



Chassis

Install and maintain

NetApp
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Chassis

Overview of chassis replacement - FAS2700

To replace the chassis, you must move the power supplies, hard drives, and controller module or modules from the impaired chassis to the new chassis, and swap out the impaired chassis from the equipment rack or system cabinet with the new chassis of the same model as the impaired chassis.

All other components in the system must be functioning properly; if not, you must contact technical support.

- You can use this procedure with all versions of ONTAP supported by your system.
- This procedure is written with the assumption that you are moving all drives and controller module or modules to the new chassis, and that the chassis is a new component from NetApp.
- This procedure is disruptive. For a two-controller cluster, you will have a complete service outage and a partial outage in a multi-node cluster.

Shut down the controllers - FAS2700

Shut down or take over the impaired controller using the appropriate procedure for your configuration.

Option 1: Most configurations

This procedure is for 2-node, non-MetroCluster configurations only. If you have a system with more than two nodes, see [How to perform a graceful shutdown and power up of one HA pair in a 4-node cluster](#).

Before you begin

You need:

- Local administrator credentials for ONTAP.
- NetApp onboard key management (OKM) cluster-wide passphrase if using storage encryption.
- SP/BMC accessibility for each controller.
- Stop all clients/host from accessing data on the NetApp system.
- Suspend external backup jobs.
- Necessary tools and equipment for the replacement.



If the system is a NetApp StorageGRID or ONTAP S3 used as FabricPool cloud tier, refer to the [Gracefully shutdown and power up your storage system Resolution Guide](#) after performing this procedure.



If using FlexArray array LUNs, follow the specific vendor storage array documentation for the shutdown procedure to perform for those systems after performing this procedure.



If using SSDs, refer to [SU490: \(Impact: Critical\) SSD Best Practices: Avoid risk of drive failure and data loss if powered off for more than two months](#)

As a best practice before shutdown, you should:

- Perform additional [system health checks](#).
- Upgrade ONTAP to a recommended release for the system.
- Resolve any [Active IQ Wellness Alerts and Risks](#). Make note of any faults presently on the system, such as LEDs on the system components.

Steps

1. Log into the cluster through SSH or log in from any node in the cluster using a local console cable and a laptop/console.
2. Turn off AutoSupport and indicate how long you expect the system to be off line:

```
system node autosupport invoke -node * -type all -message "MAINT=8h Power Maintenance"
```

3. Identify the SP/BMC address of all nodes:

```
system service-processor show -node * -fields address
```

4. Exit the cluster shell: `exit`
5. Log into SP/BMC over SSH using the IP address of any of the nodes listed in the output from the previous step.

If you're using a console/laptop, log into the controller using the same cluster administrator credentials.



Open an SSH session to every SP/BMC connection so that you can monitor progress.

6. Halt all nodes in the cluster:

```
system node halt -node * -skip-lif-migration-before-shutdown true -ignore-quorum-warnings true -inhibit-takeover true.
```



For clusters using SnapMirror synchronous operating in StrictSync mode: `system node halt -node * -skip-lif-migration-before-shutdown true -ignore-quorum-warnings true -inhibit-takeover true -ignore-strict-sync-warnings true`

7. Enter **y** for each controller in the cluster when you see *Warning: Are you sure you want to halt node "cluster name-controller number"? {y|n}:*
8. Wait for each controller to halt and display the LOADER prompt.
9. Turn off each PSU or unplug them if there is no PSU on/off switch.
10. Unplug the power cord from each PSU.
11. Verify that all controllers in the impaired chassis are powered down.

Option 2: Controller is in a MetroCluster configuration



Do not use this procedure if your system is in a two-node MetroCluster configuration.

To shut down the impaired controller, you must determine the status of the controller and, if necessary, take over the controller so that the healthy controller continues to serve data from the impaired controller storage.

- If you have a cluster with more than two nodes, it must be in quorum. If the cluster is not in quorum or a healthy controller shows false for eligibility and health, you must correct the issue before shutting down the impaired controller; see [Synchronize a node with the cluster](#).
- If you have a MetroCluster configuration, you must have confirmed that the MetroCluster Configuration State is configured and that the nodes are in an enabled and normal state (`metrocluster node show`).

