



Deploy appliance node

StorageGRID Appliances

NetApp
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Deploy an appliance node

Deploy appliance Storage Node

After installing and configuring the storage appliance, you can deploy it as a Storage Node in a StorageGRID system. When you deploy an appliance as a Storage Node, you use the StorageGRID Appliance Installer included on the appliance.

Before you begin

- If you are cloning an appliance node, continue following the [appliance node cloning](#) process.
- The appliance has been installed in a rack or cabinet, connected to your networks, and powered on.
- Network links, IP addresses, and port remapping (if necessary) have been configured for the appliance using the StorageGRID Appliance Installer.
- You know one of the IP addresses assigned to the appliance's compute controller. You can use the IP address for any attached StorageGRID network.
- The primary Admin Node for the StorageGRID system has been deployed.
- All Grid Network subnets listed on the IP Configuration page of the StorageGRID Appliance Installer have been defined in the Grid Network Subnet List on the primary Admin Node.
- You have a service laptop with a supported web browser.

About this task

Each storage appliance functions as a single Storage Node. Any appliance can connect to the Grid Network, the Admin Network, and the Client Network

To deploy an appliance Storage Node in a StorageGRID system, you access the StorageGRID Appliance Installer and perform the following steps:

- You specify or confirm the IP address of the primary Admin Node and the name of the Storage Node.
- You start the deployment and wait as volumes are configured and the software is installed.
- When the installation pauses partway through the appliance installation tasks, you resume the installation by signing into the Grid Manager, approving all grid nodes, and completing the StorageGRID installation and deployment processes.



If you need to deploy multiple appliance nodes at one time, you can automate the installation process by using the `configure-sga.py` [Appliance Installation script](#).

- If you are performing an expansion or recovery operation, follow the appropriate instructions:
 - To add an appliance Storage Node to an existing StorageGRID system, see the instructions for [adding grid nodes](#).
 - To deploy an appliance Storage Node as part of a recovery operation, see instructions [recovering an appliance Storage Node](#).

Steps

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

The StorageGRID Appliance Installer Home page appears.

NetApp® StorageGRID® Appliance Installer

Home

Configure Networking ▾

Configure Hardware ▾

Monitor Installation

Advanced ▾

Home

The installation is ready to be started. Review the settings below, and then click Start Installation.

Primary Admin Node connection

Enable Admin Node discovery

☐

Primary Admin Node IP

172.16.4.210

Connection state

Connection to 172.16.4.210 ready

Cancel

Save

Node name

Node name

NetApp-SGA

Cancel

Save

Installation

Current state

Ready to start installation of NetApp-SGA into grid with Admin Node 172.16.4.210.

Start Installation

2. In the **Primary Admin Node connection** section, determine whether you need to specify the IP address for the primary Admin Node.

If you have previously installed other nodes in this data center, the StorageGRID Appliance Installer can discover this IP address automatically, assuming the primary Admin Node, or at least one other grid node with ADMIN_IP configured, is present on the same subnet.

3. If this IP address is not shown or you need to change it, specify the address:

| Option | Description |
|--|---|
| Manual IP entry | <ol style="list-style-type: none"> Clear the Enable Admin Node discovery checkbox. Enter the IP address manually. Click Save. Wait for the connection state for the new IP address to become ready. |
| Automatic discovery of all connected primary Admin Nodes | <ol style="list-style-type: none"> Select the Enable Admin Node discovery checkbox. Wait for the list of discovered IP addresses to be displayed. Select the primary Admin Node for the grid where this appliance Storage Node will be deployed. Click Save. Wait for the connection state for the new IP address to become ready. |

- In the **Node name** field, provide the system name you want to use for this appliance node, and click **Save**.

The name that appears here will be the appliance node's system name. System names are required for internal StorageGRID operations and can't be changed.

- In the **Installation** section, confirm that the current state is "Ready to start installation of *node name* into grid with primary Admin Node *admin_ip*" and that the **Start Installation** button is enabled.

If the **Start Installation** button is not enabled, you might need to change the network configuration or port settings. For instructions, see the maintenance instructions for your appliance.



If you are deploying the Storage Node appliance as a node cloning target, stop the deployment process here and continue the [node cloning procedure](#).

- From the StorageGRID Appliance Installer home page, click **Start Installation**.

The Current state changes to "Installation is in progress," and the [Monitor Installation page](#) is displayed.



If you need to access the Monitor Installation page manually, click **Monitor Installation**.

- If your grid includes multiple appliance Storage Nodes, repeat these steps for each appliance.



If you need to deploy multiple appliance Storage Nodes at one time, you can automate the installation process by using the `configure-sga.py` [Appliance Installation script](#).

Deploy services appliance node

You can deploy a services appliance as a primary Admin Node, a non-primary Admin Node, or a Gateway Node. All services appliances can operate as Gateway Nodes and

Admin Nodes (primary or non-primary) at the same time.

Deploy services appliance as primary Admin Node

When you deploy a services appliance as a primary Admin Node, you use the StorageGRID Appliance Installer included on the appliance to install the StorageGRID software, or you upload the software version you want to install. You must install and configure the primary Admin Node before you install any other appliance node types. A primary Admin Node can connect to the Grid Network, and to the optional Admin Network and Client Network, if one or both are configured.

Before you begin

- The appliance has been installed in a rack or cabinet, connected to your networks, and powered on.
- Network links, IP addresses, and port remapping (if necessary) have been configured for the appliance using the StorageGRID Appliance Installer.
- You have a service laptop with a [supported web browser](#).
- You know one of the IP addresses assigned to the appliance. You can use the IP address for any attached StorageGRID network.

About this task

To install StorageGRID on an appliance primary Admin Node:

- You use the StorageGRID Appliance Installer to install the StorageGRID software. If you want to install a different version of the software, you first upload it using the StorageGRID Appliance Installer.
- You wait as the software is installed.
- When the software has been installed, the appliance is rebooted automatically.

Steps

1. Open a browser, and enter the IP address for the appliance.

`https://services_appliance_IP:8443`

The StorageGRID Appliance Installer Home page appears.

