



Replace a DIMM - AFF A220 and FAS2700

ONTAP Systems

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Replace a DIMM - AFF A220 and FAS2700

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"> 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> |

Steps

- If the impaired node is part of an HA pair, disable automatic giveback from the console of the healthy node:
`storage failover modify -node local -auto-giveback false`
- 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> <ul style="list-style-type: none"> For a stand-alone system: <code>system node halt <i>impaired_node_name</i></code> |

- If the system has only one controller module in the chassis, turn off the power supplies, and then unplug the impaired node's power cords from the power source.

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

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*.

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

Steps

1. Check the MetroCluster status to determine whether the impaired node has automatically switched over to the healthy node: `metrocluster show`
2. 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. |

3. 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:

```

mcc1A::> 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: Open the system

To access components inside the controller, you must first remove the controller module from the system and then remove the cover on the controller module.

Steps

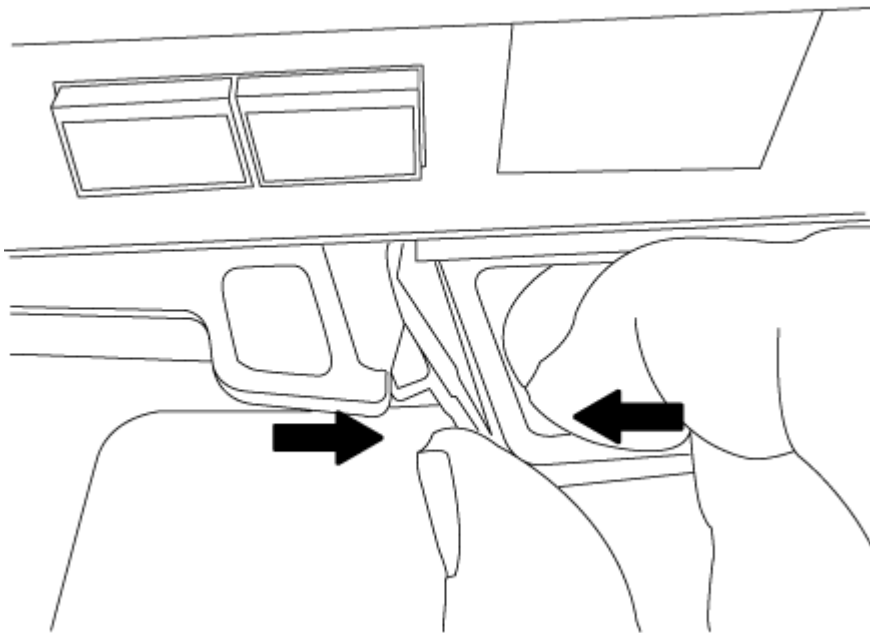
1. If you are not already grounded, properly ground yourself.
2. Loosen the hook and loop strap binding the cables to the cable management device, and then unplug the system cables and SFPs (if needed) from the controller module, keeping track of where the cables were connected.

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

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



4. 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.



5. Turn the controller module over and place it on a flat, stable surface.
6. Open the cover by sliding in the blue tabs to release the cover, and then swing the cover up and open.



Step 3: Replace the DIMMs

To replace the DIMMs, locate them inside the controller and follow the specific sequence of steps.

If you are replacing a DIMM, you need to remove it after you have unplugged the NVMEM battery from the controller module.

Steps

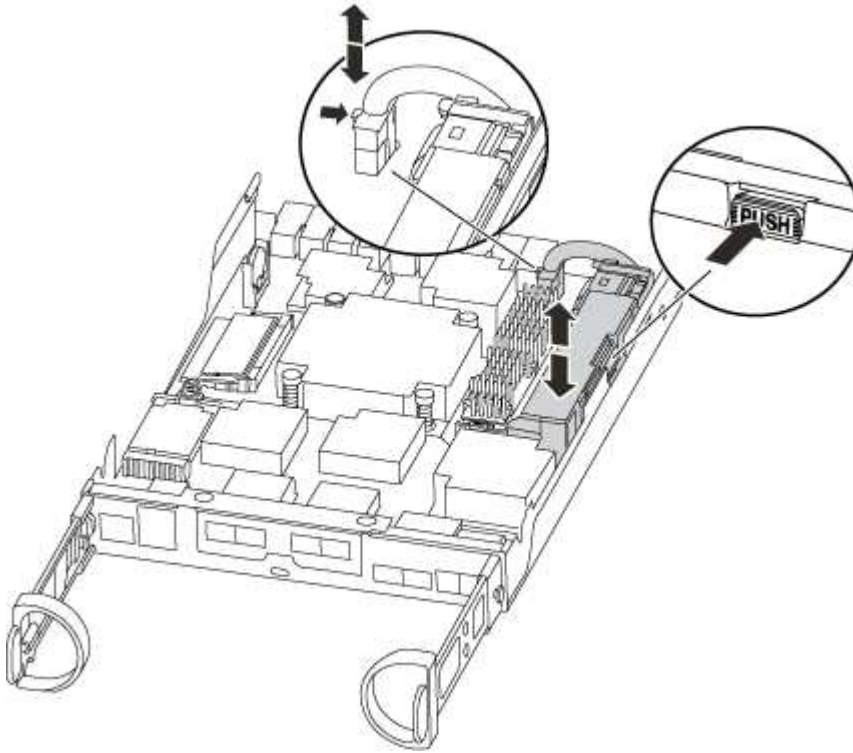
1. If you are not already grounded, properly ground yourself.
2. Check the NVMEM LED on the controller module.

You must perform a clean system shutdown before replacing system components to avoid losing unwritten data in the nonvolatile memory (NVMEM). The LED is located on the back of the controller module. Look for the following icon:



3. If the NVMEM LED is not flashing, there is no content in the NVMEM; you can skip the following steps and proceed to the next task in this procedure.
4. If the NVMEM LED is flashing, there is data in the NVMEM and you must disconnect the battery to clear the memory:

- a. Locate the battery, press the clip on the face of the battery plug to release the lock clip from the plug socket, and then unplug the battery cable from the socket.



- b. Confirm that the NVMEM LED is no longer lit.
 - c. Reconnect the battery connector.
5. Return to [Replace the DIMMs](#) of this procedure to recheck the NVMEM LED.
 6. Locate the DIMMs on your controller module.



Each system memory DIMM has an LED located on the board next to each DIMM slot. The LED for the faulty blinks every two seconds.

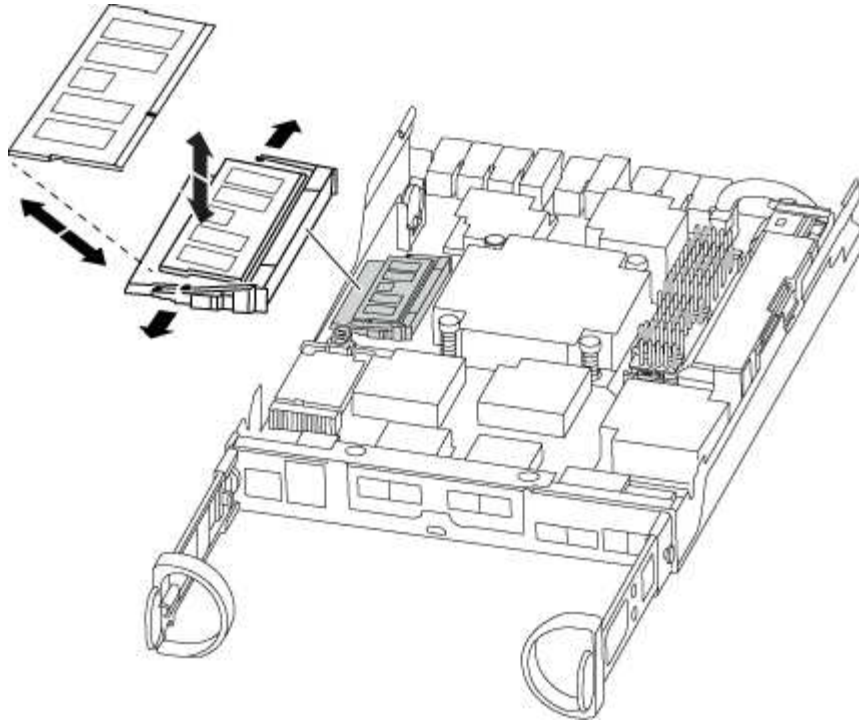
7. Note the orientation of the DIMM in the socket so that you can insert the replacement DIMM in the proper orientation.
