



Replace the NVMEM battery - FAS500f

ONTAP Systems

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Replace the NVMEM battery - FAS500f

To replace an NVMEM battery in the system, you must remove the controller module from the system, open it, replace the battery, and close and replace the controller module.

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

Step 1: Shut down the impaired controller

You can shut down or take over the impaired controller using different procedures, depending on the storage system hardware configuration.

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

About this task

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 node shows false for eligibility and health, you must correct the issue before shutting down the impaired node.

[ONTAP 9 System Administration Reference](#)

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 node: `storage failover modify -node local -auto-giveback false`
3. Take the impaired node to the LOADER prompt:

If the impaired node 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 node:</p> <ul style="list-style-type: none">• For an HA pair, take over the impaired node from the healthy node: <code>storage failover takeover -ofnode <i>impaired_node_name</i></code> <p>When the impaired node shows Waiting for giveback..., press Ctrl-C, and then respond <code>y</code>.</p>

Step 2: Remove the controller module

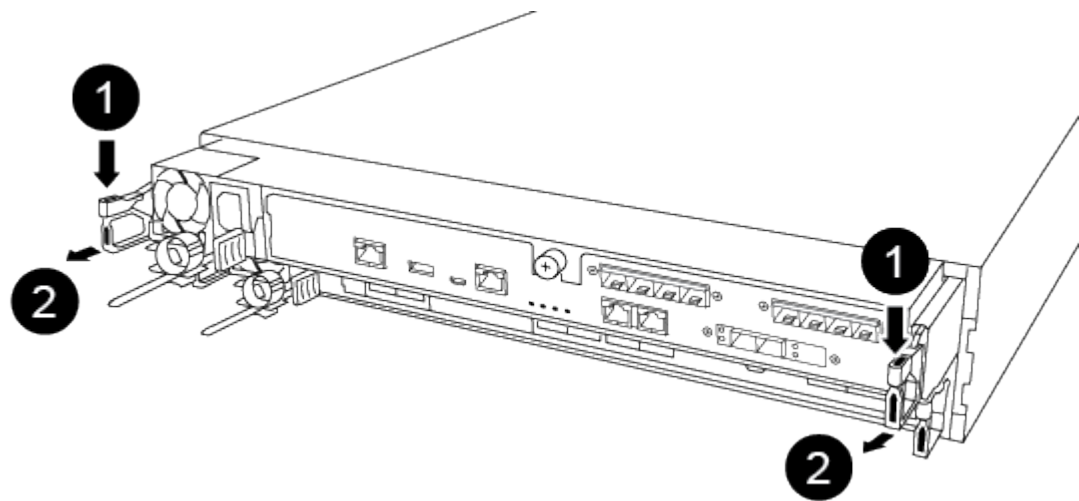
You must remove the controller module from the chassis when you replace a component inside the controller module.

Make sure that you label the cables so that you know where they came from.

- 1. If you are not already grounded, properly ground yourself.
- 2. Unplug the controller module power supplies from the source.
- 3. Release the power cable retainers, and then unplug the cables from the power supplies.
- 4. Insert your forefinger into the latching mechanism on either side of the controller module, press the lever with your thumb, and gently pull the controller a few inches out of the chassis.



If you have difficulty removing the controller module, place your index fingers through the finger holes from the inside (by crossing your arms)



1	Lever
2	Latching mechanism

- 5. Using both hands, grasp the controller module sides and gently pull it out of the chassis and set it on a flat, stable surface.
- 6. Turn the thumbscrew on the front of the controller module anti-clockwise and open the controller module cover.



1	Thumbscrew
2	Controller module cover.

Step 3: Replace the NV battery

To replace the NV battery, you must remove the failed battery from the controller module and install the replacement battery into the controller module.

You can use the following video or the tabulated steps to replace the NVMEM battery:

[Replacing the NVMEM battery](#)

1. Locate and replace the impaired NVMEM battery on your controller module.



It is recommended that you follow the illustrated instructions in the order listed.



1	Squeeze the clip on the face of the battery plug.
2	Unplug the battery cable from the socket.
3	Grasp the battery and press the blue locking tab marked PUSH.
4	Lift the battery out of the holder and controller module.