2. In the **This Node** section, select **Primary Admin**.
3. In the **Node name** field, enter the name you want to use for this appliance node, and click **Save**.

The node name is assigned to this appliance node in the StorageGRID system. It is shown on the Grid Nodes page in the Grid Manager.

4. Optionally, to install a different version of the StorageGRID software, follow these steps:

- a. Download the installation archive:

[NetApp Downloads: StorageGRID](#)

- b. Extract the archive.
- c. From the StorageGRID Appliance Installer, select **Advanced > Upload StorageGRID Software**.
- d. Click **Remove** to remove the current software package.

NetApp® StorageGRID® Appliance Installer

Home
Configure Networking
Configure Hardware
Monitor Installation
Advanced


Upload StorageGRID Software

If this node is the primary Admin Node of a new deployment, you must use this page to upload the StorageGRID software installation package, unless the version of the software you want to install has already been uploaded. If you are adding this node to an existing deployment, you can avoid network traffic by uploading the installation package that matches the software version running on the existing grid. If you do not upload the correct package, the node obtains the software from the grid's primary Admin Node during installation.

Current StorageGRID Installation Software

| | |
|--------------|---|
| Version | 11.3.0 |
| Package Name | storagegrid-webscale-images-11-3-0_11.3.0-20190806.1731.4064510_amd64.deb |
| | Remove |

- e. Click **Browse** for the software package you downloaded and extracted. Select the storagegrid-webscale-images-version.deb package.
- f. Select **Home** to return to the Home page.
5. Confirm that the current state is “Ready to start installation of primary Admin Node name with software version x.y” and that the **Start Installation** button is enabled.



If you are deploying the Admin Node appliance as a node cloning target, stop the deployment process here and continue the [node cloning procedure](#).

6. From the StorageGRID Appliance Installer home page, click **Start Installation**.

Home

The installation is ready to be started. Review the settings below, and then click Start Installation.

This Node

Node type

Primary Admin (with Load Balancer)

Node name

xlr8r-8

Cancel

Save

Installation

Current state

Ready to start installation of xlr8r-8 as primary Admin Node of a new grid running StorageGRID 11.6.0.

Start Installation

The Current state changes to “Installation is in progress,” and the Monitor Installation page is displayed.



If you need to access the Monitor Installation page manually, click **Monitor Installation** from the menu bar.

Deploy services appliance as Gateway or non-primary Admin Node

When you deploy a services appliance as a Gateway Node or non-primary Admin Node, you use the StorageGRID Appliance Installer included on the appliance.

Before you begin

- The appliance has been installed in a rack or cabinet, connected to your networks, and powered on.
- Network links, IP addresses, and port remapping (if necessary) have been configured for the appliance using the StorageGRID Appliance Installer.
- The primary Admin Node for the StorageGRID system has been deployed.
- All Grid Network subnets listed on the IP Configuration page of the StorageGRID Appliance Installer have been defined in the Grid Network Subnet List on the primary Admin Node.
- You have a service laptop with a [supported web browser](#).
- You know the IP address assigned to the appliance. You can use the IP address for any attached StorageGRID network.

About this task

To install StorageGRID on a services appliance node:

- You specify or confirm the IP address of the primary Admin Node and the name of the appliance node.
- You start the installation and wait as the software is installed.

Partway through the appliance Gateway Node installation tasks, the installation pauses. To resume the installation, you sign into the Grid Manager, approve all grid nodes, and complete the StorageGRID installation process.



Mixing services appliances with different levels of performance in the same site, such as an SG100 or SG110 with an SG1000 or SG1100, can cause unpredictable and inconsistent results when using multiple nodes in a high-availability group or when balancing client load across multiple services appliances.



If you need to deploy multiple appliance nodes at one time, you can automate the installation process. See [Automate appliance installation and configuration](#).

Steps

1. Open a browser, and enter the IP address for the appliance.

`https://Controller_IP:8443`

The StorageGRID Appliance Installer Home page appears.

2. In the Primary Admin Node connection section, determine whether you need to specify the IP address for the primary Admin Node.

If you have previously installed other nodes in this data center, the StorageGRID Appliance Installer can

discover this IP address automatically, assuming the primary Admin Node, or at least one other grid node with ADMIN_IP configured, is present on the same subnet.

3. If this IP address is not shown or you need to change it, specify the address:

| Option | Description |
|--|--|
| Manual IP entry | <ul style="list-style-type: none">a. Clear the Enable Admin Node discovery checkbox.b. Enter the IP address manually.c. Click Save.d. Wait for the connection state for the new IP address to become ready. |
| Automatic discovery of all connected primary Admin Nodes | <ul style="list-style-type: none">a. Select the Enable Admin Node discovery checkbox.b. Wait for the list of discovered IP addresses to be displayed.c. Select the primary Admin Node for the grid where this appliance Storage Node will be deployed.d. Click Save.e. Wait for the connection state for the new IP address to become ready. |

4. In the **Node name** field, provide the system name you want to use for this appliance node, and click **Save**.

The name that appears here will be the appliance node's system name. System names are required for internal StorageGRID operations and can't be changed.

5. Optionally, to install a different version of the StorageGRID software, follow these steps:

- a. Download the installation archive:

[NetApp Downloads: StorageGRID](#)

- b. Extract the archive.
- c. From the StorageGRID Appliance Installer, select **Advanced > Upload StorageGRID Software**.
- d. Click **Remove** to remove the current software package.

NetApp® StorageGRID® Appliance Installer

Home
Configure Networking ▾
Configure Hardware ▾
Monitor Installation
Advanced ▾

Upload StorageGRID Software

If this node is the primary Admin Node of a new deployment, you must use this page to upload the StorageGRID software installation package, unless the version of the software you want to install has already been uploaded. If you are adding this node to an existing deployment, you can avoid network traffic by uploading the installation package that matches the software version running on the existing grid. If you do not upload the correct package, the node obtains the software from the grid's primary Admin Node during installation.

