



Chassis

ONTAP Systems

NetApp
June 27, 2022

This PDF was generated from <https://docs.netapp.com/us-en/ontap-systems/a320/chassis-replace-overview.html> on June 27, 2022. Always check docs.netapp.com for the latest.

Table of Contents

- Chassis..... 1
 - Overview of chassis replacement - AFF A320 1
 - Shut down the controllers - AFF A320 1
 - Replace hardware - AFF A320..... 2
 - Complete the restoration and replacement process - AFF A320 4

Chassis

Overview of chassis replacement - AFF A320

To replace the chassis, you must move the fans and controller modules from the impaired chassis to the new chassis of the same model as the impaired chassis.

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 controller modules to the new chassis, and that the 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 - AFF A320

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	<pre>cluster ha modify -configured false storage failover modify -node node0 -enabled false</pre>
More than two controllers in the cluster	<pre>storage failover modify -node node0 -enabled false</pre>

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.

Replace hardware - AFF A320

Move the fans, 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.

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 and set aside the cable management devices from the left and right sides of the controller module.
5. Remove the controller module from the chassis:
 - a. Insert your forefinger into the latching mechanism on either side of the controller module.
 - b. Press down on the orange tab on top of the latching mechanism until it clears the latching pin on the

chassis.

The latching mechanism hook should be nearly vertical and should be clear of the chassis pin.

- c. Gently pull the controller module a few inches toward you so that you can grasp the controller module sides.
 - d. Using both hands, gently pull the controller module out of the chassis and set it on a flat, stable surface.
6. Repeat these steps for the other controller module in the chassis.

Step 2: Move the fans

To move the fan modules to the replacement chassis when replacing the chassis, you must perform a specific sequence of tasks.

1. If you are not already grounded, properly ground yourself.
2. Remove the bezel (if necessary) with two hands, by grasping the openings on each side of the bezel, and then pulling it toward you until the bezel releases from the ball studs on the chassis frame.
3. Press down the release latch on the fan module cam handle, and then rotate the cam handle downward.

The fan module moves a little bit away from the chassis.

4. Pull the fan module straight out from the chassis, making sure that you support it with your free hand so that it does not swing out of the chassis.



The fan modules are short. Always support the bottom of the fan module with your free hand so that it does not suddenly drop free from the chassis and injure you.

5. Set the fan module aside.
6. Repeat the preceding steps for any remaining fan modules.
7. Insert the fan module into the replacement chassis by aligning it with the opening, and then sliding it into the chassis.
8. Push firmly on the fan module cam handle so that it is seated all the way into the chassis.

The cam handle raises slightly when the fan module is completely seated.

9. Swing the cam handle up to its closed position, making sure that the cam handle release latch clicks into the locked position.

The fan LED should be green after the fan is seated and has spun up to operational speed.

10. Repeat these steps for the remaining fan modules.

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. Complete the reinstallation of the controller module:
 - a. Make sure the latch arms are locked in the extended position.
 - b. Using the latch arms, push the controller module into the chassis bay until it stops.
 - c. Press down and hold the orange tabs on top of the latching mechanism.
 - d. Gently push the controller module into the chassis bay until it is flush with the edges of the chassis.



The latching mechanism arms slide into the chassis.

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

- e. Release the latches to lock the controller module into place.
 - f. Recable the power supply.
 - g. If you have not already done so, reinstall the cable management device.
 - h. Interrupt the normal boot process by pressing `Ctrl-C`.
5. Repeat the preceding steps to install the second controller into the new chassis.

Complete the restoration and replacement process - AFF A320

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 node where the component is being replaced.

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 system** from the displayed menu to run diagnostics tests.
5. Select the test or series of tests from the various sub-menus.
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 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.

Copyright Information

Copyright © 2022 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.