



## Maintain systems

### E-Series Systems

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# Table of Contents

Maintain systems .....	1
EF300 and EF600 .....	1
E2800 .....	105
E5700 .....	281

# Maintain systems

## EF300 and EF600

### Maintain EF300 and EF600 hardware

For the EF300 and EF600 storage systems, you can perform maintenance procedures on the following components.

#### Batteries

A battery is included with a controller and preserves cached data if the AC power fails.

#### Controllers

A controller consists of a board, firmware, and software. It controls the drives and implements the SANtricity System Manager functions.

#### DIMMs

You must replace a DIMM (dual in-line memory module) when a memory mismatch is present, or you have a failed DIMM.

#### Drives

A drive is a device that provides the physical storage media for data.

#### Fans

Each EF300 or EF600 controller shelf or drive shelf includes five fans for cooling the controller.

#### Host interface cards (HICs)

A host interface card (HIC) must be installed within a controller canister. The EF600 controller includes host ports on the optional HIC. Host ports that are built into the HIC are called HIC ports.

#### Host port protocol

You can convert the protocol of a host to a different protocol so that compatibility and communication can be established.

#### Power supplies

A power supply provides a redundant power source in a controller shelf.

#### SAS expansion cards

A SAS expansion card may be installed within a controller canister. The EF300 controller supports SAS expansion.

## Batteries

### Requirements for EF300 or EF600 battery replacement

Before you replace an EF300 or EF600 battery, review the requirements and considerations.

A battery is included with a controller and preserves cached data if the AC power fails.

#### Recovery Guru alerts

If the Recovery Guru in SANtricity System Manager reports one of following statuses, you must replace the affected battery:

- Battery Failed
- Battery Replacement Required

From SANtricity System Manager, review the details in the Recovery Guru to confirm that there is an issue with a battery and to ensure no other items must be addressed first.

#### Procedure overview

To protect your data, you must replace a failed battery as soon as possible.

The following is an overview of the steps to replace a battery in EF300 or EF600 controllers:

1. Take controller offline.
2. Remove the controller canister.
3. Replace the battery.
4. Replace the controller canister.
5. Bring the controller online.

#### Requirements

If you plan to replace a battery, you must have:

- A replacement battery.
- An ESD wristband, or you have taken other antistatic precautions.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

Optionally, you can use the command line interface (CLI) to perform some of the procedures. If you do not have access to the CLI, you can do one of the following:

- **For SANtricity System Manager (version 11.60 and above)** — Download the CLI package (zip file) from System Manager. Go to **Settings > System > Add-ons > Command Line Interface**. You can then issue CLI commands from an operating system prompt, such as the DOS C: prompt.
- **For SANtricity Storage Manager/Enterprise Management Window (EMW)** — Follow the instructions in the express guide to download and install the software. You can run CLI commands from the EMW

by selecting **Tools > Execute Script**.

## Replace EF300 or EF600 battery

You can replace a battery in an EF300 or EF600 storage system.

### About this task

Each controller canister includes a battery that preserves cached data if the AC power fails. If the Recovery Guru in SANtricity System Manager reports either a Battery Failed status or a Battery Replacement Required status, you must replace the affected battery.

### Before you begin

- Verify that no volumes are in use or that you have a multipath driver installed on all hosts using these volumes.
- Review the [Requirements for EF300 or EF600 battery replacement](#).

### What you'll need

- The replacement battery.
- An ESD wristband, or other antistatic precautions.
- A flat, static free work area.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Place controller offline

Back up data and place the affected controller offline.

#### Steps

1. From SANtricity System Manager, review the details in the Recovery Guru to confirm that there is an issue with a battery and to ensure no other items must be addressed first.
2. From the Details area of the Recovery Guru, determine which battery to replace.
3. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

4. If the controller is not already offline, take it offline now using SANtricity System Manager.
  - a. Select **Hardware**.

- b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.
- c. Select the controller that you want to place offline.
- d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

5. Wait for SANtricity System Manager to update the controller's status to offline.
- 
- Do not begin any other operations until after the status has been updated.
6. Select **Recheck** from the Recovery Guru, and confirm that the OK to remove field in the Details area displays Yes, indicating that it is safe to remove this component.

## Step 2: Remove controller canister

Replace the failed battery with a new one.

### Steps

1. Put on an ESD wristband or take other antistatic precautions.
  2. Label each cable that is attached to the controller canister.
  3. Disconnect all the cables from the controller canister.
- 
- To prevent degraded performance, do not twist, fold, pinch, or step on the cables.
4. Confirm that the Cache Active LED on the back of the controller is off.
  5. Squeeze the handles on either side of the controller, and pull back until it releases from the shelf.



6. Using two hands and the handles, slide the controller canister out of the shelf. When the front of the controller is free of the enclosure, use two hands to pull it out completely.



Always use two hands to support the weight of a controller canister.



7. Place the controller canister on a flat, static-free surface.

### **Step 3: Remove failed battery**

Pull the failed battery out of the controller.

#### **Steps**

1. Remove the controller canister's cover by unscrewing the single thumbscrew and lifting the lid open.
2. Confirm that the green LED inside the controller is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.

3. Locate the 'press' tab on the side of the controller.
4. Unlatch the battery by pressing the tab and squeezing the battery casing.



5. Gently squeeze the connector housing the battery wiring. Pull up, disconnecting the battery from the board.



6. Lift the battery out of the controller and place on a flat, static-free surface.



7. Follow the appropriate procedures for your location to recycle or dispose of the failed battery.



To comply with International Air Transport Association (IATA) regulations, never ship a lithium battery by air unless it is installed within the controller shelf.

#### Step 4: Install new battery

After you have removed the failed battery from the controller canister, follow this step to install the new battery.

##### Steps

1. Unpack the new battery, and set it on a flat, static-free surface.



To comply with IATA safety regulations, replacement batteries are shipped with a state of charge (SoC) of 30 percent or less. When you reapply power, keep in mind that write caching does not resume until the replacement battery is fully charged and it has completed its initial learn cycle.

2. Insert the battery into the controller by lining up the battery casing with the metal latches on the side of the controller.



The battery clicks into place.

3. Plug the battery connector back into the board.

#### Step 5: Reinstall controller canister

Reinstall the controller into the controller shelf.

##### Steps

1. Lower the cover on the controller canister and secure the thumbscrew.
2. While squeezing the controller handles, gently slide the controller canister all the way into the controller shelf.



The controller audibly clicks when correctly installed into the shelf.



#### Step 6: Complete battery replacement

Place the controller online, collect support data, and resume operations.

##### Steps

1. Place controller online.
  - a. In System Manager, navigate to the Hardware page.
  - b. Select **Show back of controller**.
  - c. Select the controller with the replaced battery.
  - d. Select **Place online** from the drop-down list.
2. As the controller boots, check the controller LEDs.

When communication with the other controller is reestablished:

- The amber Attention LED remains on.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.

3. When the controller is back online, confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

4. Click **Support > Upgrade Center** to ensure that the latest version of SANtricity OS is installed.

As needed, install the latest version.

5. Verify that all volumes have been returned to the preferred owner.
  - a. Select **Storage > Volumes**. From the **All Volumes** page, verify that volumes are distributed to their preferred owners. Select **More > Change ownership** to view volume owners.
  - b. If volumes are all owned by preferred owner continue to Step 6.
  - c. If none of the volumes are returned, you must manually return the volumes. Go to **More > Redistribute volumes**.
  - d. If only some of the volumes are returned to their preferred owners after auto-distribution or manual distribution you must check the Recovery Guru for host connectivity issues.
  - e. If there is no Recovery Guru present or if following the recovery guru steps the volumes are still not returned to their preferred owners contact support.
6. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## What's next?

Your battery replacement is complete. You can resume normal operations.

## Controllers

### Requirements for EF300 or EF600 controller replacement

Before you replace an EF300 or EF600 controller, review the requirements and considerations.

A controller consists of a board, firmware, and software. It controls the drives and implements the SANtricity System Manager functions.

#### Controller replacement requirements

Before you replace a controller, you must have:

- A replacement controller canister with the same part number as the controller canister you are replacing.
- An ESD wristband, or you have taken other antistatic precautions.
- Labels to identify each cable that is connected to the controller canister.
- A #1 Phillips screwdriver.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

#### Replacement while powered on

You can replace a controller canister while your storage array is powered on and performing host I/O operations, if the following conditions are true:

- The second controller canister in the shelf has Optimal status.

- The **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**, indicating that it is safe to remove this component.

## Replace EF300 or EF600 controller

You can replace a single controller in your EF300 or EF600 controller shelf.

### About this task

When you replace a failed controller canister, you must remove the battery, power supply, DIMMs, fans, and host interface card (HIC) from the original controller canister, and then install them in the replacement controller canister.

### Before you begin

- Review [Requirements for EF300 or EF600 controller replacement](#).
- Determine if you have a failed controller canister in one of two ways:
  - The Recovery Guru in SANtricity System Manager directs you to replace the controller canister.
  - The amber Attention LED on the controller canister is on, indicating that the controller has a fault.

### What you'll need

- A replacement controller canister with the same part number as the controller canister you are replacing.
- An ESD wristband, or you have taken other antistatic precautions.
- A flat, static free work area.
- A #1 Phillips screwdriver
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace controller

Prepare to replace a failed controller canister by verifying that the replacement controller canister has the correct FRU part number, backing up the configuration, and collecting support data.

#### Steps

1. Unpack the new controller canister, and set it on a flat, static-free surface.  
  
Save the packing materials to use when shipping the failed controller canister.
2. Locate the MAC address and FRU part number labels on the back of the controller canister.
3. From SANtricity System Manager, locate the replacement part number for the controller canister you are replacing.

When a controller has a fault and needs to be replaced, the replacement part number is displayed in the Details area of the Recovery Guru. If you need to find this number manually, follow these steps:

- a. Select **Hardware**.
- b. Locate the controller shelf, which is marked with the controller icon
- c. Click the controller icon.
- d. Select the controller, and click **Next**.

- e. On the **Base** tab, make a note of the **Replacement Part Number** for the controller.
4. Confirm that the replacement part number for the failed controller is the same as the FRU part number for the replacement controller.



**Possible loss of data access** — If the two-part numbers are not the same, do not attempt this procedure. In addition, if the failed controller canister includes a host interface card (HIC), you must install that HIC into the new controller canister. The presence of mismatched controllers or HICs causes the new controller to lock down when you bring it online.

5. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

6. If the controller is not already offline, take it offline now using SANtricity System Manager.

- a. Select **Hardware**.
- b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.
- c. Select the controller that you want to place offline.
- d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

7. Wait for SANtricity System Manager to update the controller's status to offline.



Do not begin any other operations until after the status has been updated.

8. Select **Recheck** from the Recovery Guru, and confirm that the **OK to remove** field in the Details area displays **Yes**, indicating that it is safe to remove this component.

#### Step 2: Remove failed controller

Remove a controller canister to replace the failed canister with a new one.

This is a multi-step procedure that requires you to remove the following components: battery, host interface card, power supply, DIMMs, and fans.

## Step 2a: Remove controller canister

Remove the failed controller canister so you can replace it with a new one.

### Steps

1. Put on an ESD wristband or take other antistatic precautions.
2. Label each cable that is attached to the controller canister.
3. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. If the controller canister has a HIC that uses SFP+ transceivers, remove the SFPs.

Because you must remove the HIC from the failed controller canister, you must remove any SFPs from the HIC ports. When you reconnect the cables, you can move those SFPs to the new controller canister.

5. Confirm that the Cache Active LED on the back of the controller is off.
6. Squeeze the handles on either side of the controller, and pull back until it releases from the shelf.



7. Using two hands and the handles, slide the controller canister out of the shelf. When the front of the controller is free of the enclosure, use two hands to pull it out completely.



Always use two hands to support the weight of a controller canister.



8. Place the controller canister on a flat, static-free surface.

#### **Step 2b: Remove battery**

Remove the battery from the failed controller canister so you can install it in the new controller canister.

##### **Steps**

1. Remove the controller canister's cover by unscrewing the single thumbscrew and lifting the lid open.
2. Locate the 'press' tab on the side of the controller.
3. Unlatch the battery by pressing the tab and squeezing the battery casing.



4. Gently squeeze the connector housing the battery wiring. Pull up, disconnecting the battery from the board.



5. Lift the battery out of the controller and place on a flat, static-free surface.



### Step 2c: Remove the HIC

If the controller canister includes a HIC, you must remove the HIC from the original controller canister. Otherwise, you can skip this step.

#### Steps

1. Using a Phillips screwdriver, remove the two screws that attach the HIC faceplate to the controller canister.





The image above is an example, the appearance of your HIC may differ.

2. Remove the HIC faceplate.
3. Using your fingers or a Phillips screwdriver, loosen the single thumbscrew that secure the HIC to the controller card.



The HIC comes with three screw locations on the top but is secured with only one.

4. Carefully detach the HIC from the controller card by lifting the card up and out of the controller.



Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



5. Place the HIC on a flat, static-free surface.

#### **Step 2d: Remove power supply**

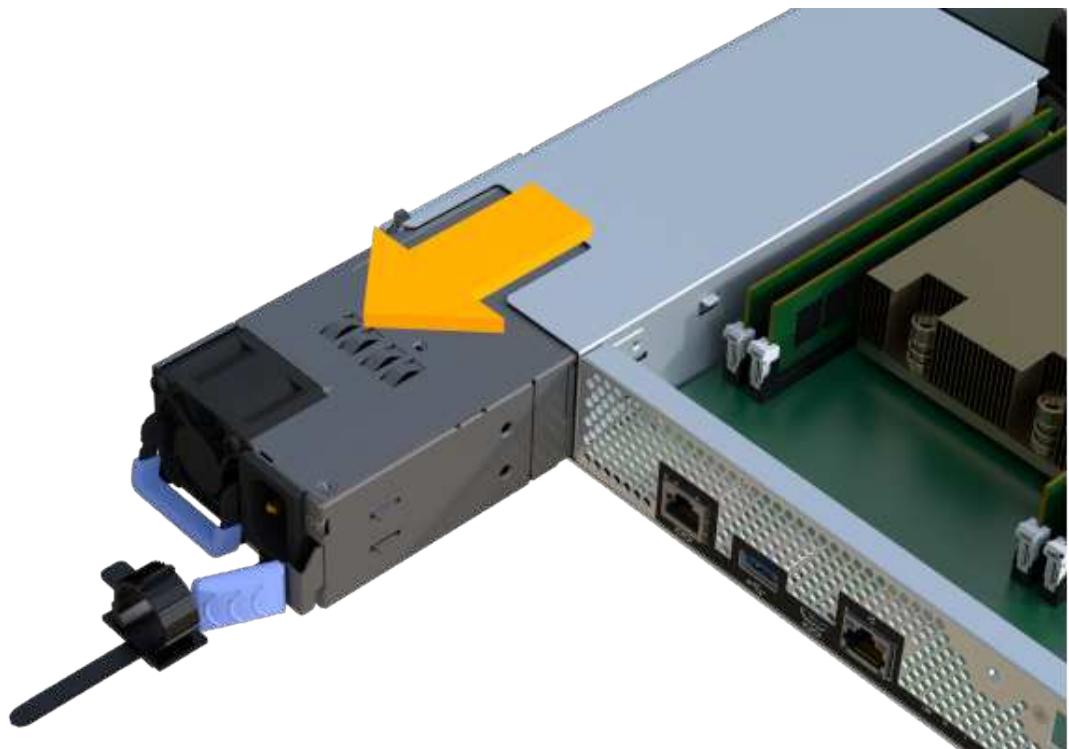
Remove the power supply so you can install it in the new controller.

##### **Steps**

1. Disconnect the power cables:
  - a. Open the power cord retainer, and then unplug the power cord from the power supply.
  - b. Unplug the power cord from the power source.
2. Locate the tab to the right of the power supply and press it towards the power supply unit.



3. Locate the handle on the front of the power supply.
4. Use the handle to slide the power supply straight out of the system.



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

## Step 2e: Remove DIMMs

Remove the DIMMs so you can install them in the new controller.

### Steps

1. Locate the DIMMs on your controller.
2. Note the orientation of the DIMM in the socket so that you can insert the replacement DIMM in the proper orientation.
3. Slowly push apart on the two DIMM ejector tabs on either side of the DIMM to eject the DIMM from its slot, and then slide it out of the slot.



A notch at the bottom of the DIMM helps you align the DIMM during installation.



Carefully hold the DIMM by the edges to avoid pressure on the components on the DIMM circuit board.





### Step 2f: Remove fans

Remove the fans so you can install them in the new controller.

#### Steps

1. Gently lift the fan from the controller.



2. Repeat until all fans are removed.

### **Step 3: Install new controller**

Install a new controller canister to replace the failed one.

This is a multi-step procedure that requires you to install the following components from the original controller: battery, host interface card, power supply, DIMMs, and fans.

#### **Step 3a: Install battery**

Install the battery into the replacement controller canister.

##### **Steps**

1. Make sure that you have:
  - The battery from the original controller canister, or a new battery that you ordered.
  - The replacement controller canister.
2. Insert the battery into the controller by lining up the battery casing with the metal latches on the side of the controller.



The battery clicks into place.

3. Plug the battery connector back into the board.

#### **Step 3b: Install the HIC**

If you removed a HIC from the original controller canister, you must install that HIC in the new controller canister. Otherwise, you can skip this step.

##### **Steps**

1. Using a #1 Phillips screwdriver, remove the two screws that attach the blank faceplate to the replacement controller canister, and remove the faceplate.

2. Align the single thumbscrew on the HIC with the corresponding hole on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



The image above is an example; the appearance of your HIC may differ.

3. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage**—Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrew.

4. Hand-tighten the HIC thumbscrew.

Do not use a screwdriver, or you might over tighten the screw.



The image above is an example; the appearance of your HIC may differ.

5. Using a #1 Phillips screwdriver, attach the HIC faceplate you removed from the original controller canister to the new controller canister with the two screws.

### Step 3c: Install power supply

Install the power supply into the replacement controller canister.

#### Steps

1. Using both hands, support and align the edges of the power supply with the opening in the system chassis, and then gently push the power supply into the chassis using the cam handle.

The power supplies are keyed and can only be installed one way.



Do not use excessive force when sliding the power supply into the system; you can damage the connector.



### Step 3d: Install DIMMs

Install the DIMMs into the new controller canister.

#### Steps

1. Hold the DIMM by the corners, and align it to the slot.

The notch among the pins on the DIMM should line up with the tab in the socket.

2. Insert the DIMM squarely into the slot.



The DIMM fits tightly in the slot, but should go in easily. If not, realign the DIMM with the slot and reinsert it.

- i Visually inspect the DIMM to verify that it is evenly aligned and fully inserted into the slot.
- 3. Push carefully, but firmly, on the top edge of the DIMM until the latches snap into place over the notches at the ends of the DIMM.
- i DIMMs fit tightly. You might need to gently press on one side at a time and secure with each tab individually.



### Step 3e: Install fans

Install the fans into the replacement controller canister.

#### Steps

1. Slide the fan all the way into the replacement controller.





2. Repeat until all fans are installed.

### **Step 3f: Install new controller canister**

Last, install the new controller canister into the controller shelf.

#### **Steps**

1. Lower the cover on the controller canister and secure the thumbscrew.
2. While squeezing the controller handles, gently slide the controller canister all the way into the controller shelf.



The controller audibly clicks when correctly installed into the shelf.



3. Install the SFPs from the original controller in the host ports on the new controller, if they were installed in the original controller, and reconnect all the cables.

If you are using more than one host protocol, be sure to install the SFPs in the correct host ports.

4. If the original controller used DHCP for the IP address, locate the MAC address on the label on the back of the replacement controller. Ask your network administrator to associate the DNS/network and IP address for the controller you removed with the MAC address for the replacement controller.



If the original controller did not use DHCP for the IP address, the new controller adopts the IP address of the controller you removed.

#### Step 4: Complete controller replacement

Place the controller online, collect support data, and resume operations.

##### Steps

1. Place controller online.
  - a. In System Manager, navigate to the Hardware page.
  - b. Select **Show back of controller**.
  - c. Select the replaced controller.
  - d. Select **Place online** from the drop-down list.
2. As the controller boots, check the controller LEDs.

When communication with the other controller is reestablished:

- The amber Attention LED remains on.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.

3. When the controller is back online, confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

4. Click **Hardware > Support > Upgrade Center** to ensure that the latest version of SANtricity OS is installed.

As needed, install the latest version.

5. Verify that all volumes have been returned to the preferred owner.

- Select **Storage > Volumes**. From the **All Volumes** page, verify that volumes are distributed to their preferred owners. Select **More > Change ownership** to view volume owners.
- If volumes are all owned by preferred owner continue to Step 6.
- If none of the volumes are returned, you must manually return the volumes. Go to **More > Redistribute volumes**.
- If only some of the volumes are returned to their preferred owners after auto-distribution or manual distribution you must check the Recovery Guru for host connectivity issues.
- If there is no Recovery Guru present or if following the recovery guru steps the volumes are still not returned to their preferred owners contact support.

6. Collect support data for your storage array using SANtricity System Manager.

- Select **Support > Support Center > Diagnostics**.
- Select **Collect Support Data**.
- Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## What's next?

Your controller replacement is complete. You can resume normal operations.

## DIMMs

### Requirements for replacing an EF300 or EF600 DIMM

Before you replace a DIMM in an EF300 or EF600 storage array, review the requirements and considerations.

You must replace a DIMM when a memory mismatch is present, or you have a failed DIMM. Be sure to verify the configuration of your EF300 or EF600 controller to ensure the correct DIMM size is replaced.



Be aware that the DIMMs in your storage array are fragile; improper handling can lead to damage.

Follow these rules to avoid damaging the DIMMs in your storage array:

- Prevent electrostatic discharge (ESD):
  - Keep the DIMM in the ESD bag until you are ready to install it.
  - Open the ESD bag by hand or cut the top off with a pair of scissors. Do not insert a metal tool or knife into the ESD bag.
  - Keep the ESD bag and any packing materials in case you must return a DIMM later.



Always wear an ESD wrist strap grounded to an unpainted surface on your storage enclosure chassis.

- Handle DIMMs carefully:
  - Always use two hands when removing, installing, or carrying a DIMM.
  - Never force a DIMM into a shelf, and use gentle, firm pressure to completely engage the latch.
  - Always use approved packaging when shipping DIMMs.
- Avoid magnetic fields. Keep DIMMs away from magnetic devices.

## Replace DIMMs in EF300 or EF600

You can replace a DIMM in an EF300 or EF600 array.

### About this task

To replace a DIMM, you must verify the cache size of your controller, place the controller offline, remove the controller, remove the DIMMs, and install the new DIMMs in your controller. Then you can bring your controller back online and verify the storage array is working properly.

### Before you begin

- Review [Requirements for replacing an EF300 or EF600 DIMM](#).
- Make sure that no volumes are in use or that you have a multipath driver installed on all hosts using these volumes.

### What you'll need

- A replacement DIMM.
- An ESD wristband, or you have taken other antistatic precautions.
- A flat, static free work area.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Determine if you need to replace a DIMM

Verify the cache size of your controller before replacing the DIMMs.

### Steps

1. Access the Storage Array profile for the controller. From SANtricity System Manager, go to **Support > Support Center**. From the Support Resources page, select **Storage Array Profile**.
2. Scroll down or use the Search field to locate the **Data Cache Module** information.
3. If one of the following is present, note the DIMM's location and continue with remaining procedures in this

section to replace the DIMMs on your controller:

- A failed DIMM, or a DIMM reporting **Data Cache Module** as not optimal.
- A DIMM with a mismatched **Data Cache Module** capacity.

#### Step 2: Place controller offline

Place the controller offline so you can safely remove and replace the DIMMs.

##### Steps

1. From SANtricity System Manager, review the details in the Recovery Guru to confirm that there is an issue with a mismatched memory and to ensure no other items must be addressed first.
2. From the Details area of the Recovery Guru, determine which DIMM to replace.
3. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

4. If the controller is not already offline, take it offline now using SANtricity System Manager.
  - a. Select **Hardware**.
  - b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.
  - c. Select the controller that you want to place offline.
  - d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

5. Wait for SANtricity System Manager to update the controller's status to offline.
- Do not begin any other operations until after the status has been updated.
6. Select **Recheck** from the Recovery Guru, and confirm that the OK to remove field in the Details area displays Yes, indicating that it is safe to remove this component.

#### Step 3: Remove controller canister

You remove the failed controller canister so you can replace your DIMMs with new ones.

##### Steps

1. Put on an ESD wristband or take other antistatic precautions.
2. Label each cable that is attached to the controller canister.
3. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. Confirm that the Cache Active LED on the back of the controller is off.
5. Squeeze the handles on either side of the controller, and pull back until it releases from the shelf.



6. Using two hands and the handles, slide the controller canister out of the shelf. When the front of the controller is free of the enclosure, use two hands to pull it out completely.



Always use two hands to support the weight of a controller canister.



7. Place the controller canister on a flat, static-free surface.

#### **Step 4: Remove DIMMs**

If there is a memory mismatch present, replace the DIMMs in your controller.

##### **Steps**

1. Remove the controller canister's cover by unscrewing the single thumbscrew and lifting the lid open.
2. Confirm that the green LED inside the controller is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.

3. Locate the DIMMs on your controller.
4. Note the orientation of the DIMM in the socket so that you can insert the replacement DIMM in the proper orientation.



A notch at the bottom of the DIMM helps you align the DIMM during installation.

5. Slowly push apart on the two DIMM ejector tabs on either side of the DIMM to eject the DIMM from its slot, and then slide it out of the slot.



Carefully hold the DIMM by the edges to avoid pressure on the components on the DIMM circuit board.

The number and placement of system DIMMs depends on the model of your system.

#### Step 5: Install new DIMMs

Install a new DIMM to replace the old one.

## Steps

1. Hold the DIMM by the corners, and align it to the slot.

The notch among the pins on the DIMM should line up with the tab in the socket.

2. Insert the DIMM squarely into the slot.

The DIMM fits tightly in the slot, but should go in easily. If not, realign the DIMM with the slot and reinsert it.



Visually inspect the DIMM to verify that it is evenly aligned and fully inserted into the slot.

3. Push carefully, but firmly, on the top edge of the DIMM until the latches snap into place over the notches at the ends of the DIMM.



DIMMs fit tightly. You might need to gently press on one side at a time and secure with each tab individually.



## Step 6: Reinstall controller canister

After installing the new DIMMs, reinstall the controller canister into the controller shelf.

## Steps

1. Lower the cover on the controller canister and secure the thumbscrew.
2. While squeezing the controller handles, gently slide the controller canister all the way into the controller shelf.



The controller audibly clicks when correctly installed into the shelf.



3. Reconnect all the cables.

#### Step 7: Complete DIMMs replacement

Place the controller online, collect support data, and resume operations.

##### Steps

1. Place controller online.
  - a. In System Manager, navigate to the Hardware page.
  - b. Select **Show back of controller**.
  - c. Select the controller with the replaced DIMMs.
  - d. Select **Place online** from the drop-down list.
2. As the controller boots, check the controller LEDs.

When communication with the other controller is reestablished:

- The amber Attention LED remains on.
  - The Host Link LEDs might be on, blinking, or off, depending on the host interface.
3. When the controller is back online, confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

4. Click **Hardware > Support > Upgrade Center** to ensure that the latest version of SANtricity OS is installed.

As needed, install the latest version.

5. Verify that all volumes have been returned to the preferred owner.
  - a. Select **Storage > Volumes**. From the **All Volumes** page, verify that volumes are distributed to their preferred owners. Select **More > Change ownership** to view volume owners.
  - b. If volumes are all owned by preferred owner continue to Step 6.
  - c. If none of the volumes are returned, you must manually return the volumes. Go to **More > Redistribute volumes**.
  - d. If there is no Recovery Guru present or if following the Recovery Guru steps the volumes are still not returned to their preferred owners contact support.
6. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## What's next?

Your DIMM replacement is complete. You can resume normal operations.

## Drives

### Requirements for EF300 or EF600 drive replacement

Before replacing a drive in an EF300 or EF600 array, review the requirements and considerations.



Be aware that the drives in your storage array are fragile; improper drive handling is a leading cause of drive failure.

#### Drive replacement requirements

Follow these rules to avoid damaging the drives in your storage array:

- Prevent electrostatic discharge (ESD):
  - Keep the drive in the ESD bag until you are ready to install it.
  - Open the ESD bag by hand or cut the top off with a pair of scissors. Do not insert a metal tool or knife into the ESD bag.
  - Keep the ESD bag and any packing materials in case you must return a drive later.
  - Always wear an ESD wrist strap grounded to an unpainted surface on your storage enclosure chassis. If a wrist strap is unavailable, touch an unpainted surface on your storage enclosure chassis before handling the drive.
- Handle drives carefully:
  - Always use two hands when removing, installing, or carrying a drive.
  - Never force a drive into a shelf, and use gentle, firm pressure to completely engage the drive latch.

- Place drives on cushioned surfaces, and never stack drives on top of each other.
  - Do not bump drives against other surfaces.
  - Before removing a drive from a shelf, unlatch the handle and wait 30 seconds for the drive to spin down.
  - Always use approved packaging when shipping drives.
- Avoid magnetic fields. Keep drives away from magnetic devices.

Magnetic fields can destroy all data on the drive and cause irreparable damage to the drive circuitry.

#### **Drive staggering in 24-drive controller shelf**

Standard 24-drive shelves require drive staggering. The following figure shows how the drives are numbered in each shelf (the shelf's front bezel has been removed).



When inserting fewer than 24 drives into an EF300 or EF600 controller, you must alternate between the two halves of the controller. Beginning with the far left and then moving to the far right, place the drives in one at a time.

The following figure shows how to stagger the drives between the two halves.



#### **Replace drive in an EF300 array**

You can replace a drive in an EF300 array.

The EF300 supports SAS expansion with 24-drive and 60-drive shelves. The procedure you follow depends on whether you have a 24-drive shelf or a 60-drive shelf:

- Replace drive in an EF300 (24-drive shelf)
- Replace drive in an EF300 (60-drive shelf)

## Replace drive in an EF300 (24-drive shelf)

Follow this procedure to replace a drive in a 24-drive shelf.

