



Replace DIMMs in compute nodes

HCI

amitha

October 05, 2020

This PDF was generated from https://docs.netapp.com/us-en/hci/docs/task_hci_dimmcomputerepl.html on December 14, 2020. Always check docs.netapp.com for the latest.

Table of Contents

Replace DIMMs in compute nodes	1
Prepare to replace the DIMM	1
Replace the DIMM from the chassis	4
Find more information	10

Replace DIMMs in compute nodes

You can replace a faulty dual inline memory module (DIMM) in NetApp HCI compute nodes instead of replacing the entire node.

What you'll need

- Before starting this procedure, you should have contacted NetApp Support and received a replacement part. Support will be involved during the installation of the replacement. If you have not done so already, contact [Support](#).
- You have planned for system downtime, because you need to power down or cycle the node and boot the node to NetApp Safe Mode to access the terminal user interface (TUI).

About this task

This procedure applies to the following compute node models:

- H410C nodes. An H410C node is inserted into a 2U NetApp HCI chassis.
- H610C node. An H610C node is built into the chassis.
- H615C node. An H615C node is built into the chassis.



H410C and H615C nodes include DIMMs from different vendors. Ensure that you do not mix DIMMs from different vendors in one chassis.



The terms "chassis" and "node" are used interchangeably in the case of H610C and H615C, because the node and chassis are not separate components.

Here are the steps involved in replacing DIMMs in compute nodes:

- [Prepare to replace the DIMM](#)
- [Replace the DIMM from the chassis](#)

Prepare to replace the DIMM

When issues with the DIMM occur, VMware ESXi displays alerts, such as **Memory Configuration Error**, **Memory Uncorrectable ECC**, **Memory Transition to Critical**, and **Memory Critical Overtemperature**. Even if the alerts disappear after a while, the hardware problem might persist. You should diagnose and address the faulty DIMM. You can get information about the faulty DIMM from vCenter Server. If you need more information than what is available from vCenter Server, you must run the hardware check in the TUI.

Steps

1. Access the node by logging in to vCenter Server.

2. Right-click the node that is reporting the error, and select the option to place the node in maintenance mode.
3. Migrate the virtual machines (VMs) to another available host.



See the VMware documentation for the migration steps.

4. Power down the compute node.



If you have the information about which DIMM needs to be replaced and do not need to access the TUI, you can skip the following steps in this section.

5. Plug in a keyboard, video, and mouse (KVM) to the back of the node that reported the error.
6. Press the power button at the front of the node.
It takes approximately six minutes for the node to boot. The screen displays a boot menu.
7. Use the keyboard to select **NetApp Safe Mode**.



You should do this in three seconds. If you miss the window, you should go through the boot process again.

8. In the TUI window that opens, navigate to **Maintenance Tasks > Check Hardware**, and select **OK**.
A window opens with the results of the hardware check. If the check detects a DIMM issue, the results include a timestamp and a slot identifier. Here is a sample output from the hardware check:

```
3 | 08/13/2019 | 08:58:59 | Memory | Uncorrectable ECC (@DIMMB1(CPU1)) | Asserted
5f | 08/13/2019 | 17:59:52 | Memory | Uncorrectable ECC (@DIMMB1(CPU1)) | Asserted
62 | 08/13/2019 | 20:26:16 | Memory | Uncorrectable ECC (@DIMMB1(CPU1)) | Asserted
```

9. Record the CPU number and the DIMM slot number/ID.
This will help you identify the failed DIMM in the chassis.
10. For H410C and H615C nodes, perform the steps to identify the DIMM manufacturer.



H410C and H615C nodes include DIMMs from different manufacturers. You should not mix different DIMM types in the same chassis. You should identify the manufacturer of the faulty DIMM and order a replacement of the same type.

