



Troubleshoot hardware problems

ONTAP System Manager

Thom Illingworth, Amanda Stroman
November 04, 2020

This PDF was generated from https://docs.netapp.com/us-en/ontap/task_admin_troubleshoot_hardware_problems.html on December 04, 2020. Always check docs.netapp.com for the latest.



Table of Contents

- Troubleshoot hardware problems 1
 - Information about nodes 1
 - Information about disk shelves 2
 - Information about storage switches 2

Troubleshoot hardware problems

Starting with ONTAP 9.8, you can use System Manager to view the configuration of hardware on your network and troubleshoot problems that might arise.

Before you Start

For ONTAP 9.8, System Manager provides a *preview* of the capability to view hardware configurations. The preview only shows a limited number of AFF models.

Steps

1. In System Manager, select **Cluster > Hardware**.
2. Hover your mouse over components to view status and other details.

You can view various types of information:

- [Information about nodes](#)
- [Information about disk shelves](#)
- [Information about storage switches](#)

Information about nodes

You can view the following:

Nodes:

- Front and rear views are displayed.
- Models with an internal disk shelf also show the disk layout in the front view.
- For ONTAP 9.8, only platform models C190, A220, A300, A400, and A700 are shown.

Ports:

- Console ports are not shown in this preview.
- A port is red if it is down.
- The status of a port and other details are shown when you hover over the port.

FRUs:

Information about FRUs appears only when the state of a FRU is non-optimal.

- Failed PSUs in nodes or chassis.
- High temperatures detected in nodes.
- Failed fans on the nodes or chassis.

Adapter cards:

- Cards with defined part number fields are shown in the slots if external cards has been inserted.
- Ports on cards are shown.
- Certain cards are shown with specific images of the cards. If the card is not in the list of part numbers supported, then a generic graphic is displayed.

FlashCache:

- Details about FlashCache are shown like an adapter card if slot information is available.

Information about disk shelves

You can view the following:

Disk shelves:

- Front and rear views are displayed.

Shelf ports:

- Port status is displayed.
- Remote port information is shown if the port is connected.

Shelf FRUs:

- PSU failure information is shown.

Information about storage switches

- The display shows switches that act as storage switches used to connect shelves to nodes.
- For ONTAP 9.8, the following model can be viewed: X190100 (Cisco Nexus 3232).

You can view the following:

- **Storage switch** information includes switch name, IP address, serial number, SNMP version, and system version.
- **Storage switch port** information includes identity name, identity index, state, and other details, including remote connection.

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.