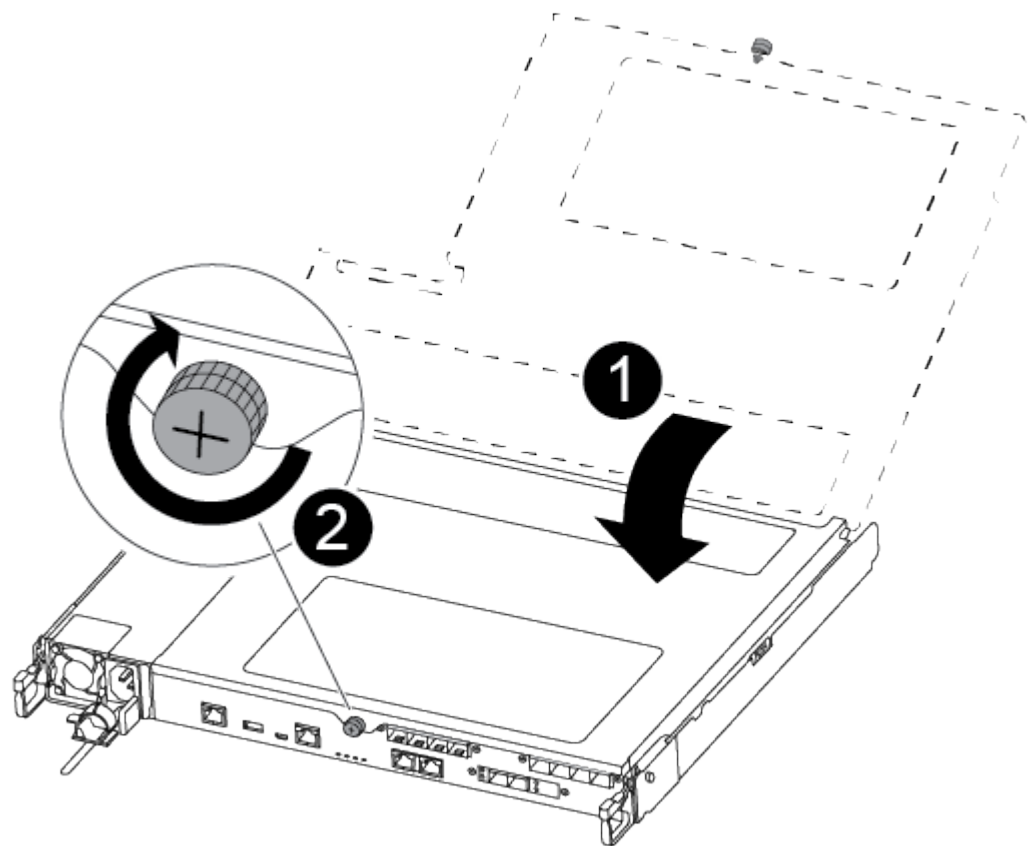
- a. Locate the battery plug and squeeze the clip on the face of the battery plug to release the plug from the socket.
- b. Grasp the battery and press the blue locking tab marked PUSH, and then lift the battery out of the holder and controller module and set it aside.
- c. Remove the replacement NV battery from the antistatic shipping bag and align it to the battery holder.
- d. Insert the replacement NV battery plug into the socket.
- e. Slide the battery pack down along the sheet metal side wall until the support tabs on the side wall hook into the slots on the battery pack, and the battery pack latch engages and clicks into the opening on the side wall.
- f. Press firmly down on the battery pack to make sure that it is locked into place.

Step 4: Install the controller module

After you have replaced the component in the controller module, you must re-install the controller module into the chassis, and then boot it to Maintenance mode.

You can use the following animation or the written steps to install the replacement controller module in the chassis.

- 1. Close the controller module cover and tighten the thumbscrew.



1	Controller module cover
2	Thumbscrew

- 2. Insert the controller module into the chassis:
 - a. Ensure the latching mechanism arms are locked in the fully extended position.
 - b. Using both hands, align and gently slide the controller module into the latching mechanism arms until it stops.
 - c. Place your index fingers through the finger holes from the inside of the latching mechanism.
 - d. Press your thumbs down on the orange tabs on top of the latching mechanism and gently push the controller module over the stop.
 - e. Release your thumbs from the top of the latching mechanisms and continue pushing until the latching

mechanisms snap into place.

The controller module begins to boot as soon as it is fully seated in the chassis. Be prepared to interrupt the boot process.

The controller module should be fully inserted and flush with the edges of the chassis.

3. Cable the management and console ports only, so that you can access the system to perform the tasks in the following sections.



You will connect the rest of the cables to the controller module later in this procedure.

Step 5: Run diagnostics

After you have replaced a component in your system, you should run diagnostic tests on that component.

Your system must be at the LOADER prompt to start diagnostics.

All commands in the diagnostic procedures are issued from the node where the component is being replaced.

Steps

1. If the node to be serviced is not at the LOADER prompt, reboot the node: `system node halt -node node_name`

After you issue the command, you should wait until the system stops at the LOADER prompt.

2. At the LOADER prompt, access the special drivers specifically designed for system-level diagnostics to function properly: `boot_diags`
3. Select **Scan System** from the displayed menu to enable running the diagnostics tests.
4. Select **Test system** from the displayed menu to run diagnostics tests.
5. Proceed based on the result of the preceding step:
 - If the scan show problems, correct the issue, and then rerun the scan.
 - If the scan reported no failures, select Reboot from the menu to reboot the system.

Step 6: Return the failed part to NetApp

After you replace the part, you can return the failed part to NetApp, as described in the RMA instructions shipped with the kit. Contact technical support at [NetApp Support](#), 888-463-8277 (North America), 00-800-44-638277 (Europe), or +800-800-80-800 (Asia/Pacific) if you need the RMA number or additional help with the replacement procedure.

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