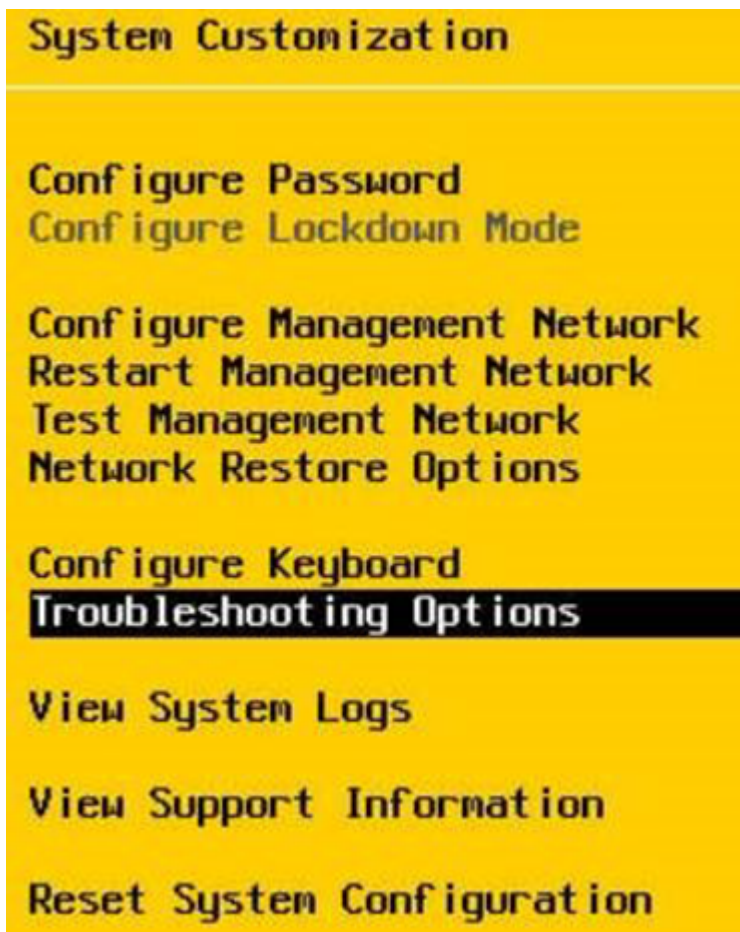
- a. Log in to the BMC to launch the console on the node.
- b. Press **F2** on the keyboard to get to the **Customize System/View Logs** menu.
- c. Enter the password when prompted.



The password should match what you configured in the NetApp Deployment Engine when you set up NetApp HCI.



- d. From the System Customization menu, press the down arrow to navigate to Troubleshooting Options, and press **Enter**.



- e. From the Troubleshooting Mode Options menu, use the up or down arrow to enable ESXi shell and SSH, which are disabled by default.
- f. Press the <Esc> key twice to exit Troubleshooting Options.
- g. Run the `smbiosDump` command using one of the following options:

Option	Steps
Option A	<ol style="list-style-type: none"> 1. Connect to the ESXi host (compute node) using the IP address of the host and the root credentials that you defined. 2. Run the <code>smbiosDump</code> command. See the following sample output: <pre> `Memory Device:#30 Location: "P1-DIMMA1" Bank: "P0_Node0_Channel0_Dimm0" Manufacturer:"Samsung" Serial: "38EB8380" Asset Tag: "P1-DIMMA1_AssetTag (date:18/15)" Part Number: "M393A4K40CB2-CTD" Memory Array: #29 Form Factor: 0x09(DIMM) Type: 0x1a (DDR4) Type Detail: 0x0080 (Synchronous) Data Width: 64 bits (+8 ECC bits) Size: 32 GB` </pre>
Option B	<ol style="list-style-type: none"> 1. Press Alt + F1 to enter shell, and log in to the node to run the command.

Replace the DIMM from the chassis

Before you physically remove and replace the faulty DIMM in the chassis, ensure that you have performed all the [preparatory steps](#).

