

OBSOLETE IF PRINTED

# Disk Fault Case Management

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## 7.0 Disk Fault Case Management Work Instructions

### 7.1 SAP Warning: Auto Ship Preference for Disk not set

The user will no longer need to drill into the serial numbers iObject record to see that the Auto Ship Categories section does not include DISK.

The Warning will not display for:

- An ASUP Technical case that is NOT related to disk fault for a serial number whose iObject Auto Ship Categories section does not include DISK as it is not relevant.
- ASUP Secure Technical cases where the Auto/Manual flag is set to Manual and routes to the Secure queue. The workflow therefore doesn't do the auto ship check so the warning will not appear.

When an ASUP non-Secure Technical disk fault case is generated, the system logic checks for any CRM errors.

#### 7.1.1 If there are no CRM errors

The non-Secure case routes to the AUTO queue and logic then checks for the Auto ship preference. If this is an ASP contract with the Drop Case flag checked, the case will auto close prior to the Auto Ship check.

If ASP (without Drop Case flag checked) or non-ASP contract: the case will route to CSR queue and the following Warning Message will appear at the top of the case.

- Steps
  - 1: If ASP contract, check the case Notes.
    - If notes indicates to ship parts, go to next step
    - If no notes indicating ship part, do not ship parts and close the Technical case.
  - 2: Identify the failed part using ASUP message.
    - If part number not identified, refer to the [Non E-Series Disk Fault](#) sections

- o 3: Create part request per the [Part Request Processing](#) document
- o 4: Take ownership of the Technical case and work to completion.

### 7.1.2 If there are other CRM errors

Refer to the [Technical Case Error Management](#) process.

## 7.2 New\_Warranty ASUP Auto disk case logic

When the ASUP Auto disk event occurs, an email is sent to the customer with the following content

*This is an ActiveIQ auto-generated case to inform you that a potential hardware failure or issue has been detected. The part causing an issue has been identified as, <xxx>.*

*As a Warranty customer, in order to have the part shipped, you are required to log on to the [NetApp Support Site](#), locate this newly created case, and follow instructions per KB [1103634](#): How to request part shipment with warranty entitlement. If you are unable to locate your case, please create a new technical case on the NetApp Support Site to request the part replacement. In the future, if you would like these types of cases to be worked automatically by NetApp Technical Support, contact your Sales representative and upgrade to SupportEdge Advisor or SupportEdge Expert. Please use one of the following methods to contact the proper NetApp representative who can assist you*

The customer must follow the instructions in the email and KB

If a customer contacts NetApp regarding questions on an ASUP disc case,

- Steps
  - o 1: Check the Technical Case, Business Context for the second email sent to customer
    - If the email contains the wording above
  - o 2: Have the customer log into NSS and select the case # that was provided in the email Subject line
  - o 3: Have the customer navigate to the Notes section and select the box in front of Need a Part Request and then Update Case. (NOTE: if the Technical Case has errors that have not yet been cleared, the customer will not have this option to select. Have the customer check back in one hour.)

- - This will trigger the PREQ automation logic
  - No additional action is required by the customer or CSR

## 7.3 Non E-Series ASUP MANUAL Disk Fault

Non E-Series ASUP disk cases will be MANUAL, not AUTO

If the Symptom contains EVOLEN, Drive failed , failed drive, etc. or the Model starts with an E, go to [E-Series Disk Fault](#) section

Examples:

E5760

E5660-BASE-R6

E-X5680A-R6

E2824HA-0013-ENCL

- Steps
  - 1: If the case is ASUP MANUAL and single disk fault, take ownership
    - If this is
      - ASP: Check the Case Notes
        - If Notes indicate to ship, DO NOT delete the text in the 'Part causing failure' field and go to the next step

- If the Notes do not indicate to ship, delete the text in the 'Part causing failure' field and close the case
- Non-ASP: DO NOT delete the text in the 'Part causing failure' field

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- 2: Take ownership if the case is ASUP MANUAL single disk fault
- 3: Click on Business context section. Scroll down until you find URL (or use SmartSolve)

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- 4: Click on the URL. (The ASUP screen appears when clicked on URL.)
- 5: Search for Failed until you find the line in the example below:

