



# **Replace a DIMM - FAS8300 and FAS8700**

## **ONTAP Systems**

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# Replace a DIMM - FAS8300 and FAS8700

You must replace a DIMM in the controller module when your system registers an increasing number of correctable error correction codes (ECC); failure to do so causes a system panic.

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

You must replace the failed component with a replacement FRU component you received from your provider.

## 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.

### Option 1: Most configurations

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.

If the impaired node is displaying...	Then...
System prompt or password prompt (enter system password)	<p>Take over or halt the impaired node:</p> <ul style="list-style-type: none"> <li>For an HA pair, take over the impaired node from the healthy node: <code>storage failover takeover -ofnode <i>impaired_node_name</i></code></li> </ul> <p>When the impaired node shows Waiting for giveback..., press Ctrl-C, and then respond <code>y</code>.</p>

## Option 2: Controller is in a two-node MetroCluster

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

### About this task

- If you are using NetApp Storage Encryption, you must have reset the MSID using the instructions in the "Returning SEDs to unprotected mode" section of the *ONTAP 9 NetApp Encryption Power Guide*.

[ONTAP 9 NetApp Encryption Power Guide](#)

- You must leave the power supplies turned on at the end of this procedure to provide power to the healthy node.

### Steps

- Check the MetroCluster status to determine whether the impaired node has automatically switched over to the healthy node: `metrocluster show`
- Depending on whether an automatic switchover has occurred, proceed according to the following table:

*If the impaired node...	Then...*
Has automatically switched over	Proceed to the next step.
Has not automatically switched over	Perform a planned switchover operation from the healthy node: <code>metrocluster switchover</code>
Has not automatically switched over, you attempted switchover with the <code>metrocluster switchover</code> command, and the switchover was vetoed	Review the veto messages and, if possible, resolve the issue and try again. If you are unable to resolve the issue, contact technical support.

- Resynchronize the data aggregates by running the `metrocluster heal -phase aggregates` command from the surviving cluster.

```
controller_A_1::> metrocluster heal -phase aggregates
[Job 130] Job succeeded: Heal Aggregates is successful.
```

If the healing is vetoed, you have the option of reissuing the `metrocluster heal` command with the `-override-vetoes` parameter. If you use this optional parameter, the system overrides any soft vetoes that prevent the healing operation.

4. Verify that the operation has been completed by using the `metrocluster operation show` command.

```
controller_A_1::> metrocluster operation show
Operation: heal-aggregates
State: successful
Start Time: 7/25/2016 18:45:55
End Time: 7/25/2016 18:45:56
Errors: -
```

5. Check the state of the aggregates by using the `storage aggregate show` command.

```
controller_A_1::> storage aggregate show
Aggregate      Size Available Used% State   #Vols  Nodes      RAID
Status
-----
...
aggr_b2      227.1GB   227.1GB   0% online      0 mcc1-a2
raid_dp, mirrored, normal...
```

6. Heal the root aggregates by using the `metrocluster heal -phase root-aggregates` command.

```
mcc1A::> metrocluster heal -phase root-aggregates
[Job 137] Job succeeded: Heal Root Aggregates is successful
```

If the healing is vetoed, you have the option of reissuing the `metrocluster heal` command with the `-override-vetoes` parameter. If you use this optional parameter, the system overrides any soft vetoes that prevent the healing operation.

7. Verify that the heal operation is complete by using the `metrocluster operation show` command on the destination cluster:

```
mccl1A::> metrocluster operation show
Operation: heal-root-aggregates
State: successful
Start Time: 7/29/2016 20:54:41
End Time: 7/29/2016 20:54:42
Errors: -
```