### About this task

The Recovery Guru in SANtricity System Manager monitors the drives in the storage array and can notify you of an impending drive failure or an actual drive failure. When a drive has failed, its amber Attention LED is on. You can hot-swap a failed drive while the storage array is receiving I/O.

### Before you begin

- Review drive handling requirements in [Requirements for EF300 or EF600 drive replacement](#).

### What you'll need

- A replacement drive that is supported by NetApp for your controller shelf or drive shelf.
- An ESD wristband, or you have taken other antistatic precautions.
- A flat, static-free work surface.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace drive (24-drive)

Prepare to replace a drive by checking the Recovery Guru in SANtricity System Manager and completing any prerequisite steps. Then, you can locate the failed component.

#### Steps

1. If the Recovery Guru in SANtricity System Manager has notified you of an *impending drive failure*, but the drive has not yet failed, follow the instructions in the Recovery Guru to fail the drive.
2. If needed, use SANtricity System Manager to confirm you have a suitable replacement drive.
  - a. Select **Hardware**.
  - b. Select the failed drive on the shelf graphic.
  - c. Click the drive to display its context menu, and then select **View settings**.
  - d. Confirm that the replacement drive has a capacity equal to or greater than the drive you are replacing and that it has the features you expect.

For example, do not attempt to replace a hard disk drive (HDD) with a solid-state drive (SSD). Similarly, if you are replacing a secure-capable drive, make sure the replacement drive is also secure-capable.

3. If needed, use SANtricity System Manager to locate the drive within your storage array: From the drive's context menu, select **Turn on locator light**.

The drive's Attention LED (amber) blinks so you can identify which drive to replace.



If you are replacing a drive in a shelf that has a bezel, you must remove the bezel to see the drive LEDs.

### Step 2: Remove failed drive (24-drive)

Remove a failed drive to replace it with a new one.

#### Steps

1. Unpack the replacement drive, and set it on a flat, static-free surface near the shelf.

Save all packing materials.

2. Press the release button on the failed drive.



- For drives in E5724 controller shelves or DE224C drive shelves, the release button is located at the top of the drive. The cam handle on the drive springs open partially, and the drive releases from the midplane.

3. Open the cam handle, and slide out the drive slightly.

4. Wait 30 seconds.

5. Using both hands, remove the drive from the shelf.

6. Place the drive on an antistatic, cushioned surface away from magnetic fields.

7. Wait 30 seconds for the software to recognize that the drive has been removed.



If you accidentally remove an active drive, wait at least 30 seconds, and then reinstall it. For the recovery procedure, refer to the storage management software.

### Step 3: Install new drive (24-drive)

You install a new drive to replace the failed one. Install the replacement drive as soon as possible after removing the failed drive. Otherwise, there is a risk that the equipment might overheat.

#### Steps

- Open the cam handle.
- Using two hands, insert the replacement drive into the open bay, firmly pushing until the drive stops.
- Slowly close the cam handle until the drive is fully seated in the midplane and the handle clicks into place.

The green LED on the drive comes on when the drive is inserted correctly.



Depending on your configuration, the controller might automatically reconstruct data to the new drive. If the shelf uses hot spare drives, the controller might need to perform a complete reconstruction on the hot spare before it can copy the data to the replaced drive. This reconstruction process increases the time that is required to complete this procedure.

### Step 4: Complete drive replacement (24-drive)

Confirm that the new drive is working correctly.

#### Steps

1. Check the Power LED and the Attention LED on the drive you replaced.

When you first insert a drive, its Attention LED might be on. However, the LED should go off within a minute.

- Power LED is on or blinking, and the Attention LED is off: Indicates that the new drive is working correctly.
  - Power LED is off: Indicates that the drive might not be installed correctly. Remove the drive, wait 30 seconds, and then reinstall it.
  - Attention LED is on: Indicates that the new drive might be defective. Replace it with another new drive.
2. If the Recovery Guru in SANtricity System Manager still shows an issue, select **Recheck** to ensure the problem has been resolved.
  3. If the Recovery Guru indicates that drive reconstruction did not start automatically, start reconstruction manually, as follows:



Perform this operation only when instructed to do so by technical support or the Recovery Guru.

- a. Select **Hardware**.
- b. Click the drive that you replaced.
- c. From the drive's context menu, select **Reconstruct**.
- d. Confirm that you want to perform this operation.

When the drive reconstruction completes, the volume group is in an Optimal state.

4. As required, reinstall the bezel.
5. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

#### What's next?

Your drive replacement is complete. You can resume normal operations.

#### Replace drive in an EF300 (60-drive shelf)

Follow this procedure to replace a drive in a 60-drive shelf.

#### About this task

The Recovery Guru in SANtricity System Manager monitors the drives in the storage array and can notify you of an impending drive failure or an actual drive failure. When a drive has failed, its amber Attention LED is on. You can hot-swap a failed drive while the storage array is receiving I/O operations.

#### Before you begin

- Review drive handling requirements in [Requirements for EF300 or EF600 drive replacement](#).

#### What you'll need

- A replacement drive that is supported by NetApp for your controller shelf or drive shelf.
- An ESD wristband, or you have taken other antistatic precautions.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

## Step 1: Prepare to replace drive (60-drive)

Prepare to replace a drive by checking the Recovery Guru in SANtricity System Manager and completing any prerequisite steps. Then, you can locate the failed component.

### Steps

1. If the Recovery Guru in SANtricity System Manager has notified you of an *impending drive failure*, but the drive has not yet failed, follow the instructions in the Recovery Guru to fail the drive.
2. If needed, use SANtricity System Manager to confirm you have a suitable replacement drive.
  - a. Select **Hardware**.
  - b. Select the failed drive on the shelf graphic.
  - c. Click the drive to display its context menu, and then select **View settings**.
  - d. Confirm that the replacement drive has a capacity equal to or greater than the drive you are replacing and that it has the features you expect.

For example, do not attempt to replace a hard disk drive (HDD) with a solid-state disk (SSD). Similarly, if you are replacing a secure-capable drive, make sure the replacement drive is also secure-capable.

3. If needed, use SANtricity System Manager to locate the drive within the storage array.
  - a. If the shelf has a bezel, remove it so you can see the LEDs.
  - b. From the drive's context menu, select **Turn on locator light**.

The drive drawer's Attention LED (amber) blinks so you can open the correct drive drawer to identify which drive to replace.



(1) Attention LED

- c. Unlatch the drive drawer by pulling on both levers.

- d. Using the extended levers, carefully pull the drive drawer out until it stops.
- e. Look at the top of the drive drawer to find the Attention LED in front of each drive.



(1) *Attention LED light on for the drive on the top right side*

The drive drawer Attention LEDs are on the left side in front of each drive, with an attention icon on the drive handle just behind the LED.



(1) Attention icon

(2) Attention LED

## Step 2: Remove failed drive (60-drive)

Remove a failed drive to replace it with a new one.

### Steps

1. Unpack the replacement drive, and set it on a flat, static-free surface near the shelf.

Save all packing materials for the next time you need to send a drive back.

2. Release the drive drawer levers from the center of the appropriate drive drawer by pulling both towards the sides of the drawer.
3. Carefully pull on the extended drive drawer levers to pull out the drive drawer to its full extension without removing it from the enclosure.
4. Gently pull back the orange release latch that is in front of the drive you want to remove.

The cam handle on the drive springs open partially, and the drive is released from the drawer.



(1) *Orange release latch*

5. Open the cam handle, and lift out the drive slightly.
6. Wait 30 seconds.
7. Use the cam handle to lift the drive from the shelf.



8. Place the drive on an antistatic, cushioned surface away from magnetic fields.
9. Wait 30 seconds for the software to recognize that the drive has been removed.



If you accidentally remove an active drive, wait at least 30 seconds, and then reinstall it. For the recovery procedure, refer to the storage management software.

### Step 3: Install new drive (60-drive)

Install a new drive to replace the failed one.



**Possible loss of data access** — When pushing the drive drawer back into the enclosure, never slam the drawer shut. Push the drawer in slowly to avoid jarring the drawer and causing damage to the storage array.

#### Steps

1. Raise the cam handle on the new drive to vertical.
2. Align the two raised buttons on each side of the drive carrier with the matching gap in the drive channel on the drive drawer.



**(1) Raised button on the right side of the drive carrier**

3. Lower the drive straight down, and then rotate the cam handle down until the drive snaps into place under the orange release latch.
4. Carefully push the drive drawer back into the enclosure. Push the drawer in slowly to avoid jarring the drawer and causing damage to the storage array.
5. Close the drive drawer by pushing both levers towards the center.

The green Activity LED for the replaced drive on the front of the drive drawer comes on when the drive is inserted correctly.

Depending on your configuration, the controller might automatically reconstruct data to the new drive. If the shelf uses hot spare drives, the controller might need to perform a complete reconstruction on the hot spare before it can copy the data to the replaced drive. This reconstruction process increases the time that is required to complete this procedure.

#### **Step 4: Complete drive replacement (60-drive)**

Confirm that the new drive is working correctly.

##### **Steps**

1. Check the Power LED and the Attention LED on the drive you replaced. (When you first insert a drive, its Attention LED might be on. However, the LED should go off within a minute.)
  - Power LED is on or blinking, and the Attention LED is off: Indicates that the new drive is working correctly.
  - Power LED is off: Indicates that the drive might not be installed correctly. Remove the drive, wait 30 seconds, and then reinstall it.
  - Attention LED is on: Indicates that the new drive might be defective. Replace it with another new drive.
2. If the Recovery Guru in SANtricity System Manager still shows an issue, select **Recheck** to ensure the problem has been resolved.
3. If the Recovery Guru indicates that drive reconstruction did not start automatically, start reconstruction manually, as follows:



Perform this operation only when instructed to do so by technical support or the Recovery Guru.

- a. Select **Hardware**.
- b. Click the drive that you replaced.
- c. From the drive's context menu, select **Reconstruct**.
- d. Confirm that you want to perform this operation.

When the drive reconstruction completes, the volume group is in an Optimal state.

4. As required, reinstall the bezel.
5. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

#### What's next?

Your drive replacement is complete. You can resume normal operations.

### Replace drive in an EF600 array

You can replace a drive in an EF600 array.

#### About this task

The Recovery Guru in SANtricity System Manager monitors the drives in the storage array and can notify you of an impending drive failure or an actual drive failure. When a drive has failed, its amber Attention LED is on. You can hot-swap a failed drive while the storage array is receiving I/O.

#### Before you begin

- Review [Requirements for EF300 or EF600 drive replacement](#).

#### What you'll need

- A replacement drive that is supported by NetApp for your controller shelf or drive shelf.
- An ESD wristband, or you have taken other antistatic precautions.
- A flat, static-free work surface.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

## Step 1: Prepare to replace drive

Prepare for drive replacement by checking the Recovery Guru in SANtricity System Manager and completing any prerequisite steps. Then, you can locate the failed component.

### Steps

1. If the Recovery Guru in SANtricity System Manager has notified you of an *impending drive failure*, but the drive has not yet failed, follow the instructions in the Recovery Guru to fail the drive.
2. If needed, use SANtricity System Manager to confirm you have a suitable replacement drive.
  - a. Select **Hardware**.
  - b. Select the failed drive on the shelf graphic.
  - c. Click the drive to display its context menu, and then select **View settings**.
  - d. Confirm that the replacement drive has a capacity equal to or greater than the drive you are replacing and that it has the features you expect.

For example, do not attempt to replace a hard disk drive (HDD) with a solid-state disk (SSD). Similarly, if you are replacing a secure-capable drive, make sure the replacement drive is also secure-capable.

3. If needed, use SANtricity System Manager to locate the drive within your storage array: From the drive's context menu, select **Turn on locator light**.

The drive's Attention LED (amber) blinks so you can identify which drive to replace.



If you are replacing a drive in a shelf that has a bezel, you must remove the bezel to see the drive LEDs.

## Step 2: Remove drive

Remove a failed drive to replace it with a new one.

### Steps

1. Unpack the replacement drive, and set it on a flat, static-free surface near the shelf.

Save all packing materials.

2. Press the black release button on the failed drive.

The latch on the drive springs partially opens, and then the drive releases from the controller.

3. Open the cam handle, and slide out the drive slightly.
4. Wait 30 seconds.
5. Using both hands, remove the drive from the shelf.



6. Place the drive on an antistatic, cushioned surface away from magnetic fields.
7. Wait 30 seconds for the software to recognize that the drive has been removed.



If you accidentally remove an active drive, wait at least 30 seconds, and then reinstall it. For the recovery procedure, refer to the storage management software.

### **Step 3: Install new drive**

Install a new drive to replace the failed one. You should install the replacement drive as soon as possible after removing the failed drive.

#### **Steps**

1. Open the cam handle.
2. Using two hands, insert the replacement drive into the open bay, firmly pushing until the drive stops.
3. Slowly close the cam handle until the drive is fully seated in the midplane and the handle clicks into place.

The green LED on the drive comes on when the drive is inserted correctly.



Depending on your configuration, the controller might automatically reconstruct data to the new drive. If the shelf uses hot spare drives, the controller might need to perform a complete reconstruction on the hot spare before it can copy the data to the replaced drive. This reconstruction process increases the time that is required to complete this procedure.

### **Step 4: Complete drive replacement**

Complete the drive replacement to confirm that the new drive is working correctly.

#### **Steps**

1. Check the Power LED and the Attention LED on the drive you replaced. (When you first insert a drive, its Attention LED might be on. However, the LED should go off within a minute.)
  - Power LED is on or blinking, and the Attention LED is off: Indicates that the new drive is working correctly.
  - Power LED is off: Indicates that the drive might not be installed correctly. Remove the drive, wait 30 seconds, and then reinstall it.
  - Attention LED is on: Indicates that the new drive might be defective. Replace it with another new drive.

2. If the Recovery Guru in SANtricity System Manager still shows an issue, select **Recheck** to ensure the problem has been resolved.
3. If the Recovery Guru indicates that drive reconstruction did not start automatically, start reconstruction manually, as follows:



Perform this operation only when instructed to do so by technical support or the Recovery Guru.

- a. Select **Hardware**.
- b. Click the drive that you replaced.
- c. From the drive's context menu, select **Reconstruct**.
- d. Confirm that you want to perform this operation.

When the drive reconstruction completes, the volume group is in an Optimal state.

4. As required, reinstall the bezel.
5. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

### What's next?

Your drive replacement is complete. You can resume normal operations.

## Hot adding a drive shelf

You can add a new drive shelf while power is still applied to the other components of the storage system. You can configure, reconfigure, add, or relocate storage system capacity without interrupting user access to data.

### Before you begin

Due to the complexity of this procedure, the following is recommended:

- Read all steps before beginning the procedure.
- Ensure hot adding a drive shelf is the procedure you need.

### About this task

This procedure applies to hot adding a DE212C, DE224C, or DE460C drive shelf to an E2800, E2800B, EF280, E5700, E5700B, EF570, EF300, or EF600 controller shelf.

This procedure applies to IOM12 and IOM12B drive shelves.



IOM12B modules are only supported on SANtricity OS 11.70.2 onward. Ensure your controller's firmware has been updated before installing or upgrading to an IOM12B.



This procedure is for like-for-like shelf IOM hot-swaps or replacements. This means you can only replace an IOM12 module with another IOM12 module or replace an IOM12B module with another IOM12B module. (Your shelf can have two IOM12 modules or have two IOM12B modules.)

If you are cabling an older controller shelf to a DE212C, DE224C, or DE460, see [Adding IOM Drive Shelves to an Existing E27XX, E56XX, or EF560 Controller Shelf](#).



To maintain system integrity, you must follow the procedure exactly in the order presented.

### Step 1: Prepare to add the drive shelf

To prepare to hot add a drive shelf, you must check for critical events and check the status of the IOMs.

#### Before you begin

- The power source for your storage system must be able to accommodate the power requirements of the new drive shelf. For the power specification for your drive shelf, see the [Hardware Universe](#).
- The cabling pattern for the existing storage system must match one of the applicable schemes shown in this procedure.

#### Steps

1. In SANtricity System Manager, select **Support > Support Center > Diagnostics**.
2. Select **Collect Support Data**.

The Collect Support Data dialog box appears.

3. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name support-data.7z. The data is not automatically sent to technical support.

4. Select **Support > Event Log**.

The Event Log page displays the event data.

5. Select the heading of the **Priority** column to sort critical events to the top of the list.
6. Review the system critical events for events that have occurred in the last two to three weeks, and verify that any recent critical events have been resolved or otherwise addressed.



If unresolved critical events have occurred within the previous two to three weeks, stop the procedure and contact technical support. Continue the procedure only when the issue is resolved.

7. Select **Hardware**.

8. Select the **IOMs (ESMs)** icon.



The Shelf Component Settings dialog box appears with the **IOMs (ESMs)** tab selected.

9. Make sure that the status shown for each IOM/ESM is *Optimal*.
10. Click **Show more settings**.
11. Confirm that the following conditions exist:
  - The number of ESMs/IOMs detected matches the number of ESMs/IOMs installed in the system and that for each drive shelf.
  - Both of the ESMs/IOMs show that communication is OK.
  - The data rate is 12Gb/s for DE212C, DE224C, and DE460C drive shelves or 6 Gb/s for other drive

trays.

## Step 2: Install the drive shelf and apply power

You install a new drive shelf or a previously installed drive shelf, turn on the power, and check for any LEDs that require attention.

### Steps

1. If you are installing a drive shelf that has previously been installed in a storage system, remove the drives. The drives must be installed one at a time later in this procedure.

If the installation history of the drive shelf that you are installing is unknown, you should assume that it has been previously installed in a storage system.

2. Install the drive shelf in the rack that holds the storage system components.



See the installation instructions for your model for the full procedure for physical installation and power cabling. The installation instructions for your model includes notes and warnings that you must take into account to safely install a drive shelf.

3. Power on the new drive shelf, and confirm that no amber attention LEDs are illuminated on the drive shelf. If possible, resolve any fault conditions before you continue with this procedure.

## Step 3: Cable your system

Select one of the following options:

- Option 1: Connect the drive shelf for E2800 or E5700
- Option 2: Connect the drive shelf for EF300 or EF600

If you are cabling an older controller shelf to a DE212C, DE224C, or DE460, see [Adding IOM Drive Shelves to an Existing E27XX, E56XX, or EF560 Controller Shelf](#).

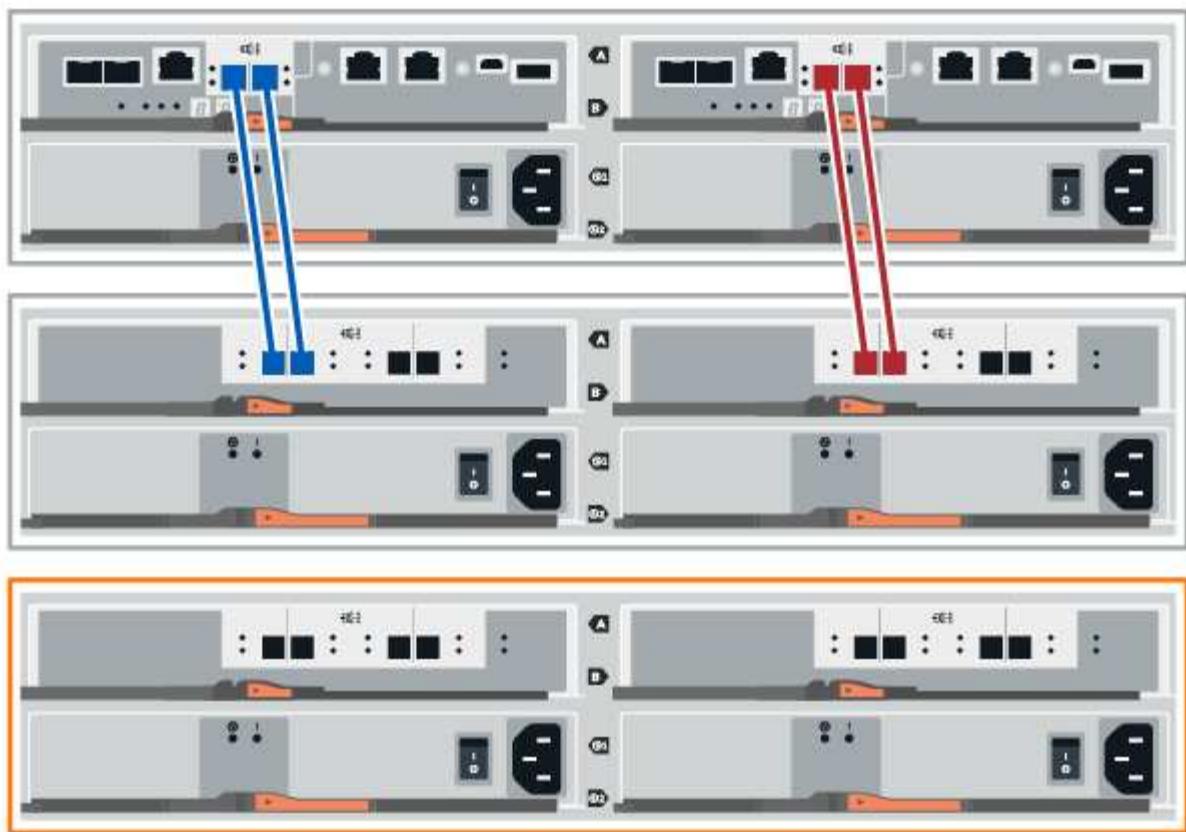
### Option 1: Connect the drive shelf for E2800 or E5700

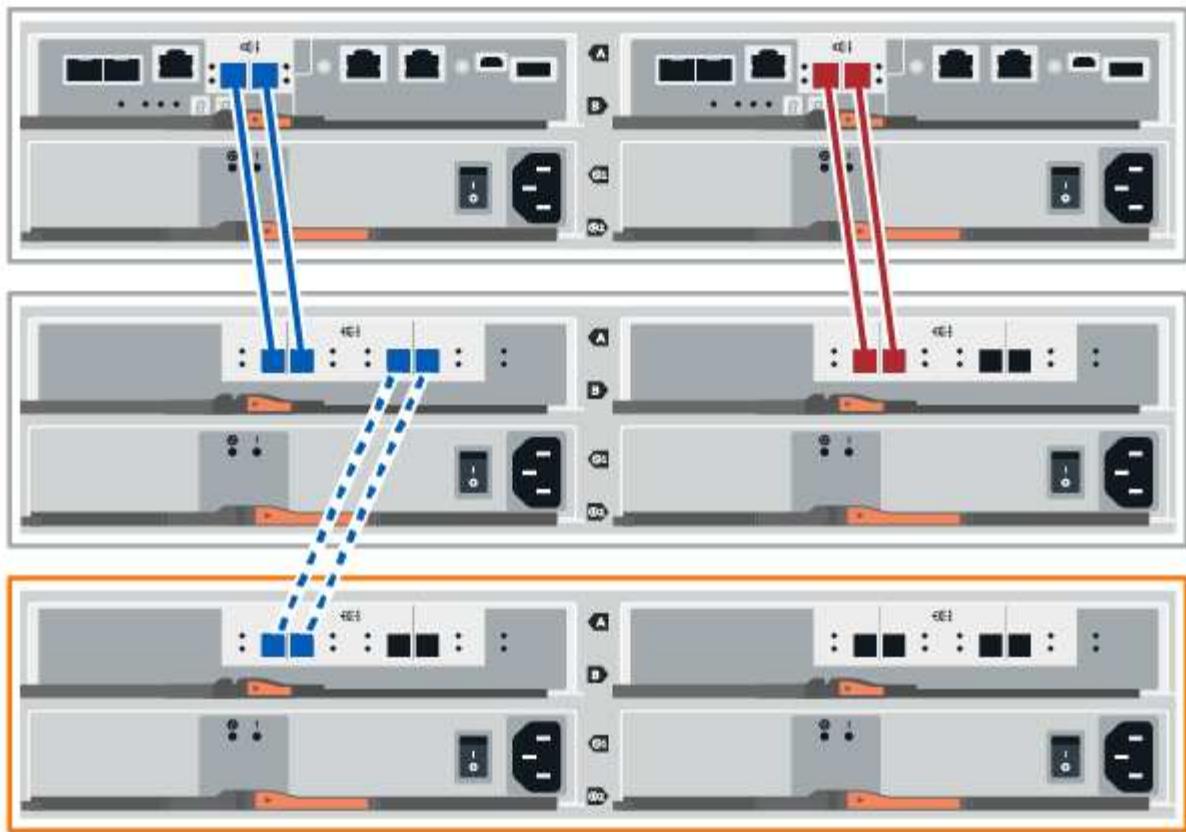
You connect the drive shelf to controller A, confirm IOM status, and then connect the drive shelf to controller B.

### Steps

1. Connect the drive shelf to controller A.

The following figure shows an example connection between an additional drive shelf and controller A. To locate the ports on your model, see the [Hardware Universe](#).





2. In SANtricity System Manager, click **Hardware**.



At this point in the procedure, you have only one active path to the controller shelf.

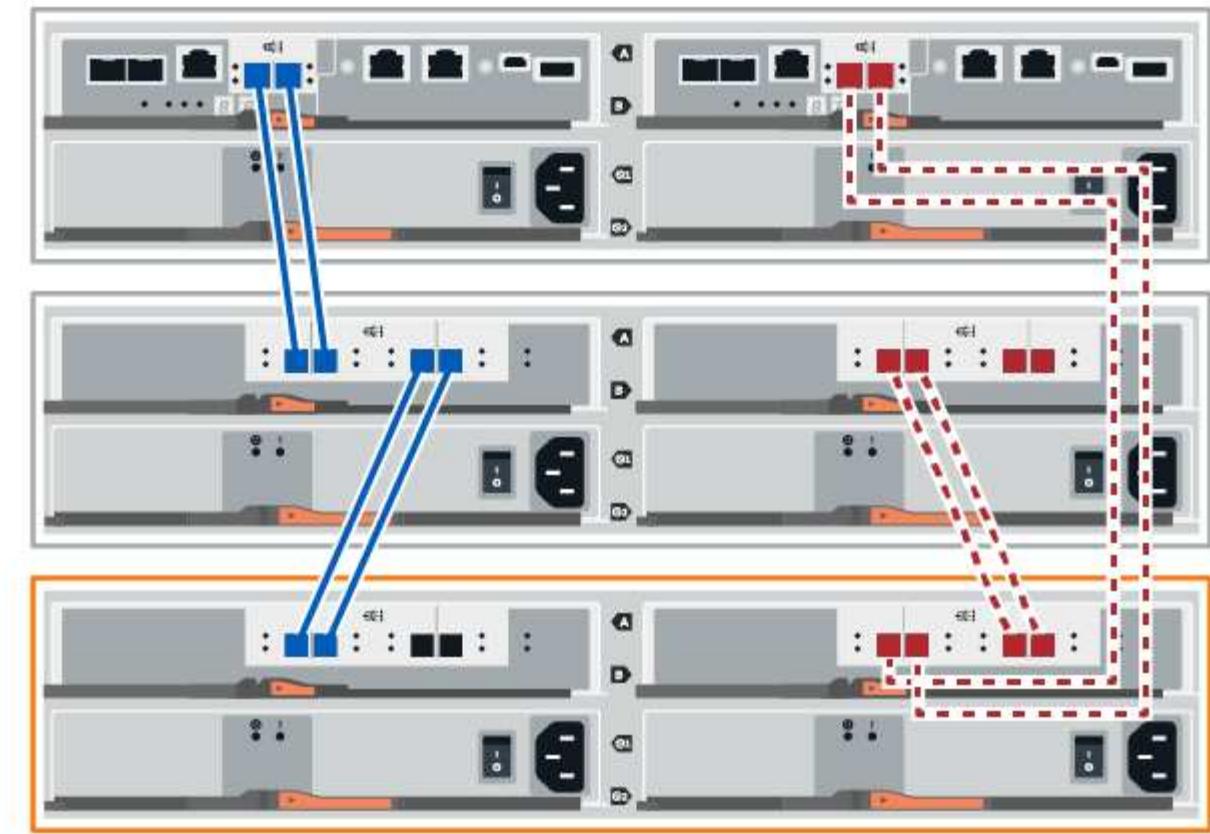
3. Scroll down, as necessary, to see all the drive shelves in the new storage system. If the new drive shelf is not displayed, resolve the connection issue.
4. Select the **ESMs/IOMs** icon for the new drive shelf.



The **Shelf Component Settings** dialog box appears.

5. Select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box.
6. Select **Show more options**, and verify the following:
  - IOM/ESM A is listed.
  - Current data rate is 12 Gbps for a SAS-3 drive shelf.
  - Card communications is OK.
7. Disconnect all expansion cables from controller B.
8. Connect the drive shelf to controller B.

The following figure shows an example connection between an additional drive shelf and controller B. To locate the ports on your model, see the [Hardware Universe](#).



9. If it is not already selected, select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box, and then select **Show more options**. Verify that Card communications is **YES**.



Optimal status indicates that the loss of redundancy error associated with the new drive shelf has been resolved and the storage system is stabilized.

#### Option 2: Connect the drive shelf for EF300 or EF600

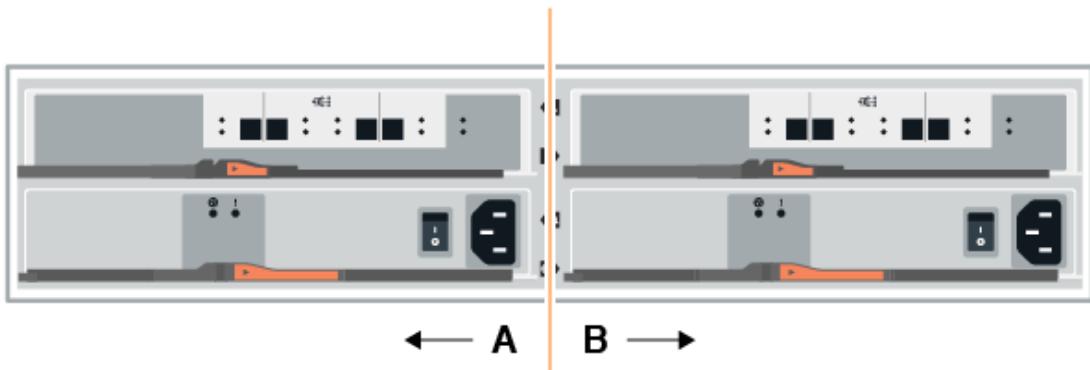
You connect the drive shelf to controller A, confirm IOM status, and then connect the drive shelf to controller B.

