DC1-G1	Gateway Node	-	-	2%	
	DC1-S1	Storage Node	0%	0%	12%	
	DC1-S2	Storage Node	0%	0%	10%	

Monitor node encryption in maintenance mode (SG6000)

If you enabled node encryption for the appliance during installation, you can monitor the node-encryption status of each appliance node, including the node-encryption state and key management server (KMS) details.

What you'll need

- Node encryption must have been enabled for the appliance during installation. You cannot enable node encryption after the appliance is installed.
- You have placed the appliance in maintenance mode.

Steps

1. From the StorageGRID Appliance Installer, select **Configure Hardware > Node Encryption**.

Node Encryption

Node encryption allows you to use an external key management server (KMS) to encrypt all StorageGRID data on this appliance. If node encryption is enabled for the appliance and a KMS is configured for the site, you cannot access any data on the appliance unless the appliance can communicate with the KMS.

Encryption Status	
A You can only enable node encryption	on for an appliance during installation. You cannot enable or disable the node encryption setting after the appliance is installed.
Enable node encryption	✓ Save
Key Management Server Details	

View the status and configuration details for the KMS that manages the encryption key for this appliance. You must use the Grid Manager to make configuration changes.

KMS display name	thales	
External key UID	41b0306abcce451facfce01b1b4870ae1c1ec6bd5e3849d790223766baf35c57	
Hostnames	10.96.99.164 10.96.99.165	
Port	5696	
Server certificate		>
Client certificate		>

Clear KMS Key

A Do not clear the KMS key if you need to access or preserve any data on this appliance.

If you want to reinstall this appliance node (for example, in another grid), you must clear the KMS key. When the KMS key is cleared, all data on this appliance is deleted.

Clear KMS Key and Delete Data

The Node Encryption page includes these three sections:

- Encryption Status shows whether node encryption is enabled or disabled for the appliance.
- Key Management Server Details shows information about the KMS being used to encrypt the appliance. You can expand the server and client certificate sections to view certificate details and status.
 - To address issues with the certificates themselves, such as renewing expired certificates, see the information about KMS in the instructions for administering StorageGRID.
 - If there are unexpected problems connecting to KMS hosts, verify that the domain name system (DNS) servers are correct and that appliance networking is correctly configured.

Check DNS server configuration

- If you are unable to resolve your certificate issues, contact technical support.
- · Clear KMS Key disables node encryption for the appliance, removes the association between the appliance and the key management server that was configured for the StorageGRID site, and deletes

all data from the appliance. You must clear the KMS key before you can install the appliance into another StorageGRID system.



Clearing the KMS configuration deletes data from the appliance, rendering it permanently inaccessible. This data is not recoverable.

- 2. When you are done checking node-encryption status, reboot the node. From the StorageGRID Appliance Installer, select **Advanced** > **Reboot Controller**, and then select one of these options:
 - Select Reboot into StorageGRID to reboot the controller with the node rejoining the grid. Select this
 option if you are done working in maintenance mode and are ready to return the node to normal
 operation.
 - Select Reboot into Maintenance Mode to reboot the controller with the node remaining in maintenance mode. (This option is available only when the controller is in maintenance mode.) Select this option if there are additional maintenance operations you need to perform on the node before rejoining the grid.

lome	Configure Networking -	Configure Hardware 👻	Monitor Installation	Advanced -
eboo	ot Controller			RAID Mode Upgrade Firmware
Request a controller reboot.			Reboot Controller	

It can take up to 20 minutes for the appliance to reboot and rejoin the grid. To confirm that the reboot is complete and that the node has rejoined the grid, go back to the Grid Manager. The **NODES** page should display a normal status (no icon) for the appliance node, indicating that no alerts are active and the node is connected to the grid.

= 🗖 NetAp	p StorageGRID Grid	l Manager	Search b	by page title Q	?
DASHBOARD					
ALERTS ~	Nodoc				
NODES	Noues				
TENANTS	View the list and status of sites	and grid nodes.			
ILM ~	Search	Q			Total node count: 14
	Name 🗢	Туре 💠	Object data used 🥝 🌲	Object metadata used 💡 🌲	CPU usage 👔 💠
SUPPORT	StorageGRID Deployment	Grid	0%	0%	-
	Data Center 1	Site	0%	0%	-
	DC1-ADM1	Primary Admin Node	-	-	5%
	DC1-ARC1	Archive Node	-	-	4%
	DC1-G1	Gateway Node	-	-	2%
	DC1-S1	Storage Node	0%	0%	12%
	DC1-52	Storage Node	0%	0%	10%

Related information

Administer StorageGRID

Clear key management server configuration

Clearing the key management server (KMS) configuration disables node encryption on your appliance. After clearing the KMS configuration, the data on your appliance is permanently deleted and is no longer accessible. This data is not recoverable.

