



# **Troubleshoot problems with IP MetroCluster configurations**

## **ONTAP 9**

[netapp-aherbin], Thom Illingworth  
October 23, 2020

This PDF was generated from [https://docs.netapp.com/us-en/ontap/task\\_metrocluster\\_troubleshooting.html](https://docs.netapp.com/us-en/ontap/task_metrocluster_troubleshooting.html) on May 08, 2021. Always check docs.netapp.com for the latest.

# Table of Contents

- Troubleshoot problems with IP MetroCluster configurations ..... 1
  - Overview of the MetroCluster Health Check ..... 1
  - MetroCluster troubleshooting ..... 1

# Troubleshoot problems with IP MetroCluster configurations

Starting with ONTAP 9.8, System Manager monitors the health of IP MetroCluster configurations and helps you identify and correct problems that might occur.

## Overview of the MetroCluster Health Check

System Manager periodically checks the health of your IP MetroCluster configuration. When you view the MetroCluster section in the Dashboard, usually the message is "MetroCluster systems are healthy."

However, when a problem occurs, the message will show the number of events. You can click on that message and view the results of the health check for the following components:

- Node
- Network Interface
- Tier (Storage)
- Cluster
- Connection
- Volume
- Configuration Replication

The **Status** column identifies which components have problems, and the **Details** column suggests how to correct the problem.

## MetroCluster troubleshooting

### Steps

1. In System Manager, select **Dashboard**.
2. In the **MetroCluster** section, notice the message.
  - a. If the message indicates that your MetroCluster configuration is healthy, and the connections between the clusters and the ONTAP Mediator are healthy (shown with check marks), then you have no problems to correct.
  - b. If the message lists the number of events, or the connections have gone down (shown with an "X"), then continue to the next step.
3. Click the message that shows the number of events.

The MetroCluster Health Report displays.

4. Troubleshoot the problems that appear in the report using the suggestions in the **Details** column.
5. When all the problems have been corrected, click **Check MetroCluster Health**.



The MetroCluster Health Check uses an intensive amount of resources, so it is recommended that you perform all your troubleshooting tasks before running the check.

The MetroCluster Health Check runs in the background. You can work on other tasks while you wait for it to

finish.

## Copyright Information

Copyright © 2021 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.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

## 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.