##### Before you begin

- You have updated your firmware to the latest version. To update your firmware, follow the instructions in the [Upgrading SANtricity OS](#).

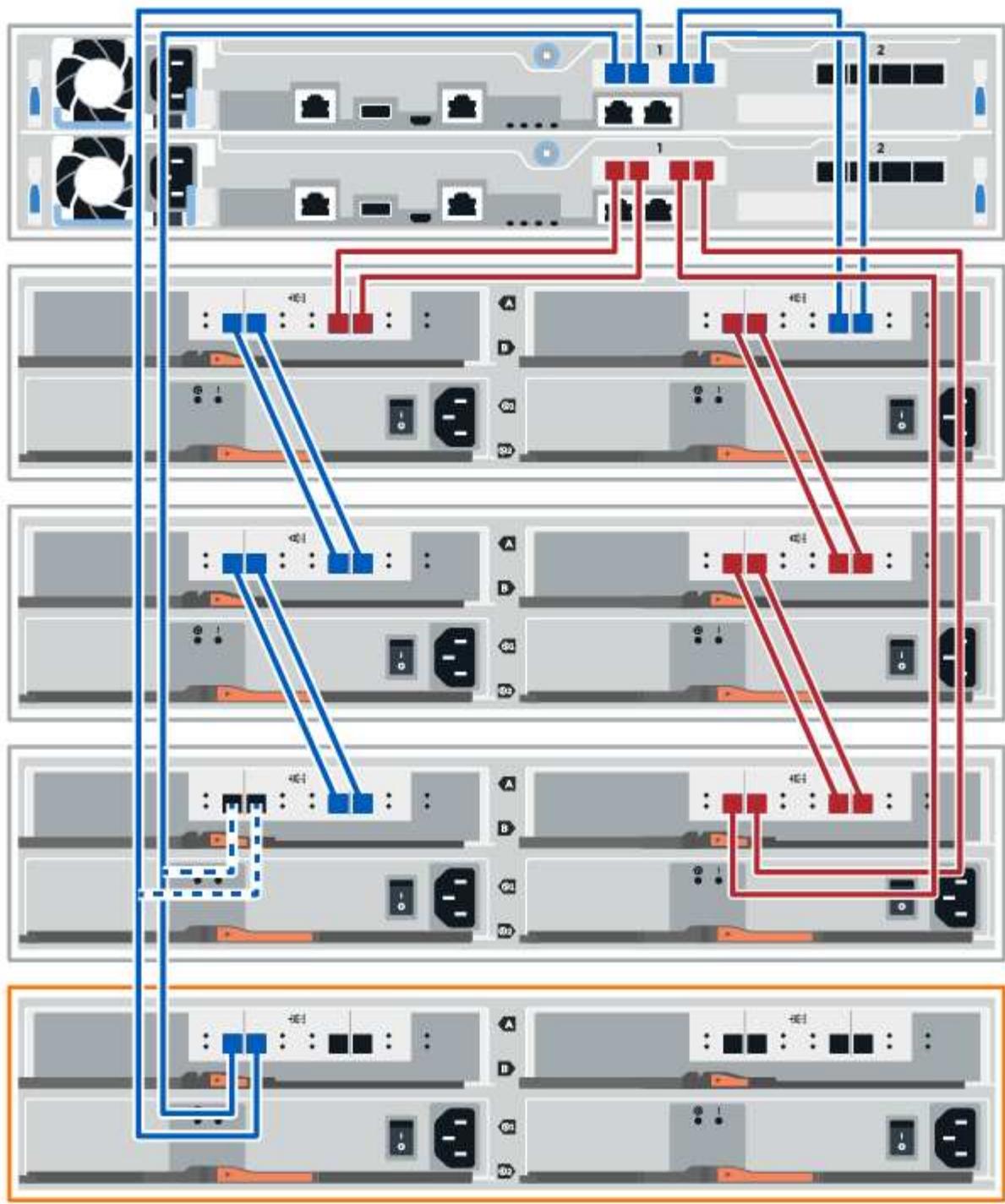
##### Steps

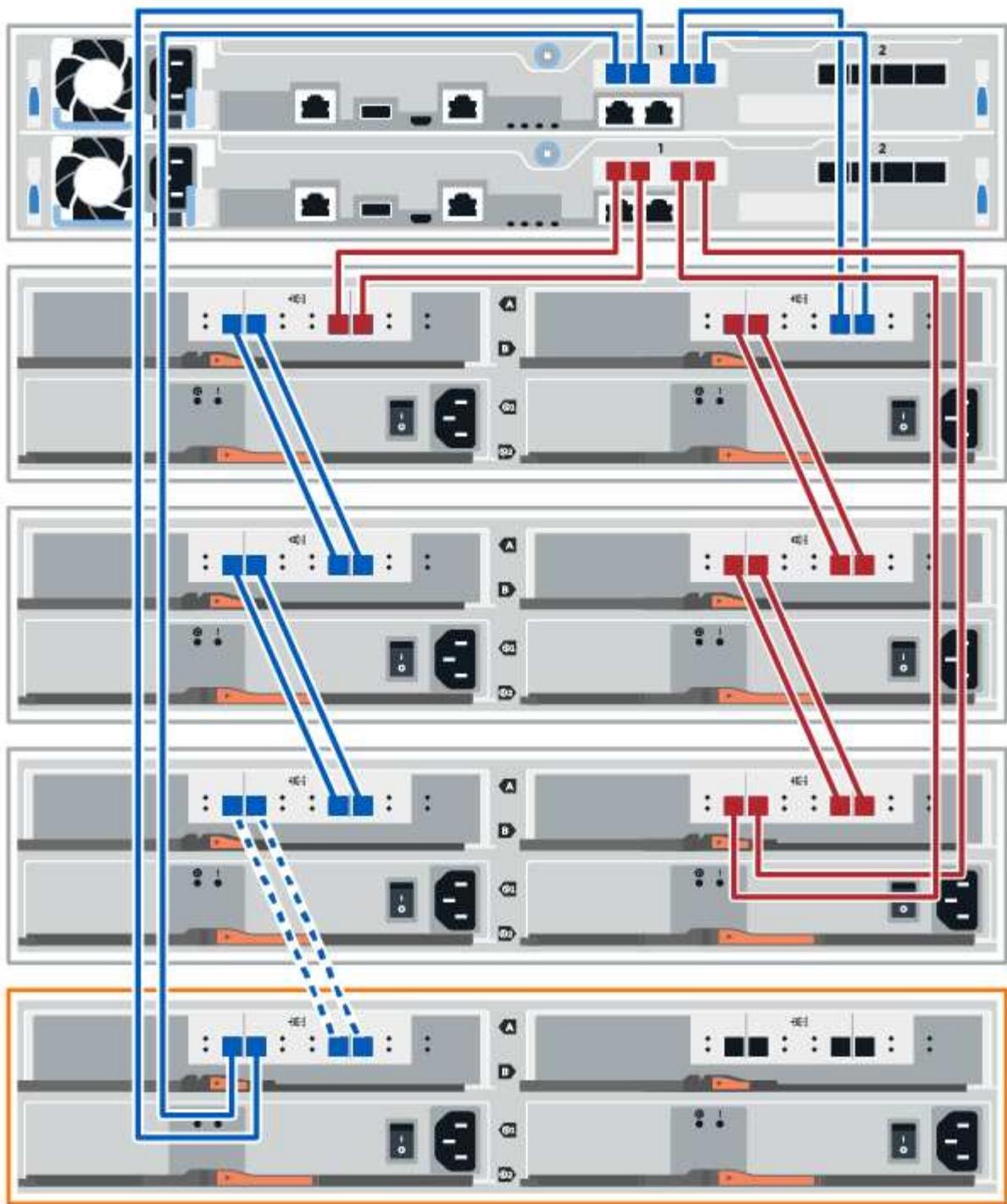
1. Disconnect both of the A-side controller cables from IOM12 ports one and two from previous last shelf in the stack and then connect them to the new shelf IOM12 ports one and two.



2. Connect the cables to A-side IOM12 ports three and four from the new shelf to previous last shelf IOM12 ports one and two.

The following figure shows an example connection for A side between an additional drive shelf and the previous last shelf. To locate the ports on your model, see the [Hardware Universe](#).





3. In SANtricity System Manager, click **Hardware**.



At this point in the procedure, you have only one active path to the controller shelf.

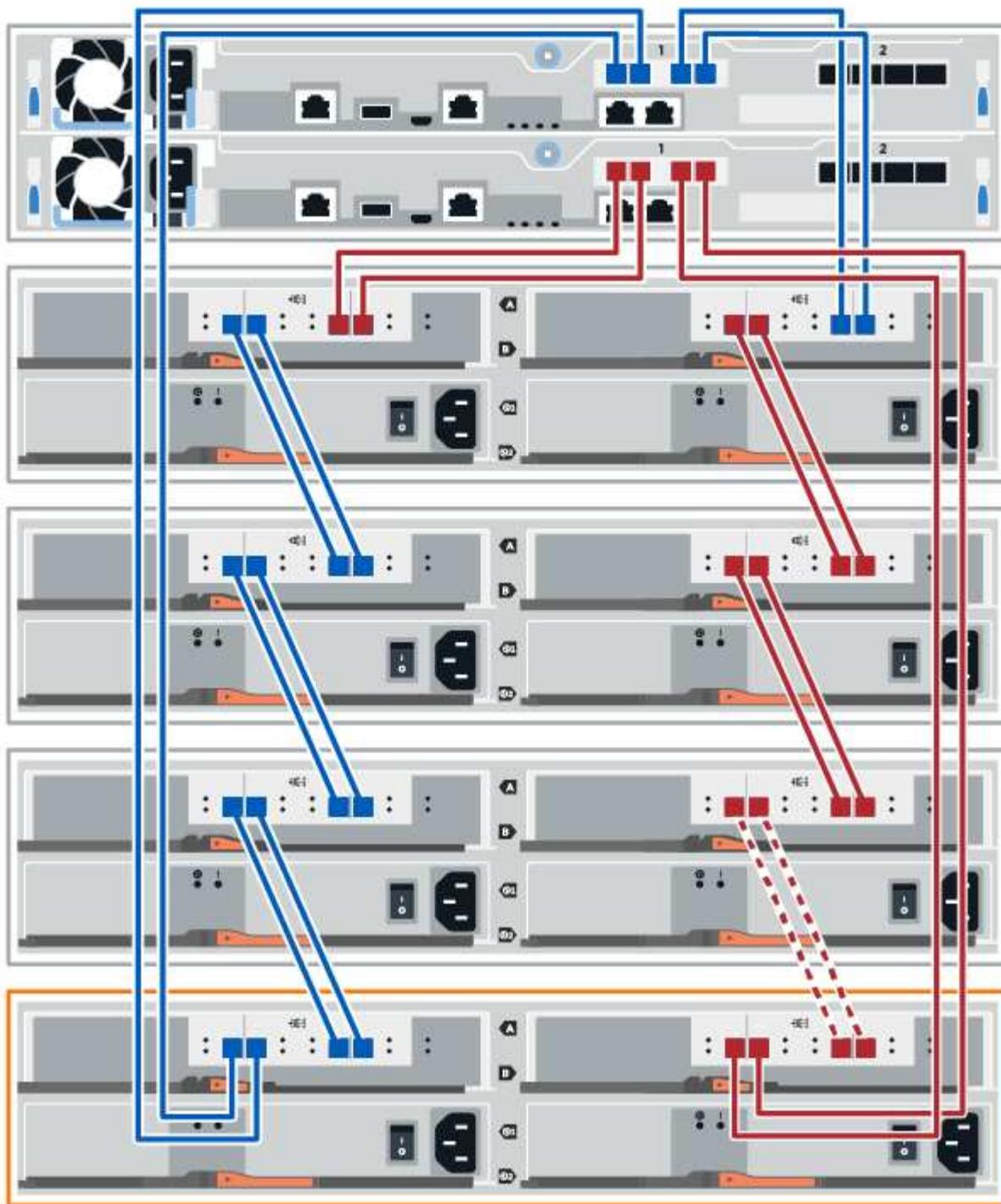
4. Scroll down, as necessary, to see all the drive shelves in the new storage system. If the new drive shelf is not displayed, resolve the connection issue.
5. Select the **ESMs/IOMs** icon for the new drive shelf.



The **Shelf Component Settings** dialog box appears.

6. Select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box.
7. Select **Show more options**, and verify the following:
  - IOM/ESM A is listed.
  - Current data rate is 12 Gbps for a SAS-3 drive shelf.
  - Card communications is OK.
8. Disconnect both the B-side controller cables from IOM12 ports one and two from the previous last shelf in the stack then connect them to the new shelf IOM12 ports one and two.
9. Connect the cables to B-side IOM12 ports three and four from the new shelf to the previous last shelf IOM12 ports one and two.

The following figure shows an example connection for B side between an additional drive shelf and the previous last shelf. To locate the ports on your model, see the [Hardware Universe](#).



- If it is not already selected, select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box, and then select **Show more options**. Verify that Card communications is **YES**.



Optimal status indicates that the loss of redundancy error associated with the new drive shelf has been resolved and the storage system is stabilized.

#### Step 4: Complete hot add

You complete the hot add by checking for any errors and confirming that the newly added drive shelf uses the latest firmware.

#### Steps

1. In SANtricity System Manager, click **Home**.
2. If the link labeled **Recover from problems** appears at the center top of the page, click the link, and resolve any issues indicated in the Recovery Guru.
3. In SANtricity System Manager, click **Hardware**, and scroll down, as necessary, to see the newly added drive shelf.
4. For drives that were previously installed in a different storage system, add one drive at time to the newly installed drive shelf. Wait for each drive to be recognized before you insert the next drive.

When a drive is recognized by the storage system, the representation of the drive slot in the **Hardware** page displays as a blue rectangle.

5. Select **Support > Support Center > Support Resources** tab.
6. Click the **Software and Firmware Inventory** link, and check which versions of the IOM/ESM firmware and the drive firmware are installed on the new drive shelf.



You might need to scroll down the page to locate this link.

7. If necessary, upgrade the drive firmware.

IOM/ESM firmware automatically upgrades to the latest version unless you have disabled the upgrade feature.

The hot add procedure is complete. You can resume normal operations.

#### Fans

##### Requirements for EF300 or EF600 fan replacement

Before replacing a failed fan in an EF300 or EF600 array, review the following requirements.

- You have a replacement fan that is supported for your controller shelf or drive shelf model.
- You have an ESD wristband, or you have taken other antistatic precautions.



If the Recovery Guru indicates that it is not OK to remove the fan, contact technical support.

##### Replace an EF300 or EF600 fan

You can replace a fan in an EF300 or EF600 array.

##### About this task

Each EF300 and EF600 controller shelf or drive shelf includes five fans. If a fan fails, you must replace it as soon as possible to ensure that the shelf has adequate cooling.

## What you'll need

- A replacement fan.
- An ESD wristband, or you have taken other antistatic precautions.
- A flat, static free work area.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Place controller offline

Place the controller canister offline so you can safely replace the failed fan.

#### Steps

1. From SANtricity System Manager, review the details in the Recovery Guru to confirm that there is an issue with a fan and to ensure no other items must be addressed first.
2. From the Details area of the Recovery Guru, determine which fan to replace.
3. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

4. If the controller is not already offline, take it offline now using SANtricity System Manager.
  - a. Select **Hardware**.
  - b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.
  - c. Select the controller that you want to place offline.
  - d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

5. Wait for SANtricity System Manager to update the controller's status to offline.
6. Select **Recheck** from the Recovery Guru, and confirm that the **OK to remove** field in the Details area displays Yes, indicating that it is safe to remove this component.



Do not begin any other operations until after the status has been updated.

## Step 2: Remove controller canister

Remove the controller canister so you can replace the failed fan with a new one.

### Steps

1. Put on an ESD wristband or take other antistatic precautions.
2. Label each cable that is attached to the controller canister.
3. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. Confirm that the Cache Active LED on the back of the controller is off.
5. Squeeze the handles on either side of the controller, and pull back until it releases from the shelf.



6. Using two hands and the handles, slide the controller canister out of the shelf. When the front of the controller is free of the enclosure, use two hands to pull it out completely.



Always use two hands to support the weight of a controller canister.



7. Place the controller canister on a flat, static-free surface.

#### **Step 3: Remove failed fan**

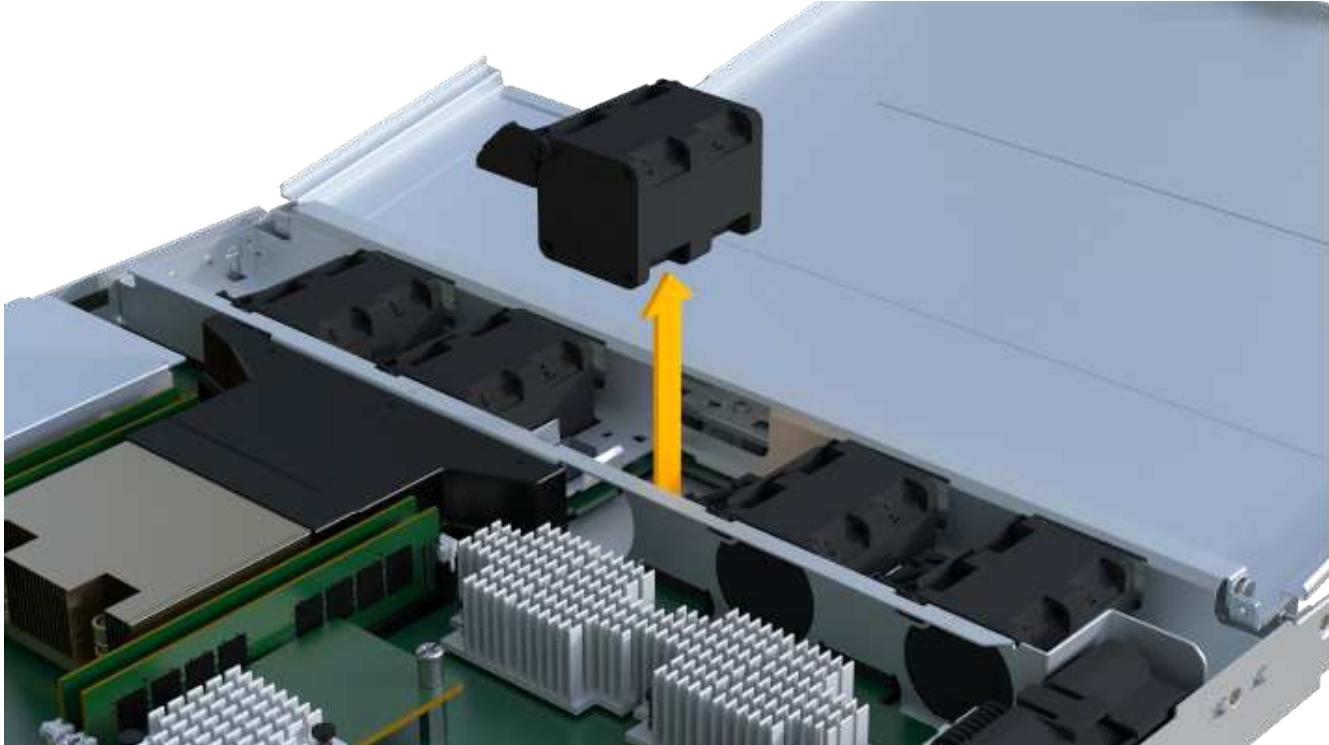
You remove a failed fan so you can replace it with a new one.

##### **Steps**

1. Remove the controller canister's cover by unscrewing the single thumbscrew and lifting the lid open.
2. Confirm that the green LED inside the controller is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.

3. Gently lift the failed fan from the controller.

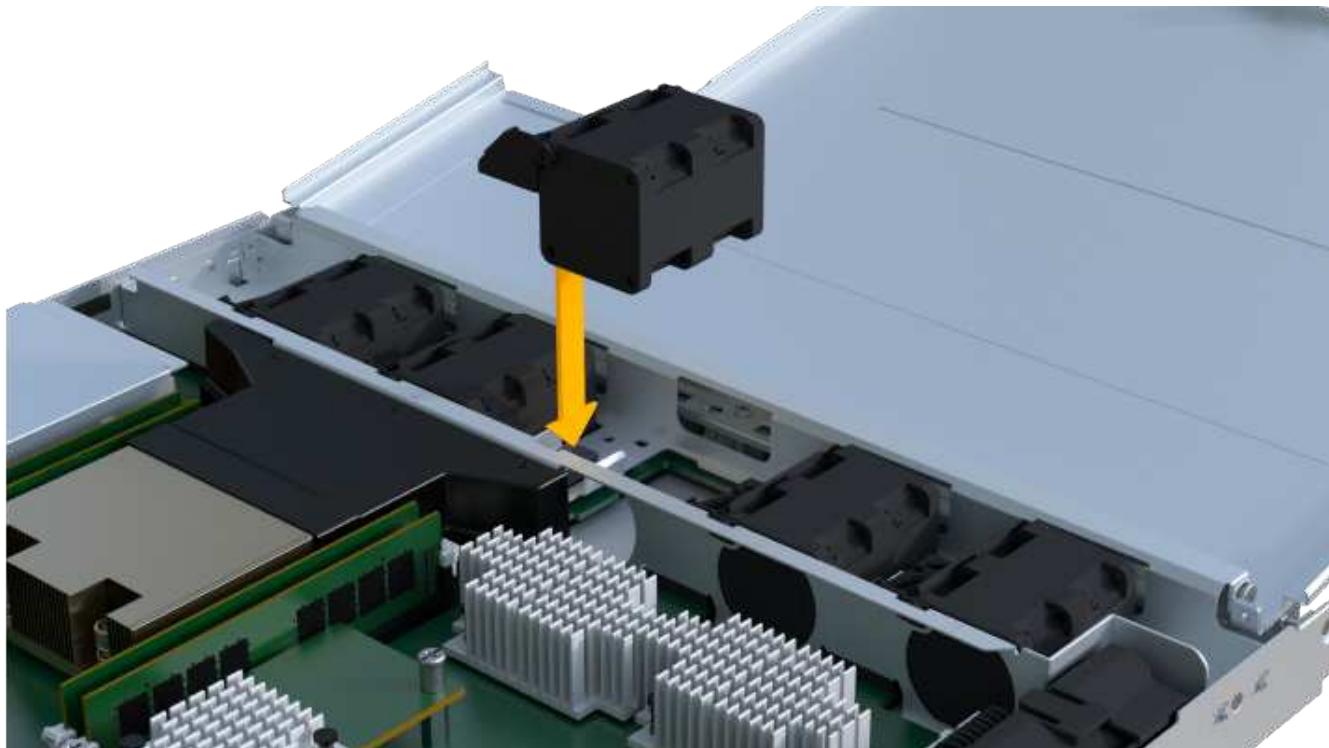


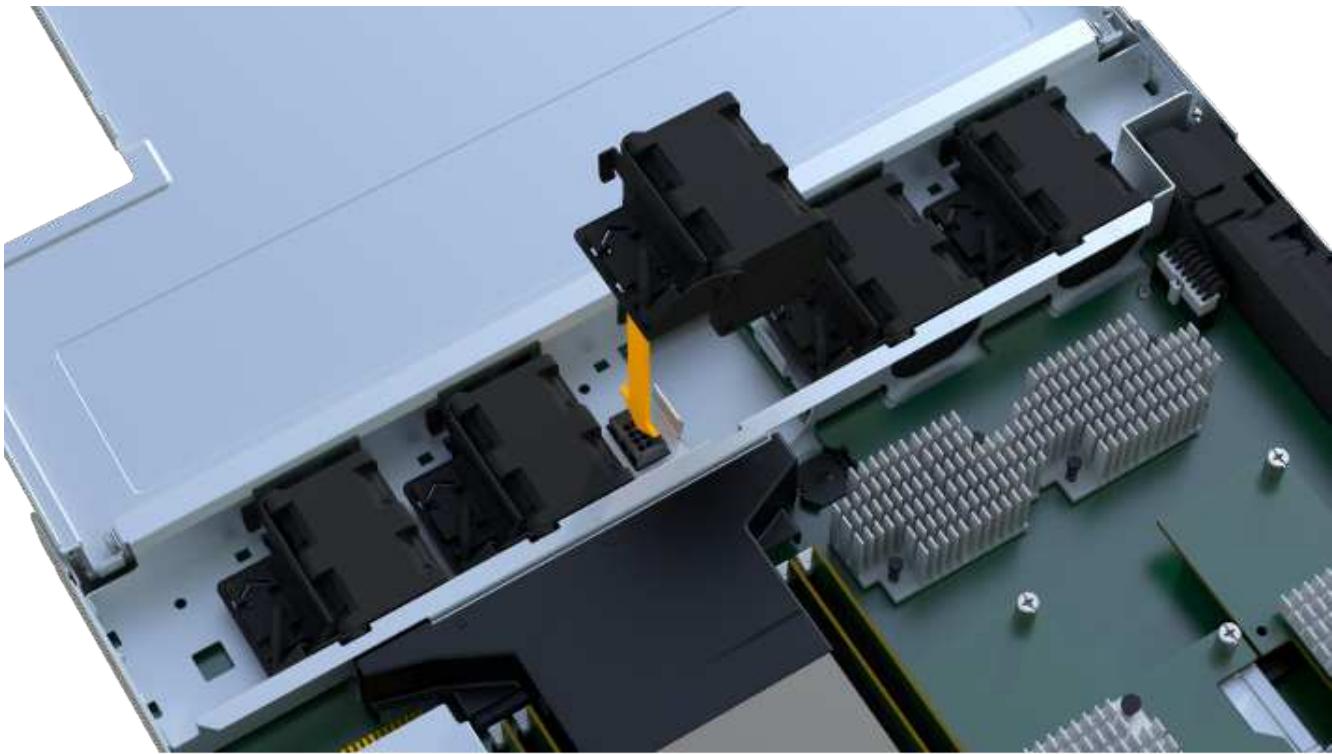
#### Step 4: Install new fan

Install a new fan to replace the failed one.

#### Steps

1. Slide the replacement fan all the way into the shelf.





#### Step 5: Reinstall controller canister

After installing the new fan, reinstall the controller canister into the controller shelf.

##### Steps

1. Lower the cover on the controller canister and secure the thumbscrew.
2. While squeezing the controller handles, gently slide the controller canister all the way into the controller shelf.



The controller audibly clicks when correctly installed into the shelf.



#### Step 6: Complete fan replacement

Place the controller online, collect support data, and resume operations.

1. Place controller online.
  - a. In System Manager, navigate to the hardware page.
  - b. Select **Show back of controller**.
  - c. Select the controller with the replaced fan.
  - d. Select **Place online** from the drop-down list.
2. As the controller boots, check the controller LEDs.

When communication with the other controller is reestablished:

- The amber Attention LED remains on.
  - The Host Link LEDs might be on, blinking, or off, depending on the host interface.
3. When the controller is back online, confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

4. Click **Hardware > Support > Upgrade Center** to ensure that the latest version of SANtricity OS is installed.

As needed, install the latest version.

5. Verify that all volumes have been returned to the preferred owner.
  - a. Select **Storage > Volumes**. From the **All Volumes** page, verify that volumes are distributed to their preferred owners. Select **More > Change ownership** to view volume owners.
  - b. If volumes are all owned by preferred owner continue to Step 6.
  - c. If none of the volumes are returned, you must manually return the volumes. Go to **More > Redistribute volumes**.
  - d. If only some of the volumes are returned to their preferred owners after auto-distribution or manual distribution you must check the Recovery Guru for host connectivity issues.
  - e. If there is no Recovery Guru present or if following the recovery guru steps the volumes are still not returned to their preferred owners contact support.
6. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

#### What's next?

Your fan replacement is complete. You can resume normal operations.

## Host interface cards

### Requirements for EF300 or EF600 HIC upgrades

Before upgrading or replacing a host interface card (HIC) in a EF300 or EF600 array, review the following requirements.

- You have scheduled a downtime maintenance window for this procedure. You cannot access data on the storage array until you have successfully completed this procedure. Because both controllers must have the same HIC configuration when they are powered on, the power must be off when you change HIC configuration. The presence of mismatched HICs causes the controller with the replacement HIC to lock down when you bring it online.
- You have all cables, transceivers, switches, and host bus adapters (HBAs) needed to connect the new host ports.

For information about compatible hardware, refer to the [NetApp Interoperability Matrix](#) or the [NetApp Hardware Universe](#).

- You have an ESD wristband, or you have taken other antistatic precautions.
- You have a #1 Phillips screwdriver.
- You have labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)
- Some HIC replacements or upgrades might require a host port protocol conversion. Follow the instructions in the [Change host protocol for an EF300 or EF600](#) for this requirement.

- EF300 controllers must have HIC port 2 filled with a HIC for host connectivity.

## Upgrade EF300 or EF600 host interface card (HIC)

You can upgrade the host interface cards (HICs) to increase the number of host ports or to change host protocols.

### About this task

- When you upgrade HICs, you must power off the storage array, upgrade the HICs, and reapply power.
- When upgrading HICs in an EF300 or EF600 controller repeat all steps to remove the second controller, upgrade the second controller's HICs, and reinstall the second controller before reapplying power to the controller shelf.

### Before you begin

- Review [Requirements for EF300 or EF600 HIC upgrades](#).
- Schedule a downtime maintenance window for this procedure. You cannot access data on the storage array until you have successfully completed this procedure. Because both controllers must have the same HIC configuration when they are powered on, the power must be off when you install HICs.

### What you'll need

- Two HICs that are compatible with your controllers.
- An ESD wristband, or you have taken other antistatic precautions.
- A flat, static free work area.
- Labels to identify each cable that is connected to the controller canister.
- A #1 Phillips screwdriver.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

 **Possible loss of data access** — Never install a HIC in an EF300 or EF600 controller canister if that HIC was designed for another E-Series controller. In addition, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs causes the controllers to lock down when you apply power.

### Step 1: Place controller shelf offline

Place the controller shelf offline so you can safely upgrade the HICs.