What you'll need

If you need to preserve data on the appliance, you must either perform a node decommission procedure or clone the node before you clear the KMS configuration.



When KMS is cleared, data on the appliance will be permanently deleted and no longer accessible. This data is not recoverable.

Decommission the node to move any data it contains to other nodes in StorageGRID.

About this task

Clearing the appliance KMS configuration disables node encryption, removing the association between the appliance node and the KMS configuration for the StorageGRID site. Data on the appliance is then deleted and the appliance is left in a pre-install state. This process cannot be reversed.

You must clear the KMS configuration:

• Before you can install the appliance into another StorageGRID system, that does not use a KMS or that uses a different KMS.



Do not clear the KMS configuration if you plan to reinstall an appliance node in a StorageGRID system that uses the same KMS key.

- Before you can recover and reinstall a node where the KMS configuration was lost and the KMS key is not recoverable.
- Before returning any appliance that was previously in use at your site.
- After decommissioning a appliance that had node encryption enabled.



Decommission the appliance before clearing KMS to move its data to other nodes in your StorageGRID system. Clearing KMS before decommissioning the appliance will result in data loss and might render the appliance inoperable.

Steps

1. Open a browser, and enter one of the IP addresses for the appliance's compute controller. https://Controller_IP:8443

Controller_IP is the IP address of the compute controller (not the storage controller) on any of the three StorageGRID networks.

The StorageGRID Appliance Installer Home page appears.

2. Select Configure Hardware > Node Encryption.

Node Encryption

Node encryption allows you to use an external key management server (KMS) to encrypt all StorageGRID data on this appliance. If node encryption is enabled for the appliance and a KMS is configured for the site, you cannot access any data on the appliance unless the appliance can communicate with the KMS.

Encryption Status	
A You can only enable node encryptic	n for an appliance during installation. You cannot enable or disable the node encryption setting after the appliance is installed.
Enable node encryption	Save
Key Management Server Details	

View the status and configuration details for the KMS that manages the encryption key for this appliance. You must use the Grid Manager to make configuration changes.

KMS display name	thales	
External key UID	41b0306abcce451facfce01b1b4870ae1c1ec6bd5e3849d790223766baf35c57	
Hostnames	10.96.99.164 10.96.99.165	
Port	5696	
Server certificate		3
Client certificate		3

Clear KMS Key

A Do not clear the KMS key if you need to access or preserve any data on this appliance.

If you want to reinstall this appliance node (for example, in another grid), you must clear the KMS key. When the KMS key is cleared, all data on this appliance is deleted.

Clear KMS Key and Delete Data



If the KMS configuration is cleared, data on the appliance will be permanently deleted. This data is not recoverable.

- 3. At the bottom of the window, select Clear KMS Key and Delete Data.
- 4. If you are sure that you want to clear the KMS configuration, type

clear

and select Clear KMS Key and Delete Data.

A Warning	
Confirm Clear KMS Key and Delete All Nod Clearing the KMS key:	le Data
 Deletes KMS encryption key from the Deletes all data on the node Reboots the appliance 	e node
If you are sure you want to clear the KMS k box. Then, select Clear KMS Key and Dele	ey and delete all node data, type 'clear' in the text ete Data
clear	Cancel Clear KMS Key and Delete Data

The KMS encryption key and all data are deleted from the node, and the appliance reboots. This can take up to 20 minutes.

5. Open a browser, and enter one of the IP addresses for the appliance's compute controller. https://Controller_IP:8443

Controller_IP is the IP address of the compute controller (not the storage controller) on any of the three StorageGRID networks.

The StorageGRID Appliance Installer Home page appears.

- 6. Select Configure Hardware > Node Encryption.
- 7. Verify that node encryption is disabled and that the key and certificate information in **Key Management Server Details** and the **Clear KMS Key and Delete Data** control are removed from the window.

Node encryption cannot be reenabled on the appliance until it is reinstalled in a grid.

After you finish

After the appliance reboots and you have verified that KMS has been cleared and that the appliance is in a pre-install state, you can physically remove the appliance from your StorageGRID system. See the instructions for preparing the appliance for reinstallation.

Related information

Administer StorageGRID
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