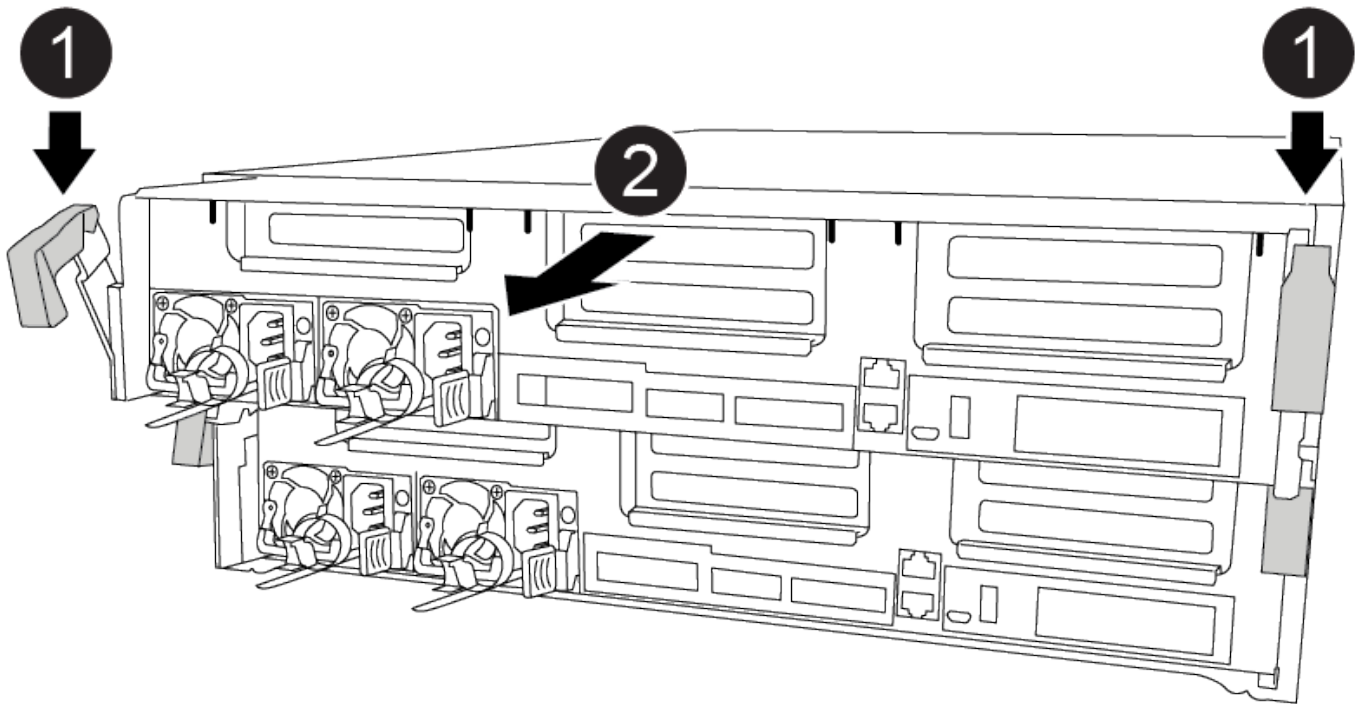
8. On the impaired controller module, disconnect the power supplies.

## Step 2: Remove the controller module

To access components inside the controller module, you must remove the controller module from the chassis.

You can use the following animations, drawing, or the written steps to remove the controller module from the chassis.

### Removing the controller module



### Steps

1. If you are not already grounded, properly ground yourself.
2. Release the power cable retainers, and then unplug the cables from the power supplies.
3. 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.

4. Remove the cable management device from the controller module and set it aside.
5. Press down on both of the locking latches, and then rotate both latches downward at the same time.

The controller module moves slightly out of the chassis.

6. Slide the controller module out of the chassis.

Make sure that you support the bottom of the controller module as you slide it out of the chassis.