Current StorageGRID Installation Software

| | |
|--------------|---|
| Version | 11.3.0 |
| Package Name | storagegrid-webscale-images-11-3-0_11.3.0-20190806.1731.4064510_amd64.deb |
| | <div>Remove</div> |

- e. Click **Browse** for the software package you downloaded and extracted. Select the `storagegrid-webscale-images-version.deb` package.
 - f. Select **Home** to return to the Home page.
6. In the Installation section, confirm that the current state is "Ready to start installation of *node name* into grid with primary Admin Node *admin_ip*" and that the **Start Installation** button is enabled.

If the **Start Installation** button is not enabled, you might need to change the network configuration or port settings. For instructions, see the maintenance instructions for your appliance.

7. From the StorageGRID Appliance Installer home page, click **Start Installation**.

The Current state changes to "Installation is in progress," and the [Monitor Installation page](#) is displayed.



If you need to access the Monitor Installation page manually, click **Monitor Installation** from the menu bar.

8. If your grid includes multiple appliance nodes, repeat the previous steps for each appliance.

Monitor appliance installation

The StorageGRID Appliance Installer provides status until installation is complete. When the software installation is complete, the appliance is rebooted.

Example 1. Steps

Storage appliance

1. To monitor the installation progress, click **Monitor Installation**.

The Monitor Installation page shows the installation progress.

Monitor Installation

| 1. Configure storage | | | Running |
|-------------------------------|-------------|------------------------------------|---------|
| Step | Progress | Status | |
| Connect to storage controller | <div></div> | Complete | |
| Clear existing configuration | <div></div> | Complete | |
| Configure volumes | <div></div> | Creating volume StorageGRID-obj-00 | |
| Configure host settings | | Pending | |

| | |
|--------------------------|---------|
| 2. Install OS | Pending |
| 3. Install StorageGRID | Pending |
| 4. Finalize installation | Pending |

The blue status bar indicates which task is currently in progress. Green status bars indicate tasks that have completed successfully.



The installer ensures that tasks completed in a previous install aren't re-run. If you are re-running an installation, any tasks that don't need to be re-run are shown with a green status bar and a status of "Skipped."

2. Review the progress of the first two installation stages.

1. Configure storage

During this stage, the installer connects to the storage controller, clears any existing configuration, creates RAIDs according to the configured RAID Mode, allocates volumes for StorageGRID software and object data storage, and configures host settings.

2. Install OS

During this stage, the installer copies the base operating system image for StorageGRID to the appliance.

3. Continue monitoring the installation progress until the **Install StorageGRID** stage pauses and a message appears on the embedded console, prompting you to approve this node on the Admin Node using the Grid Manager. Go to the next step.

Monitor Installation

| | |
|--------------------------|----------|
| 1. Configure storage | Complete |
| 2. Install OS | Complete |
| 3. Install StorageGRID | Running |
| 4. Finalize installation | Pending |

Connected (unencrypted) to: QEMU

```

/platform.type=: Device or resource busy
[2017-07-31T22:09:12.362566] INFO -- [INSG] NOTICE: seeding /var/local with c
ontainer data
[2017-07-31T22:09:12.366205] INFO -- [INSG] Fixing permissions
[2017-07-31T22:09:12.369633] INFO -- [INSG] Enabling syslog
[2017-07-31T22:09:12.511533] INFO -- [INSG] Stopping system logging: syslog-n
g.
[2017-07-31T22:09:12.570096] INFO -- [INSG] Starting system logging: syslog-n
g.
[2017-07-31T22:09:12.576360] INFO -- [INSG] Beginning negotiation for downloa
d of node configuration
[2017-07-31T22:09:12.581363] INFO -- [INSG]
[2017-07-31T22:09:12.585066] INFO -- [INSG]
[2017-07-31T22:09:12.588314] INFO -- [INSG]
[2017-07-31T22:09:12.591851] INFO -- [INSG]
[2017-07-31T22:09:12.594886] INFO -- [INSG]
[2017-07-31T22:09:12.598360] INFO -- [INSG]
[2017-07-31T22:09:12.601324] INFO -- [INSG]
[2017-07-31T22:09:12.604759] INFO -- [INSG]
[2017-07-31T22:09:12.607800] INFO -- [INSG]
[2017-07-31T22:09:12.610985] INFO -- [INSG]
[2017-07-31T22:09:12.614597] INFO -- [INSG]
[2017-07-31T22:09:12.618282] INFO -- [INSG] Please approve this node on the A
dmin Node GMI to proceed...

```

- Go to the Grid Manager of the Primary Admin node, approve the pending storage node, and complete the StorageGRID installation process.

When you click **Install** from the Grid Manager, Stage 3 completes and stage 4, **Finalize Installation**, begins. When stage 4 completes, the controller is rebooted.

Close the window after all installation stages are complete.

Services appliance

- To monitor the installation progress, click **Monitor Installation** from the menu bar.

The Monitor Installation page shows the installation progress.

Monitor Installation

| | | |
|---------------------------|-----------------|----------------------|
| 1. Configure storage | | Complete |
| 2. Install OS | | Running |
| Step | Progress | Status |
| Obtain installer binaries | <div></div> | Complete |
| Configure installer | <div></div> | Complete |
| Install OS | <div></div> | Installer VM running |
| 3. Install StorageGRID | | Pending |
| 4. Finalize installation | | Pending |

The blue status bar indicates which task is currently in progress. Green status bars indicate tasks that have completed successfully.



The installer ensures that tasks completed in a previous install aren't re-run. If you are re-running an installation, any tasks that don't need to be re-run are shown with a green status bar and a status of "Skipped."

2. Review the progress of first two installation stages.

◦ 1. Configure storage

During this stage, the installer clears any existing configuration from the drives in the appliance, and configures host settings.

◦ 2. Install OS

During this stage, the installer copies the base operating system image for StorageGRID to the appliance.

3. Continue monitoring the installation progress until one of the following processes occurs:

- For all appliance nodes except the primary Admin Node, the Install StorageGRID stage pauses and a message appears on the embedded console, prompting you to approve this node on the Admin Node using the [Grid Manager](#). Go to the next step.
- For appliance primary Admin Node installation, you don't need to approve the node. The appliance is rebooted. You can skip the next step.



