



Troubleshoot hardware installation (SG5600)

StorageGRID

NetApp
February 20, 2024

This PDF was generated from <https://docs.netapp.com/us-en/storagegrid-116/sg5600/he-error-error-synchronizing-with-santricity-os-software.html> on February 20, 2024. Always check docs.netapp.com for the latest.

Table of Contents

- Troubleshoot hardware installation (SG5600) 1
 - Hardware setup appears to hang (SG5600) 1
 - Troubleshoot connection issues (SG5600) 2
 - Reboot controller while StorageGRID Appliance Installer is running 3

Troubleshoot hardware installation (SG5600)

If you encounter issues during the installation, you might find it helpful to review troubleshooting information related to hardware setup and connectivity issues.

Hardware setup appears to hang (SG5600)

The StorageGRID Appliance Installer might not be available if hardware faults or cabling errors prevent the E5600SG controller from completing its boot-up processing.

Steps

1. Check the Needs Attention LED on either controller and look for a flashing error code.

During power up, the Service Action Allowed and Service Action Required LEDs are turned on while the hardware is initializing. The upper decimal point of the lower digit, called the *diagnostic LED*, also illuminates. The seven-segment display runs through a sequence of codes that are common for both controllers. This is normal and is not an indication of an error. When the hardware boots successfully, the Service Action LEDs are turned off, and the displays are driven by the firmware.

2. Review the codes on the seven-segment display for the E5600SG controller.



The installation and provisioning take time. Some installation phases do not report updates to the StorageGRID Appliance Installer for several minutes.

If an error occurs, the seven-segment display flashes a sequence, such as HE.

3. To understand what these codes mean, see the following resources:

Controller	Reference
E5600SG controller	<ul style="list-style-type: none">• “HE error: Error synchronizing with SANtricity OS Software”• “E5600SG controller seven-segment display codes”
E2700 controller	<p>E-Series documentation</p> <p>Note: The codes described for the E-Series E5600 controller do not apply to the E5600SG controller in the appliance.</p>

4. If this does not resolve the issue, contact technical support.

Related information

[E5600SG controller seven-segment display codes](#)

[HE error: Error synchronizing with SANtricity OS Software](#)

[E2700 Controller-Drive Tray and Related Drive Trays Installation Guide](#)

HE error: Error synchronizing with SANtricity OS Software

The seven-segment display on the compute controller shows an HE error code if the StorageGRID Appliance Installer cannot synchronize with SANtricity OS Software.

About this task

If an HE error code is displayed, perform this corrective action.

Steps

1. Check the integrity of the two SAS interconnect cables, and confirm they are securely connected.
2. As required, replace one or both of the cables, and try again.
3. If this does not resolve the issue, contact technical support.

Troubleshoot connection issues (SG5600)

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

Unable to connect to StorageGRID appliance over network

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

- **Issue**

You cannot connect to the appliance.

- **Cause**

This could occur if there is a network issue or the hardware installation did not complete successfully.

- **Corrective action**

- a. Ping the appliance:

ping E5600_controller_IP

- b. Access the StorageGRID Appliance Installer by opening a browser and entering the following:

https://Management_Port_IP:8443

For Management_Port_IP, enter the IP address for management port 1 on the E5600SG controller (provisioned during the physical installation).

- c. Click **Configure Admin network**, and check the IP.
- d. If you receive a response from the ping, check that port 8443 is open in the firewalls.
- e. Reboot the appliance.
- f. Refresh the installation web page.
- g. If this does not resolve the connection issue, contact technical support from the NetApp Support Site at mysupport.netapp.com.

Reboot controller while StorageGRID Appliance Installer is running

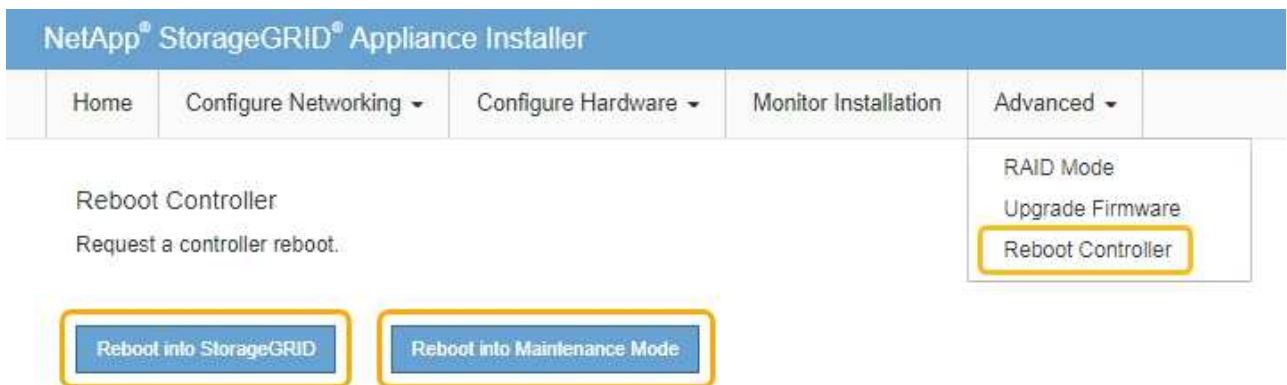
You might need to reboot the compute controller while the StorageGRID Appliance Installer is running. For example, you might need to reboot the controller if the installation fails.

About this task

This procedure only applies when the compute controller is running the StorageGRID Appliance Installer. Once the installation is completed, this step no longer works because the StorageGRID Appliance Installer is no longer available.

Steps

1. From the StorageGRID Appliance Installer, click **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.



The controller is rebooted.

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.