Steps

1. If AutoSupport is enabled, suppress automatic case creation by invoking an AutoSupport message:

```
system node autosupport invoke -node * -type all -message  
MAINT=number_of_hours_downh
```

The following AutoSupport message suppresses automatic case creation for two hours: `cluster1:*>`

```
system node autosupport invoke -node * -type all -message MAINT=2h
```

2. Disable automatic giveback from the console of the healthy controller: `storage failover modify -node local -auto-giveback false`
3. Take the impaired controller to the LOADER prompt:

If the impaired controller is displaying...	Then...
The LOADER prompt	Go to the next step.
Waiting for giveback...	Press Ctrl-C, and then respond <code>y</code> when prompted.
System prompt or password prompt (enter system password)	<p>Take over or halt the impaired controller from the healthy controller:</p> <pre>storage failover takeover -ofnode impaired_node_name</pre> <p>When the impaired controller shows Waiting for giveback..., press Ctrl-C, and then respond <code>y</code>.</p>

Move and replace hardware - AFF A220 and FAS2700

Move the power supplies, hard drives, and controller module or modules from the impaired chassis to the new chassis, and swap out the impaired chassis from the equipment rack or system cabinet with the new chassis of the same model as the impaired chassis.

Step 1: Move a power supply

Moving out a power supply when replacing a chassis involves turning off, disconnecting, and removing the power supply from the old chassis and installing and connecting it on the replacement chassis.

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

2. Turn off the power supply and disconnect the power cables:
 - a. Turn off the power switch on the power supply.
 - b. Open the power cable retainer, and then unplug the power cable from the power supply.
 - c. Unplug the power cable from the power source.
3. Squeeze the latch on the power supply cam handle, and then open the cam handle to fully release the power supply from the mid plane.
4. Use the cam handle to slide the power supply out of the system.



When removing a power supply, always use two hands to support its weight.

5. Repeat the preceding steps for any remaining power supplies.
6. Using both hands, support and align the edges of the power supply with the opening in the system chassis, and then gently push the power supply into the chassis using the cam handle.

The power supplies are keyed and can only be installed one way.



Do not use excessive force when sliding the power supply into the system. You can damage the connector.

7. Close the cam handle so that the latch clicks into the locked position and the power supply is fully seated.
8. Reconnect the power cable and secure it to the power supply using the power cable locking mechanism.



Only connect the power cable to the power supply. Do not connect the power cable to a power source at this time.

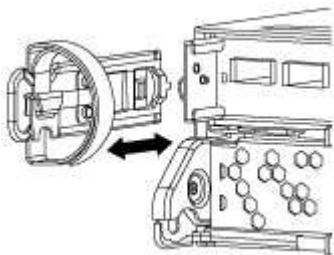
Step 2: Remove the controller module

Remove the controller module or modules from the old chassis.

1. Loosen the hook and loop strap binding the cables to the cable management device, and then unplug the system cables and SFPs (if needed) from the controller module, keeping track of where the cables were connected.

Leave the cables in the cable management device so that when you reinstall the cable management device, the cables are organized.

2. Remove and set aside the cable management devices from the left and right sides of the controller module.



3. Squeeze the latch on the cam handle until it releases, open the cam handle fully to release the controller module from the midplane, and then, using two hands, pull the controller module out of the chassis.



4. Set the controller module aside in a safe place, and repeat these steps if you have another controller module in the chassis.

Step 3: Move drives to the new chassis

You need to move the drives from each bay opening in the old chassis to the same bay opening in the new chassis.

1. Gently remove the bezel from the front of the system.
2. Remove the drives:
 - a. Press the release button at the top of the carrier face below the LEDs.
 - b. Pull the cam handle to its fully open position to unseat the drive from the midplane, and then gently slide the drive out of the chassis.

The drive should disengage from the chassis, allowing it to slide free of the chassis.



When removing a drive, always use two hands to support its weight.



Drives are fragile. Handle them as little as possible to prevent damage to them.

3. Align the drive from the old chassis with the same bay opening in the new chassis.
4. Gently push the drive into the chassis as far as it will go.

The cam handle engages and begins to rotate upward.

5. Firmly push the drive the rest of the way into the chassis, and then lock the cam handle by pushing it up and against the drive holder.

Be sure to close the cam handle slowly so that it aligns correctly with the front of the drive carrier. It click when it is secure.

6. Repeat the process for the remaining drives in the system.

Step 4: Replace a chassis from within the equipment rack or system cabinet

You must remove the existing chassis from the equipment rack or system cabinet before you can install the replacement chassis.

- 1. Remove the screws from the chassis mount points.
- 2. With the help of two or three people, slide the old chassis off the rack rails in a system cabinet or L brackets in an equipment rack, and then set it aside.
- 3. If you are not already grounded, properly ground yourself.
- 4. Using two or three people, install the replacement chassis into the equipment rack or system cabinet by guiding the chassis onto the rack rails in a system cabinet or L brackets in an equipment rack.
- 5. Slide the chassis all the way into the equipment rack or system cabinet.
- 6. Secure the front of the chassis to the equipment rack or system cabinet, using the screws you removed from the old chassis.
- 7. If you have not already done so, install the bezel.

Step 5: Install the controller

After you install the controller module and any other components into the new chassis, boot it the system.