Steps

1. Power down the chassis or node.



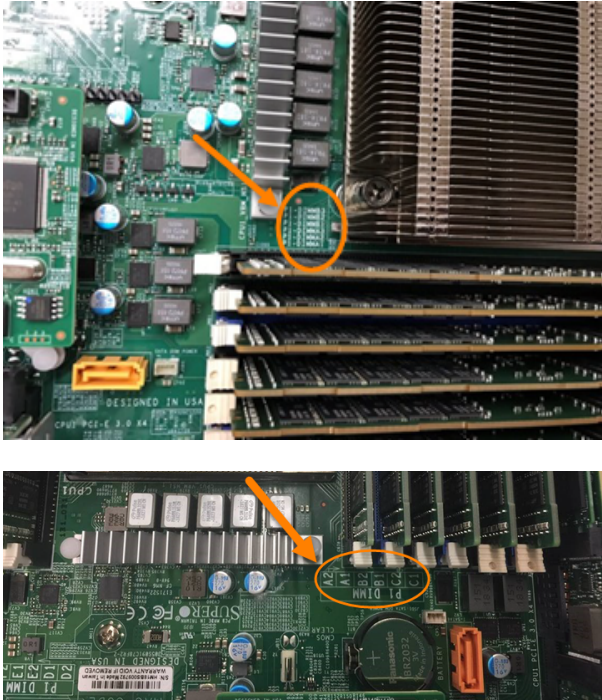
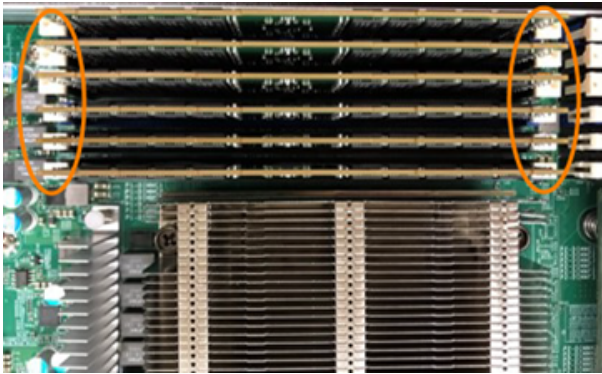

For a H610C or H615C chassis, power down the chassis. For H410C nodes in a 2U, four-node chassis, power down only the node with the faulty DIMM.


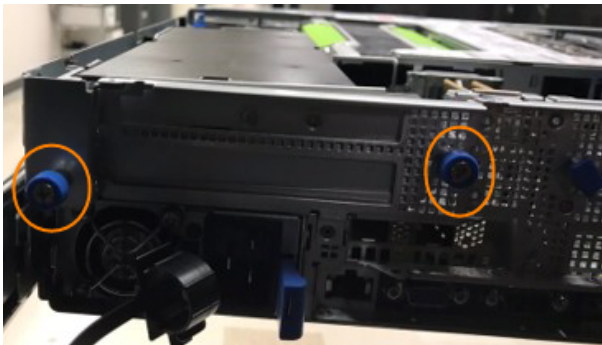
2. Remove the power cables and network cables, carefully slide the node or chassis out of the rack, and place it on a flat, antistatic surface.

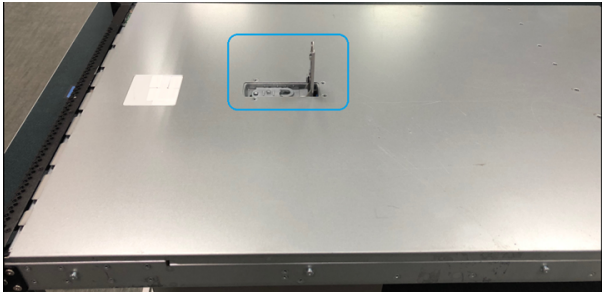

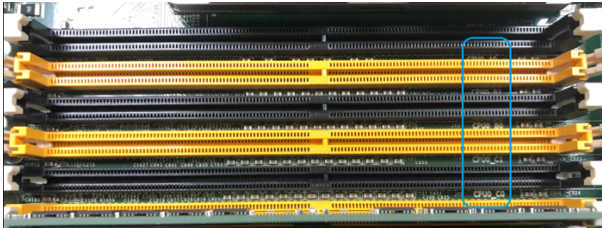



Consider using twist ties for cables.

