Troubleshoot hardware installation (SG5700)

StorageGRID

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Troubleshoot hardware installation (SG5700)

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 (SG5700)

The StorageGRID Appliance Installer might not be available if hardware faults or cabling errors prevent the E5700SG controller from completing its boot-up processing.

Steps

1. Watch the codes on the seven-segment displays.

   While the hardware is initializing during power up, the two seven-segment displays show a sequence of codes. When the hardware boots successfully, the seven-segment displays show different codes for each controller.

2. Review the codes on the seven-segment display for the E5700SG 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
E5700SG controller	• “Status indicators on the E5700SG controller” • “HE error: Error synchronizing with SANtricity OS Software”
E2800 controller	*E5700 and E2800 System Monitoring Guide* **Note:** The codes described for the E-Series E5700 controller do not apply to the E5700SG controller in the appliance.

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

Related information

Status indicators on the E5700SG controller

HE error: Error synchronizing with SANtricity OS Software

NetApp E-Series Systems Documentation Site

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 two interconnect cables between the two controllers, and confirm that the cables and SFP+ transceivers are securely connected.
2. As required, replace one or both of the cables or SFP+ transceivers, and try again.
3. If this does not resolve the issue, contact technical support.

Troubleshoot connection issues (SG5700)

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

Unable to connect to the appliance

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

Steps

1. If you are unable to connect to SANtricity System Manager:
   a. Try to ping the appliance using the IP address for the E2800 controller on the management network for SANtricity System Manager:
   `ping E2800_Controller_IP`
   b. If you receive no response from the ping, confirm you are using the correct IP address.

      Use the IP address for management port 1 on the E2800 controller.

   c. If the IP address is correct, check appliance cabling and the network setup.

      If that does not resolve the issue, contact technical support.

   d. If the ping was successful, open a web browser.
   e. Enter the URL for SANtricity System Manager:
   `https://E2800_Controller_IP`

      The log in page for SANtricity System Manager appears.

2. If you are unable to connect to the E5700SG controller:
   a. Try to ping the appliance using the IP address for the E5700SG controller:
   `ping E5700SG_Controller_IP`
   b. If you receive no response from the ping, confirm you are using the correct IP address.

      You can use the IP address of the appliance on the Grid Network, the Admin Network, or the Client

Network.

c. If the IP address is correct, check appliance cabling, SFP transceivers, and the network setup.

   If that does not resolve the issue, contact technical support.

d. If the ping was successful, open a web browser.

e. Enter the URL for the StorageGRID Appliance Installer:
   `https://E5700SG_Controller_IP:8443`

   The Home page appears.

Reboot controller while StorageGRID Appliance Installer is running

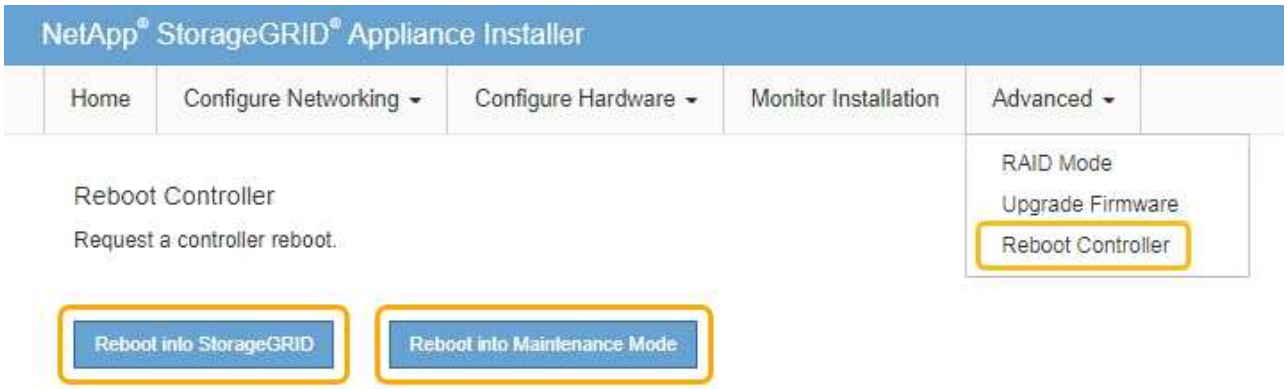
You might need to reboot the compute controller while the StorageGRID Appliance Installer is running. For example, you might need to reboot the controller if the installation fails.

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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