



# Troubleshoot hardware installation (SG5600)

StorageGRID

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# Troubleshoot hardware installation (SG5600)

If you encounter issues during the installation, you might find it helpful to review troubleshooting information related to hardware setup and connectivity issues.

## Hardware setup appears to hang (SG5600)

The StorageGRID Appliance Installer might not be available if hardware faults or cabling errors prevent the E5600SG controller from completing its boot-up processing.

### Steps

1. Check the Needs Attention LED on either controller and look for a flashing error code.

During power up, the Service Action Allowed and Service Action Required LEDs are turned on while the hardware is initializing. The upper decimal point of the lower digit, called the *diagnostic LED*, also illuminates. The seven-segment display runs through a sequence of codes that are common for both controllers. This is normal and is not an indication of an error. When the hardware boots successfully, the Service Action LEDs are turned off, and the displays are driven by the firmware.

2. Review the codes on the seven-segment display for the E5600SG controller.



The installation and provisioning take time. Some installation phases do not report updates to the StorageGRID Appliance Installer for several minutes.

If an error occurs, the seven-segment display flashes a sequence, such as HE.

3. To understand what these codes mean, see the following resources:

Controller	Reference
E5600SG controller	<ul style="list-style-type: none"><li>• “HE error: Error synchronizing with SANtricity OS Software”</li><li>• “E5600SG controller seven-segment display codes”</li></ul>
E2700 controller	<p>E-Series documentation</p> <p><b>Note:</b> The codes described for the E-Series E5600 controller do not apply to the E5600SG controller in the appliance.</p>

4. If this does not resolve the issue, contact technical support.

### Related information

[E5600SG controller seven-segment display codes](#)

[HE error: Error synchronizing with SANtricity OS Software](#)

[E2700 Controller-Drive Tray and Related Drive Trays Installation Guide](#)

## HE error: Error synchronizing with SANtricity OS Software

The seven-segment display on the compute controller shows an HE error code if the StorageGRID Appliance Installer cannot synchronize with SANtricity OS Software.

### About this task

If an HE error code is displayed, perform this corrective action.

### Steps

1. Check the integrity of the two SAS interconnect cables, and confirm they are securely connected.
2. As required, replace one or both of the cables, and try again.
3. If this does not resolve the issue, contact technical support.

## Troubleshoot connection issues (SG5600)

If you encounter connection issues during the StorageGRID appliance installation, you should perform the corrective action steps listed.

### Unable to connect to StorageGRID appliance over network

If you cannot connect to the appliance, there might be a network issue, or the hardware installation might not have been completed successfully.

- **Issue**

You cannot connect to the appliance.

- **Cause**

This could occur if there is a network issue or the hardware installation did not complete successfully.

- **Corrective action**

- a. Ping the appliance:

**ping E5600\_controller\_IP**

- b. Access the StorageGRID Appliance Installer by opening a browser and entering the following:

**https://Management\_Port\_IP:8443**

For Management\_Port\_IP, enter the IP address for management port 1 on the E5600SG controller (provisioned during the physical installation).

- c. Click **Configure Admin network**, and check the IP.
- d. If you receive a response from the ping, check that port 8443 is open in the firewalls.
- e. Reboot the appliance.
- f. Refresh the installation web page.
- g. If this does not resolve the connection issue, contact technical support from the NetApp Support Site at [mysupport.netapp.com](https://mysupport.netapp.com).

## Reboot controller while StorageGRID Appliance Installer is running

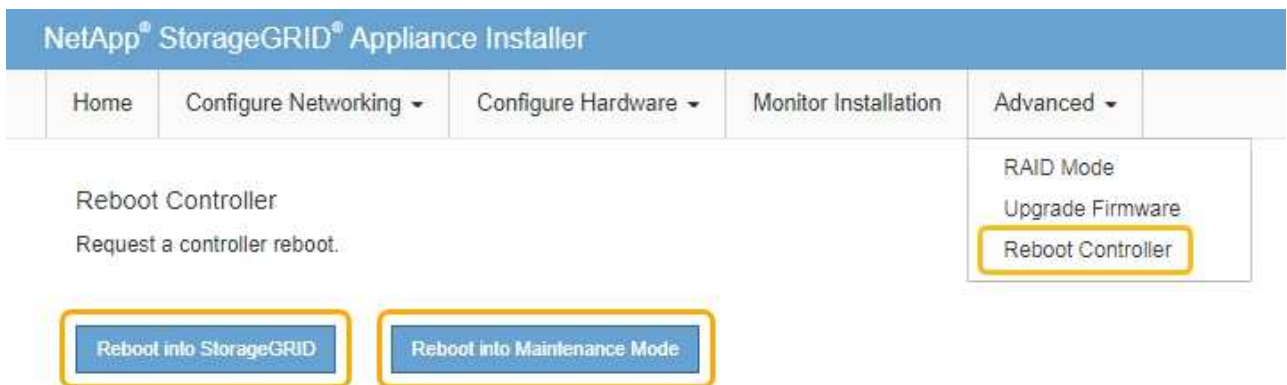
You might need to reboot the compute controller while the StorageGRID Appliance Installer is running. For example, you might need to reboot the controller if the installation fails.

### About this task

This procedure only applies when the compute controller is running the StorageGRID Appliance Installer. Once the installation is completed, this step no longer works because the StorageGRID Appliance Installer is no longer available.

### Steps

1. From the StorageGRID Appliance Installer, click **Advanced** > **Reboot Controller**, and then select one of these options:
  - Select **Reboot into StorageGRID** to reboot the controller with the node rejoining the grid. Select this option if you are done working in maintenance mode and are ready to return the node to normal operation.
  - Select **Reboot into Maintenance Mode** to reboot the controller with the node remaining in maintenance mode. (This option is available only when the controller is in maintenance mode.) Select this option if there are additional maintenance operations you need to perform on the node before rejoining the grid.



The SG6000-CN controller is rebooted.

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