For HA pairs with two controller modules in the same chassis, the sequence in which you install the controller module is especially important because it attempts to reboot as soon as you completely seat it in the chassis.


- 1. Align the end of the controller module with the opening in the chassis, and then gently push the controller module halfway into the system.



Do not completely insert the controller module in the chassis until instructed to do so.

- 2. Recable the console to the controller module, and then reconnect the management port.
- 3. Repeat the preceding steps if there is a second controller to install in the new chassis.
- 4. Complete the installation of the controller module:

If your system is in...	Then perform these steps...
An HA pair	<div><div><div>a. With the cam handle in the open position, firmly push the controller module in until it meets the midplane and is fully seated, and then close the cam handle to the locked position.</div><div><div></div><div>Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.</div></div><div>b. If you have not already done so, reinstall the cable management device.</div><div>c. Bind the cables to the cable management device with the hook and loop strap.</div><div>d. Repeat the preceding steps for the second controller module in the new chassis.</div></div></div>

If your system is in...	Then perform these steps...
A stand-alone configuration	<p>a. With the cam handle in the open position, firmly push the controller module in until it meets the midplane and is fully seated, and then close the cam handle to the locked position.</p> <div style="display: flex; align-items: center;">  <div> <p>Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.</p> </div> </div> <p>b. If you have not already done so, reinstall the cable management device.</p> <p>c. Bind the cables to the cable management device with the hook and loop strap.</p> <p>d. Reinstall the blanking panel and then go to the next step.</p>

5. Connect the power supplies to different power sources, and then turn them on.

6. Boot each controller to Maintenance mode:

- a. As each controller starts the booting, press `Ctrl-C` to interrupt the boot process when you see the message `Press Ctrl-C for Boot Menu`.



If you miss the prompt and the controller modules boot to ONTAP, enter `halt`, and then at the `LOADER` prompt enter `boot_ontap`, press `Ctrl-C` when prompted, and then repeat this step.

- b. From the boot menu, select the option for Maintenance mode.

Restore and verify the configuration - FAS2700

You must verify the HA state of the chassis, switch back aggregates, and return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

Step 1: Verify and set the HA state of the chassis

You must verify the HA state of the chassis, and, if necessary, update the state to match your system configuration.

1. In Maintenance mode, from either controller module, display the HA state of the local controller module and chassis: `ha-config show`

The HA state should be the same for all components.

2. If the displayed system state for the chassis does not match your system configuration:

- a. Set the HA state for the chassis: `ha-config modify chassis HA-state`

The value for HA-state can be one of the following:

- `ha`

- mcc
- mcc-2n
- mccip
- non-ha

b. Confirm that the setting has changed: `ha-config show`

3. If you have not already done so, recable the rest of your system.
4. The next step depends on your system configuration.
5. Reboot the system.

Step 2: Switch back aggregates in a two-node MetroCluster configuration

After you have completed the FRU replacement in a two-node MetroCluster configuration, you can perform the MetroCluster switchback operation. This returns the configuration to its normal operating state, with the sync-source storage virtual machines (SVMs) on the formerly impaired site now active and serving data from the local disk pools.

This task only applies to two-node MetroCluster configurations.

Steps

1. Verify that all nodes are in the enabled state: `metrocluster node show`

```
cluster_B::> metrocluster node show
```

DR	Group	Cluster	Node	Configuration	DR	Mirroring	Mode
				State			
	1	cluster_A	controller_A_1	configured		enabled	heal roots
completed		cluster_B	controller_B_1	configured		enabled	waiting for
			switchback recovery				

2 entries were displayed.

2. Verify that resynchronization is complete on all SVMs: `metrocluster vserver show`
3. Verify that any automatic LIF migrations being performed by the healing operations were completed successfully: `metrocluster check lif show`
4. Perform the switchback by using the `metrocluster switchback` command from any node in the surviving cluster.
5. Verify that the switchback operation has completed: `metrocluster show`

The switchback operation is still running when a cluster is in the `waiting-for-switchback` state:

```
cluster_B::> metrocluster show
Cluster           Configuration State      Mode
-----
Local: cluster_B configured             switchover
Remote: cluster_A configured             waiting-for-switchback
```

The switchback operation is complete when the clusters are in the normal state.:

```
cluster_B::> metrocluster show
Cluster           Configuration State      Mode
-----
Local: cluster_B configured             normal
Remote: cluster_A configured             normal
```

If a switchback is taking a long time to finish, you can check on the status of in-progress baselines by using the `metrocluster config-replication resync-status show` command.

6. Reestablish any SnapMirror or SnapVault configurations.

Step 3: Return the failed part to NetApp

Return the failed part to NetApp, as described in the RMA instructions shipped with the kit. See the [Part Return & Replacements](#) page for further information.

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