- - In this example the X422 would be X-422 in Parts Finder
- 6: In the Technical case ASUP section, Part Causing Failure field
  - If you are able to identify the part number
    - Clear the "Part Causing Failure" field
    - Manually create a Follow up Part Request from the Technical case using the part number you have identified
      - Refer to Part Request Processing document

- - If you were NOT able to identify the part number
    - Enter a Case Note to inform the TSE that you were unable to identify the part number.
    - Clear the Part Causing Failure field and Save
      - You must Save the case before going to the next step
      - If you do not Save prior to deleting the Transaction Owner, the system may not be able to determine the technical support queue
    - Refer to the [TSC Case Call Transfer Process](#)
      - The TSE will create the PREQ if needed
    - No further action is required
  - 7: Refer to the [Technical Case Error Management](#) process if there are additional errors

## 7.4 E-Series ASUP AUTO Disk Fault

E-Series uses a different Operating System (not ONTAP) and the ASUP logs are very different from ONTAP ASUP logs. The following steps provide guidance on using the ASUP logs to identify the part number.

Model will typically start with an E

#### Examples

E5760  
E5660-BASE-R6  
E-X5680A-R6  
E2824HA-0013-ENCL

If the following CRM errors occurs, the ASUP case will route to the CSR queue:

"Product does not exist"

"Product Not Available <XXXX> does not exist"

"Product NO DISK INFO FOUNDNO ENCLOSURE FOUND does not exist"

There are several variations of this error:

"NO DISK INFO FOUNDNO ENCLOSURE FOUND": This is showing that both disk and enclosure info was missing in the ASUP

"<part number> NO ENCLOSURE FOUND": Disk info was in the ASUP but the enclosure info was missing in the ASUP.

Example:

ST2000NM0021NO ENCLOSURE FOUND

"<part number><enclosure info>": This is showing that both disk and enclosure information was in the ASUP but not matching information in Parts Finder

Example:

HUS724040ALS641L2-25369-22

### 7.4.1 "Product NO DISK INFO FOUNDNO ENCLOSURE FOUND does not exist" SAP error

- Steps

- 1: If the case is ASUP AUTO
  - If this is
    - ASP: Check the Case Notes
      - If Notes indicate to ship, DO NOT delete the text in the 'Part causing failure' field and go to the next step
      - If the Notes do not indicate to ship, delete the text in the 'Part causing failure' field and close the case
    - Non-ASP:
      - DO NOT take ownership
      - DO NOT delete the text in the 'Part causing failure' field
  -
- 2: In the Business Context section, select the URL to access the ASUP log or use SmartSolve
- - SmartSolve will open
- 3: In the SmartSolve All Sections portion of the ASUP files on the left side, click on RECOVERY-GURU-PROCEDURES.HTML.



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- 4: Scroll through the entries listed in the Recovery Guru and locate the FAILED\_DRIVE entry(ies), and make note of the:
  - Slot or Tray
  - Drawer
  - Slot locations.
    - For the example below, we have a failed drive in Tray 99 Slot 17

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- Here is an example of a failed drive that has a Tray, Drawer, and Slot location - 99,3,5

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- 5: Go back to the All Sections portion of the ASUP files and click on STORAGE-ARRAY-PROFILE

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- 6: Once the page has loaded click on DRIVES
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- 7: Find the drive based on the Slot or Tray, Drawer and Slot Location that was noted in the Recovery Guru from the step 4.
- 8: Check the Product ID column
  - If the faulty drive has information in this column, make note of the Product ID and go to the [Click on Trays](#) step.

- - Example: LB806M
  - If the faulty drive does NOT have information in this column, review a previous ASUP from before the failure until you locate an ASUP event with the Product ID populated for this Slot or Tray, Drawer and Slot Location
    - Example shows "Unresponsive"

- - Click the Magnifying Glass icon in the lower left corner of the screen to re-query available ASUPs.
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  - Open up the Daily ASUP that is just before the critical ASUP entry and then go to next step.

- - 9: Click on TRAYS to display the tray information.