#### Steps

1. From the Home page of SANtricity System Manager, ensure that the storage array has Optimal status.

If the status is not Optimal, use the Recovery Guru or contact technical support to resolve the problem. Do not continue with this procedure.

2. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - Select **Support > Support Center > Diagnostics**.
  - Select **Collect Configuration Data**.
  - Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

3. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:

- Stop all processes that involve the LUNs mapped from the storage to the hosts.
- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose access to the data because the storage is not accessible.

4. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.

5. From the Home page of SANtricity System Manager, select **View Operations in Progress**. Wait for all operations to complete before continuing with the next step.
6. Power down the controller shelf.
  - Label and then unplug both power cables from controller shelf.
  - Wait for all LEDs on the controller shelf to turn off.

#### **Step 2: Remove controller canister**

Remove the controller canister so you can upgrade the new HIC.

#### **Steps**

1. Label each cable that is attached to the controller canister.
2. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

3. If the HIC ports use SFP+ transceivers, remove them.

Depending on what type of HIC you are upgrading to, you might be able to reuse these SFPs.

4. Confirm that the Cache Active LED on the back of the controller is off.
5. Squeeze the handles on either side of the controller, and pull back until it releases from the shelf.



6. Using two hands and the handles, slide the controller canister out of the shelf. When the front of the controller is free of the enclosure, use two hands to pull it out completely.



Always use two hands to support the weight of a controller canister.



7. Place the controller canister on a flat, static-free surface.

### Step 3: Remove the HIC

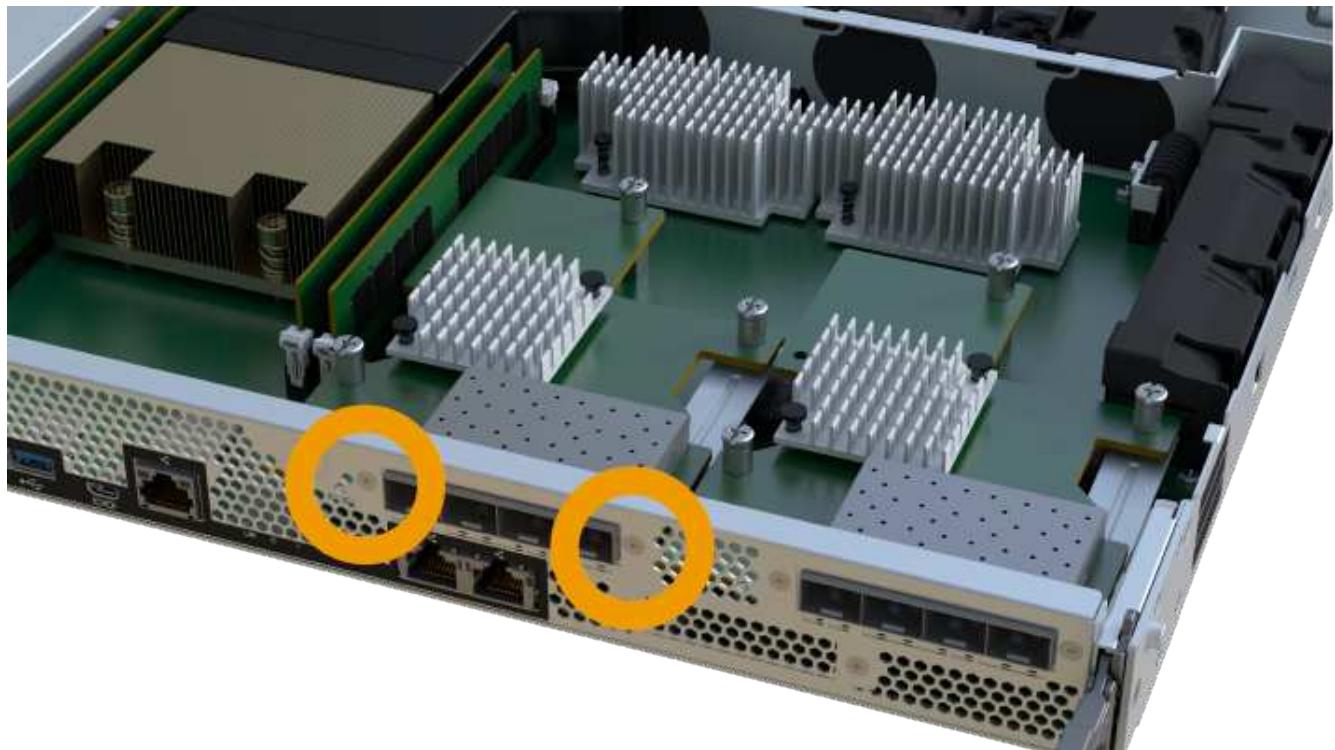
Remove the original HIC so you can replace it with an upgraded one.

#### Steps

1. Remove the controller canister's cover by unscrewing the single thumbscrew and lifting the lid open.
2. Confirm that the green LED inside the controller is off.

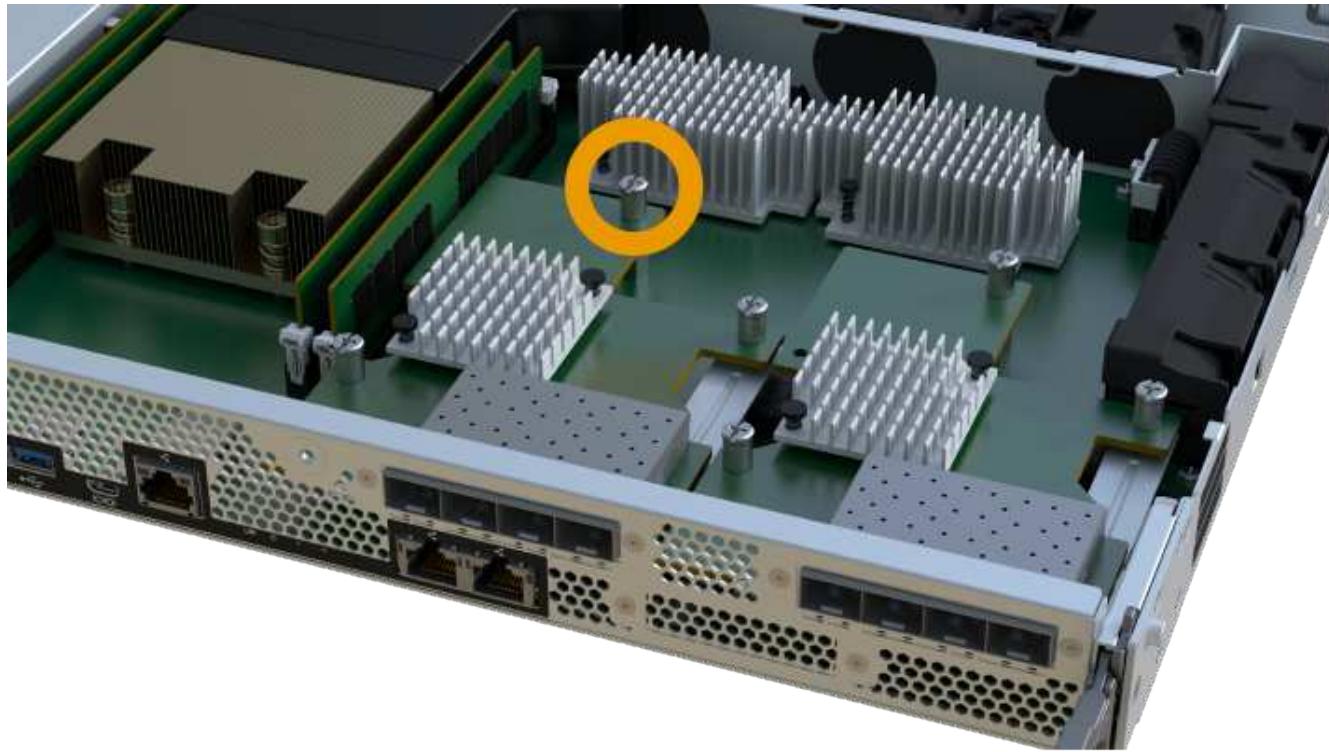
If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.

3. Using a Phillips screwdriver, remove the two screws that attach the HIC faceplate to the controller canister.



The image above is an example, the appearance of your HIC may differ.

4. Remove the HIC faceplate.
5. Using your fingers or a Phillips screwdriver, loosen the single thumbscrew that secure the HIC to the controller card.



The HIC comes with three screw locations on the top, but is secured with only one.

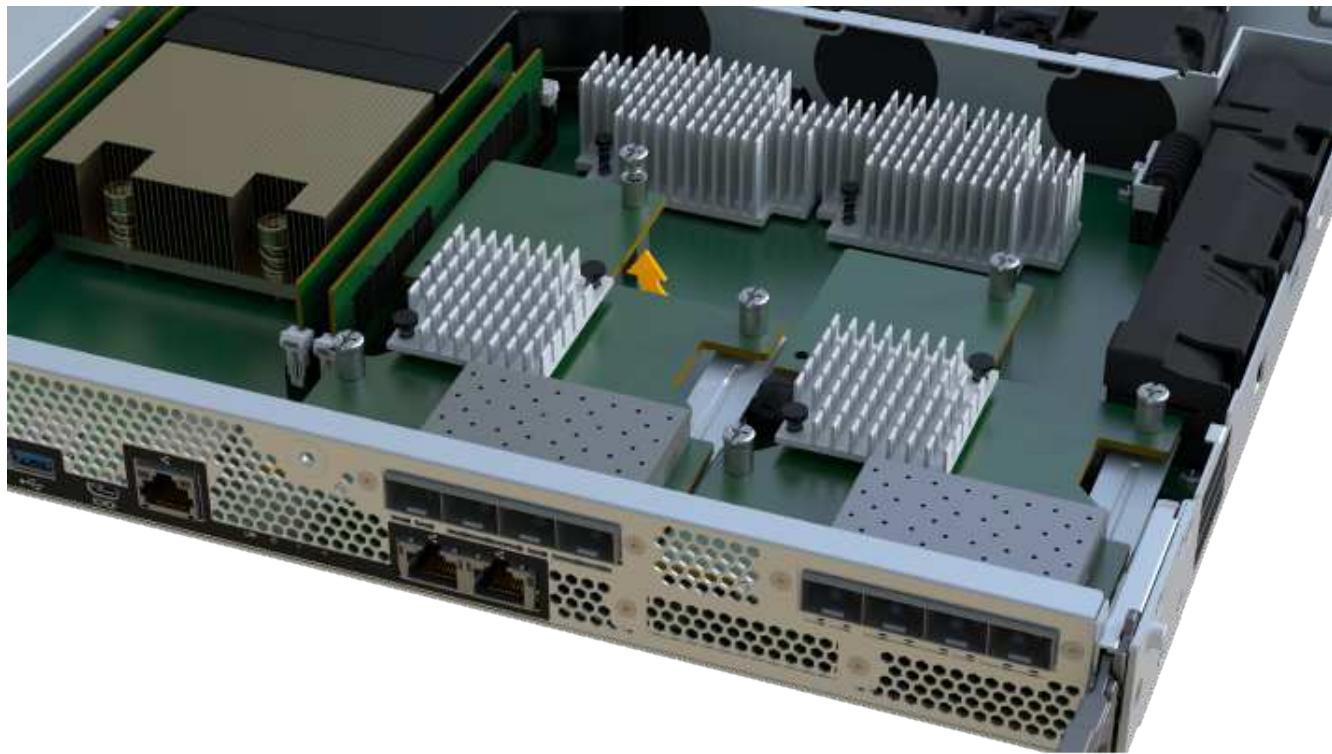


The image above is an example, the appearance of your HIC may differ.

6. Carefully detach the HIC from the controller card by lifting the card up and out of the controller.



Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



The image above is an example, the appearance of your HIC may differ.

7. Place the HIC on a flat, static-free surface.

#### Step 4: Upgrade the HIC

After removing the old HIC, you install the new one.

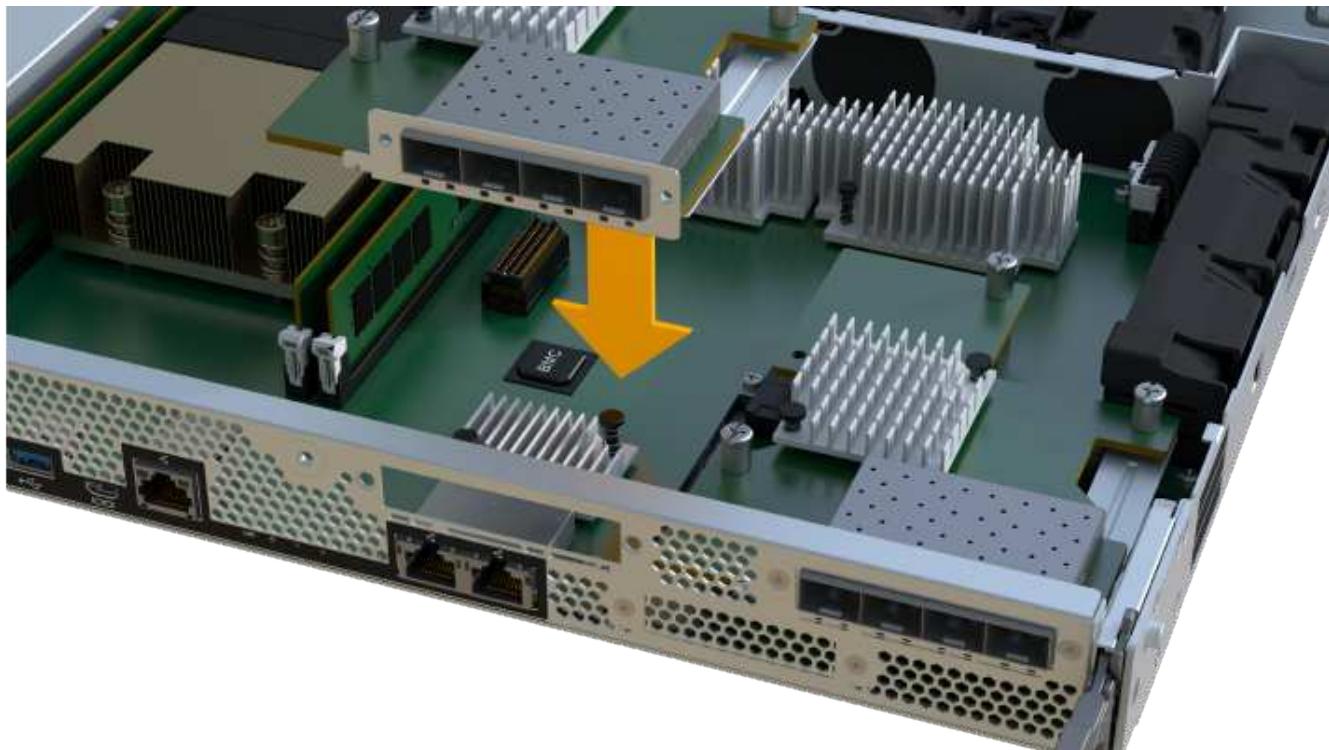


**Possible loss of data access** — Never install a HIC in an EF300 or EF600 controller canister if that HIC was designed for another E-Series controller. In addition, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs causes the controllers to lock down when you apply power.

#### Steps

1. Unpack the new HIC and the new HIC faceplate.
2. Align the single thumbscrew on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



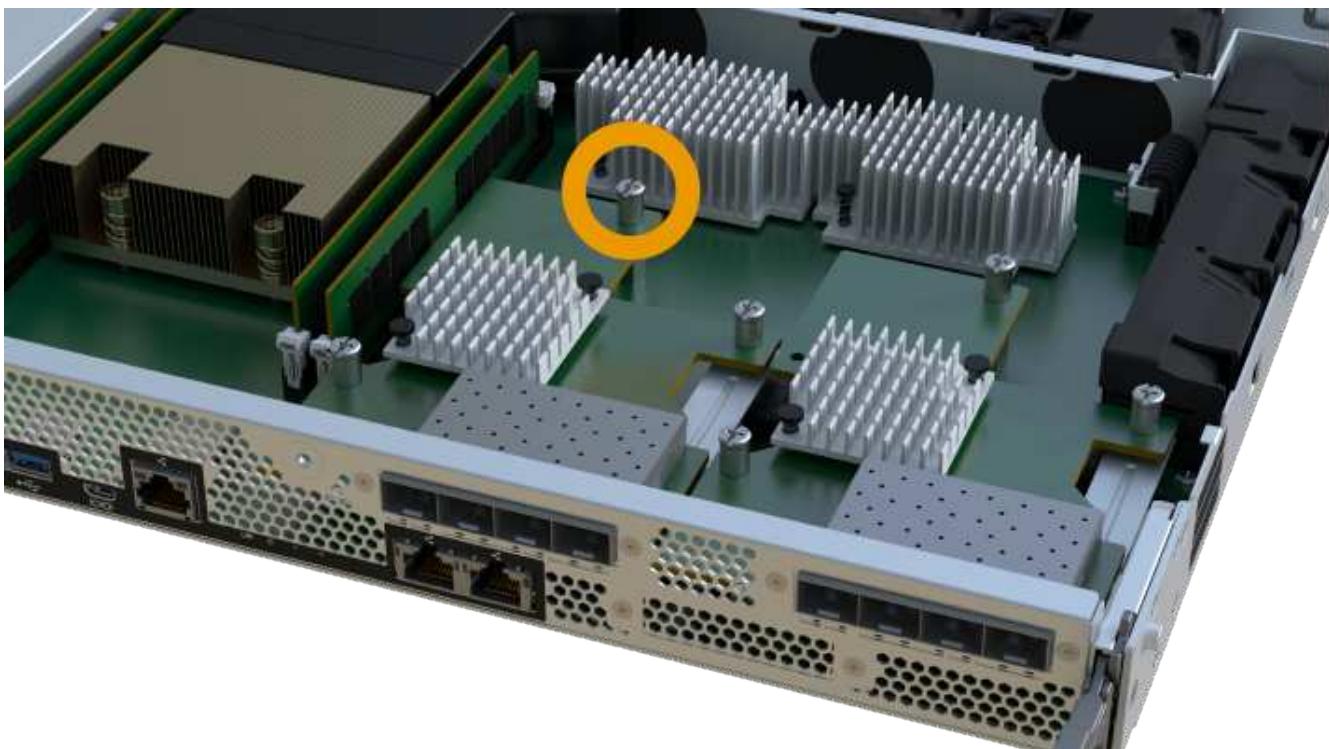
The image above is an example, the appearance of your HIC may differ.

3. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage**—Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrew.

4. Hand-tighten the HIC thumbscrew.





The image above is an example; the appearance of your HIC may differ.



Do not use a screwdriver, or you might over tighten the screws.

- Using a #1 Phillips screwdriver, attach the HIC faceplate you removed from the original HIC with the three screws.

#### Step 5: Reinstall controller canister

After upgrading the HIC, reinstall the controller canister into the controller shelf.

##### Steps

- Lower the cover on the controller canister and secure the thumbscrew.
- While squeezing the controller handles, gently slide the controller canister all the way into the controller shelf.



The controller audibly clicks when correctly installed into the shelf.



- If removed, install the SFPs into the new HIC and reconnect all the cables. If you are using more than one host protocol, be sure to install the SFPs in the correct host ports.

If you are using more than one host protocol, be sure to install the SFPs in the correct host ports.

#### Step 6: Complete the HIC upgrade

Place the controller online, collect support data, and resume operations.

##### Steps

- Place controller online.

- a. Plug in power cables.
2. As the controller boots, check the controller LEDs.
  - The amber Attention LED remains on.
  - The Host Link LEDs might be on, blinking, or off, depending on the host interface.
3. When the controller is back online, confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

4. Click **Hardware > Support > Upgrade Center** to ensure that the latest version of SANtricity OS is installed.

As needed, install the latest version.

5. Verify that all volumes have been returned to the preferred owner.
  - a. Select **Storage > Volumes**. From the **All Volumes** page, verify that volumes are distributed to their preferred owners. Select **More > Change ownership** to view volume owners.
  - b. If volumes are all owned by preferred owner continue to Step 6.
  - c. If none of the volumes are returned, you must manually return the volumes. Go to **More > Redistribute volumes**.
  - d. If only some of the volumes are returned to their preferred owners after auto-distribution or manual distribution you must check the Recovery Guru for host connectivity issues.
  - e. If there is no Recovery Guru present or if following the recovery guru steps the volumes are still not returned to their preferred owners contact support.
6. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## What's next?

The process of upgrading a host interface card in your storage array is complete. You can resume normal operations.

## Replace failed host interface card (HIC) in EF300 or EF600

Follow this procedure to replace a failed host interface card (HIC) in an EF300 or EF600 array.

### About this task

When you replace a failed HIC, you must power off the storage array, replace the HIC, and reapply power.

## Before you begin

- Review [Requirements for EF300 or EF600 HIC upgrades](#).
- Schedule a downtime maintenance window for this procedure. You cannot access data on the storage array until you have successfully completed this procedure. Because both controllers must have the same HIC configuration when they are powered on, the power must be off when you install HICs.

## What you'll need

- HICs that are compatible with your controllers.
- An ESD wristband, or you have taken other antistatic precautions.
- A flat, static free work area.
- Labels to identify each cable that is connected to the controller canister.
- A #1 Phillips screwdriver.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

 **Possible loss of data access** — Never install a HIC in an EF300 or EF600 controller canister if that HIC was designed for another E-Series controller. In addition, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs causes the controllers to lock down when you apply power.

### Step 1: Place the controller offline

Place the affected controller offline so you can safely replace the HICs.

#### Steps

1. From SANtricity System Manager, review the details in the Recovery Guru to confirm that there is an issue with a battery and to ensure no other items must be addressed first.
2. From the Details area of the Recovery Guru, determine which battery to replace.
3. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

4. If the controller is not already offline, take it offline now using SANtricity System Manager.
  - a. Select **Hardware**.
  - b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.
  - c. Select the controller that you want to place offline.

d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

5. Wait for SANtricity System Manager to update the controller's status to offline.



Do not begin any other operations until after the status has been updated.

6. Select **Recheck** from the Recovery Guru, and confirm that the OK to remove field in the Details area displays Yes, indicating that it is safe to remove this component.

#### Step 2: Remove controller canister

Remove the controller canister so you can replace the failed host interface card.

##### Steps

1. Label each cable that is attached to the controller canister.
2. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

3. If the HIC ports use SFP+ transceivers, remove them.

Depending on what type of HIC you are upgrading to, you might be able to reuse these SFPs.

4. Confirm that the Cache Active LED on the back of the controller is off.
5. Squeeze the handles on either side of the controller, and pull back until it releases from the shelf.



- Using two hands and the handles, slide the controller canister out of the shelf. When the front of the controller is free of the enclosure, use two hands to pull it out completely.



Always use two hands to support the weight of a controller canister.



- Place the controller canister on a flat, static-free surface.

### Step 3: Remove the HIC

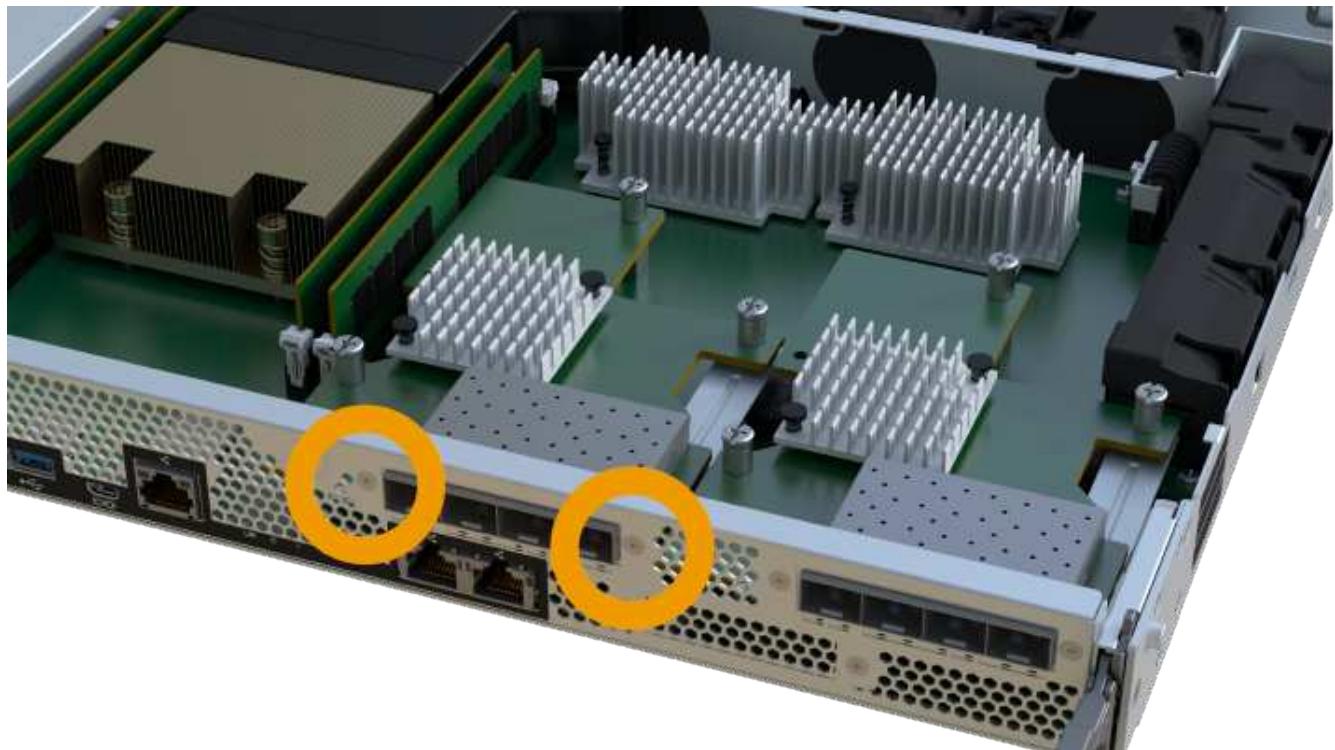
Remove the original HIC so you can replace it with an upgraded one.

#### Steps

1. Remove the controller canister's cover by unscrewing the single thumbscrew and lifting the lid open.
2. Confirm that the green LED inside the controller is off.

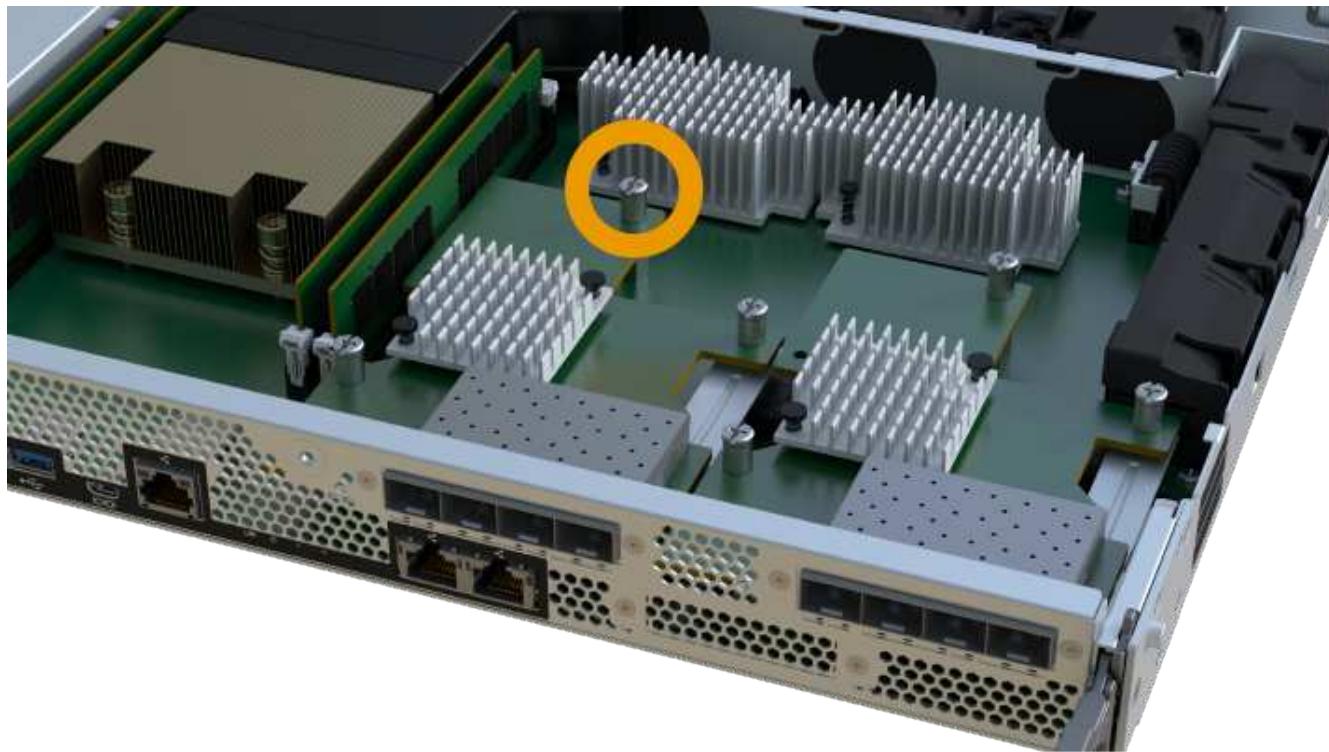
If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.

3. Using a Phillips screwdriver, remove the two screws that attach the HIC faceplate to the controller canister.



The image above is an example; the appearance of your HIC may differ.

4. Remove the HIC faceplate.
5. Using your fingers or a Phillips screwdriver, loosen the single thumbscrew that secure the HIC to the controller card.



The HIC comes with three screw locations on the top, but is secured with only one.