During installation of an appliance primary Admin Node, a fifth phase appears to load the StorageGRID Installer (the example screen shot shows only the first four phases). If loading the StorageGRID Installer (fifth phase) is in progress for more than 10 minutes, refresh the web page manually.

Monitor Installation

| | |
|--------------------------|----------|
| 1. Configure storage | Complete |
| 2. Install OS | Complete |
| 3. Install StorageGRID | Running |
| 4. Finalize installation | Pending |

Connected (unencrypted) to: QEMU

```

/platform.type=: Device or resource busy
[2017-07-31T22:09:12.362566] INFO -- [INSG] NOTICE: seeding /var/local with c
ontainer data
[2017-07-31T22:09:12.366205] INFO -- [INSG] Fixing permissions
[2017-07-31T22:09:12.369633] INFO -- [INSG] Enabling syslog
[2017-07-31T22:09:12.511533] INFO -- [INSG] Stopping system logging: syslog-n
g.
[2017-07-31T22:09:12.570096] INFO -- [INSG] Starting system logging: syslog-n
g.
[2017-07-31T22:09:12.576360] INFO -- [INSG] Beginning negotiation for downloa
d of node configuration
[2017-07-31T22:09:12.581363] INFO -- [INSG]
[2017-07-31T22:09:12.585066] INFO -- [INSG]
[2017-07-31T22:09:12.588314] INFO -- [INSG]
[2017-07-31T22:09:12.591851] INFO -- [INSG]
[2017-07-31T22:09:12.594886] INFO -- [INSG]
[2017-07-31T22:09:12.598360] INFO -- [INSG]
[2017-07-31T22:09:12.601324] INFO -- [INSG]
[2017-07-31T22:09:12.604759] INFO -- [INSG]
[2017-07-31T22:09:12.607800] INFO -- [INSG]
[2017-07-31T22:09:12.610985] INFO -- [INSG]
[2017-07-31T22:09:12.614597] INFO -- [INSG]
[2017-07-31T22:09:12.618282] INFO -- [INSG] Please approve this node on the A
dmin Node GMI to proceed...

```

- Go to the [Grid Manager](#) of the Primary Admin node, approve the pending grid node, and complete the StorageGRID installation process.

When you click **Install** from the Grid Manager, Stage 3 completes and stage 4, **Finalize Installation**, begins. When stage 4 completes, the appliance is rebooted.

Close the window after all installation stages are complete.

Reboot appliance while StorageGRID Appliance Installer is running

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

About this task

This procedure only applies when the appliance 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 appliance is rebooted.

Troubleshoot hardware installation (SG100 and SG1000)

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

View boot-up codes

When you apply power to the appliance, the BMC logs a series of boot-up codes. You can view these codes on a graphical console that is connected to the BMC management port.

Before you begin

- You know how to [access the BMC dashboard](#).
- If you want to use serial-over-LAN (SOL), you have experience using IPMI SOL console applications.

Steps

1. Select one of the following methods for viewing the boot-up codes for the appliance controller, and gather the required equipment.

| Method | Required equipment |
|-------------|--|
| VGA console | <ul style="list-style-type: none"> • VGA-capable monitor • VGA cable |
| KVM | <ul style="list-style-type: none"> • RJ-45 cable |
| Serial port | <ul style="list-style-type: none"> • DB-9 serial cable • Virtual serial terminal |
| SOL | <ul style="list-style-type: none"> • Virtual serial terminal |

2. If you are using a VGA console, perform these steps:
 - a. Connect a VGA-capable monitor to the VGA port on the back of the appliance.
 - b. View the codes displayed on the monitor.
3. If you are using BMC KVM, perform these steps:
 - a. Connect to the BMC management port and log in to the BMC web interface.
 - b. Select **Remote Control**.
 - c. Launch the KVM.
 - d. View the codes on the virtual monitor.
4. If you are using a serial port and terminal, perform these steps:
 - a. Connect to the DB-9 serial port on the back of the appliance.
 - b. Use settings 115200 8-N-1.
 - c. View the codes printed over the serial terminal.
5. If you are using SOL, perform these steps:
 - a. Connect to the IPMI SOL using the BMC IP address and login credentials.

```
ipmitool -I lanplus -H BMC_Port_IP -U admin -P Password sol activate
```



In some cases the default username might be `root` instead of `admin`.

- b. View the codes on the virtual serial terminal.
6. Use the table to look up the codes for your appliance.

| Code | Indicates |
|------|---|
| HI | The master boot script has started. |
| HP | The system is checking to see if the network interface card (NIC) firmware needs to be updated. |
| RB | The system is rebooting after applying firmware updates. |

| Code | Indicates |
|------|--|
| FP | The hardware subsystem firmware update checks have been completed. Inter-controller communication services are starting. |
| HC | The system is checking for existing StorageGRID installation data. |
| HO | The StorageGRID appliance is running. |
| HA | StorageGRID is running. |

View error codes

If a hardware error occurs when the appliance is booting up, the BMC logs an error code. As required, you can view these error codes using the BMC interface, and then work with technical support to resolve the issue.

Before you begin

- You know how to [access the BMC dashboard](#).

Steps

- From the BMC dashboard, select **BIOS POST Code**.
- Review the information displayed for Current Code and the Previous Code.