8. Eject the DIMM from its slot by slowly pushing apart the two DIMM ejector tabs on either side of the DIMM, and then slide the DIMM out of the slot.



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

The number and placement of system DIMMs depends on the model of your system.

The following illustration shows the location of system DIMMs:



9. 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.

10. 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.

11. 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.
12. Locate the NVMEM battery plug socket, and then squeeze the clip on the face of the battery cable plug to insert it into the socket.

Make sure that the plug locks down onto the controller module.

13. Close the controller module cover.

Step 4: Reinstall the controller module

After you replace components in the controller module, reinstall it into the chassis.

Steps

1. If you are not already grounded, properly ground yourself.
2. If you have not already done so, replace the cover on the controller module.
3. 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.

4. 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.

5. Complete the reinstallation of the controller module:

| If your system is in... | Then perform these steps... |
|-------------------------|---|
| An HA pair | <p>The controller module begins to boot as soon as it is fully seated in the chassis. Be prepared to interrupt the boot process.</p> <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><p>Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.</p></div> <p>The controller begins to boot as soon as it is seated in the chassis.</p> <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. When you see the message <code>Press Ctrl-C for Boot Menu</code>, press <code>Ctrl-C</code> to interrupt the boot process.</p> <div><p>If you miss the prompt and the controller module boots to ONTAP, enter <code>halt</code>, and then at the <code>LOADER</code> prompt enter <code>boot_ontap</code>, press <code>Ctrl-C</code> when prompted, and then boot to Maintenance mode.</p></div> <p>e. Select the option to boot to Maintenance mode from the displayed menu.</p> |

| 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>  <p>Do not use excessive force when sliding the controller module into the chassis to avoid damaging the connectors.</p> </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. Reconnect the power cables to the power supplies and to the power sources, turn on the power to start the boot process, and then press <code>Ctrl-C</code> after you see the <code>Press Ctrl-C for Boot Menu</code> message.</p> <div>  <p>If you miss the prompt and the controller module boots to <code>ONTAP</code>, enter <code>halt</code>, and then at the <code>LOADER</code> prompt enter <code>boot_ontap</code>, press <code>Ctrl-C</code> when prompted, and then boot to Maintenance mode.</p> </div> <p>e. From the boot menu, select the option for Maintenance mode.</p> |

Step 5: Run system-level diagnostics

After installing a new DIMM, you should run diagnostics.

Your system must be at the `LOADER` prompt to start System Level Diagnostics.

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

Steps

- If the node to be serviced is not at the `LOADER` prompt, perform the following steps:
 - Select the Maintenance mode option from the displayed menu.
 - After the node boots to Maintenance mode, halt the node: `halt`

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



During the boot process, you can safely respond `y` to prompts:

- A prompt warning that when entering Maintenance mode in an HA configuration, you must ensure that the healthy node remains down.
- At the `LOADER` prompt, access the special drivers specifically designed for system-level diagnostics to function properly: `boot_diags`