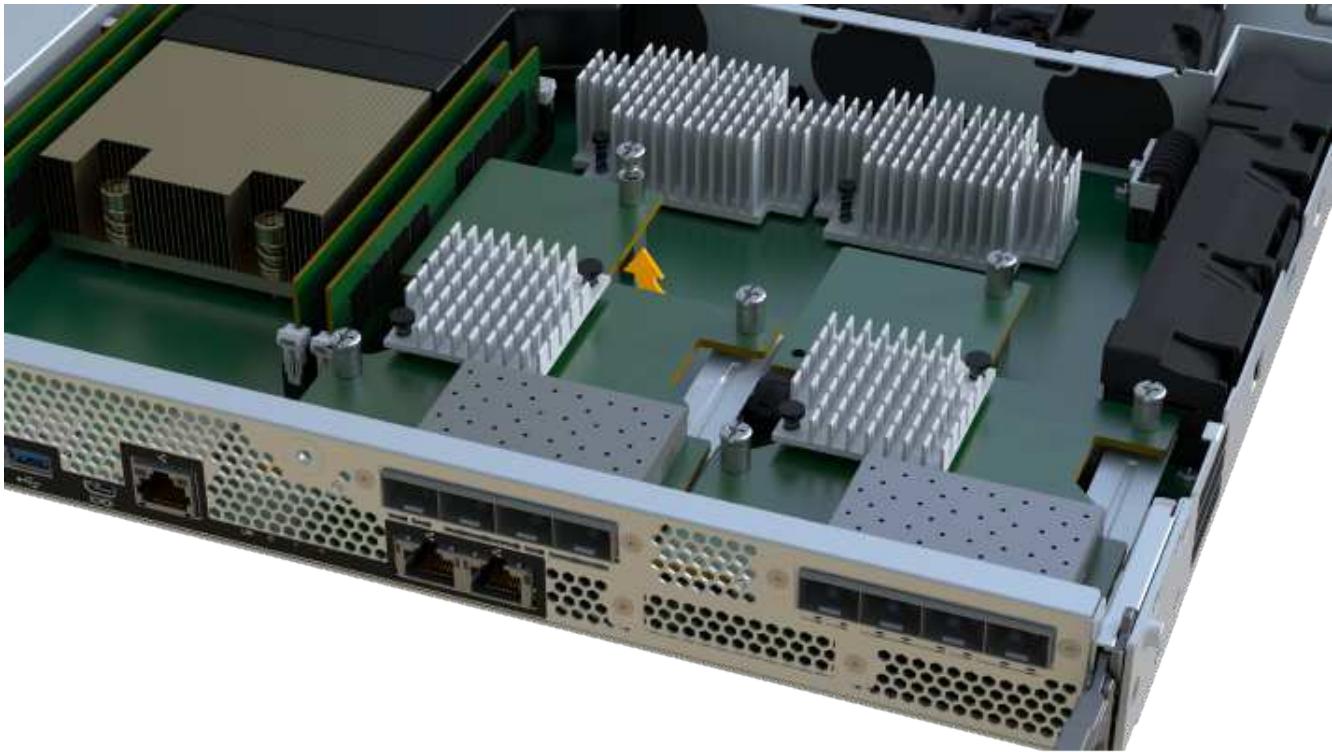


The image above is an example; the appearance of your HIC may differ.

6. Carefully detach the HIC from the controller card by lifting the card up and out of the controller.



Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



The image above is an example; the appearance of your HIC may differ.

7. Place the HIC on a flat, static-free surface.

#### Step 4: Replace the HIC

After removing the old HIC, install a new HIC.



**Possible loss of data access** — Never install a HIC in an EF300 or EF600 controller canister if that HIC was designed for another E-Series controller. In addition, if you have a duplex configuration, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs causes the controllers to lock down when you apply power.

#### Steps

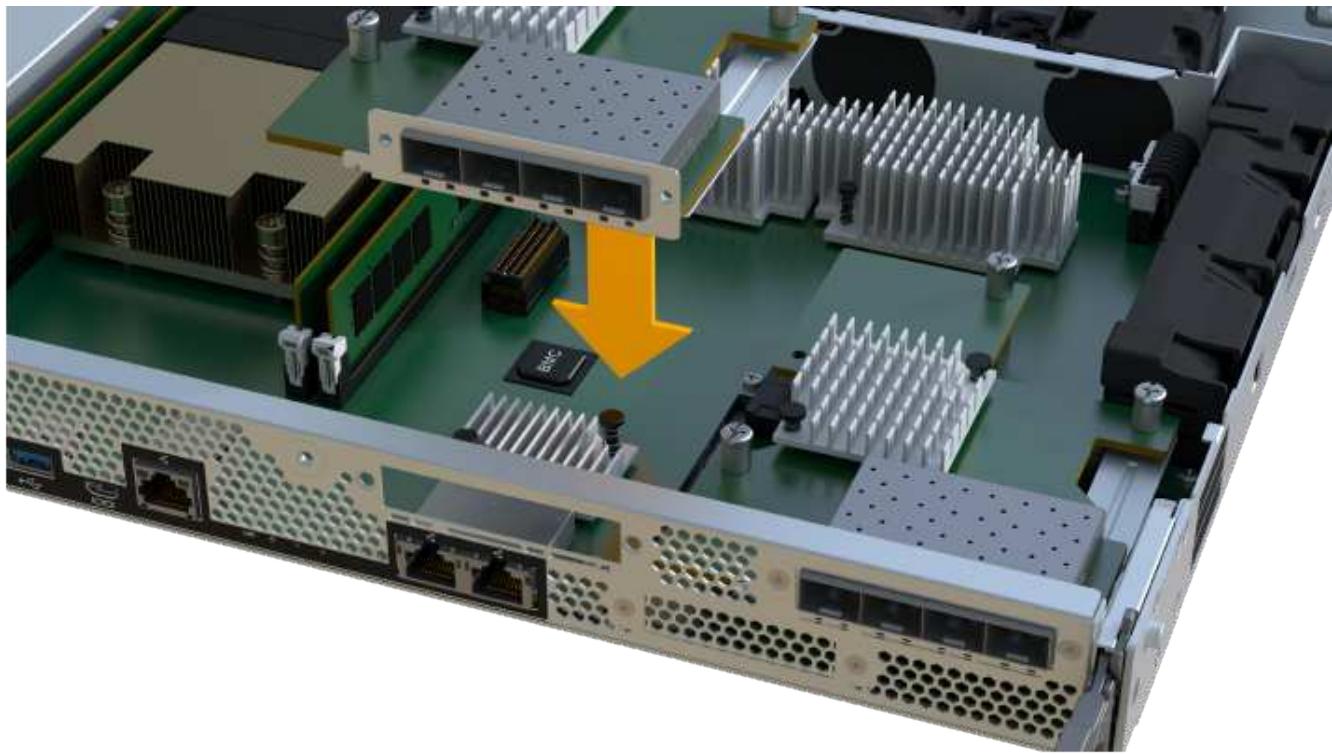
1. Unpack the new HIC and the new HIC faceplate.
2. Align the single thumbscrew on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

3. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrew.



The image above is an example; the appearance of your HIC may differ.

4. Hand-tighten the HIC thumbscrew.

Do not use a screwdriver, or you might over tighten the screws.

5. Using a #1 Phillips screwdriver, attach the HIC faceplate you removed from the original HIC with the three screws.

#### **Step 5: Reinstall controller canister**

After replacing the HIC, reinstall the controller canister into the controller shelf.

##### **Steps**

1. Lower the cover on the controller canister and secure the thumbscrew.
2. While squeezing the controller handles, gently slide the controller canister all the way into the controller shelf.



The controller audibly clicks when correctly installed into the shelf.



3. Install the SFPs into the new HIC and reconnect all the cables.

If you are using more than one host protocol, be sure to install the SFPs in the correct host ports.

#### **Step 6: Complete HIC replacement**

Place the controller online, collect support data, and resume operations.

##### **Steps**

1. Place controller online.
  - a. In System Manager, navigate to the hardware page.
  - b. Select **Show back of controller**.
  - c. Select the controller with the replaced host interface card.
  - d. Select **Place online** from the drop-down list.
2. As the controller boots, check the controller LEDs.

When communication with the other controller is reestablished:

- The amber Attention LED remains on.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.

3. When the controller is back online, confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

4. Click **Hardware > Support > Upgrade Center** to ensure that the latest version of SANtricity OS is installed.

As needed, install the latest version.

5. Verify that all volumes have been returned to the preferred owner.

- a. Select **Storage > Volumes**. From the **All Volumes** page, verify that volumes are distributed to their preferred owners. Select **More > Change ownership** to view volume owners.
- b. If volumes are all owned by preferred owner continue to Step 6.
- c. If none of the volumes are returned, you must manually return the volumes. Go to **More > Redistribute volumes**.
- d. If only some of the volumes are returned to their preferred owners after auto-distribution or manual distribution you must check the Recovery Guru for host connectivity issues.
- e. If there is no Recovery Guru present or if following the recovery guru steps the volumes are still not returned to their preferred owners contact support.

6. Collect support data for your storage array using SANtricity System Manager.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

#### What's next?

Your host interface card replacement is complete. You can resume normal operations.

## Host port protocol conversion

### Requirements for EF300 or EF600 host protocol conversion

Before converting the host protocol for an EF300 or EF600 array, review the following requirements.

- You have scheduled a downtime maintenance window for this procedure.
- You must stop host I/O operations when you perform the conversion. You cannot access data on the storage array until you have successfully completed the conversion.
- You are using out-of-band management. (You cannot use in-band management to complete this procedure.)
- You have obtained the necessary hardware for the conversion, which may include a new set of HICs and/or SFPs. Your NetApp Sales Representative can help you determine what hardware you need and help you order the correct parts.
- The dual-protocol SFP transceivers support 16Gb and 8Gb FC, as well as 10Gb iSCSI. Therefore, you may not need to change SFPs if you have the dual-protocol and are simply switching between FC and iSCSI or vice versa.
- Some host port protocol conversions may require a host interface card addition, or upgrade.

## Change host protocol for an EF300 or EF600

Follow this procedure to change the host port protocol in an EF300 or EF600 array. This procedure applies only to host interface cards (HICs) using either Infiniband (IB) or Fibre Channel (FC).

### Step 1: Obtain the feature pack key

To obtain the feature pack key, you need the serial number from the controller shelf, a Feature Activation Code, and the Feature Enable Identifier for the storage array.

#### Steps

1. Locate the serial number.
  - a. From SANtricity System Manager, select **Support > Support Center**.
  - b. With the **Support Resources** tab selected, scroll to the **View top storage array properties** section.
  - c. Locate the **Chassis Serial Number**, and copy this value to a text file.

#### View top storage array properties

<b>Storage array world-wide identifier (ID):</b>	600A0980006CEF9B00000000574DB18C
<b>Chassis serial number:</b>	1142FG00061
<b>Number of shelves:</b>	2
<b>Number of drives:</b>	41
<b>Drive media types:</b>	HDD
<b>Number of controllers:</b>	2
<b>Controller board ID:</b>	2806

2. Locate the **feature pack submodel ID**.

- a. From the SANtricity System Manager, select **Support**.
- b. Select the **Support Center** tile.
- c. On the Support Resources tab, locate and select the **Storage Array Profile** link.
- d. Type **feature pack submodel ID** in the text box, and click **Find**.
- e. Locate the feature pack submodel ID for the starting configuration.

## Storage Array Profile



Feature pack submodel ID

Find

Results: 1 of 1

**Feature pack submodel ID:** 318

### Additional feature information

Snapshot groups allowed per base volume (see note below): 4  
Volume assignments per host or host cluster: 256

Note: If a volume is a member of a snapshot consistency group, that membership (member volume) counts against both the snapshot group limit and the volume assignment limit.

### FIRMWARE INVENTORY

#### Storage Array

Report Date:	2/13/17 4:56:33 PM UTC
Storage Array Name:	LDAPandCLI-Cfg04-Arapaho
Current SANtricity OS Software Version:	88.40.39.74.001
Management Software Version:	11.40.0010.0051
Controller Firmware Version:	88.40.39.74
Supervisor Software Version:	88.40.39.74
IOM (ESM) Version:	81.40.0G00.0006
Current NVSRAM Version:	N280X-840834-402
Staged SANtricity OS Software Version:	None
Staged NVSRAM Version:	None

3. Using the feature pack submodel ID, locate the corresponding Controller submodel ID for the starting configuration and find the Feature Activation Code for the desired ending configuration within the following table. Then, copy that Feature Activation Code to a text file.

Starting configuration		Ending configuration		Feature Activation Code
Controller submodel ID	HIC ports	Controller submodel ID	HIC ports	
443	NVMe/FC or NVMe/RoCE	444	NVMe/IB	DH5-HB4-ZK9QH
		448	FC	7HZ-EB4-ZHAYW
		491	iSER/IB	0H1-675-Z5SII
		492	SRP/IB	NHD-V75-ZB6ZX
444	NVMe/FC or NVMe/IB	443	NVMe/RoCE	YH3-XB4-ZJRIZ
		448	FC	2HU-BB4-ZFCG5
		491	iSER/IB	2H3-P75-Z6AQG
		492	SRP/IB	5HG-G75-ZDNEZ

Starting configuration		Ending configuration		Feature Activation Code
448	FC	443	NVMe/FC or NVMe/RoCE	JHX-UB4-ZGTP1
		444	NVMe/FC or NVMe/IB	LHS-RB4-ZDV29
		491	iSER/IB	FH6-975-Z7Q7H
		492	SRP/IB	0HI-Z75-ZE4L5
491	iSER/IB	443	NVMe/FC or NVMe/RoCE	MHQ-M85-ZIJNT
		444	NVMe/FC or NVMe/IB	4HS-685-ZJZ1U
		448	FC	YHU-P85-ZLHCX
		465	FC/PTL	AHX-985-ZMXMI
		492	SRP/IB	ZHZ-S85-ZNF4J
492	SRP/IB	443	NVMe/FC or NVMe/RoCE	EH3-C85-Z0V93
		444	NVMe/FC or NVMe/IB	BH5-V85-ZQDQJ
		448	FC	1H8-F85-ZRT1V
		465	FC/PTL	1HA-Y85-ZSB7S
		491	iSER/IB	KHD-I85-ZUSMI
		492	SRP	NHL-J75-ZFL3W
465	FC/PTL	491	iSER	6H8-S75-Z98FH
		492	SRP	NHL-J75-ZFL3W

<b>Starting configuration</b>		<b>Ending configuration</b>		<b>Feature Activation Code</b>
516	NVMe/RoCE	517	NVMe/IB	LHF-285-ZV9YZ
		518	FC	IHI-L85-ZXQEP
		519	iSER/IB	RHK-585-ZY7P5
		520	FC-PTL	NHN-095-ZZ0XF
		521	SRP/IB	GHP-895-Z25BD
517	NVMe/IB	516	NVMe/RoCE	7HS-R95-Z3M06
		518	FC	UHU-B95-Z43X2
		519	FC-PTL	8HX-U95-Z5K6F
		520	iSER/IB	UHZ-E95-Z71LH
		521	SRP/IB	SH2-X95-Z8IVS
518	FC	516	NVMe/FC or NVMe/RoCE	UH5-H95-Z9Z58
		517	NVMe/FC or NVMe/IB	XH7-195-ZBGJC
		519	FC-PTL	FHA-K95-ZCXX0
		520	iSER/IB	JHC-595-ZDE3X
		521	SRP/IB	0HF-095-ZFVFN

Starting configuration		Ending configuration		Feature Activation Code
519	FC-PTL	516	NVMe/FC or NVMe/RoCE	YHH-895-ZGCXS
		517	NVMe/FC or NVMe/IB	2HK-R95-ZHT83
		518	FC	1HM-BA5-ZJALA
		520	iSER/IB	YHP-UA5-ZKRXA
		521	SRP/IB	MHR-EA5-ZL83V
520	iSER/IB	516	NVMe/FC or NVMe/RoCE	HHU-XA5-ZNPLT
		517	NVMe/FC or NVMe/IB	YHW-HA5-Z07QK
		518	FC	WHZ-1A5-ZPN4U
		519	FC/PTL	7H2-KA5-ZR5C3
		521	SRP	3H5-4A5-ZSLVX
521	SRP/IB	516	NVMe/FC or NVMe/RoCE	1H7-NA5-ZT31W
		517	NVMe/FC or NVMe/IB	XHA-7A5-ZVJGC
		518	FC	KHC-QA5-ZW1P3
		519	FC/PTL	CHE-AA5-ZXH2F
		520	iSER/IB	SHH-TA5-ZZYHS



If your controller submodel ID is not listed, contact [NetApp Support](#).

4. In System Manager, locate the Feature Enable Identifier.
  - a. Go to **Settings > System**.
  - b. Scroll down to **Add-ons**.
  - c. Under **Change Feature Pack**, locate the **Feature Enable Identifier**.

- d. Copy and paste this 32-digit number to a text file.

**Change Feature Pack** X

Ensure you have obtained a feature pack file from your Technical Support Engineer. After you have obtained the file, transfer it to the storage array to change your feature pack.

Feature Enable Identifier: **333030343238333030343439574DB18C**

Select the feature pack file: [Browse...](#)  
Current feature pack: SMID 261

**Important:** Changing a feature pack is an offline operation. Verify that there are no hosts or applications accessing the storage array and back up all data before proceeding.

Type CHANGE to confirm that you want to perform this operation.

Type change

**Change** **Cancel**

5. Go to [NetApp License Activation: Storage Array Premium Feature Activation](#), and enter the information required to obtain the feature pack.
  - Chassis Serial Number
  - Feature Activation Code
  - Feature Enable Identifier NOTE: The Premium Feature Activation web site includes a link to “Premium Feature Activation Instructions.” Do not attempt to use those instructions for this procedure.
6. Choose whether to receive the key file for the feature pack in an email or download it directly from the site.

#### Step 2: Stop host I/O

Stop all I/O operations from the host before converting the protocol of the host ports.

You cannot access data on the storage array until you successfully complete the conversion.

#### Steps

1. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:
  - Stop all processes that involve the LUNs mapped from the storage to the hosts.
  - Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
  - Unmount all file systems associated with volumes on the array.



The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, you might lose data.

2. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.

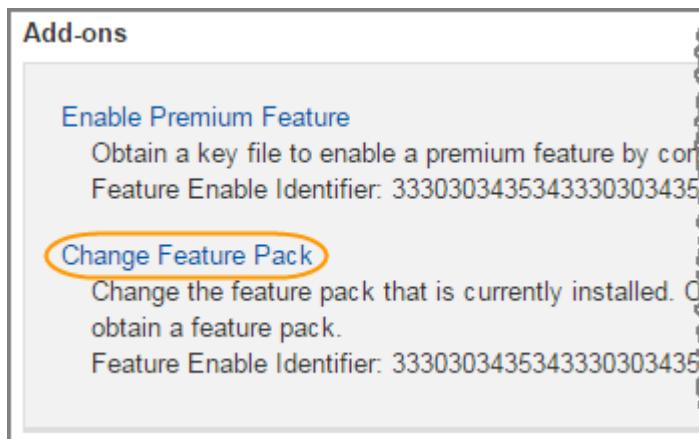
3. From the Home page of SANtricity System Manager, select **View Operations in Progress**.
4. Wait for all operations to complete before continuing with the next step.

### Step 3: Change the feature pack

Change the feature pack to convert the host protocol of your host ports.

#### Steps

1. From SANtricity System Manager, select **Settings > System**.
2. Under **Add-ons**, select **Change Feature Pack**.



3. Click **Browse**, and then select the feature pack you want to apply.
4. Type **CHANGE** in the field.
5. Click **Change**.

The feature pack migration begins. Both controllers automatically reboot twice to allow the new feature pack to take effect. The storage array returns to a responsive state after the reboot is complete.

6. Confirm the host ports have the protocol you expect.
  - a. From SANtricity System Manager, select **Hardware**.
  - b. Click **Show back of shelf**.
  - c. Select the graphic for either Controller A or Controller B.
  - d. Select **View settings** from the context menu.
  - e. Select the **Host Interfaces** tab.
  - f. Click **Show more settings**.

#### What's next?

Go to [Complete host protocol conversion](#).

## Complete host protocol conversion for an EF300 or EF600

After you apply the feature pack key to convert the protocol, you must configure the host to use the appropriate protocol.

For step-by-step instructions, see the guide appropriate for your system:

- [Linux express configuration](#)
- [VMware express configuration](#)
- [Windows express configuration](#)

Specific settings might vary. Check the [NetApp Interoperability Matrix](#) for specific instructions and additional recommended settings for your solution.

## Power supplies

### Requirements for EF300 or EF600 power supply replacement

Before replacing a power supply in an EF300 or EF600 array, review the following requirements.

- You must have a replacement power supply that is supported for your controller shelf or drive shelf model.
-  Do not mix PSUs of different voltage types. Always replace like for like.
- You must have an ESD wristband, or you have taken other antistatic precautions.

### Replace an EF300 or EF600 power supply

You can replace a power supply when it fails in your EF300 or EF600 controller.

If a power supply fails, you must replace it as soon as possible so the controller shelf has a redundant power source.

#### Before you begin

- Review the details in the Recovery Guru to confirm that there is an issue with the power supply. Select **Recheck** from the Recovery Guru to ensure no other items must be addressed first.
- Check that the amber Attention LED on the power supply is on, indicating that the power supply or its integrated fan has a fault.

#### What you'll need

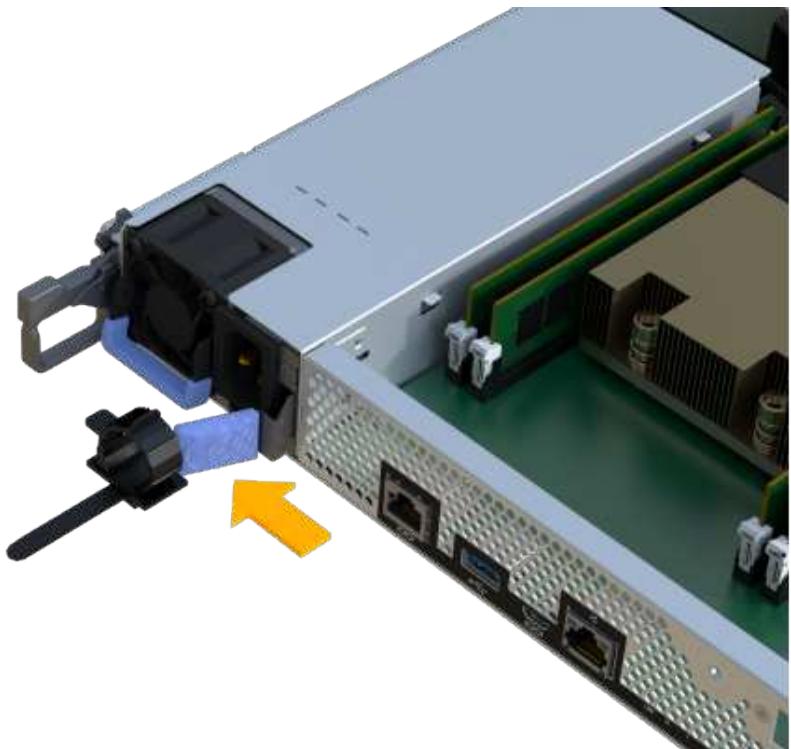
- A replacement power supply that is supported for your controller shelf.
- An ESD wristband, or you have taken other antistatic precautions.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

## Step 1: Remove failed power supply

Remove a failed power supply so you can replace it with a new one.

### Steps

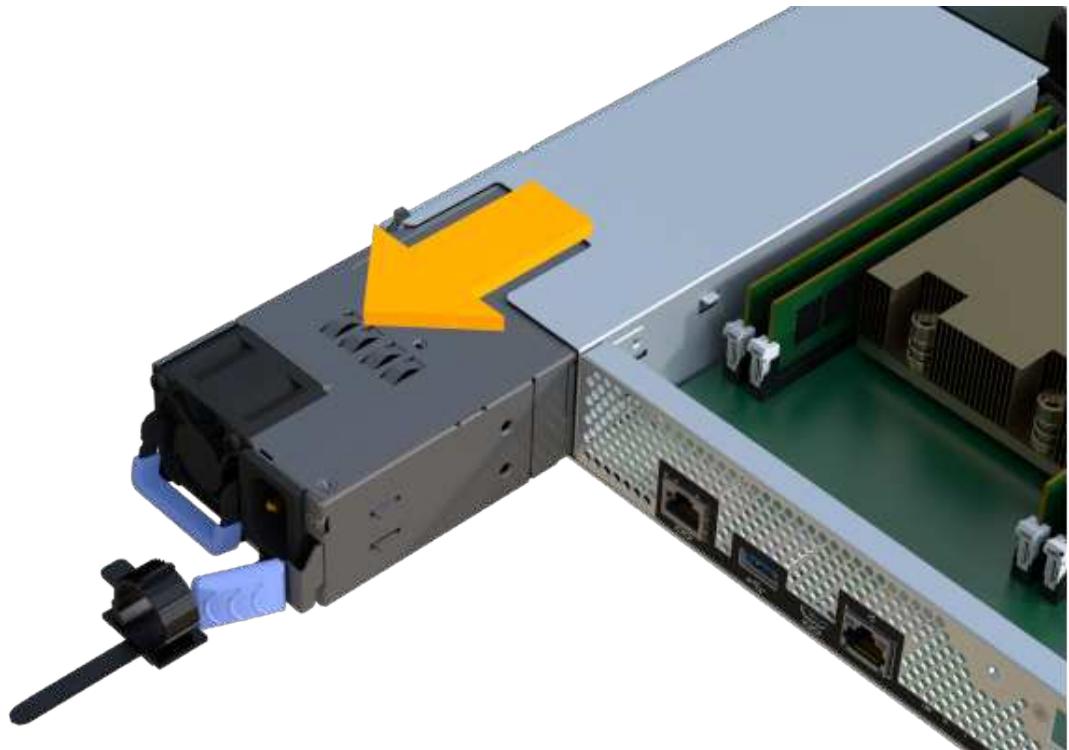
1. Unpack the new power supply, and set it on a level surface near the drive shelf.  
Save all packing materials for use when returning the failed power supply.
2. Disconnect the power cables:
  - a. Open the power cord retainer, and then unplug the power cord from the power supply.
  - b. Unplug the power cord from the power source.
3. Locate the tab to the right of the power supply and press it towards the power supply unit.



4. Locate the handle on the front of the power supply.
5. Use the handle to slide the power supply straight out of the system.



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



### Step 2: Install new power supply and complete the replacement

After removing the failed power supply, install a new one.

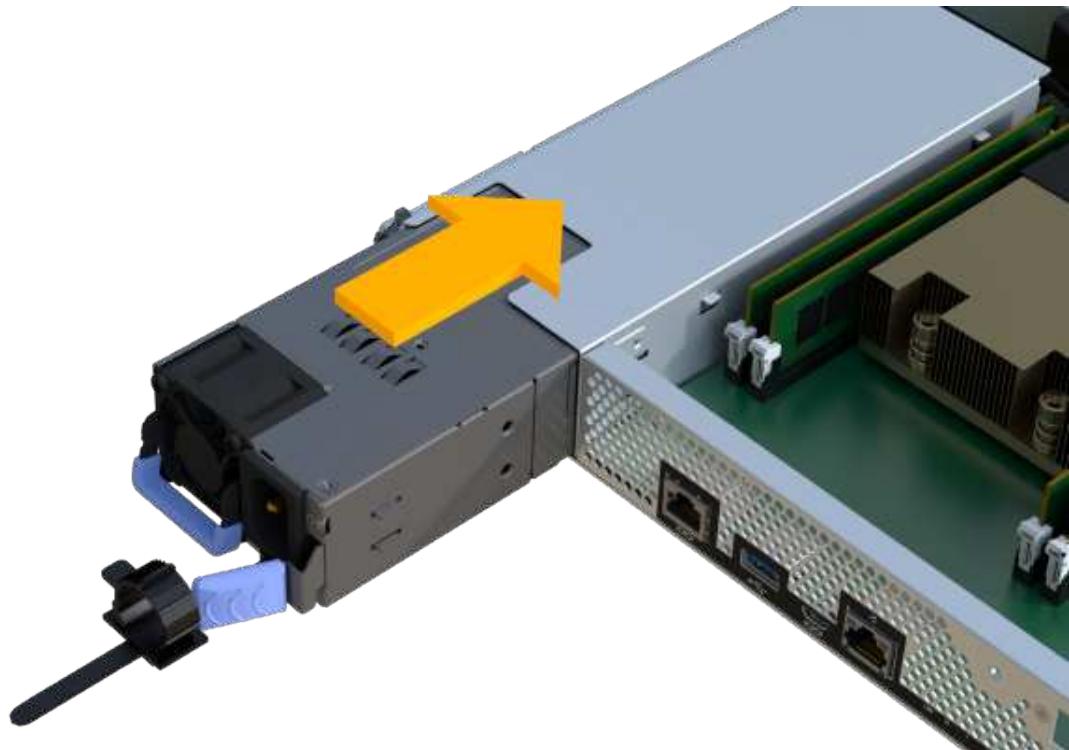
#### Steps

1. Using both hands, support and align the edges of the power supply with the opening in the system chassis, and then gently push the power supply into the chassis using the cam handle.

The power supplies are keyed and can only be installed one way.



Do not use excessive force when sliding the power supply into the system; you can damage the connector.



2. Confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

3. From SANtricity System Manager, click **Support > Upgrade Center** to ensure that the latest version of SANtricity OS is installed.

As needed, install the latest version.

#### What's next?

Your power supply replacement is complete. You can resume normal operations.

## SAS expansion cards

### Requirements for EF300 and EF600 SAS expansion card replacement

If you plan to add a SAS expansion card to an EF300 or EF600, review the following requirements.

- You must follow the [Install and set up EF300 and EF600 storage systems](#) to set up your controller.
- You must update your firmware to the latest version. To update your firmware, follow the instructions in the [Upgrading SANtricity OS](#).
- You must schedule a downtime maintenance window for this procedure. You cannot access data on the storage array until you have successfully completed this procedure.

- You must perform this task with both controller canisters.
- You have an ESD wristband, or you have taken other antistatic precautions.
- You have a #1 Phillips screwdriver.
- You have labels to identify each cable that is connected to the controller canister.
- You have a management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)
- EF300 controllers may have a SAS expansion card installed in port 1 to allow for drive tray expansion.
- To cable your SAS expansion, see [Cabling E-Series hardware](#) for instructions.

## Add SAS expansion card to EF300 and EF600

You can add a SAS expansion card to an EF300 or EF600 controller to allow for drive tray expansion.

