



# Chassis

## Install and maintain

NetApp  
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# Table of Contents

- Chassis..... 1
  - Overview of chassis replacement - FAS500f..... 1
  - Shut down the controllers - FAS500f..... 1
  - Move and replace hardware - FAS500f..... 2
  - Complete the restoration and replacement process - FAS500f..... 5

# Chassis

## Overview of chassis replacement - FAS500f

To replace the chassis, you must move the bezel, controller modules, and NVMe drives from the impaired chassis to the replacement chassis, and then remove the impaired chassis from the equipment rack or system cabinet and install the replacement chassis in its place.

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

- You can use this procedure with all versions of ONTAP supported by your system.
- This procedure is written with the assumption that you are moving the bezel, NVMe drives, and controller modules to the new chassis, and that the replacement chassis is a new component from NetApp.
- This procedure is disruptive. For a two-node cluster, you will have a complete service outage and a partial outage in a multi-node cluster.

## Shut down the controllers - FAS500f

You must shut down the controller or controller in the chassis prior to moving them to the new chassis.

### About this task

- If you have a cluster with more than two controllers, it must be in quorum. If the cluster is not in quorum or a healthy controller shows `false` for eligibility and health, you must correct the issue before shutting down the impaired controller; see the [Administration overview with the CLI](#).

- 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
```

### Steps

1. If your system has two controller modules, disable the HA pair.

If your system is running clustered ONTAP with...	Then...
Two controllers in the cluster	<code>cluster ha modify -configured false storage failover modify -node node0 -enabled false</code>
More than two controllers in the cluster	<code>storage failover modify -node node0 -enabled false</code>

2. Halt the controller, pressing `y` when you are prompted to confirm the halt: `system node halt -node  
node_name`

The confirmation message looks like the following:

```
Warning: This operation will cause controller "node-name" to be marked
as unhealthy. Unhealthy nodes do not participate in quorum voting. If
the controller goes out of service and one more controller goes out of
service there will be a data serving failure for the entire cluster.
This will cause a client disruption. Use "cluster show" to verify
cluster state. If possible bring other nodes online to improve the
resiliency of this cluster.
```

```
Do you want to continue? {y|n}:
```



You must perform a clean system shutdown before replacing the chassis to avoid losing unwritten data in the nonvolatile memory (NVMEM/NVRAM). Depending on your system, if the NVMEM/NVRAM LED is flashing, there is content in the NVMEM/NVRAM that has not been saved to disk. You need to reboot the controller and start from the beginning of this procedure. If repeated attempts to cleanly shut down the controller fail, be aware that you might lose any data that was not saved to disk.

3. Where applicable, halt the second controller to avoid a possible quorum error message in an HA pair configuration: `system node halt -node second_node_name -ignore-quorum-warnings true -skip-lif-migration-before-shutdown true`

Answer `y` when prompted.

## Move and replace hardware - FAS500f

Move the power supplies, hard drives, and controller module or modules from the impaired chassis to the new chassis, and swap out the impaired chassis from the equipment rack or system cabinet with the new chassis of the same model as the impaired chassis.

### Step 1: Remove the controller modules

To replace the chassis, you must remove the controller modules from the old chassis.

You can use the following video or the tabulated steps to replace the chassis; it assumes the removal and replacement of the bezel:

[Animation - Replace the chassis](#)

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. Set the controller module aside in a safe place, and repeat these steps for the other controller module in the chassis.

## Step 2: Move drives to the new chassis

You need to move the drives from each bay opening in the old chassis to the same bay opening in the new chassis.

1. Gently remove the bezel from the front of the system.
2. Remove the drives:
  - a. Press the release button at the top of the carrier face below the LEDs.
  - b. Pull the cam handle to its fully open position to unseat the drive from the midplane, and then gently slide the drive out of the chassis.

The drive should disengage from the chassis, allowing it to slide free of the chassis.



When removing a drive, always use two hands to support its weight.



Drives are fragile. Handle them as little as possible to prevent damage to them.

3. Align the drive from the old chassis with the same bay opening in the new chassis.
4. Gently push the drive into the chassis as far as it will go.

The cam handle engages and begins to rotate upward.

5. Firmly push the drive the rest of the way into the chassis, and then lock the cam handle by pushing it up and against the drive holder.

Be sure to close the cam handle slowly so that it aligns correctly with the front of the drive carrier. It clicks when it is secure.

6. Repeat the process for the remaining drives in the system.

### **Step 3: Replace a chassis from within the equipment rack or system cabinet**

You must remove the existing chassis from the equipment rack or system cabinet before you can install the replacement chassis.

1. Remove the screws from the chassis mount points.
2. With two people, slide the old chassis off the rack rails in a system cabinet or equipment rack, and then set it aside.
3. If you are not already grounded, properly ground yourself.
4. Using two people, install the replacement chassis into the equipment rack or system cabinet by guiding the chassis onto the rack rails in a system cabinet or equipment rack.
5. Slide the chassis all the way into the equipment rack or system cabinet.
6. Secure the front of the chassis to the equipment rack or system cabinet, using the screws you removed from the old chassis.
7. If you have not already done so, install the bezel.

### **Step 4: Install the controller modules**

After you install the controller modules into the new chassis, you need to boot it to a state where you can run the diagnostic test.

For HA pairs with two controller modules in the same chassis, the sequence in which you install the controller module is especially important because it attempts to reboot as soon as you completely seat it in the chassis.

1. 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.

2. Recable the console to the controller module, and then reconnect the management port.
3. Plug the power cables into the power supplies and reinstall the power cable retainers.
4. 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.

5. Repeat the preceding steps to install the second controller into the new chassis.

## Complete the restoration and replacement process - FAS500f

You must verify the HA state of the chassis, run diagnostics, and return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

### Step 1: Verify and set the HA state of the chassis

You must verify the HA state of the chassis, and, if necessary, update the state to match your system configuration.

1. In Maintenance mode, from either controller module, display the HA state of the local controller module and chassis: `ha-config show`

The HA state should be the same for all components.

2. If the displayed system state for the chassis does not match your system configuration:
  - a. Set the HA state for the chassis: `ha-config modify chassis HA-state`

The value for HA-state can be one of the following:

- `ha`
- `mcc`
- `mccip`
- `non-ha`

- b. Confirm that the setting has changed: `ha-config show`

3. If you have not already done so, recable the rest of your system.
4. Reinstall the bezel on the front of the system.

### Step 2: 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 controller where the component is being replaced.

1. If the controller to be serviced is not at the LOADER prompt, reboot the controller: `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.
5. 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 3: Return the failed part to NetApp

Return the failed part to NetApp, as described in the RMA instructions shipped with the kit. See the [Part Return & Replacements](#) page for further information.



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