If any of the following error codes are shown, work with technical support to resolve the issue.

| Code | Indicates |
|------|---|
| 0x0E | Microcode not found |
| 0x0F | Microcode not loaded |
| 0x50 | Memory initialization error. Invalid memory type or incompatible memory speed. |
| 0x51 | Memory initialization error. SPD reading has failed. |
| 0x52 | Memory initialization error. Invalid memory size or memory modules don't match. |
| 0x53 | Memory initialization error. No usable memory detected. |
| 0x54 | Unspecified memory initialization error |
| 0x55 | Memory not installed |
| 0x56 | Invalid CPU type or speed |

| Code | Indicates |
|-------------|--|
| 0x57 | CPU mismatch |
| 0x58 | CPU self-test failed, or possible CPU cache error |
| 0x59 | CPU micro-code is not found, or micro-code update failed |
| 0x5A | Internal CPU error |
| 0x5B | Reset PPI is not available |
| 0x5C | PEI phase BMC self-test failure |
| 0xD0 | CPU initialization error |
| 0xD1 | North bridge initialization error |
| 0xD2 | South bridge initialization error |
| 0xD3 | Some architectural protocols aren't available |
| 0xD4 | PCI resource allocation error. Out of resources. |
| 0xD5 | No space for legacy option ROM |
| 0xD6 | No console output devices are found |
| 0xD7 | No console input devices are found |
| 0xD8 | Invalid password |
| 0xD9 | Error loading boot option (LoadImage returned error) |
| 0xDA | Boot option failed (StartImage returned error) |
| 0xDB | Flash update failed |
| 0xDC | Reset protocol is not available |
| 0xDD | DXE phase BMC self-test failure |
| 0xE8 | MRC: ERR_NO_MEMORY |
| 0xE9 | MRC: ERR_LT_LOCK |

| Code | Indicates |
|------|-----------------------------|
| 0xEA | MRC: ERR_DDR_INIT |
| 0xEB | MRC: ERR_MEM_TEST |
| 0xEC | MRC: ERR_VENDOR_SPECIFIC |
| 0xED | MRC: ERR_DIMM_COMPAT |
| 0xEE | MRC: ERR_MRC_COMPATIBILITY |
| 0xEF | MRC: ERR_MRC_STRUCT |
| 0xF0 | MRC: ERR_SET_VDD |
| 0xF1 | MRC: ERR_IOT_MEM_BUFFER |
| 0xF2 | MRC: ERR_RC_INTERNAL |
| 0xF3 | MRC: ERR_INVALID_REG_ACCESS |
| 0xF4 | MRC: ERR_SET_MC_FREQ |
| 0xF5 | MRC: ERR_READ_MC_FREQ |
| 0x70 | MRC: ERR_DIMM_CHANNEL |
| 0x74 | MRC: ERR_BIST_CHECK |
| 0xF6 | MRC: ERR_SMBUS |
| 0xF7 | MRC: ERR_PCU |
| 0xF8 | MRC: ERR_NGN |
| 0xF9 | MRC: ERR_INTERLEAVE_FAILURE |

Hardware setup appears to hang

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

Steps

1. Review the LEDs on the appliance and the boot-up and error codes displayed in the BMC.

2. If you need help resolving an issue, contact technical support.

Connection issues

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

Steps

1. Try to ping the appliance using the IP address for the appliance :

ping services_appliance_IP

2. 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.

3. If the IP address is correct, check appliance cabling, QSFP or SFP transceivers, and the network setup.
4. If physical access to the appliance 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 [Access StorageGRID Appliance Installer](#).

If that does not resolve the issue, contact technical support.

5. If the ping was successful, open a web browser.
6. Enter the URL for the StorageGRID Appliance Installer:

https://appliances_controller_IP:8443

The Home page appears.

Troubleshoot hardware installation (SG110 and SG1100)

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

View boot-up codes

When you apply power to the appliance, the BMC logs a series of boot-up codes. You can view these codes on a graphical console that is connected to the BMC management port.

Before you begin

- You know how to [access the BMC dashboard](#).
- If you want to use serial-over-LAN (SOL), you have experience using IPMI SOL console applications.

Steps

1. Select one of the following methods for viewing the boot-up codes for the appliance controller, and gather the required equipment.

| Method | Required equipment |
|-------------|--|
| VGA console | <ul style="list-style-type: none"> • VGA-capable monitor • VGA cable |
| KVM | <ul style="list-style-type: none"> • RJ-45 cable |
| Serial port | <ul style="list-style-type: none"> • DB-9 serial cable • Virtual serial terminal |
| SOL | <ul style="list-style-type: none"> • Virtual serial terminal |

2. If you are using a VGA console, perform these steps:
 - a. Connect a VGA-capable monitor to the VGA port on the back of the appliance.
 - b. View the codes displayed on the monitor.
3. If you are using BMC KVM, perform these steps:
 - a. Connect to the BMC management port and log in to the BMC web interface.
 - b. Select **Remote Control**.
 - c. Launch the KVM.
 - d. View the codes on the virtual monitor.
4. If you are using a serial port and terminal, perform these steps:
 - a. Connect to the serial USB port on the back of the appliance.
 - b. Use settings 115200 8-N-1.
 - c. View the codes printed over the serial terminal.
5. If you are using SOL, perform these steps:
 - a. Connect to the IPMI SOL using the BMC IP address and login credentials.

```
ipmitool -I lanplus -H BMC_Port_IP -U admin -P Password sol activate
```

- b. View the codes on the virtual serial terminal.
6. Use the table to look up the codes for your appliance.

| Code | Indicates |
|------|--|
| HI | The master boot script has started. |
| HP | The system is checking to see if the network interface card (NIC) firmware needs to be updated. |
| RB | The system is rebooting after applying firmware updates. |
| FP | The hardware subsystem firmware update checks have been completed. Inter-controller communication services are starting. |

| Code | Indicates |
|------|--|
| HC | The system is checking for existing StorageGRID installation data. |
| HO | The StorageGRID appliance is running. |
| HA | StorageGRID is running. |

View error codes

If a hardware error occurs when the appliance is booting up, the BMC logs an error code. As required, you can view these error codes using the BMC interface, and then work with technical support to resolve the issue.

Before you begin

- You know how to [access the BMC dashboard](#).

Steps

- From the BMC dashboard, select **BIOS POST Code**.
- Review the information displayed for Current Code and the Previous Code.