### About this task

When you add a SAS expansion card, you must power off the storage array, install the new SAS expansion card, and reapply power.

### Before you begin

- Review [Requirements for EF300 and EF600 SAS expansion card replacement](#).
- You must schedule a downtime maintenance window for this procedure. You cannot access data on the storage array until you have successfully completed this procedure.



This procedure must be done with both controller canisters. Controller HIC configurations must match exactly.

### What you'll need

- A SAS expansion card that is compatible with your controller.
- An ESD wristband, or you have taken other antistatic precautions.
- A flat, static free work area.
- A #1 Phillips screwdriver.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Place controller shelf offline

Place the controller shelf offline so you can safely add the SAS expansion card.

### Steps

1. From the Home page of SANtricity System Manager, ensure that the storage array has Optimal status.

If the status is not Optimal, use the Recovery Guru or contact technical support to resolve the problem. Do not continue with this procedure.

2. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

3. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:
  - Stop all processes that involve the LUNs mapped from the storage to the hosts.
  - Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
  - Unmount all file systems associated with volumes on the array.



The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose access to the data because the storage is not accessible.

4. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.

5. From the Home page of SANtricity System Manager, select **View Operations in Progress**. Wait for all operations to complete before continuing with the next step.
6. Power down the controller shelf.
  - a. Label and then unplug both power cables from controller shelf.
  - b. Wait for all LEDs on the controller shelf to turn off.

#### Step 2: Remove controller canister

Remove the controller canister so you can add the new SAS expansion card.

##### Steps

1. Put on an ESD wristband or take other antistatic precautions.
2. Label each cable that is attached to the controller canister.
3. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. Confirm that the Cache Active LED on the back of the controller is off.

5. Squeeze the handles on either side of the controller, and pull back until it releases from the shelf.



6. Using two hands and the handles, slide the controller canister out of the shelf. When the front of the controller is free of the enclosure, use two hands to pull it out completely.



Always use two hands to support the weight of a controller canister.



7. Place the controller canister on a flat, static-free surface.

### **Step 3: Add the new SAS expansion card**

Install the SAS expansion card to allow for drive tray expansion.

#### **Steps**

1. Remove the controller canister's cover by unscrewing the single thumbscrew and lifting the lid open.
2. Confirm that the green LED inside the controller is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.

3. Using a #1 Phillips screwdriver, remove the two screws that attach the faceplate to the controller canister, and remove the faceplate.
4. Align the single thumbscrew on the SAS expansion card with the corresponding hole on the controller, and align the connector on the bottom of the expansion card with the expansion card interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the SAS expansion card or on the top of the controller card.

5. Carefully lower the SAS expansion card into place, and seat the expansion card connector by pressing gently on the expansion card.
6. Hand-tighten the SAS expansion card thumbscrew.

Do not use a screwdriver, or you might over tighten the screws.

7. Using a #1 Phillips screwdriver, attach the faceplate you removed from the original controller canister to the new controller canister with the two screws.

### **Step 4: Reinstall the controller canister**

After installing the new SAS expansion card, reinstall the controller canister into the controller shelf.

#### **Steps**

1. Lower the cover on the controller canister and secure the thumbscrew.
2. While squeezing the controller handles, gently slide the controller canister all the way into the controller shelf.



The controller audibly clicks when correctly installed into the shelf.



#### Step 5: Complete SAS expansion card addition

Place the controller online, collect support data, and resume operations.

##### Steps

1. Plug in power cables to place the controller online.
2. As the controller boots, check the controller LEDs.
  - The amber Attention LED remains on.
  - The Host Link LEDs might be on, blinking, or off, depending on the host interface.
3. When the controller is back online, confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

4. Click **Hardware > Support > Upgrade Center** to ensure that the latest version of SANtricity OS is installed.

As needed, install the latest version.

5. Verify that all volumes have been returned to the preferred owner.
  - a. Select **Storage > Volumes**. From the **All Volumes** page, verify that volumes are distributed to their preferred owners. Select **More > Change ownership** to view volume owners.
  - b. If volumes are all owned by preferred owner continue to Step 6.
  - c. If none of the volumes are returned, you must manually return the volumes. Go to **More > Redistribute**

volumes.

- d. If only some of the volumes are returned to their preferred owners after auto-distribution or manual distribution you must check the Recovery Guru for host connectivity issues.
  - e. If there is no Recovery Guru present or if following the recovery guru steps the volumes are still not returned to their preferred owners contact support.
6. Collect support data for your storage array using SANtricity System Manager.
- a. Select **Support** > **Support Center** > **Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

7. Repeat this task with your second controller canister.



To cable your SAS expansion, see [Cabling E-Series hardware](#) for instructions.

#### What's next?

The process of adding a SAS expansion card in your storage array is complete. You can resume normal operations.

## E2800

### Maintain E2800 hardware

For the E2800 storage system, you can perform maintenance procedures on the following components.

#### Batteries

Each controller canister includes a battery that preserves cached data if the AC power fails.

#### Controllers

A controller consists of a board, firmware, and software. It controls the drives and implements the System Manager functions.

#### Canisters

Canisters consist of three different types: power-fan canisters (power supplies) that supply a redundant power source and adequate cooling in a 12-drive or 24-drive controller shelf or drive shelf; power canisters that are used for power redundancy in a 60-drive controller shelf or drive shelf; and fan canisters that are used for cooling the 60-drive controller shelf or drive shelf.

#### Drives

A drive is an electromagnetic mechanical device that provides the physical storage media for data.

## **Host interface cards (HICs)**

A host interface card (HIC) can optionally be installed within a controller canister. The E2800 controller includes built-in host ports on the controller card itself, as well as host ports on the optional HIC. Host ports that are built into the controller are called baseboard host ports. Host ports that are built into the HIC are called HIC ports.

## **Host port protocol**

You can convert the protocol of a host to a different protocol so that compatibility and communication can be established.

## **Batteries**

### **Requirements for E2800 battery replacement**

Before you replace an E2800 battery, review the requirements and considerations.

Each controller canister includes a battery that preserves cached data if the AC power fails.

### **Recovery Guru alerts**

If the Recovery Guru in SANtricity System Manager reports one of following statuses, you must replace the affected battery:

- Battery Failed
- Battery Replacement Required

From SANtricity System Manager, review the details in the Recovery Guru to confirm that there is an issue with a battery and to ensure no other items must be addressed first.

### **Procedure overview**

To protect your data, you must replace a failed battery as soon as possible.

The following is an overview of the steps required to replace a battery in an E2800 controller:

1. Prepare for replacement, following the appropriate steps for a duplex or simplex configuration.
2. Remove the controller canister.
3. Remove the failed battery.
4. Install the new battery.
5. Re-install the controller canister.
6. Complete the replacement, following the appropriate steps for a duplex or simplex configuration.

### **Duplex or simplex configuration**

The steps to replace a battery depend on whether you have one or two controllers, as follows:

If your storage array has...	You must...
Two controllers (duplex)	<ol style="list-style-type: none"> <li>1. Take the controller offline.</li> <li>2. Remove the controller canister.</li> <li>3. Replace the battery.</li> <li>4. Replace the controller canister.</li> <li>5. Bring the controller online.</li> </ol>
One controller (simplex)	<ol style="list-style-type: none"> <li>1. Stop host I/O operations.</li> <li>2. Power down the controller shelf.</li> <li>3. Remove the controller canister.</li> <li>4. Replace the battery.</li> <li>5. Replace the controller canister.</li> <li>6. Apply power to the controller shelf.</li> </ol>

#### Requirements for replacing a battery

If you plan to replace a failed battery, you must have:

- A replacement battery.
- An ESD wristband, or you have taken other antistatic precautions.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

#### Prepare to replace E2800 battery

The steps to prepare for battery replacement depend on whether you have a duplex configuration (two controllers) or a simplex configuration (one controller).

- For duplex configurations, see [Place controller offline \(duplex\)](#).
- For simplex configurations, see [Power down the controller shelf \(simplex\)](#).

#### Before you begin

- Verify that no volumes are in use or that you have a multipath driver installed on all hosts using these volumes.
- Review the [Requirements for E2800 battery replacement](#).

#### Place controller offline (duplex)

If you have a duplex configuration, you must place the affected controller offline so you can safely remove the failed battery. The controller that you are not placing offline must be online (in the optimal state).



Perform this task only if your storage array has two controllers (duplex configuration).

#### Steps

1. From SANtricity System Manager, review the details in the Recovery Guru to confirm that there is an issue with a battery and to ensure no other items must be addressed first.
2. From the Details area of the Recovery Guru, determine which battery to replace.
3. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

4. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

5. If the controller is not already offline, take it offline now using SANtricity System Manager.

- From SANtricity System Manager:
  - a. Select **Hardware**.
  - b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.
  - c. Select the controller that you want to place offline.
  - d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

- Alternatively, you can take the controllers offline by using the following CLI commands:

**For controller A:** set controller [a] availability=offline

**For controller B:** set controller [b] availability=offline

6. Wait for SANtricity System Manager to update the controller's status to offline.
7. Go to [Remove E2800 controller canister](#).



Do not begin any other operations until after the status has been updated.

#### Power down the controller shelf (simplex)

If you have a simplex configuration, power down the controller shelf so you can safely remove the failed battery.



Perform this task only if your storage array has one controller (simplex configuration).

#### Steps

1. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

2. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

3. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:
  - a. Stop all processes that involve the LUNs mapped from the storage to the hosts.
  - b. Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.

- c. Unmount all file systems associated with volumes on the array.



The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, you might lose data.

4. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.

5. From the home page of SANtricity System Manager, select **View Operations in Progress**.
6. Confirm that all operations have completed before continuing with the next step.
7. Turn off both power switches on the controller shelf.
8. Wait for all LEDs on the controller shelf to turn off.
9. Go to [Remove E2800 controller canister](#).

## Remove E2800 controller canister

You need to remove the controller canister from the controller shelf, so you can remove the battery.

When you remove a controller canister, you must disconnect all cables. Then, you can slide the controller canister out of the controller shelf.

### What you'll need

- An ESD wristband, or you have taken other antistatic precautions.
- Labels to identify each cable that is connected to the controller canister.

### Steps

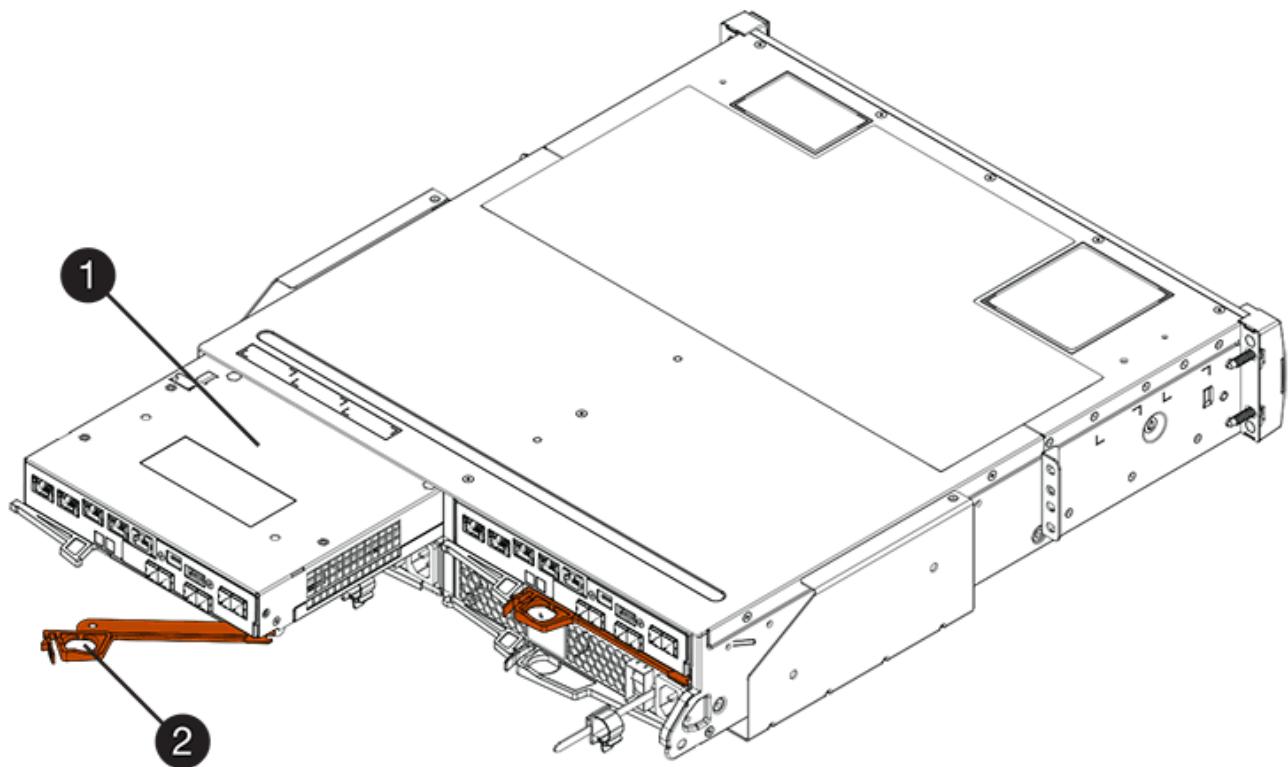
1. Put on an ESD wristband or take other antistatic precautions.
2. Label each cable that is attached to the controller canister.
3. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. If the host ports on the controller canister use SFP+ transceivers, leave them installed.
5. Confirm that the Cache Active LED on the back of the controller is off.
6. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

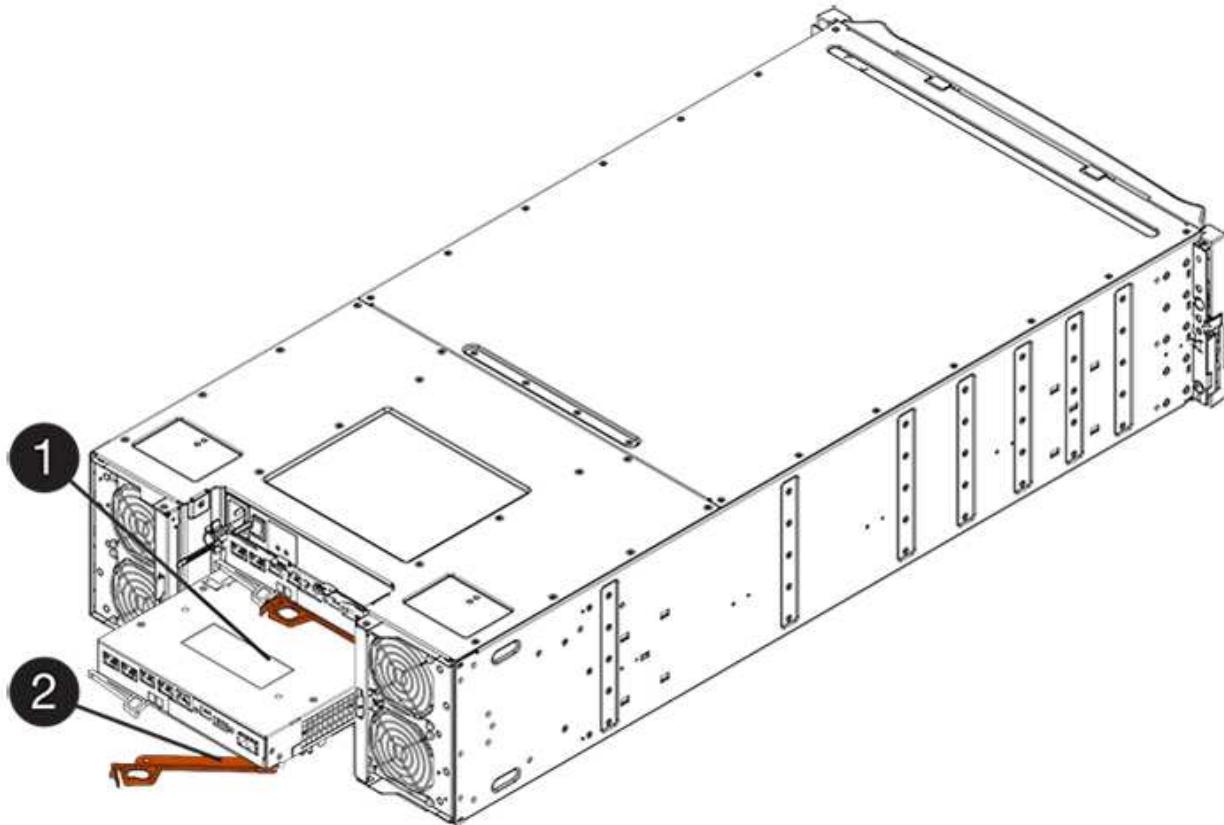
The following figure is an example of an E2812 controller shelf, E2824 controller shelf, or EF280 flash array:



(1) *Controller canister*

(2) *Cam handle*

The following figure is an example of an E2860 controller shelf:



(1) Controller canister

(2) Cam handle

7. Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E2812 controller shelf, E2824 controller shelf or EF280 flash array, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

8. Turn the controller canister over, so that the removable cover faces up.
9. Place the controller canister on a flat, static-free surface.
10. Go to [Remove failed E2800 battery](#).

### Remove failed E2800 battery

After removing the controller canister from the controller shelf, you can remove the battery.

#### Steps

1. Remove the controller canister's cover by pressing down on the button and sliding the cover off.
2. Confirm that the green LED inside the controller (between the battery and the DIMMs) is off.

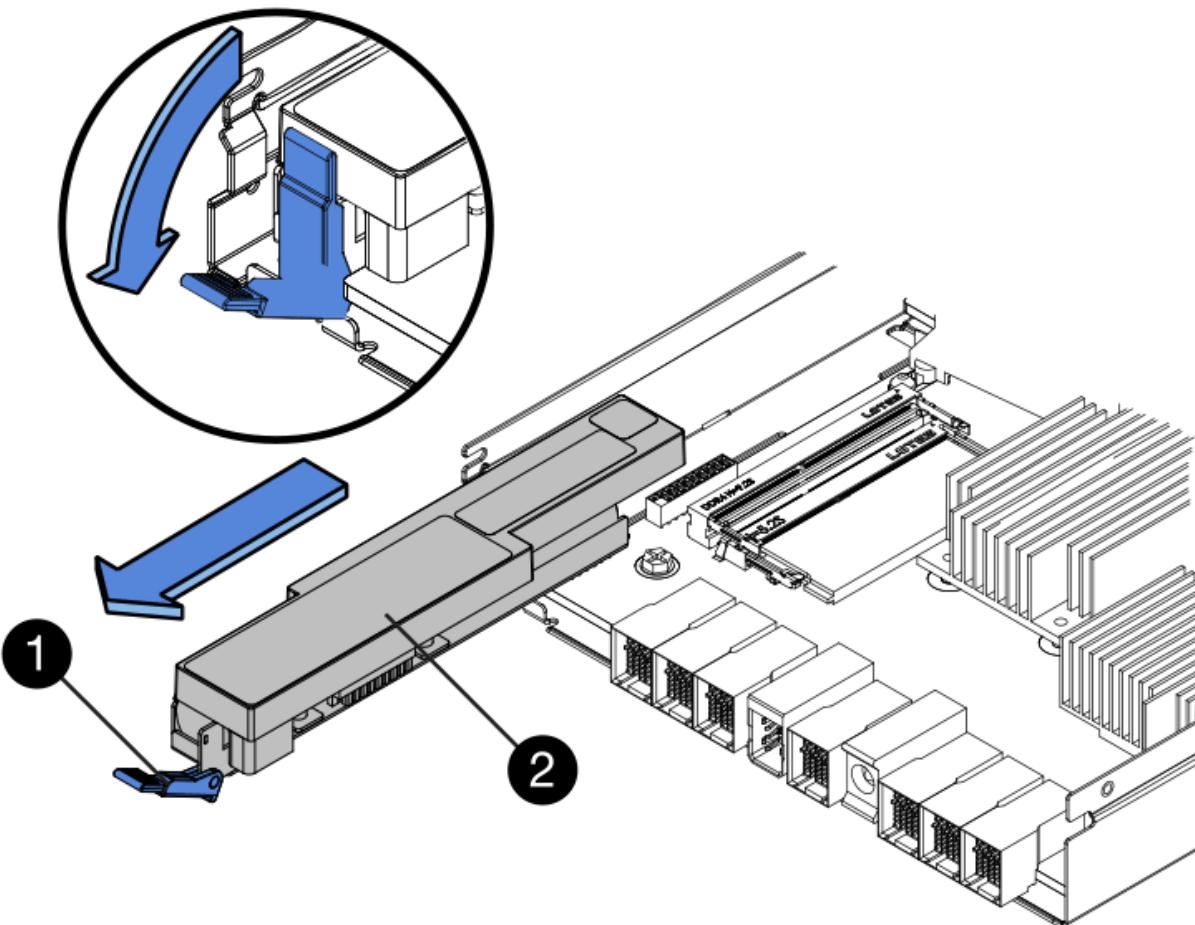
If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



(1) Internal Cache Active

(2) Battery

3. Locate the blue release latch for the battery.
4. Unlatch the battery by pushing the release latch down and away from the controller canister.



**(1) Battery release latch**

**(2) Battery**

5. Lift up on the battery, and slide it out of the controller canister.
6. Follow the appropriate procedures for your location to recycle or dispose of the failed battery.



To comply with International Air Transport Association (IATA) regulations, never ship a lithium battery by air unless it is installed within the controller shelf.

7. Go to [Install new battery](#).

### Install new E2800 battery

After removing the failed battery, you can install the new one.

#### What you'll need

- The replacement battery.
- A flat, static-free surface.

#### Steps

1. Unpack the new battery, and set it on a flat, static-free surface.



To comply with IATA safety regulations, replacement batteries are shipped with a state of charge (SoC) of 30 percent or less. When you reapply power, keep in mind that write caching will not resume until the replacement battery is fully charged and it has completed its initial learn cycle.

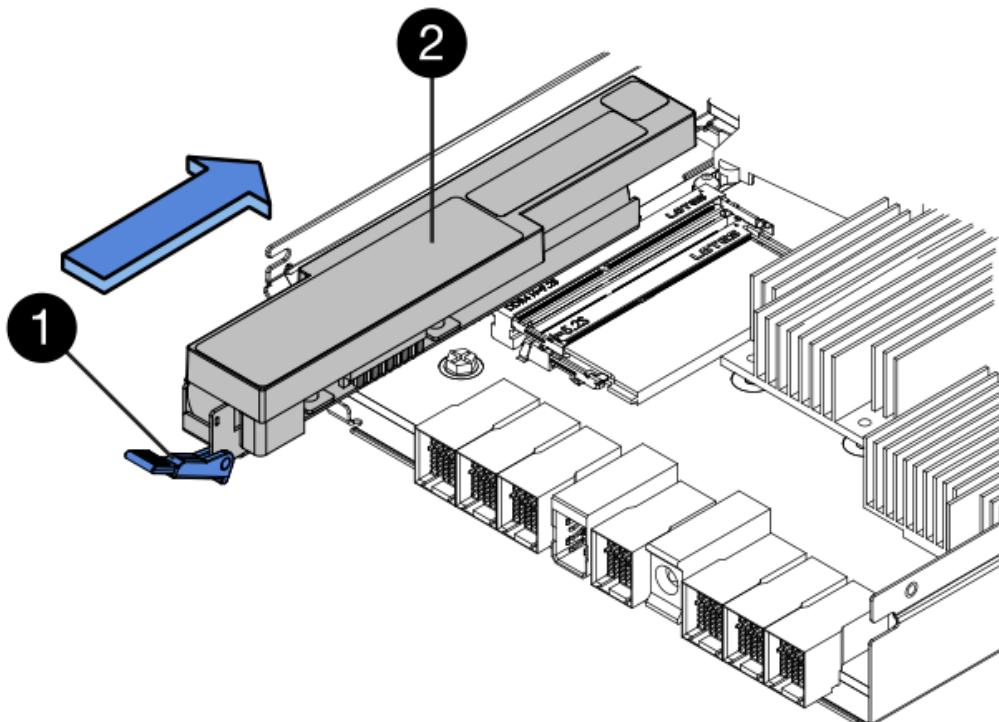
2. Orient the controller canister so that the slot for the battery faces toward you.

3. Insert the battery into the controller canister at a slight downward angle.

You must insert the metal flange at the front of the battery into the slot on the bottom of the controller canister and slide the top of the battery beneath the small alignment pin on the left side of the canister.

4. Move the battery latch up to secure the battery.

When the latch clicks into place, the bottom of the latch hooks into a metal slot on the chassis.



**(1) Battery release latch**

**(2) Battery**

5. Turn the controller canister over to confirm that the battery is installed correctly.



**Possible hardware damage** — The metal flange at the front of the battery must be completely inserted into the slot on the controller canister (as shown in the first figure). If the battery is not installed correctly (as shown in the second figure), the metal flange might contact the controller board, causing damage to the controller when you apply power.

- **Correct** — The battery's metal flange is completely inserted in the slot on the controller:



- **Incorrect** — The battery's metal flange is not inserted into the slot on the controller:



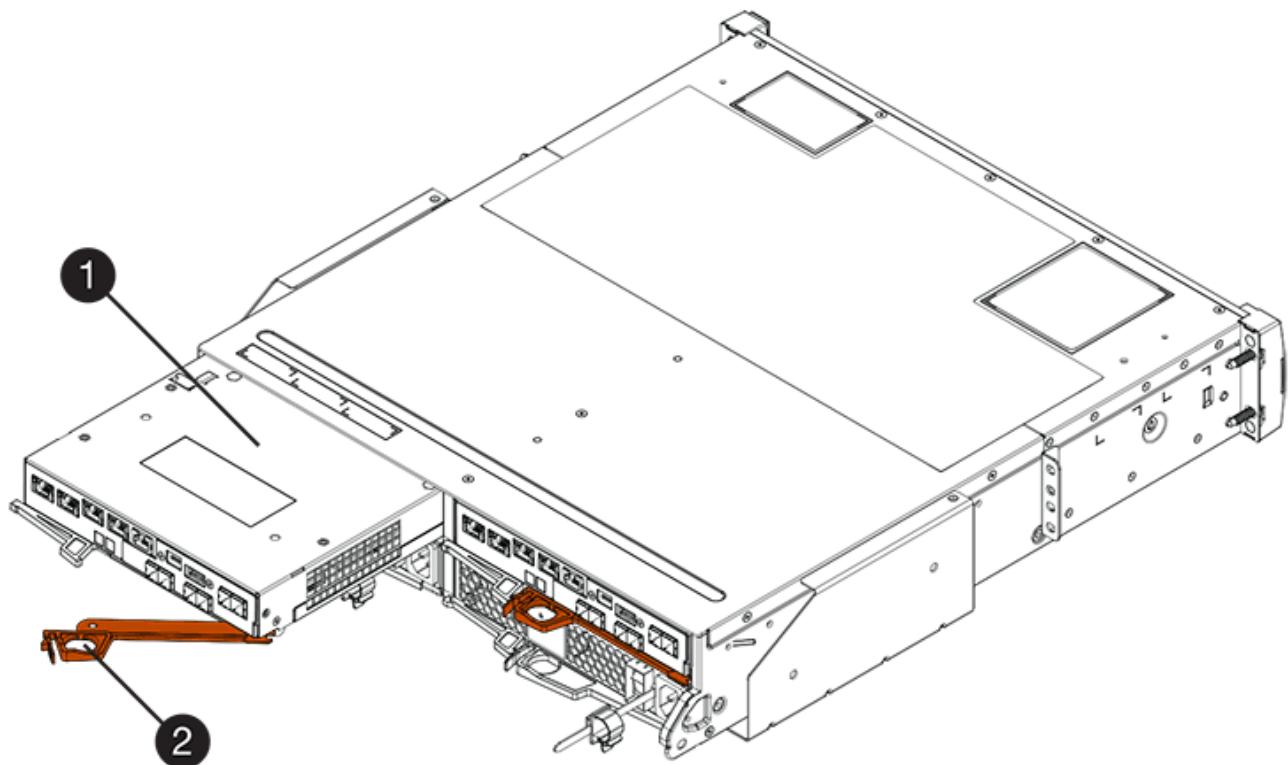
6. Go to [Re-install E2800 controller canister](#).

#### Re-install E2800 controller canister

Reinstall the controller canister into the controller shelf after installing the new battery.

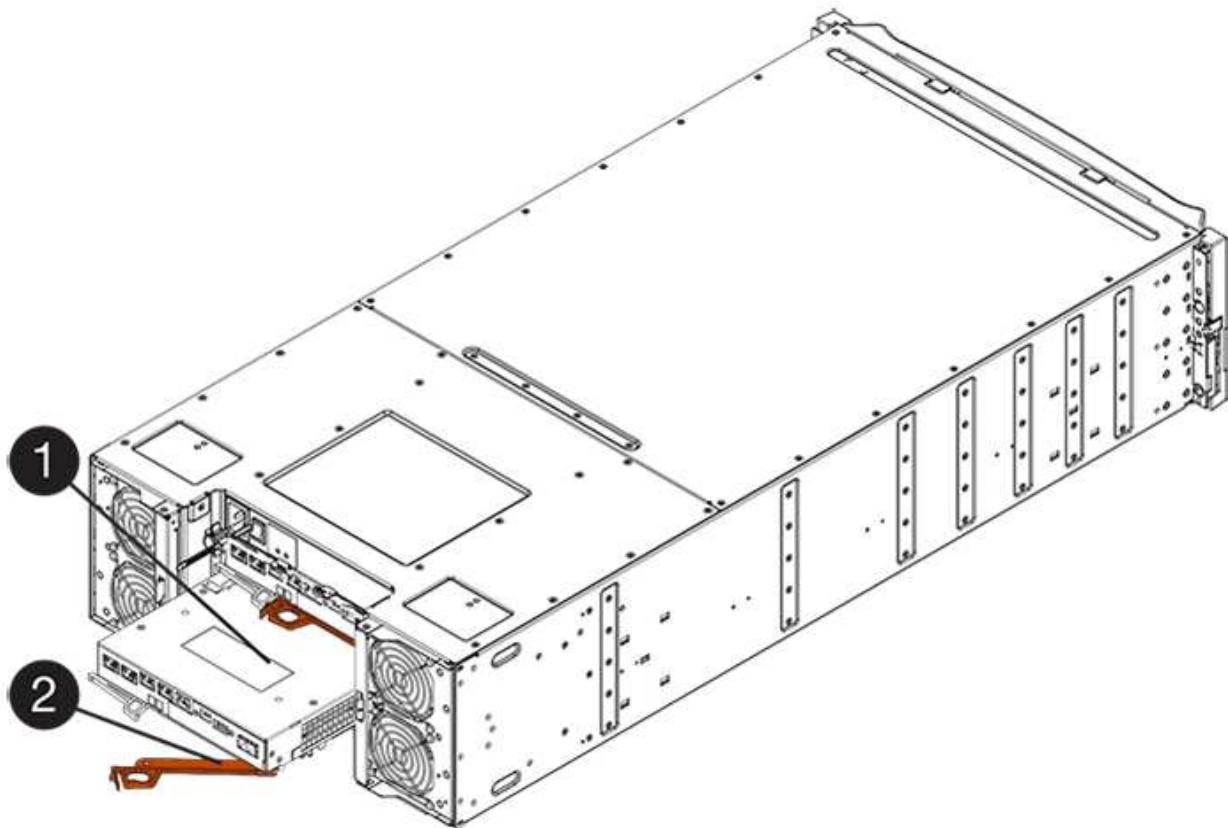
##### Steps

1. Reinstall the cover on the controller canister by sliding the cover from back to front until the button clicks.
2. Turn the controller canister over, so that the removable cover faces down.
3. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.