3. Put on antistatic protection before you open the chassis cover to replace the DIMM.
4. Perform the steps relevant to your node model:

Node model	Steps
H410C	<ol style="list-style-type: none"> <li data-bbox="852 163 1485 367"> <p>Find the failed DIMM by matching the slot number/ID you noted earlier with the numbering on the motherboard. Here are sample images showing the DIMM slot numbers on the motherboard:</p>  <li data-bbox="852 1129 1485 1249"> <p>Press the two retaining clips outward, and carefully pull the DIMM up. Here is a sample image showing the retaining clips:</p>  <li data-bbox="852 1690 1485 1810"> <p>Install the replacement DIMM correctly. When you insert the DIMM into the slot correctly, the two clips lock in place.</p> <div data-bbox="938 1921 1000 1988">  </div> <p data-bbox="1079 1858 1461 2053">Ensure that you touch only the rear ends of the DIMM. If you press on other parts of the DIMM, it might result in damage to the hardware.</p>

Node model	Steps
H610C	<ol style="list-style-type: none"><li data-bbox="850 163 1485 241">1. Lift the cover as shown in the following image: <li data-bbox="850 651 1485 808">2. Loosen the four blue lock screws at the back of the node. Here is a sample image showing the location of two lock screws; you will find the other two on the other side of the node: <li data-bbox="850 1222 1284 1255">3. Remove both PCI card blanks.<li data-bbox="850 1281 1409 1314">4. Remove the GPU and the airflow cover.<li data-bbox="850 1339 1485 1539">5. Find the failed DIMM by matching the slot number/ID you noted earlier with the numbering on the motherboard. Here is a sample image showing the location of the DIMM slot numbers on the motherboard:

Node model	Steps
H615C	<ol style="list-style-type: none"> <li data-bbox="850 163 1485 241">1. Lift the cover as shown in the following image: <div data-bbox="889 275 1487 564" data-label="Image">  </div> <li data-bbox="850 600 1485 678">2. Remove the GPU (if your H615C node has GPU installed) and the airflow cover. <div data-bbox="889 709 1487 1031" data-label="Image">  </div> <li data-bbox="850 1066 1485 1270">3. Find the failed DIMM by matching the slot number/ID you noted earlier with the numbering on the motherboard. Here is a sample image showing the location of the DIMM slot numbers on the motherboard: <div data-bbox="889 1302 1487 1528" data-label="Image">  </div> <li data-bbox="850 1564 1485 1642">4. Press the two retaining clips outward, and carefully pull the DIMM up. <li data-bbox="850 1677 1485 1785">5. Install the replacement DIMM correctly. When you insert the DIMM into the slot correctly, the two clips lock in place. <div data-bbox="938 1900 1003 1963" data-label="Image">  </div> <div data-bbox="1079 1833 1461 2032" data-label="Text"> <p>Ensure that you touch only the rear ends of the DIMM. If you press on other parts of the DIMM, it might result in damage to the hardware.</p> </div>

5. Insert the power cables and network cables.
Ensure that all the port lights turn on.
6. Press the power button at the front of the node if it does not power on automatically when you install it.
7. After the node is displayed in vSphere, right-click the name and take the node out of maintenance mode.
8. Verify the hardware information as follows:
 - a. Log in to the baseboard management controller (BMC) UI.
 - b. Select **System > Hardware Information**, and check the DIMMs listed.
6. Replace the airflow cover.
7. Put the cover back on the node.
8. Install the H610C chassis in the rack, ensuring that the chassis clicks when you slide it into place.

What's next

After the node returns to normal operation, in vCenter, check the Summary tab to ensure that the memory capacity is as expected.



If the DIMM is not installed correctly, the node will operate normally but with lower than expected memory capacity.



After the DIMM replacement procedure, you can clear the warnings and errors on the Hardware Status tab in vCenter. You can do this if you want to erase the history of errors related to the hardware that you replaced. [Learn more](#).

Find more information

- [NetApp HCI Documentation Center](#)
- [SolidFire and Element Software Documentation Center](#)

Copyright Information

Copyright © 2020 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.