If any of the following error codes are shown, work with technical support to resolve the issue.

| Code | Indicates |
|------|---|
| 0x0E | Microcode not found |
| 0x0F | Microcode not loaded |
| 0x50 | Memory initialization error. Invalid memory type or incompatible memory speed. |
| 0x51 | Memory initialization error. SPD reading has failed. |
| 0x52 | Memory initialization error. Invalid memory size or memory modules don't match. |
| 0x53 | Memory initialization error. No usable memory detected. |
| 0x54 | Unspecified memory initialization error |
| 0x55 | Memory not installed |
| 0x56 | Invalid CPU type or speed |
| 0x57 | CPU mismatch |

| Code | Indicates |
|-------------|--|
| 0x58 | CPU self-test failed, or possible CPU cache error |
| 0x59 | CPU micro-code is not found, or micro-code update failed |
| 0x5A | Internal CPU error |
| 0x5B | Reset PPI is not available |
| 0x5C | PEI phase BMC self-test failure |
| 0xD0 | CPU initialization error |
| 0xD1 | North bridge initialization error |
| 0xD2 | South bridge initialization error |
| 0xD3 | Some architectural protocols aren't available |
| 0xD4 | PCI resource allocation error. Out of resources. |
| 0xD5 | No space for legacy option ROM |
| 0xD6 | No console output devices are found |
| 0xD7 | No console input devices are found |
| 0xD8 | Invalid password |
| 0xD9 | Error loading boot option (LoadImage returned error) |
| 0xDA | Boot option failed (StartImage returned error) |
| 0xDB | Flash update failed |
| 0xDC | Reset protocol is not available |
| 0xDD | DXE phase BMC self-test failure |
| 0xE8 | MRC: ERR_NO_MEMORY |
| 0xE9 | MRC: ERR_LT_LOCK |
| 0xEA | MRC: ERR_DDR_INIT |

| Code | Indicates |
|------|-----------------------------|
| 0xEB | MRC: ERR_MEM_TEST |
| 0xEC | MRC: ERR_VENDOR_SPECIFIC |
| 0xED | MRC: ERR_DIMM_COMPAT |
| 0xEE | MRC: ERR_MRC_COMPATIBILITY |
| 0xEF | MRC: ERR_MRC_STRUCT |
| 0xF0 | MRC: ERR_SET_VDD |
| 0xF1 | MRC: ERR_IOT_MEM_BUFFER |
| 0xF2 | MRC: ERR_RC_INTERNAL |
| 0xF3 | MRC: ERR_INVALID_REG_ACCESS |
| 0xF4 | MRC: ERR_SET_MC_FREQ |
| 0xF5 | MRC: ERR_READ_MC_FREQ |
| 0x70 | MRC: ERR_DIMM_CHANNEL |
| 0x74 | MRC: ERR_BIST_CHECK |
| 0xF6 | MRC: ERR_SMBUS |
| 0xF7 | MRC: ERR_PCU |
| 0xF8 | MRC: ERR_NGN |
| 0xF9 | MRC: ERR_INTERLEAVE_FAILURE |

Hardware setup appears to hang

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

Steps

1. Review the LEDs on the appliance and the boot-up and error codes displayed in the BMC.
2. If you need help resolving an issue, contact technical support.

Connection issues

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

Steps

1. Try to ping the appliance using the IP address for the appliance :

ping appliance_IP

2. 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.

3. If the IP address is correct, check appliance cabling, QSFP or SFP transceivers, and the network setup.
4. If physical access to the appliance 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 [Access StorageGRID Appliance Installer](#).

If that does not resolve the issue, contact technical support.

5. If the ping was successful, open a web browser.
6. Enter the URL for the StorageGRID Appliance Installer:

https://appliances_controller_IP:8443

The Home page appears.

Troubleshoot hardware installation (SG5700 or SG6000)

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

View boot-up codes (SG6000-CN controller)

When you apply power to the appliance, the BMC logs a series of boot-up codes for the SG6000-CN controller. You can view these codes in several ways.

Before you begin

- You know how to [access the BMC dashboard](#).
- If you want to use serial-over-LAN (SOL), you have experience using IPMI SOL console applications.

Steps

1. Select one of the following methods for viewing the boot-up codes for the appliance controller, and gather the required equipment.

| Method | Required equipment |
|-------------|---|
| VGA console | <ul style="list-style-type: none">• VGA-capable monitor• VGA cable |

| Method | Required equipment |
|-------------|--|
| KVM | <ul style="list-style-type: none"> • RJ-45 cable |
| Serial port | <ul style="list-style-type: none"> • DB-9 serial cable • Virtual serial terminal |
| SOL | <ul style="list-style-type: none"> • Virtual serial terminal |

2. If you are using a VGA console, perform these steps:
 - a. Connect a VGA-capable monitor to the VGA port on the back of the appliance.
 - b. View the codes displayed on the monitor.
3. If you are using BMC KVM, perform these steps:
 - a. Connect to the BMC management port and log in to the BMC web interface.
 - b. Select **Remote Control**.
 - c. Launch the KVM.
 - d. View the codes on the virtual monitor.
4. If you are using a serial port and terminal, perform these steps:
 - a. Connect to the DB-9 serial port on the back of the appliance.
 - b. Use settings 115200 8-N-1.
 - c. View the codes printed over the serial terminal.
5. If you are using SOL, perform these steps:
 - a. Connect to the IPMI SOL using the BMC IP address and login credentials.

```
ipmitool -I lanplus -H BMC_Port_IP -U admin -P Password sol activate
```



In some cases the default username for an SG6000 appliance might be `root` instead of `admin`.

- b. View the codes on the virtual serial terminal.
6. Use the table to look up the codes for your appliance.

| Code | Indicates |
|------|--|
| HI | The master boot script has started. |
| HP | The system is checking to see if the network interface card (NIC) firmware needs to be updated. |
| RB | The system is rebooting after applying firmware updates. |
| FP | The hardware subsystem firmware update checks have been completed. Inter-controller communication services are starting. |

| Code | Indicates |
|------|--|
| HE | <p>For an appliance Storage Node only:</p> <p>The system is awaiting connectivity with the storage controllers and synchronizing with the SANtricity operating system.</p> <p>Note: If the boot-up procedure does not progress past this stage, perform these steps:</p> <ol style="list-style-type: none"> Confirm that the four interconnect cables between the SG6000-CN controller and the two storage controllers are securely connected. As required, replace one or more of the cables, and try again. If this does not resolve the issue, contact technical support. |
| HC | The system is checking for existing StorageGRID installation data. |
| HO | The StorageGRID Appliance Installer is running. |
| HA | StorageGRID is running. |

View error codes (SG6000-CN controller)

If a hardware error occurs when the SG6000-CN controller is booting up, the BMC logs an error code. As required, you can view these error codes using the BMC interface, and then work with technical support to resolve the issue.