(1) Controller canister

(2) Cam handle



**(1) Controller canister**

**(2) Cam handle**

4. Move the cam handle to the left to lock the controller canister in place.
5. Reconnect all the cables.
6. Go to [Complete E2800 battery replacement](#).

## Complete E2800 battery replacement

The steps to complete battery replacement depend on whether you have a duplex configuration (two controllers) or a simplex configuration (one controller).

- For duplex configurations, see [Place controller online \(duplex\)](#).
- For simplex configurations, see [Power up controller \(simplex\)](#).

### Place controller online (duplex)

Place the controller online to confirm the storage array is working correctly. Then, you can collect support data and resume operations.



Perform this task only if your storage array has two controllers.

### Steps

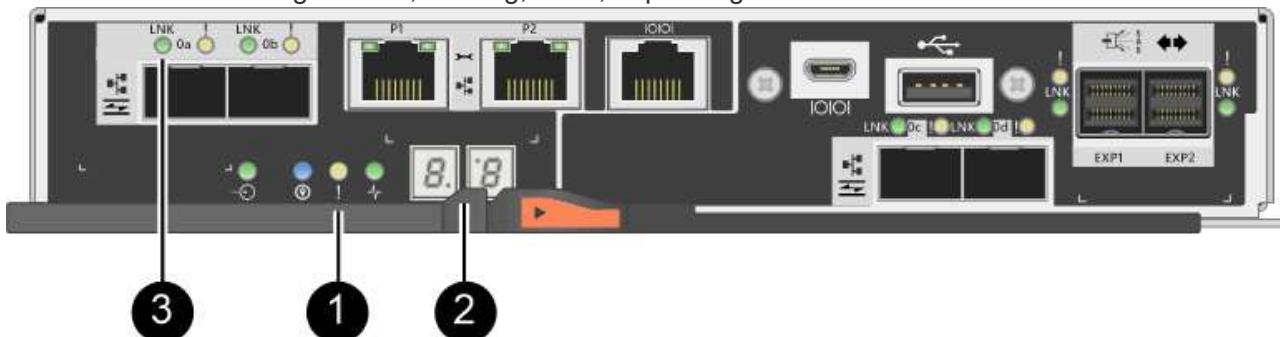
1. As the controller boots, check the controller LEDs and the seven-segment display.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.

When communication with the other controller is reestablished:

- The seven-segment display shows the repeating sequence **OS, OL, blank** to indicate that the controller is offline.
- The amber Attention LED remains lit.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.



**(1) Attention LED (amber)**

**(2) Seven-segment display**

**(3) Host Link LEDs**

2. Bring the controller online using SANtricity System Manager.
  - From SANtricity System Manager:
    - a. Select **Hardware**.
    - b. If the graphic shows the drives, select **Show back of shelf**.
    - c. Select the controller you want to place online.
    - d. Select **Place Online** from the context menu, and confirm that you want to perform the operation.

The system places the controller online.

- Alternatively, you can bring the controller back online by using the following CLI commands:

**For controller A:** set controller [a] availability=online;

**For controller B:** set controller [b] availability=online;

3. When the controller is back online, confirm that its status is Optimal, and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the battery and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the battery.



If you cannot resolve the problem, contact technical support.

4. If needed, collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## What's next?

Your battery replacement is complete. You can resume normal operations.

### Power up controller (simplex)

Power up the controller shelf to confirm that it is working correctly. Then, you can collect support data and resume operations.



Perform this task only if your storage array has one controller.

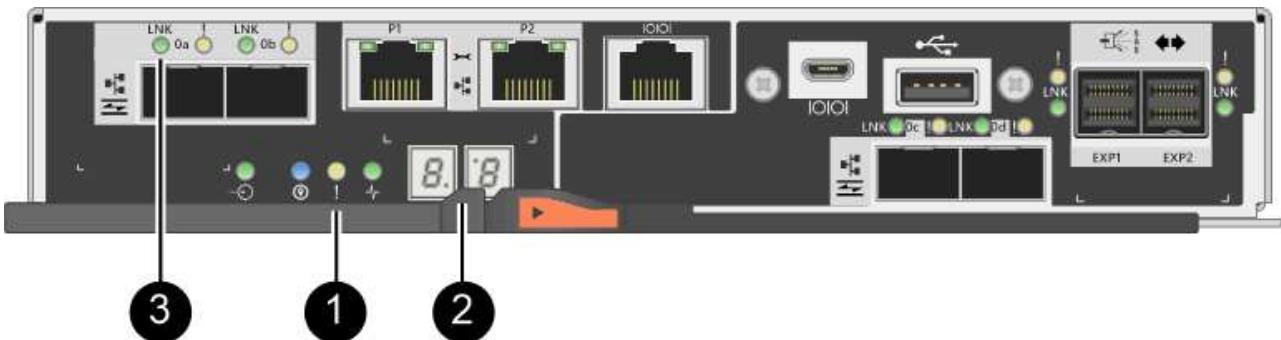
## Steps

1. Turn on the two power switches at the back of the controller shelf.
  - Do not turn off the power switches during the power-on process, which typically takes 90 seconds or less to complete.
  - The fans in each shelf are very loud when they first start up. The loud noise during start-up is normal.
2. As the controller boots, check the controller LEDs and seven-segment display.

- The seven-segment display shows the repeating sequence **OS, Sd, blank** to indicate that the controller is performing Start-of-day (SOD) processing. After a controller has successfully booted up, its seven-segment display should show the tray ID.
- The amber Attention LED on the controller turns on and then turns off, unless there is an error.
- The green Host Link LEDs turn on.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.



(1) *Attention LED (amber)*

(2) *Seven-segment display*

(3) *Host Link LEDs*

### 3. Confirm that the controller's status is Optimal, and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the battery and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the battery.



If you cannot resolve the problem, contact technical support.

### 4. If needed, collect support data for your storage array using SANtricity System Manager.

- Select **Support > Support Center > Diagnostics**.
- Select **Collect Support Data**.
- Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

#### What's next?

Your battery replacement is complete. You can resume normal operations.

## Controllers

### Requirements for E2800 controller replacement

Before you replace or add an E2800 controller, review the requirements and considerations.

Each controller canister contains a controller card, a battery, and an optional host interface card (HIC). You can add a second controller to a simplex configuration or replace a failed controller.

These procedures apply to IOM12 and IOM12B drive shelves.

- i IOM12B modules are only supported on SANtricity OS 11.70.2 onward. Ensure your controller's firmware has been updated before installing or upgrading to an IOM12B.
- i These procedures are for like-for-like shelf IOM hot-swaps or replacements. This means you can only replace an IOM12 module with another IOM12 module or replace an IOM12B module with another IOM12B module. (Your shelf can have two IOM12 modules or have two IOM12B modules.)

#### Requirements for adding second controller

You can add a second controller canister to the simplex version of the following controller shelves:

- E2812 controller shelf
- E2824 controller shelf
- EF280 flash array

The figures show an example controller shelf before adding a second controller (one controller canister and a controller blank) and after adding a second controller (two controller canisters).



- i The figures show example controller canisters; the host ports on your controller canisters might be different.

Before you add a second controller, you must have:

- A new controller canister with the same part number as the currently installed controller canister.
- A new HIC that is identical to the HIC in the currently installed controller canister (only necessary if the currently installed controller canister includes a host interface card).
- All cables, transceivers, switches, and host bus adapters (HBAs) needed to connect the new controller ports.

For information about compatible hardware, refer to the [NetApp Interoperability Matrix](#) or the [NetApp Hardware Universe](#).

- Multipath driver installed on the host so that you can use both controllers. Refer to the [Linux express configuration](#), [Windows express configuration](#), or [VMware express configuration](#) for instructions.
- An ESD wristband, or you have taken other antistatic precautions.
- A #1 Phillips screwdriver.
- Labels to identify the new cables.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

Optionally, you can use the command line interface (CLI) to perform some of the procedures. If you do not have access to the CLI, you can do one of the following:

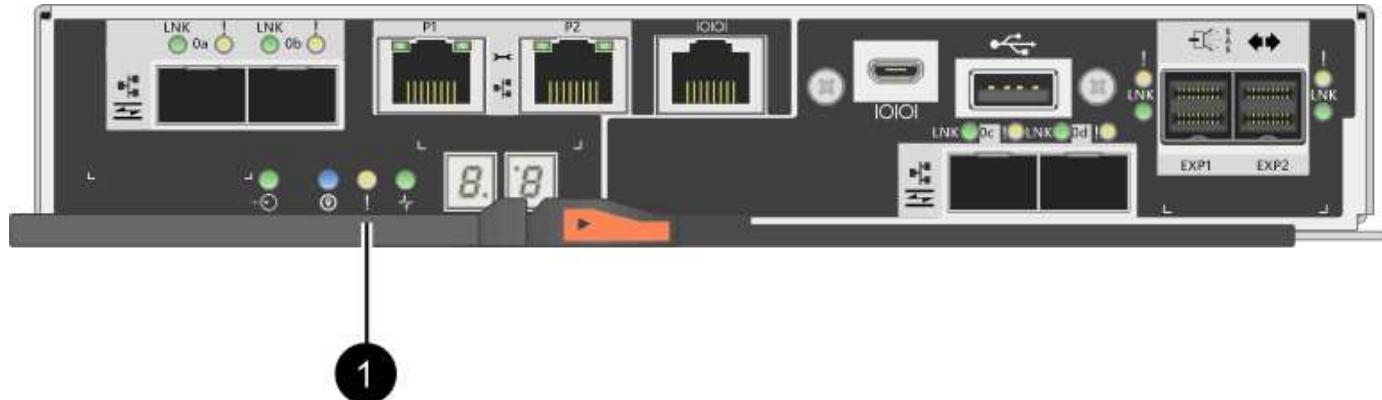
- **For SANtricity System Manager (version 11.60 and above)**—Download the CLI package (zip file) from System Manager. Go to **Settings > System > Add-ons > Command Line Interface**. You can then issue CLI commands from an operating system prompt, such as the DOS C: prompt.
- **For SANtricity Storage Manager/Enterprise Management Window (EMW)**—Follow the instructions in the express guide to download and install the software. You can run CLI commands from the EMW by selecting **Tools > Execute Script**.

#### Requirements for replacing controller

When you replace a failed controller canister, you must remove the battery and HIC, if one is installed, from the original controller canister, and install them in the replacement controller canister.

You can determine if you have a failed controller canister in two ways:

- The Recovery Guru in SANtricity System Manager directs you to replace the controller canister.
- The amber Attention LED on the controller canister is on, indicating that the controller has a fault.



(1) Attention LED



The figure shows an example controller canister; the host ports on your controller canister might be different.

Before you replace a controller, you must have:

- A replacement controller canister with the same part number as the controller canister you are replacing.

- An ESD wristband, or you have taken other antistatic precautions.
- Labels to identify each cable that is connected to the controller canister.
- #1 Phillips screwdriver.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

Optionally, you can use the command line interface (CLI) to perform some of the procedures. If you do not have access to the CLI, you can do one of the following:

- **For SANtricity System Manager (version 11.60 and above)** — Download the CLI package (zip file) from System Manager. Go to **Settings > System > Add-ons > Command Line Interface**. You can then issue CLI commands from an operating system prompt, such as the DOS C: prompt.
- **For SANtricity Storage Manager/Enterprise Management Window (EMW)** — Follow the instructions in the express guide to download and install the software. You can run CLI commands from the EMW by selecting **Tools > Execute Script**.

## Duplex configuration requirements

If the controller shelf has two controllers (duplex configuration), you can replace a controller canister while your storage array is powered on and performing host I/O operations, as long as the following conditions are true:

- The second controller canister in the shelf has Optimal status.
- The **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**, indicating that it is safe to remove this component.

## Simplex configuration requirements

If you have only one controller canister (simplex configuration), data on the storage array will not be accessible until you replace the controller canister. You must stop host I/O operations and power down the storage array.

### Add second controller canister in E2800

You can add a second controller canister in the E2800 array.

#### About this task

This task describes how to add a second controller canister to the simplex version of either a E2812 controller shelf, E2824 controller shelf, or EF280 flash array. This procedure is also referred to as a simplex-to-duplex conversion, which is an online procedure. You can access data on the storage array while you perform this procedure.

#### What you'll need

- A new controller canister with the same part number as the currently installed controller canister. (See step 1 to verify the part number.)
- A new HIC that is identical to the HIC in the currently installed controller canister (only necessary if the currently installed controller canister includes a host interface card).
- An ESD wristband, or take other antistatic precautions.
- A #1 Phillips screwdriver.
- Labels to identify the new cables. For information about compatible hardware, refer to the [NetApp Interoperability Matrix](#) or the [NetApp Hardware Universe](#).

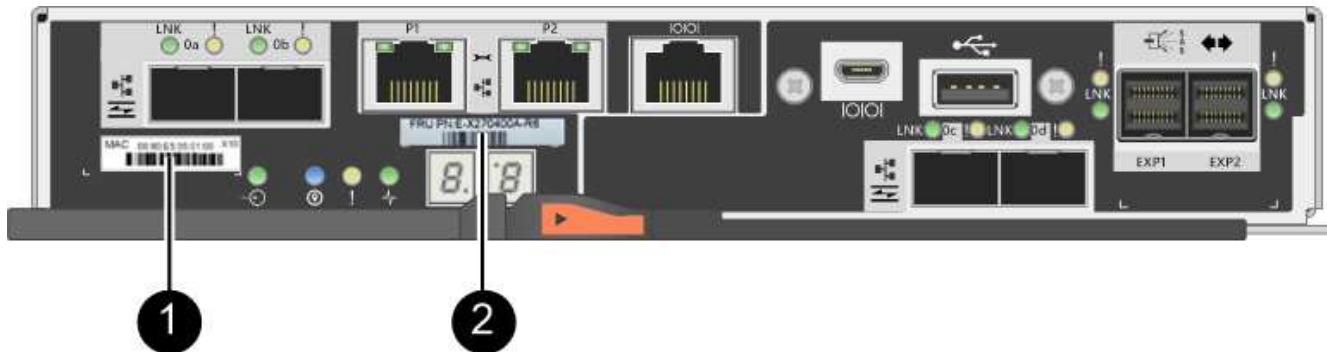
- All cables, transceivers, switches, and host bus adapters (HBAs) needed to connect the new controller ports.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

#### Step 1: Verify the new controller's part number

Confirm that the new controller has the same part number as the currently installed controller.

##### Steps

1. Unpack the new controller canister, and set it on a flat, static-free surface.
2. Locate the MAC address and FRU part number labels on the back of the controller canister.



**(1) MAC address:** The MAC address for management port 1 ("P1"). If you used DHCP to obtain the original controller's IP address, you will need this address to connect to the new controller.

**(2) FRU part number:** This number must match the replacement part number for the currently installed controller.

3. From SANtricity System Manager, locate the replacement part number for the installed controller canister.
  - a. Select **Hardware**.
  - b. Locate the controller shelf, which is marked with the controller icon .
  - c. Click the controller icon.
  - d. Select the controller, and click **Next**.
  - e. On the **Base** tab, make a note of the **Replacement Part Number** for the controller.
4. Confirm that the replacement part number for the installed controller is the same as the FRU part number for the new controller.



**Possible loss of data access** — If the two part numbers are not the same, do not attempt this procedure. In addition, if the original controller canister includes a host interface card (HIC), you must install an identical HIC into the new controller canister. The presence of mismatched controllers or HICs will cause the new controller to lock down when you bring it online.

#### Step 2: Install host interface card

If the currently installed controller includes a HIC, you must install the same model of host interface card (HIC) in the second controller canister.

## Steps

1. Unpack the new HIC, and confirm it is identical to the existing HIC.



**Possible loss of data access** — The HICs installed in the two controller canisters must be identical. If the replacement HIC is not identical to the HIC you are replacing, do not attempt this procedure. The presence of mismatched HICs will cause the new controller to lock down when it comes online.

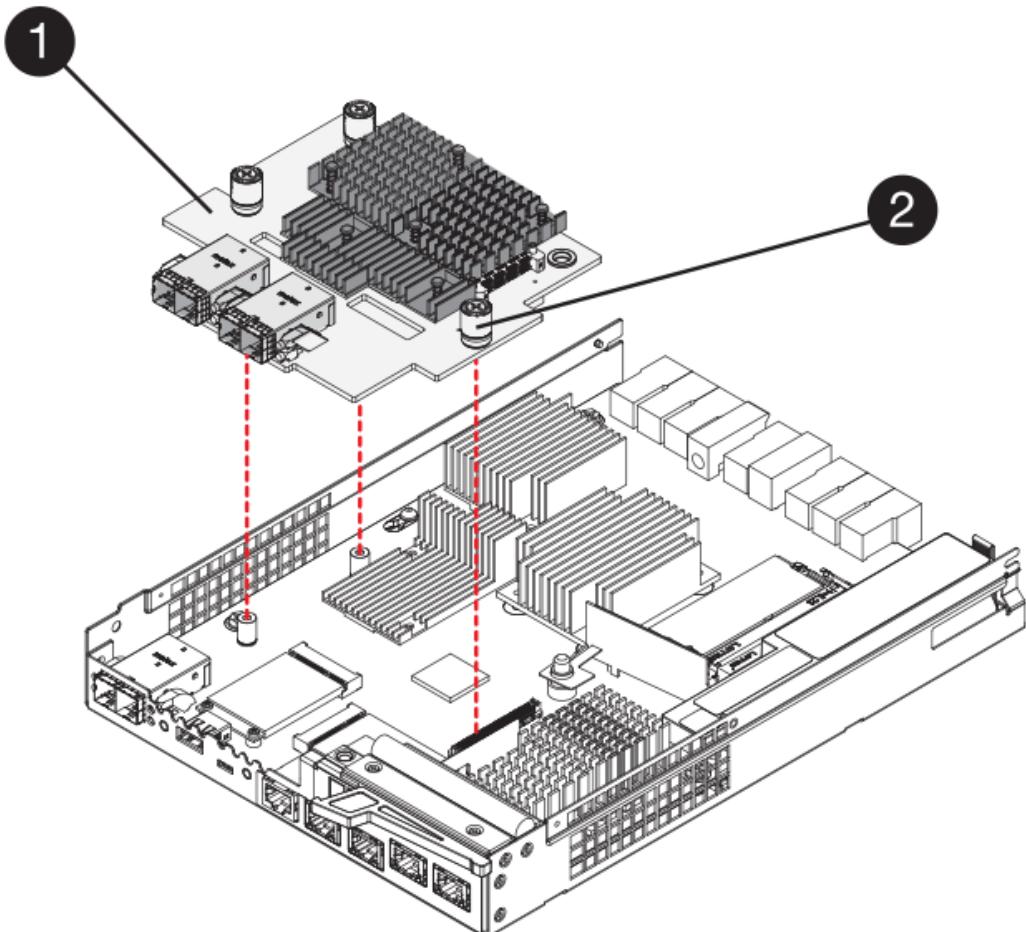
2. Turn the new controller canister over, so that the cover faces up.
3. Press the button on the cover, and slide the cover off.
4. Using a #1 Phillips screwdriver, remove the four screws that attach the blank faceplate to the controller canister, and remove the faceplate.
5. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

6. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



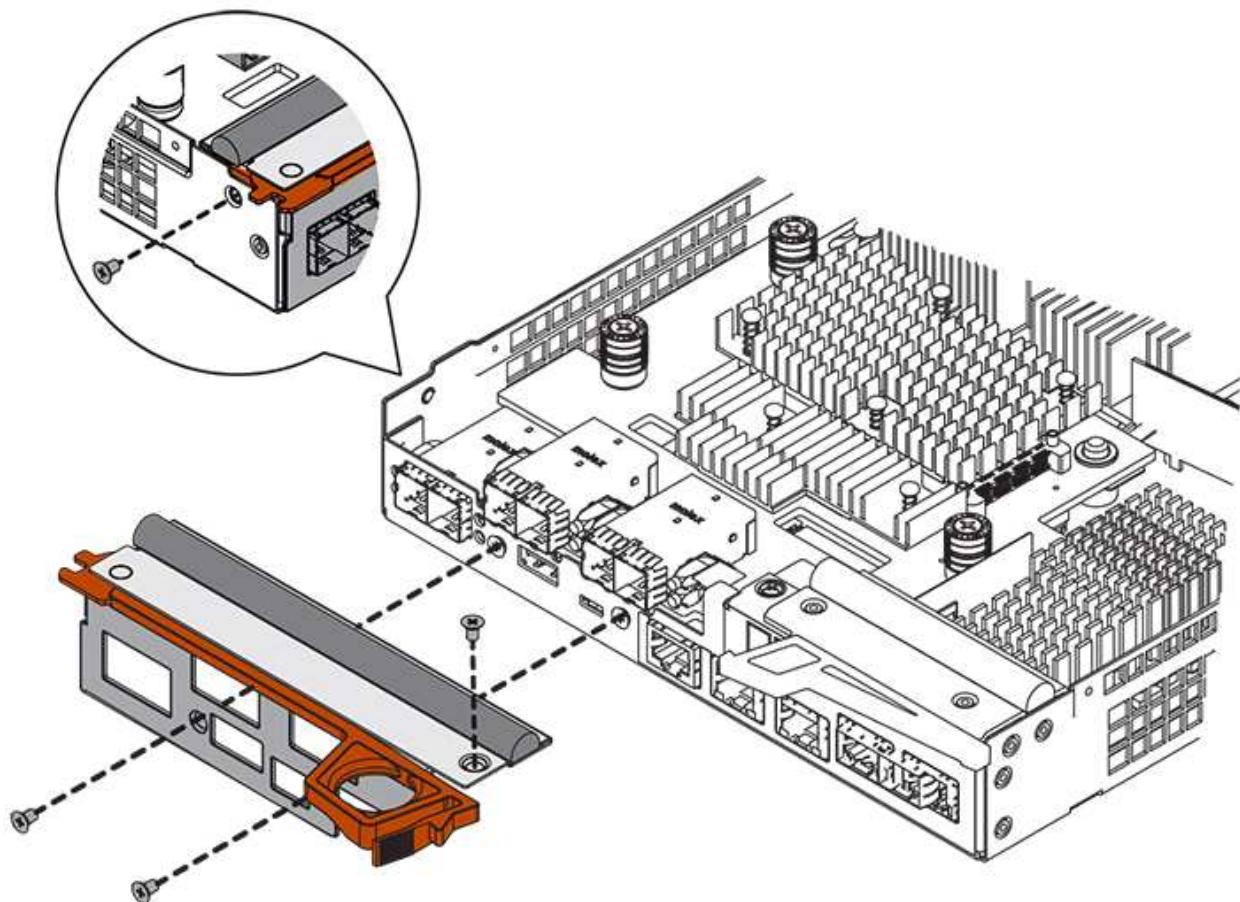
**(1) Host interface card**

**(2) Thumbscrews**

7. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over tighten the screws.

8. Using a #1 Phillips screwdriver, attach the new HIC faceplate to the controller canister with the four screws you removed previously.



9. Reinstall the cover on the controller canister by sliding the cover from back to front until the button clicks.
10. Set the controller canister aside until you are ready to install it.

### **Step 3: Collect support data**

Collect support data before and after replacing a component to ensure you can send a full set of logs to technical support in case the replacement does not resolve the problem.

#### **Steps**

1. From the Home page of SANtricity System Manager, ensure that the storage array has Optimal status.

If the status is not Optimal, use the Recovery Guru or contact technical support to resolve the problem. Do not continue with this procedure.

2. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

  3. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:
    - Stop all processes that involve the LUNs mapped from the storage to the hosts.
    - Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
    - Unmount all file systems associated with volumes on the array.

 The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.

 **Possible data loss** — If you continue this procedure while I/O operations are occurring, you might lose data.

#### Step 4: Change configuration to duplex

Before adding a second controller to the controller shelf, you must change the configuration to duplex by installing a new NVSRAM file and using the command line interface to set the storage array to duplex. The duplex version of the NVSRAM file is included with the download file for SANtricity OS Software (controller firmware).

#### Steps

  1. Download the latest NVSRAM file from the NetApp Support site to your management client.
    - a. From SANtricity System Manager, select **Support > Upgrade Center**. In the area labeled “SANtricity OS Software upgrade,” click **NetApp SANtricity OS Downloads**.
    - b. From the NetApp Support site, select **E-Series SANtricity OS Controller software**.
    - c. Follow the online instructions to select the version of NVSRAM you want to install, and then complete the file download. Be sure to select the duplex version of the NVSRAM (the file has “D” near the end of its name).

The file name will be similar to: **N290X-830834-D01.dlp**
  2. Upgrade the files using SANtricity System Manager.

 **Risk of data loss or risk of damage to the storage array** — Do not make changes to the storage array while the upgrade is occurring. Maintain power to the storage array.

You can cancel the operation during the pre-upgrade health check, but not during transferring or activating.

  - From SANtricity System Manager:
    - a. Under **SANtricity OS Software upgrade**, click **Begin Upgrade**.

- b. Next to **Select Controller NVSRAM file**, click **Browse**, and then select the NVSRAM file you downloaded.
- c. Click **Start**, and then confirm that you want to perform the operation.

The upgrade begins and the following occurs:

- The pre-upgrade health check begins. If the pre-upgrade health check fails, use the Recovery Guru or contact technical support to resolve the problem.
  - The controller files are transferred and activated. The time required depends on your storage array configuration.
  - The controller reboots automatically to apply the new settings.
- Alternatively, you can use the following CLI command to perform the upgrade:

```
download storageArray NVSRAM file="filename"  
healthCheckMeOverride=FALSE;
```

In this command, `filename` is the file path and the file name for duplex version of the Controller NVSRAM file (the file with “D” in its name). Enclose the file path and the file name in double quotation marks (""). For example:

```
file="C:\downloads\N290X-830834-D01.dlp"
```

### 3. (Optional) To see a list of what was upgraded, click **Save Log**.

The file is saved in the Downloads folder for your browser with the name, **latest-upgrade-log-timestamp.txt**.

- After upgrading controller NVSRAM, verify the following in SANtricity System Manager:
  - Go to the Hardware page, and verify that all components appear.
  - Go to the Software and Firmware Inventory dialog box (go to **Support > Upgrade Center**, and then click the link for **Software and Firmware Inventory**). Verify the new software and firmware versions.
- When you upgrade controller NVSRAM, any custom settings that you have applied to the existing NVSRAM are lost during the process of activation. You must apply the custom settings to the NVSRAM again after the process of activation is complete.

### 4. Change the storage array setting to duplex using CLI commands. To use CLI, you can either open a command prompt if you downloaded the CLI package or you can open the Enterprise Management Window (EMW) if you have Storage Manager installed.

- From a command prompt:
  - a. Use the following command to switch the array from simplex to duplex:

```
set storageArray redundancyMode=duplex;
```

- b. Use the following command to reset the controller.

```
reset controller [a];
```

- From the EMW interface:
  - a. Select the storage array.
  - b. Select **Tools > Execute Script**.
  - c. Type the following command in the text box.

```
set storageArray redundancyMode=duplex;
```

- d. Select **Tools > Verify and Execute**.
- e. Type the following command in the text box.

```
reset controller [a];
```

- f. Select **Tools > Verify and Execute**.

After the controller reboots, an “alternate controller missing” error message is displayed. This message indicates that controller A has been successfully converted to duplex mode. This message persists until you install the second controller and connect the host cables.

#### **Step 5: Remove the controller blank**

Remove the controller blank before you install the second controller. A controller blank is installed in controller shelves that have only one controller.

#### **Steps**

1. Squeeze the latch on the cam handle for the controller blank until it releases, and then open the cam handle to the right.
2. Slide the blank controller canister out of the shelf and set it aside.