7. Place the controller module on a stable, flat surface.

## Step 3: Replace system DIMMs

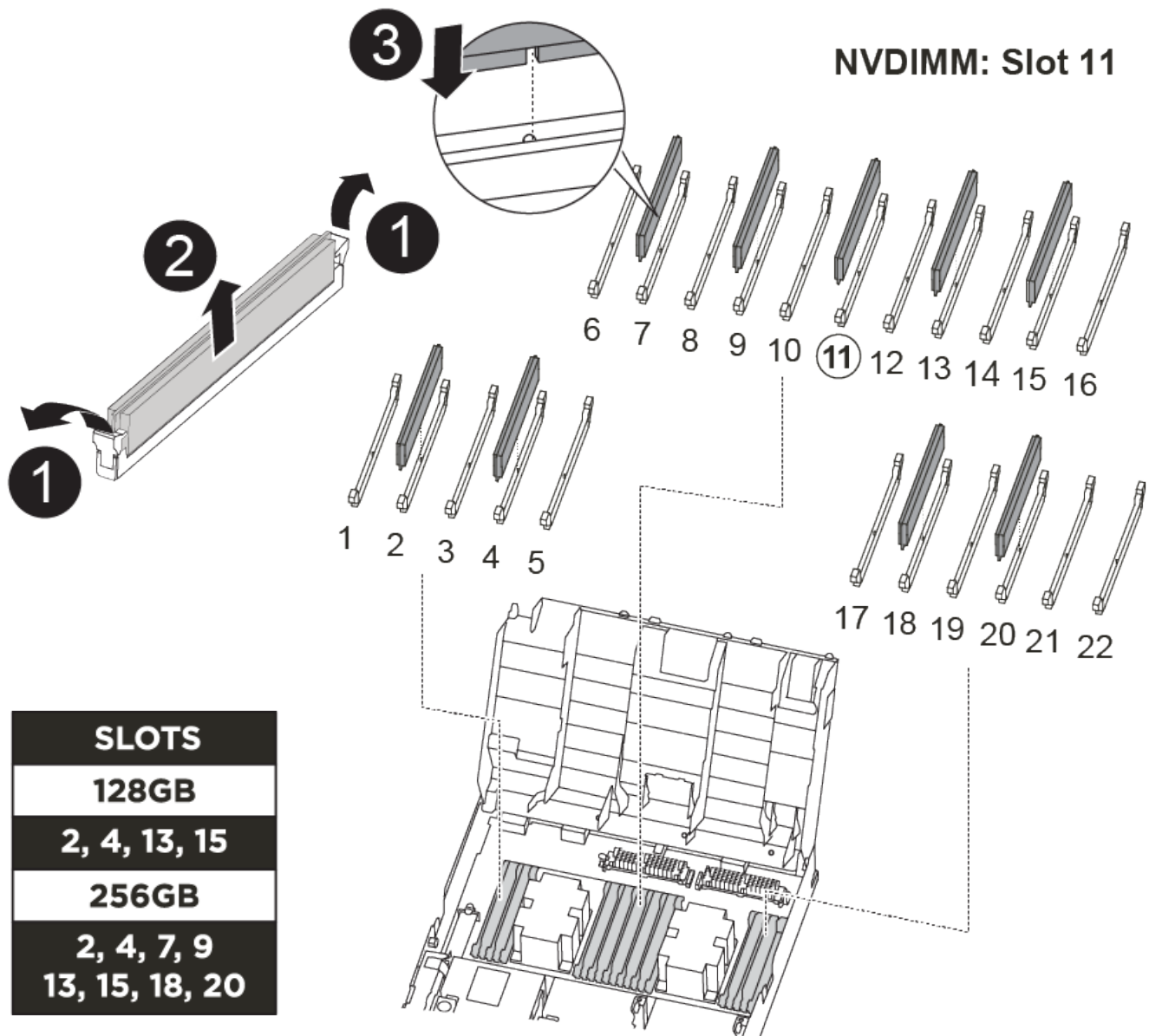
Replacing a system DIMM involves identifying the target DIMM through the associated error message, locating the target DIMM using the FRU map on the air duct or the lit LED on the motherboard, and then replacing the DIMM.

You can use the following animation, drawing, or the written steps to replace a system DIMM.