During the boot process, you can safely respond `y` to the prompts until the Maintenance mode prompt (`*>`) appears.

3. Run diagnostics on the system memory: `sldiag device run -dev mem`
4. Verify that no hardware problems resulted from the replacement of the DIMMs: `sldiag device status -dev mem -long -state failed`

System-level diagnostics returns you to the prompt if there are no test failures, or lists the full status of failures resulting from testing the component.

5. Proceed based on the result of the preceding step:

| If the system-level diagnostics tests... | Then... |
|--|---|
| Were completed without any failures | <div><div>a. Clear the status logs: <code>sldiag device clearstatus</code></div><div>b. Verify that the log was cleared: <code>sldiag device status</code></div><div>The following default response is displayed:</div><div>SLDIAG: No log messages are present.</div><div>c. Exit Maintenance mode: <code>halt</code></div><div>The node displays the LOADER prompt.</div><div>d. Boot the node from the LOADER prompt: <code>bye</code></div><div>e. Return the node to normal operation:</div></div> |

| If your node is in... | Then... |
|---------------------------------------|---|
| An HA pair | <div>Perform a give back: <code>storage failover giveback -ofnode replacement_node_name</code></div> <div><div></div><div>If you disabled automatic giveback, re-enable it with the storage failover modify command.</div></div> |
| A two-node MetroCluster configuration | <div>Proceed to the next step.</div> <div>The MetroCluster switchback procedure is done in the next task in the replacement process.</div> |
| A stand-alone configuration | <div>Proceed to the next step.</div> <div>No action is required.</div> <div>You have completed system-level diagnostics.</div> |

| If your node is in... | Then... |
|--------------------------------|---|
| Resulted in some test failures | <p>Determine the cause of the problem:</p> <ol style="list-style-type: none"> Exit Maintenance mode: <code>halt</code> <p>After you issue the command, wait until the system stops at the LOADER prompt.</p> <ol style="list-style-type: none"> Turn off or leave on the power supplies, depending on how many controller modules are in the chassis: <ul style="list-style-type: none"> If you have two controller modules in the chassis, leave the power supplies turned on to provide power to the other controller module. If you have one controller module in the chassis, turn off the power supplies and unplug them from the power sources. Verify that you have observed all the considerations identified for running system-level diagnostics, that cables are securely connected, and that hardware components are properly installed in the storage system. Boot the controller module you are servicing, interrupting the boot by pressing <code>Ctrl-C</code> when prompted to get to the Boot menu: <ul style="list-style-type: none"> If you have two controller modules in the chassis, fully seat the controller module you are servicing in the chassis. <p>The controller module boots up when fully seated.</p> <ul style="list-style-type: none"> If you have one controller module in the chassis, connect the power supplies, and then turn them on. Select Boot to maintenance mode from the menu. Exit Maintenance mode by entering the following command: <code>halt</code> <p>After you issue the command, wait until the system stops at the LOADER prompt.</p> <ol style="list-style-type: none"> Rerun the system-level diagnostic test. |

Step 6: 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 7: 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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