Before you begin

- You know how to [access the BMC dashboard](#).

Steps

- From the BMC dashboard, select **BIOS POST Code**.
- Review the information displayed for Current Code and the Previous Code.

If any of the following error codes are shown, work with technical support to resolve the issue.

| Code | Indicates |
|------|--|
| 0x0E | Microcode not found |
| 0x0F | Microcode not loaded |
| 0x50 | Memory initialization error. Invalid memory type or incompatible memory speed. |
| 0x51 | Memory initialization error. SPD reading has failed. |

| Code | Indicates |
|-------------|---|
| 0x52 | Memory initialization error. Invalid memory size or memory modules don't match. |
| 0x53 | Memory initialization error. No usable memory detected. |
| 0x54 | Unspecified memory initialization error |
| 0x55 | Memory not installed |
| 0x56 | Invalid CPU type or speed |
| 0x57 | CPU mismatch |
| 0x58 | CPU self-test failed, or possible CPU cache error |
| 0x59 | CPU micro-code is not found, or micro-code update failed |
| 0x5A | Internal CPU error |
| 0x5B | Reset PPI is not available |
| 0x5C | PEI phase BMC self-test failure |
| 0xD0 | CPU initialization error |
| 0xD1 | North bridge initialization error |
| 0xD2 | South bridge initialization error |
| 0xD3 | Some architectural protocols aren't available |
| 0xD4 | PCI resource allocation error. Out of resources. |
| 0xD5 | No space for legacy option ROM |
| 0xD6 | No console output devices are found |
| 0xD7 | No console input devices are found |
| 0xD8 | Invalid password |
| 0xD9 | Error loading boot option (LoadImage returned error) |

| Code | Indicates |
|------|--|
| 0xDA | Boot option failed (StartImage returned error) |
| 0xDB | Flash update failed |
| 0xDC | Reset protocol is not available |
| 0xDD | DXE phase BMC self-test failure |
| 0xE8 | MRC: ERR_NO_MEMORY |
| 0xE9 | MRC: ERR_LT_LOCK |
| 0xEA | MRC: ERR_DDR_INIT |
| 0xEB | MRC: ERR_MEM_TEST |
| 0xEC | MRC: ERR_VENDOR_SPECIFIC |
| 0xED | MRC: ERR_DIMM_COMPAT |
| 0xEE | MRC: ERR_MRC_COMPATIBILITY |
| 0xEF | MRC: ERR_MRC_STRUCT |
| 0xF0 | MRC: ERR_SET_VDD |
| 0xF1 | MRC: ERR_IOT_MEM_BUFFER |
| 0xF2 | MRC: ERR_RC_INTERNAL |
| 0xF3 | MRC: ERR_INVALID_REG_ACCESS |
| 0xF4 | MRC: ERR_SET_MC_FREQ |
| 0xF5 | MRC: ERR_READ_MC_FREQ |
| 0x70 | MRC: ERR_DIMM_CHANNEL |
| 0x74 | MRC: ERR_BIST_CHECK |
| 0xF6 | MRC: ERR_SMBUS |
| 0xF7 | MRC: ERR_PCU |

| Code | Indicates |
|------|-----------------------------|
| 0xF8 | MRC: ERR_NGN |
| 0xF9 | MRC: ERR_INTERLEAVE_FAILURE |

Hardware setup appears to hang (SG6000 or SG5700)

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

Example 2. Steps

SG5700

1. [Watch the codes on the SG5700 seven-segment displays.](#)

While the hardware is initializing during power up, the two seven-segment displays show a sequence of codes. When the hardware boots successfully, the seven-segment displays show different codes for each controller.

2. Review the codes on the seven-segment display for the E5700SG controller.



The installation and provisioning take time. Some installation phases don't 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 |
|--------------------|--|
| E5700SG controller | <ul style="list-style-type: none">• "Status indicators on the E5700SG controller"• "HE error: Error synchronizing with SANtricity OS Software" |
| E2800 controller | <p>E5700 and E2800 System Monitoring Guide</p> <p>Note: The codes described for the E-Series E5700 controller don't apply to the E5700SG controller in the appliance.</p> |

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

SG6000

1. For the storage controllers, watch the codes on the seven-segment displays.

While the hardware is initializing during power up, the two seven-segment displays show a sequence of codes. When the hardware boots successfully, both seven-segment displays show 99.

2. Review the LEDs on the SG6000-CN controller and the boot-up and error codes displayed in the BMC.
3. If you need help resolving an issue, contact technical support.

Connection issues (SG5700 or SG6000)

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

Unable to connect to SG6000 appliance

If you can't 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.

SG6060 expansion shelves don't appear in Appliance Installer

If you have installed expansion shelves for the SG6060 and they don't 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 don't indicate that expansion shelves are present, follow this procedure.

Steps

1. Verify that all required cables have been firmly connected. See [Cable appliance](#).
2. Verify that you have powered on the expansion shelves. See [Connect power cords and apply power \(SG6000\)](#).
3. If you need help resolving an issue, contact technical support.

Unable to connect to SG5700 appliance

If you can't 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 the E2800 controller on the management network for SANtricity System Manager:
ping E2800_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 the E2800 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://E2800_Controller_IP

The log in page for SANtricity System Manager appears.
2. If you are unable to connect to the E5700SG controller:

- a. Try to ping the appliance using the IP address for the E5700SG controller:
ping E5700SG_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.

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 the StorageGRID Appliance Installer:
https://E5700SG_Controller_IP:8443

The Home page appears.

HE error: Error synchronizing with SANtricity OS Software (SG5700)

The seven-segment display on the compute controller shows an HE error code if the StorageGRID Appliance Installer can't 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 hardware installation (SG6100)

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

View boot-up codes

When you apply power to the appliance, the BMC logs a series of boot-up codes. You can view these codes on a graphical console that is connected to the BMC management port.

Before you begin

- You know how to [access the BMC dashboard](#).
- If you want to use serial-over-LAN (SOL), you have experience using IPMI SOL console applications.