The animation shows empty slots for sockets without DIMMs. These empty sockets are populated with blanks.

[Replacing a system DIMM](#)



The number and location of DIMMS in your system depends on the model of your system. Refer to FRU map on the air duct for more information.

- If you have a FAS8300 system, the system DIMMs are located in sockets 2, 4, 13, and 15.
- If you have a FAS8700 system, the system DIMMs are located in slots 2, 4, 7, 9, 13, 15, 18, and 20.
- The NVDIMM is located in slot 11.

### Steps

1. Open the air duct:
  - a. Press the locking tabs on the sides of the air duct in toward the middle of the controller module.
  - b. Slide the air duct toward the back of the controller module, and then rotate it upward to its completely open position.
2. Locate the DIMMs on your controller module.
3. Note the orientation of the DIMM in the socket so that you can insert the replacement DIMM in the proper orientation.



4. Eject the DIMM from its socket by slowly pushing apart the two DIMM ejector tabs on either side of the DIMM, and then slide the DIMM out of the socket.



Carefully hold the DIMM by the edges to avoid pressure on the components on the DIMM circuit board.

5. Remove the replacement DIMM from the antistatic shipping bag, hold the DIMM by the corners, and align it to the slot.

The notch among the pins on the DIMM should line up with the tab in the socket.

6. Make sure that the DIMM ejector tabs on the connector are in the open position, and then insert the DIMM squarely into the slot.

The DIMM fits tightly in the slot, but should go in easily. If not, realign the DIMM with the slot and reinsert it.



Visually inspect the DIMM to verify that it is evenly aligned and fully inserted into the slot.

7. Push carefully, but firmly, on the top edge of the DIMM until the ejector tabs snap into place over the notches at the ends of the DIMM.
8. Close the air duct.

## 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, drawing, or the written steps to install the controller module in the chassis.

[Installing the controller module](#)

[drw A400 Install controller] | [../media/drw\\_A400\\_Install\\_controller.png](#)

### Steps

1. If you have not already done so, close the air duct.
2. 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.

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.

4. Complete the installation of the controller module:
  - a. Plug the power cord into the power supply, reinstall the power cable locking collar, and then connect the power supply to the power source.

- b. Using the locking latches, firmly push the controller module into the chassis until the locking latches begin to rise.



Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.

- c. Fully seat the controller module in the chassis by rotating the locking latches upward, tilting them so that they clear the locking pins, gently push the controller all the way in, and then lower the locking latches into the locked position.

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

- d. If you have not already done so, reinstall the cable management device.
- e. Interrupt the normal boot process and boot to LOADER by pressing `Ctrl-C`.



If your system stops at the boot menu, select the option to boot to LOADER.

- f. At the LOADER prompt, enter `bye` to reinitialize the PCIe cards and other components.
- g. Interrupt the boot process and boot to the LOADER prompt by pressing `Ctrl-C`.

If your system stops at the boot menu, select the option to boot to LOADER.

## Step 5: Run diagnostics

After you have replaced a system DIMM 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 Memory** from the displayed menu.
5. Select an option from the displayed sub-menu and run the test.
6. Proceed based on the result of the preceding step:
  - If the test failed, correct the failure, and then rerun the test.
  - If the test reported no failures, select `Reboot` from the menu to reboot the system.

# Step 6: Restore the controller module to operation after running diagnostics

After completing diagnostics, you must recable the system, give back the controller module, and then reenable automatic giveback.

## Steps

- 1. Recable the system, as needed.

If you removed the media converters (QSFPs or SFPs), remember to reinstall them if you are using fiber optic cables.

- 2. Return the node to normal operation by giving back its storage: `storage failover giveback -ofnode impaired_node_name`
- 3. If automatic giveback was disabled, reenable it: `storage failover modify -node local -auto-giveback true`

# Step 7: 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                               Configuration  DR
Group Cluster Node              State          Mirroring Mode
-----
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 8: 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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