



# **Troubleshoot connection issues (SG6000)**

## **StorageGRID**

NetApp  
April 10, 2024

# Table of Contents

- Troubleshoot connection issues (SG6000) ..... 1
  - Unable to connect to appliance ..... 1
  - Expansion shelves do not appear in Appliance Installer ..... 2

# Troubleshoot connection issues (SG6000)

If you encounter connection issues during the StorageGRID appliance installation, you should perform the corrective action steps listed.

## Unable to connect to appliance

If you cannot connect to the appliance, there might be a network issue, or the hardware installation might not have been completed successfully.

### Steps

1. If you are unable to connect to SANtricity System Manager:
  - a. Try to ping the appliance using the IP address for either storage controller on the management network for SANtricity System Manager:  
**ping *Storage\_Controller\_IP***
  - b. If you receive no response from the ping, confirm you are using the correct IP address.  
  
Use the IP address for management port 1 on either storage controller.
  - c. If the IP address is correct, check appliance cabling and the network setup.  
  
If that does not resolve the issue, contact technical support.
  - d. If the ping was successful, open a web browser.
  - e. Enter the URL for SANtricity System Manager:  
**https://*Storage\_Controller\_IP***  
  
The log in page for SANtricity System Manager appears.
2. If you are unable to connect to the SG6000-CN controller:
  - a. Try to ping the appliance using the IP address for the SG6000-CN controller:  
**ping *SG6000-CN\_Controller\_IP***
  - b. If you receive no response from the ping, confirm you are using the correct IP address.  
  
You can use the IP address of the appliance on the Grid Network, the Admin Network, or the Client Network.
  - c. If the IP address is correct, check appliance cabling, SFP transceivers, and the network setup.
  - d. If physical access to the SG6000-CN is available, you can use a direct connection to the permanent link-local IP 169.254.0.1 to check controller networking configuration and update if necessary. For detailed instructions, see step 2 in [Accessing StorageGRID Appliance Installer](#).  
  
If that does not resolve the issue, contact technical support.
  - e. If the ping was successful, open a web browser.
  - f. Enter the URL for the StorageGRID Appliance Installer:  
**https://*SG6000-CN\_Controller\_IP*:8443**  
  
The Home page appears.

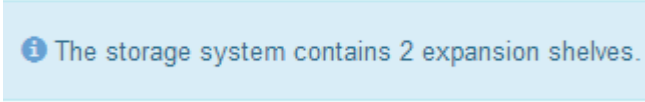
# Expansion shelves do not appear in Appliance Installer


If you have installed expansion shelves for the SG6060 or SG6060X and they do not appear in the StorageGRID Appliance Installer, you should verify that the shelves have been completely installed and powered on.

## About this task

You can verify that the expansion shelves are connected to the appliance by viewing the following information in the StorageGRID Appliance Installer:

- The **Home** page contains a message about expansion shelves.



 The storage system contains 2 expansion shelves.

- The **Advanced > RAID Mode** page indicates by number of drives whether or not the appliance includes expansion shelves. For example, in the following screen shot, two SSDs and 178 HDDs are shown. An SG6060 with two expansion shelves contains 180 total drives.

## Configure RAID Mode

This appliance contains the following drives.

Type	Size	Number of drives
SSD	800 GB	2
HDD	11.8 TB	178

If the StorageGRID Appliance Installer pages do not indicate that expansion shelves are present, follow this procedure.

## Steps

1. Verify that [all required cables have been firmly connected](#).
2. Verify that you have [powered on the expansion shelves](#).
3. If you need help resolving an issue, contact technical support.

## Copyright information

Copyright © 2024 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

## Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.