Steps

1. Select one of the following methods for viewing the boot-up codes for the appliance controller, and gather the required equipment.

| Method | Required equipment |
|-------------|--|
| VGA console | <ul style="list-style-type: none"> • VGA-capable monitor • VGA cable |
| KVM | <ul style="list-style-type: none"> • RJ-45 cable |
| Serial port | <ul style="list-style-type: none"> • DB-9 serial cable • Virtual serial terminal |
| SOL | <ul style="list-style-type: none"> • Virtual serial terminal |

2. If you are using a VGA console, perform these steps:
 - a. Connect a VGA-capable monitor to the VGA port on the back of the appliance.
 - b. View the codes displayed on the monitor.
3. If you are using BMC KVM, perform these steps:
 - a. Connect to the BMC management port and log in to the BMC web interface.
 - b. Select **Remote Control**.
 - c. Launch the KVM.
 - d. View the codes on the virtual monitor.
4. If you are using a serial port and terminal, perform these steps:
 - a. Connect to the serial USB port on the back of the appliance.
 - b. Use settings 115200 8-N-1.
 - c. View the codes printed over the serial terminal.
5. If you are using SOL, perform these steps:
 - a. Connect to the IPMI SOL using the BMC IP address and login credentials.

```
ipmitool -I lanplus -H BMC_Port_IP -U admin -P Password sol activate
```

- b. View the codes on the virtual serial terminal.
6. Use the table to look up the codes for your appliance.

| Code | Indicates |
|------|--|
| HI | The master boot script has started. |
| HP | The system is checking to see if the network interface card (NIC) firmware needs to be updated. |
| RB | The system is rebooting after applying firmware updates. |
| FP | The hardware subsystem firmware update checks have been completed. Inter-controller communication services are starting. |

| Code | Indicates |
|------|--|
| HC | The system is checking for existing StorageGRID installation data. |
| HO | The StorageGRID appliance is running. |
| HA | StorageGRID is running. |

View error codes

If a hardware error occurs when the appliance is booting up, the BMC logs an error code. As required, you can view these error codes using the BMC interface, and then work with technical support to resolve the issue.

Before you begin

- You know how to [access the BMC dashboard](#).

Steps

- From the BMC dashboard, select **BIOS POST Code**.
- Review the information displayed for Current Code and the Previous Code.

If any of the following error codes are shown, work with technical support to resolve the issue.

| Code | Indicates |
|------|---|
| 0x0E | Microcode not found |
| 0x0F | Microcode not loaded |
| 0x50 | Memory initialization error. Invalid memory type or incompatible memory speed. |
| 0x51 | Memory initialization error. SPD reading has failed. |
| 0x52 | Memory initialization error. Invalid memory size or memory modules don't match. |
| 0x53 | Memory initialization error. No usable memory detected. |
| 0x54 | Unspecified memory initialization error |
| 0x55 | Memory not installed |
| 0x56 | Invalid CPU type or speed |
| 0x57 | CPU mismatch |

| Code | Indicates |
|-------------|--|
| 0x58 | CPU self-test failed, or possible CPU cache error |
| 0x59 | CPU micro-code is not found, or micro-code update failed |
| 0x5A | Internal CPU error |
| 0x5B | Reset PPI is not available |
| 0x5C | PEI phase BMC self-test failure |
| 0xD0 | CPU initialization error |
| 0xD1 | North bridge initialization error |
| 0xD2 | South bridge initialization error |
| 0xD3 | Some architectural protocols aren't available |
| 0xD4 | PCI resource allocation error. Out of resources. |
| 0xD5 | No space for legacy option ROM |
| 0xD6 | No console output devices are found |
| 0xD7 | No console input devices are found |
| 0xD8 | Invalid password |
| 0xD9 | Error loading boot option (LoadImage returned error) |
| 0xDA | Boot option failed (StartImage returned error) |
| 0xDB | Flash update failed |
| 0xDC | Reset protocol is not available |
| 0xDD | DXE phase BMC self-test failure |
| 0xE8 | MRC: ERR_NO_MEMORY |
| 0xE9 | MRC: ERR_LT_LOCK |
| 0xEA | MRC: ERR_DDR_INIT |

| Code | Indicates |
|------|-----------------------------|
| 0xEB | MRC: ERR_MEM_TEST |
| 0xEC | MRC: ERR_VENDOR_SPECIFIC |
| 0xED | MRC: ERR_DIMM_COMPAT |
| 0xEE | MRC: ERR_MRC_COMPATIBILITY |
| 0xEF | MRC: ERR_MRC_STRUCT |
| 0xF0 | MRC: ERR_SET_VDD |
| 0xF1 | MRC: ERR_IOT_MEM_BUFFER |
| 0xF2 | MRC: ERR_RC_INTERNAL |
| 0xF3 | MRC: ERR_INVALID_REG_ACCESS |
| 0xF4 | MRC: ERR_SET_MC_FREQ |
| 0xF5 | MRC: ERR_READ_MC_FREQ |
| 0x70 | MRC: ERR_DIMM_CHANNEL |
| 0x74 | MRC: ERR_BIST_CHECK |
| 0xF6 | MRC: ERR_SMBUS |
| 0xF7 | MRC: ERR_PCU |
| 0xF8 | MRC: ERR_NGN |
| 0xF9 | MRC: ERR_INTERLEAVE_FAILURE |

Hardware setup appears to hang

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

Steps

1. Review the LEDs on the appliance and the boot-up and error codes displayed in the BMC.
2. If you need help resolving an issue, contact technical support.

Connection issues

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

Steps

1. Try to ping the appliance using the IP address for the appliance :

ping appliance_IP

2. 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.

3. If the IP address is correct, check appliance cabling, QSFP or SFP transceivers, and the network setup.
4. If physical access to the appliance 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 [Access StorageGRID Appliance Installer](#).

If that does not resolve the issue, contact technical support.

5. If the ping was successful, open a web browser.
6. Enter the URL for the StorageGRID Appliance Installer:
https://appliances_controller_IP:8443

The Home page appears.

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