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- 10: Locate the Tray in which that drive is located
  - Example: Faulty drive was 99,17 so we are look for Tray 99
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- Record the Part Number listed directly below the Tray information header. This will be used to determine the Enclosure the drive is in. (Example: L2-25067-30)
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- Use the following table to determine the type of enclosure
  - | Part Number | Enclosure |
|-------------|-----------|
| L2-25369-XX | DE6600    |
| L2-25067-XX | DE5600    |
| L2-25068-XX | DE1600    |
  - Note: The XX at the end of each listed part number is a placeholder and will not affect the enclosure.
  - In this example the enclosure is a DE5600. (L2-25067-30 > L2-25067-XX > DE5600)

- 11: Once the drive Product ID and the Enclosure have been identified, use SAP Parts Finders to locate the correct replacement drive part number. (Do not create a Part Request)
  - Search by SysConfig
  - Enter the Product ID in the SysConfig search box and click Search
  - From the search results select the replacement drive that matches the Enclosure from the previous step. The Enclosure will be listed in the Disk Shelf column, seen below on the right side.
  
- - Notice that there are two different enclosures listed in this example output, a DE6600 and a DE5600.
  - Based on the example output the following drives are acceptable replacements:
    - E-X4030A-R6
    - SP-4030A-R6
- 12: In the Technical Case, select the ASUP section
  - If you were able to identify the part number
    - Populate the Part Causing Failure field with the Part Number identified in the above step.
  
- - If the case is ASUP AUTO, the PREQ will be auto generated and the Technical case will route to the AUTO queue
- If you were NOT able to identify the part number
  - Enter a Case Note to inform the TSE that you were unable to identify the part number
  - Clear the 'Part Causing Failure' field and Save
    - You must Save the case before going to the next step
    - If you do not Save prior to deleting the Transaction Owner, the system may not be able to determine the technical support queue
  - Delete the Transaction Owner (even if this is an ASUP AUTO case) and Save
  - Confirm the Transaction Owner is FILER
    - The TSE will create a PREQ if needed
- 13: Refer to the [Technical Case Error Management](#) process if there are additional errors

## 7.4.2 "Product Not Available <XXXX> does not exist or Productdoes not exist" SAP error

- Steps
  - 1: If the case is ASUP AUTO
    - Check if this is
      - ASP: Check the Case Notes
        - If Notes indicate to ship, DO NOT delete the text in the 'Part causing failure' field and go to the next step
        - If the Notes do not indicate to ship, delete the text in the 'Part causing failure' field and close the case
      - Non-ASP:
        - DO NOT take ownership
        - DO NOT delete the text in the 'Part causing failure' field
  - 
  - 2: To identify part number, refer to KB: [https://kb.netapp.com/app/answers/answer\\_view/a\\_id/1031633](https://kb.netapp.com/app/answers/answer_view/a_id/1031633) (if needed, copy and paste link into your browser)
  - 3: In the Technical Case, select the ASUP section
    - If you are able to identify the part number
      - Populate the 'Part Causing Failure' field with the Part Number identified in the above step.
    - 
    - If the case is ASUP AUTO, the PREQ will be auto generated and the Technical case will route to AUTO queue
    - If you were NOT able to identify the part number
      - Enter a Case Note to inform the TSE that you were unable to identify the part number
      - Clear the 'Part Causing Failure' field and Save
        - You must Save the case before going to the next step
        - If you do not Save prior to deleting the Transaction Owner, the system may not be able to determine the technical support queue
      - Delete the Transaction Owner (even if this is an ASUP AUTO case) and Save
      - Confirm the Transaction Owner is FILER

- The TSE will create a PREQ if needed
- 4: Refer to the [Technical Case Error Management](#) process if there are additional errors

### 7.4.2 NSS or Manually Created Single Disk Fault Cases

If a single disk fault case is generated via NSS or manually created by the CSR, the CSR will attempt to identify the part number and manage the cases the same as ONTAP single disk cases

- Steps
  - 1: If the system has ASUP on, follow the steps in the SAP Error Cases section to identify the part number
    - If you were able to identify the part number, go to next step
    - If you were not able to identify the part number
      - Enter a Case Note to inform the TSE that you were unable to identify the part number.
      - Clear the error
      - Save
      - Refer to the [TSC Case Call Transfer Process](#)
  - 2: Create a Part Request and follow standard single disk fault processes