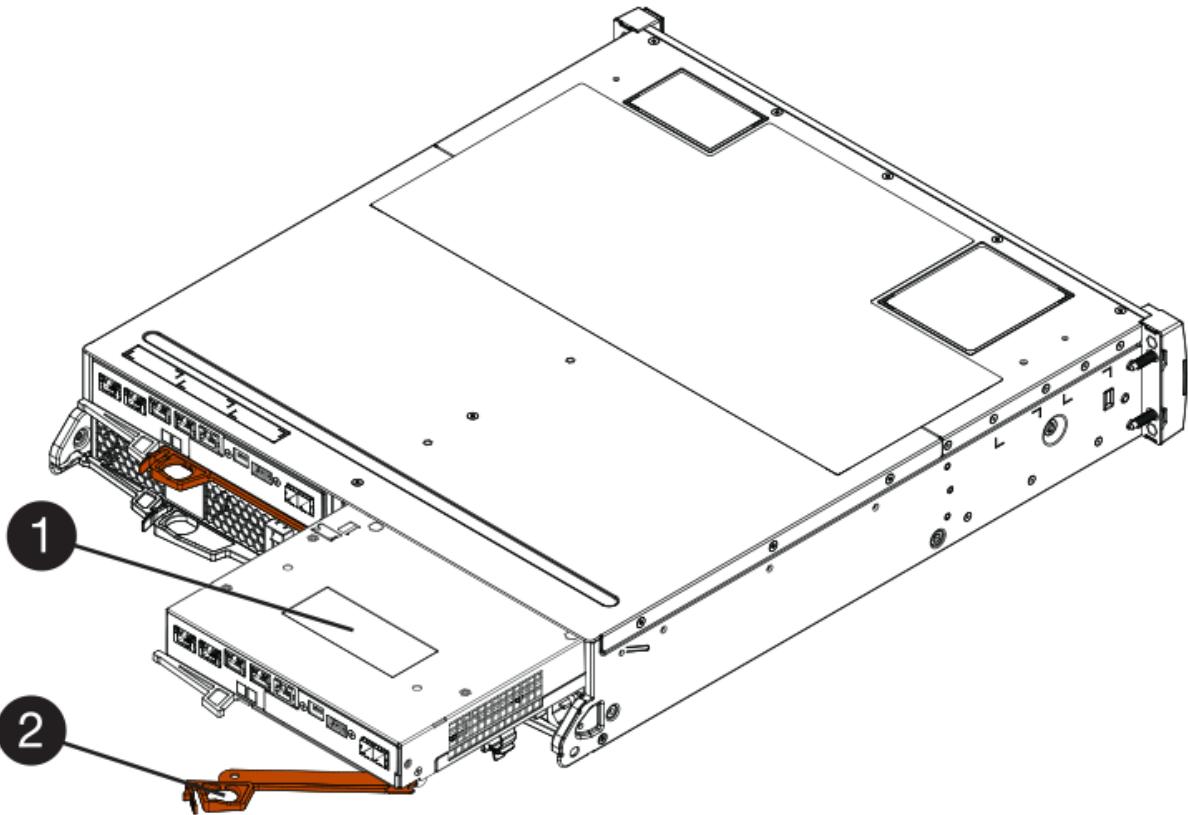
When you remove the controller blank, a flap swings into place to block the empty bay.

#### **Step 6: Install second controller canister**

Install a second controller canister to change a simplex configuration to a duplex configuration.

#### **Steps**

1. Turn the controller canister over, so that the removable cover faces down.
2. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.



**(1) Controller canister**

**(2) Cam handle**

3. Move the cam handle to the left to lock the controller canister in place.
4. Insert any SFP+ transceivers, and connect cables to the new controller.

#### **Step 7: Complete adding a second controller**

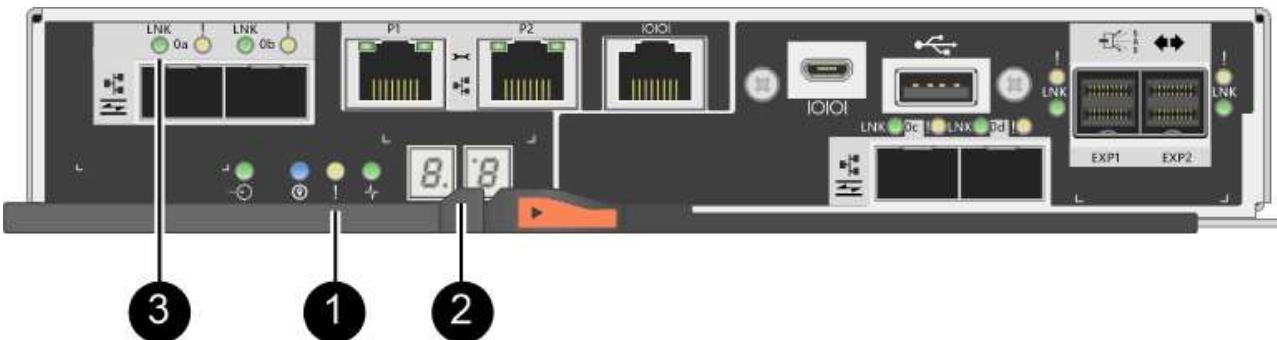
Complete the process of adding a second controller by confirming that it is working correctly, reinstall the duplex NVSRAM file, distribute volumes between the controllers, and collect support data.

#### **Steps**

1. As the controller boots, check the controller LEDs and the seven-segment display.

When communication with the other controller is reestablished:

- The seven-segment display shows the repeating sequence **OS**, **OL**, **blank** to indicate that the controller is offline.
- The amber Attention LED remains on.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.



(1) *Attention LED (amber)*

(2) *Seven-segment display*

(3) *Host Link LEDs*

2. Check the codes on the controller's seven-segment display as it comes online. If the display shows one of the following repeating sequences, immediately remove the controller.
  - **OE, L0, blank** (mismatched controllers)
  - **OE, L6, blank** (unsupported HIC)



**Possible loss of data access** — If the controller you just installed shows one of these codes, and the other controller is reset for any reason, the second controller could also lock down.

3. Update the array's settings from simplex to duplex with the following CLI command:

```
set storageArray redundancyMode=duplex;
```

4. From SANtricity System Manager, confirm that the controller's status is Optimal.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

5. Reinstall the duplex version of the NVSRAM file using SANtricity System Manager.

This step ensures that both controllers have an identical version of this file.



**Risk of data loss or risk of damage to the storage array** — Do not make changes to the storage array while the upgrade is occurring. Maintain power to the storage array.



You must install SANtricity OS software when you install a new NVSRAM file using SANtricity System Manager. If you already have the latest version of SANtricity OS software, you must reinstall that version.

- a. If necessary, download the latest version of the SANtricity OS software from the NetApp Support site.
- b. In System Manager, go to the Upgrade Center.

- c. Under **SANtricity OS Software upgrade**, click **Begin Upgrade**.
- d. Click **Browse**, and select the SANtricity OS software file.
- e. Click **Browse**, and select the Controller NVSRAM file.
- f. Click **Start**, and confirm that you want to perform the operation.

The transfer of control operation begins.

6. After the controllers reboot, optionally distribute volumes between controller A and the new controller B.
  - a. Select **Storage > Volumes**.
  - b. From the All Volumes tab, select **More > Change Ownership**.
  - c. Type the following command in the text box: change ownership

The Change Ownership button is enabled.

- d. For each volume you want to redistribute, select **Controller B** from the **Preferred Owner** list.

### Change Volume Ownership

X

Changing a volume's preferred controller while an application is using it will cause I/O errors UNLESS:

- The volumes are not in use, or
- There is a multi-path driver installed on all hosts using these volumes.

Volume	Preferred Owner	Current Owner
3	Controller B Controller A <b>Controller B</b> Controller C	Controller A
SQL_16	Controller A Controller B <b>Controller B</b> Controller C	Controller B
SQL_15	Controller A Controller B Controller C	Controller A
SQL_17	Controller B Controller A Controller C	Controller B

Type CHANGE OWNERSHIP to confirm that you want to perform this operation.

Change Ownership
Cancel

e. Click **Change Ownership**.

When the process is complete, the Change Volume Ownership dialog shows the new values for **Preferred Owner** and **Current Owner**.

7. Collect support data for your storage array using SANtricity System Manager.

a. Select **Support > Support Center > Diagnostics**.

b. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

### What's next?

The process of adding a second controller is complete. You can resume normal operations.

## Replace controller in E2800 duplex configuration

You can replace a controller canister in a duplex (two-controller) configuration, for the following controller shelves:

- E2812 controller shelf
- E2824 controller shelf
- E2860 controller shelf
- EF280 flash array

### About this task

Each controller canister contains a controller card, a battery, and an optional host interface card (HIC). When you replace a controller canister, you must remove the battery and HIC, if one is installed, from the original controller canister, and install them in the replacement controller canister.

### What you'll need

- A replacement controller canister with the same part number as the controller canister you are replacing. (See step 1 to verify the part number.)
- An ESD wristband, or you have taken other antistatic precautions.
- #1 Phillips screwdriver.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace controller (duplex)

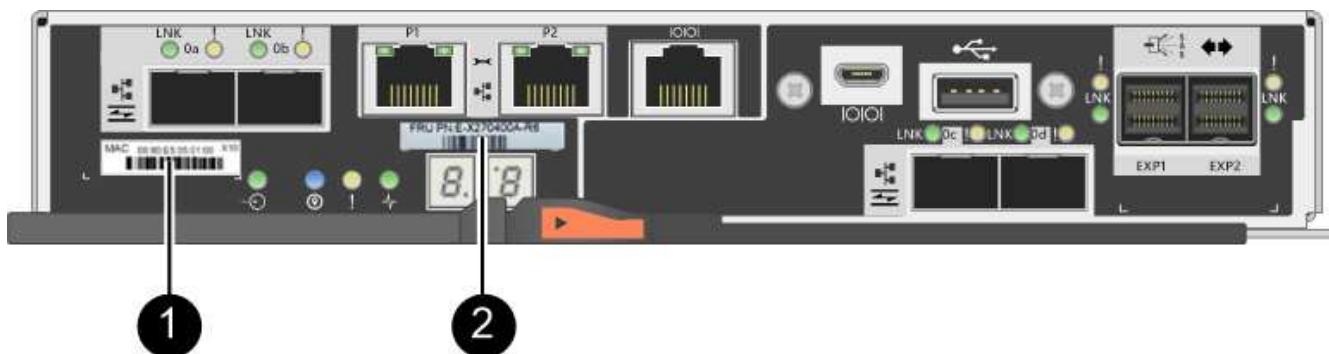
Prepare to replace the controller by verifying that the replacement controller canister has the correct FRU part number, backing up the configuration, and collecting support data. If the controller is still online, you must take it offline.

### Steps

1. Unpack the new controller canister, and set it on a flat, static-free surface.

Save the packing materials to use when shipping the failed controller canister.

2. Locate the MAC address and FRU part number labels on the back of the controller canister.



**(1) MAC address:** The MAC address for management port 1 ("P1"). If you used DHCP to obtain the original controller's IP address, you need this address to connect to the new controller.

**(2) FRU part number:** This number must match the replacement part number for the currently installed controller.

3. From SANtricity System Manager, locate the replacement part number for the controller canister you are replacing.

When a controller has a fault and needs to be replaced, the replacement part number is displayed in the Details area of the Recovery Guru. If you need to find this number manually, follow these steps:

- Select **Hardware**.
  - Locate the controller shelf, which is marked with the controller icon
  - Click the controller icon.
  - Select the controller, and click **Next**.
  - On the **Base** tab, make a note of the **Replacement Part Number** for the controller.
4. Confirm that the replacement part number for the failed controller is the same as the FRU part number for the replacement controller.



**Possible loss of data access** — If the two part numbers are not the same, do not attempt this procedure. In addition, if the failed controller canister includes a host interface card (HIC), you must install that HIC into the new controller canister. The presence of mismatched controllers or HICs will cause the new controller to lock down when you bring it online.

5. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - Select **Support > Support Center > Diagnostics**.
  - Select **Collect Configuration Data**.
  - Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-**

## <arrayName>-<dateTime>.7z

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

### 6. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- Select **Support > Support Center > Diagnostics**.
- Select **Collect Support Data**.
- Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

### 7. If the controller is not already offline, take it offline now using SANtricity System Manager.

- From SANtricity System Manager:
  - Select **Hardware**.
  - If the graphic shows the drives, select **Show back of shelf** to show the controllers.
  - Select the controller that you want to place offline.
  - From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

- Alternatively, you can take the controllers offline by using the following CLI commands:

**For controller A:** set controller [a] availability=offline

**For controller B:** set controller [b] availability=offline

### 8. Wait for SANtricity System Manager to update the controller's status to offline.



Do not begin any other operations until after the status has been updated.

### 9. Select **Recheck** from the Recovery Guru, and confirm that the **OK to remove** field in the Details area displays **Yes**, indicating that it is safe to remove this component.

#### Step 2: Remove failed controller (duplex)

Replace the failed canister with a new one.

#### Step 2a: Remove controller canister (duplex)

Remove the failed controller canister so you can replace it with a new one.

## Steps

1. Put on an ESD wristband or take other antistatic precautions.
2. Label each cable that is attached to the controller canister.
3. Disconnect all the cables from the controller canister.



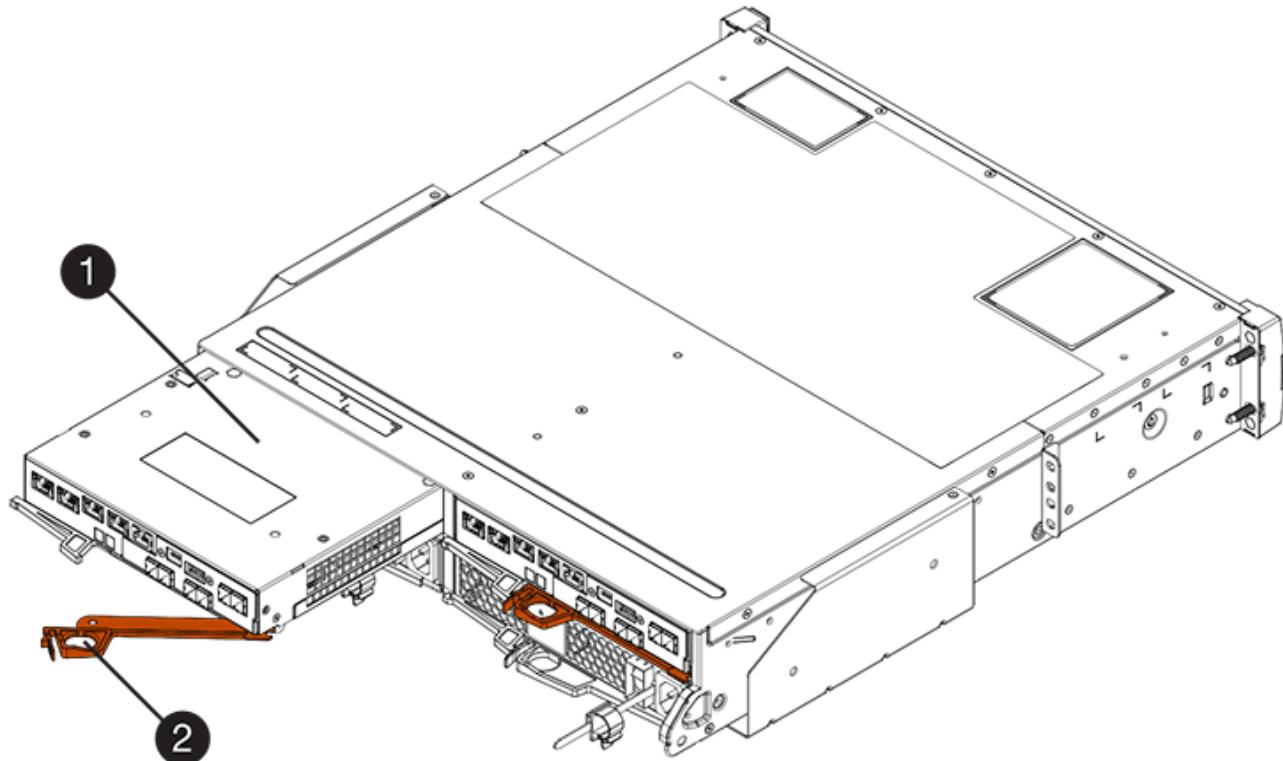
To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. If the controller canister has a HIC that uses SFP+ transceivers, remove the SFPs.

Because you must remove the HIC from the failed controller canister, you must remove any SFPs from the HIC ports. However, you can leave any SFPs installed in the baseboard host ports. When you reconnect the cables, you can move those SFPs to the new controller canister.

5. Confirm that the Cache Active LED on the back of the controller is off.
6. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

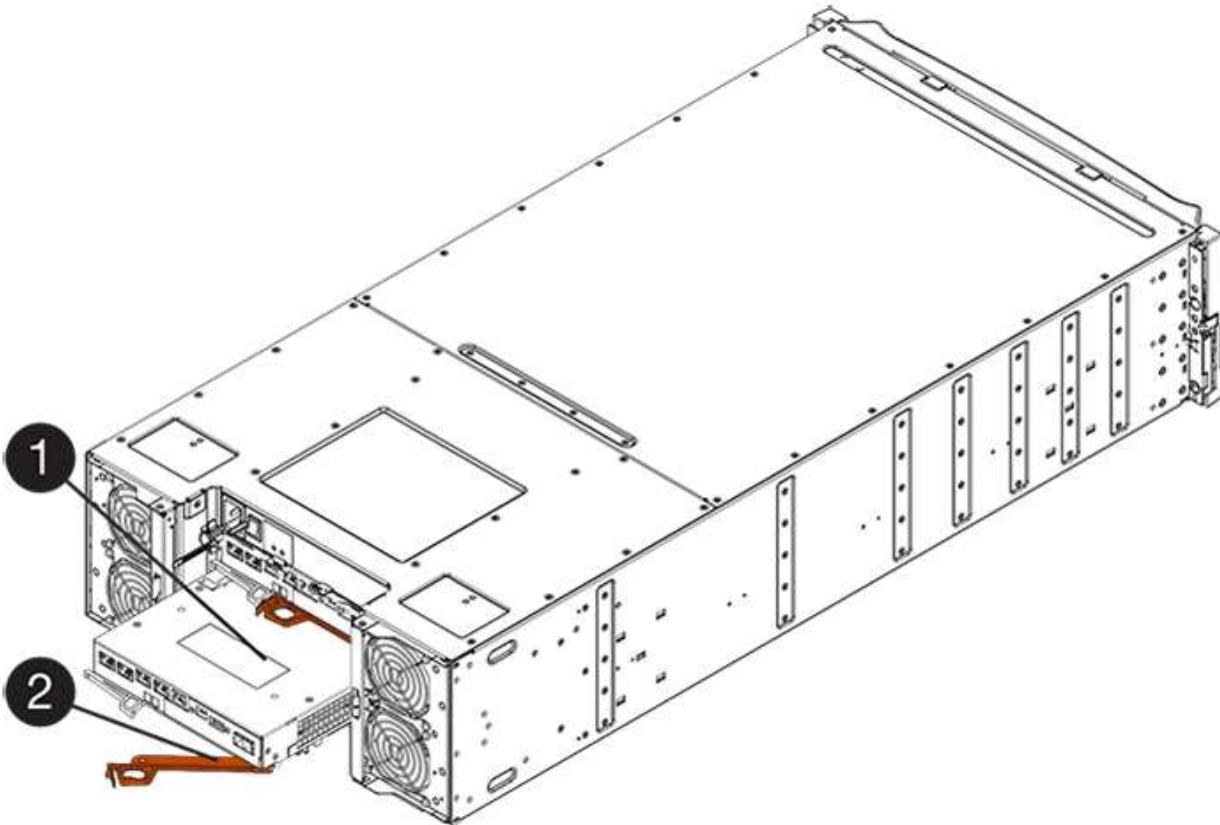
The following figure is an example of an E2812 controller shelf, E2824 controller shelf, or EF280 flash array:



**(1) Controller canister**

**(2) Cam handle**

The following figure is an example of an E2860 controller shelf:



(1) *Controller canister*

(2) *Cam handle*

7. Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E2812 controller shelf, E2824 controller shelf, or EF280 flash array, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

8. Turn the controller canister over, so that the removable cover faces up.

9. Place the controller canister on a flat, static-free surface.

### **Step 2b: Remove battery (duplex)**

Remove the battery so you can install the new controller.

#### **Steps**

1. Remove the controller canister's cover by pressing down on the button and sliding the cover off.
2. Confirm that the green LED inside the controller (between the battery and the DIMMs) is off.

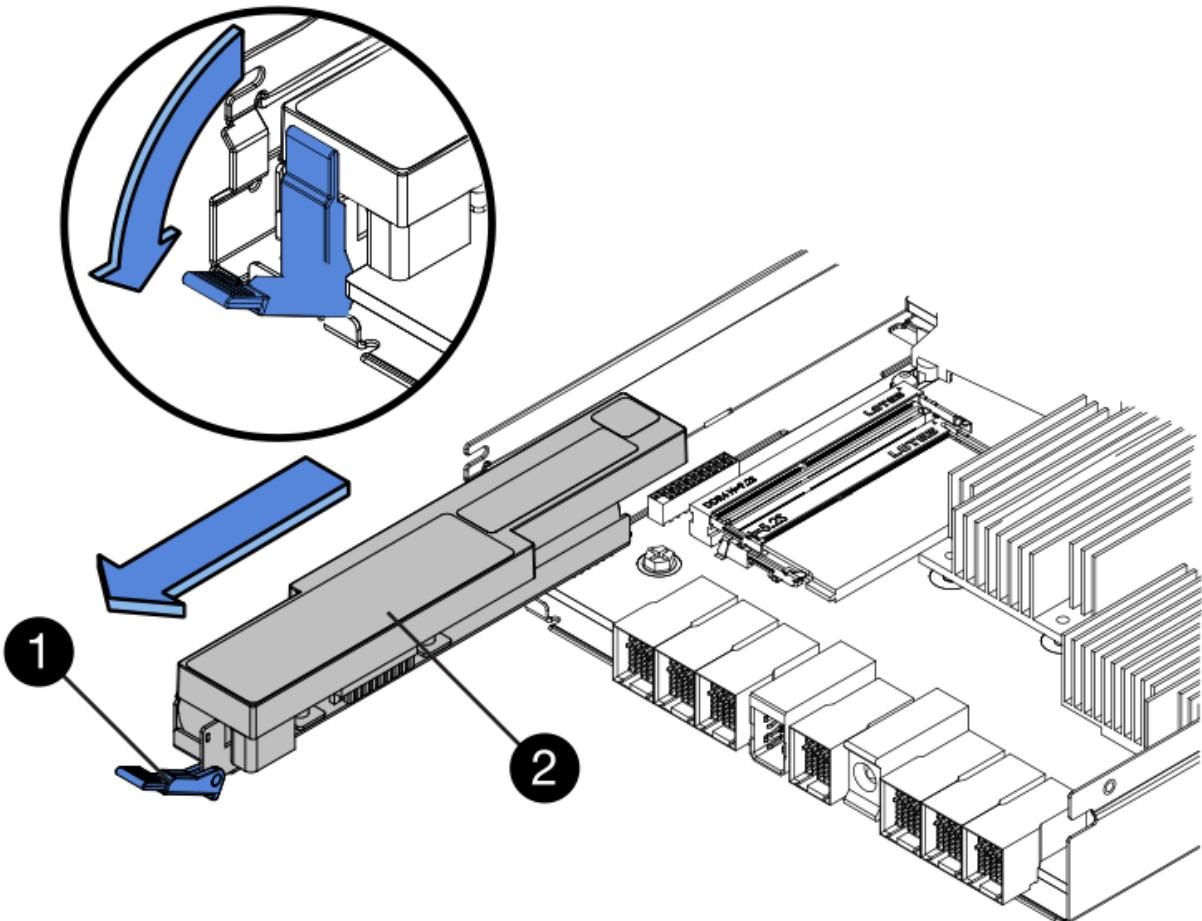
If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



(1) Internal Cache Active LED

(2) Battery

3. Locate the blue release latch for the battery.
4. Unlatch the battery by pushing the release latch down and away from the controller canister.



(1) *Battery release latch*

(2) *Battery*

5. Lift up on the battery, and slide it out of the controller canister.

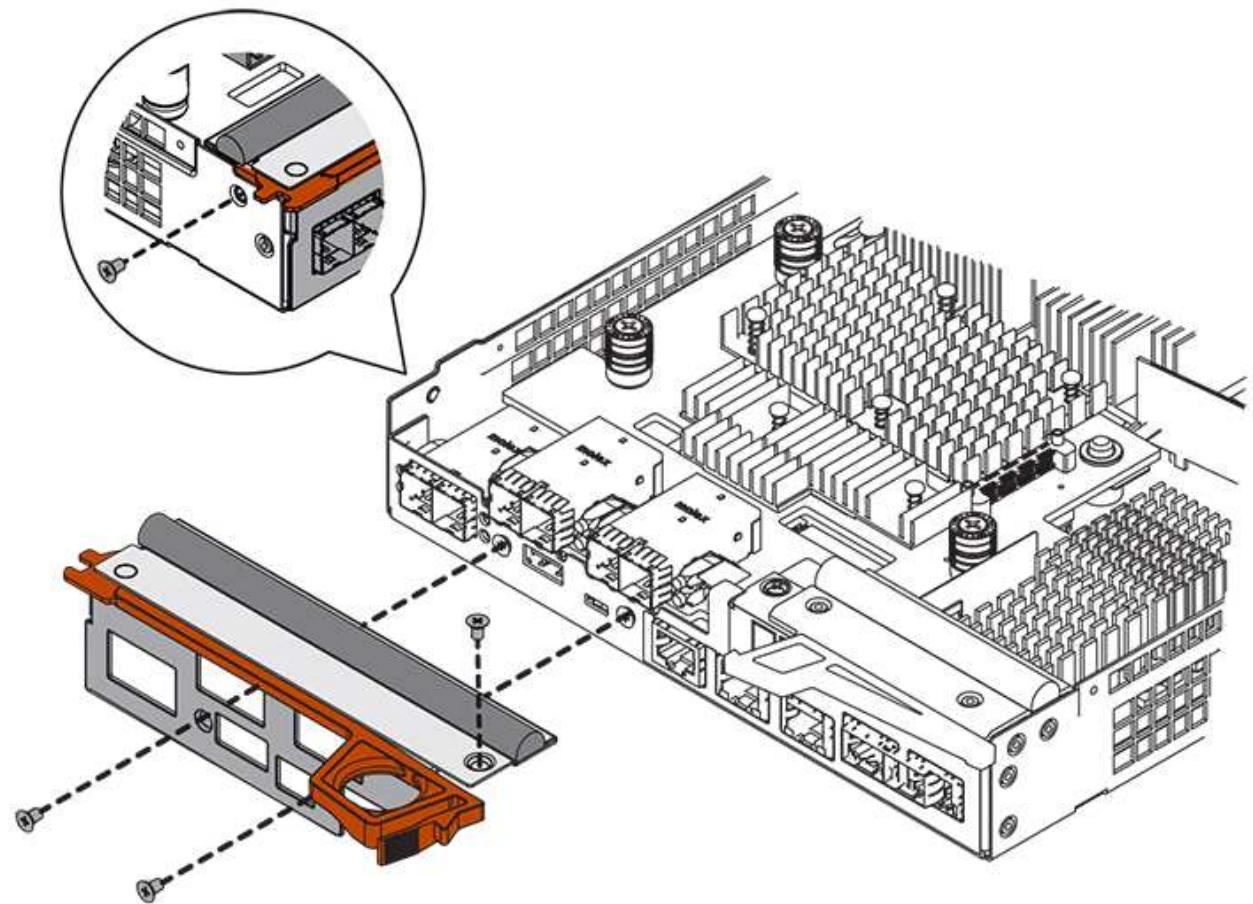
### **Step 2c: Remove host interface card (duplex)**

If the controller canister includes a host interface card (HIC), you must remove the HIC from the original controller canister, so you can reuse it in the new controller canister.

#### **Steps**

1. Using a #1 Phillips screwdriver, remove the screws that attach the HIC faceplate to the controller canister.

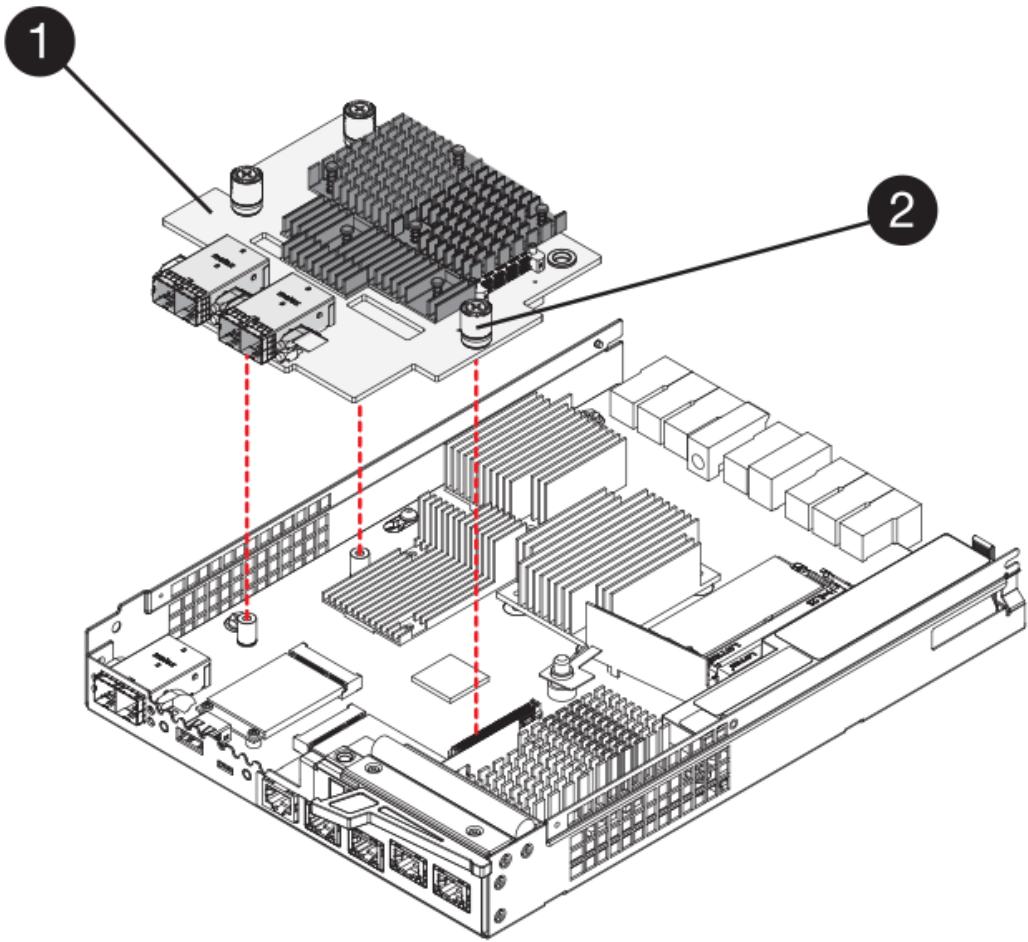
There are four screws: one on the top, one on the side, and two on the front.



2. Remove the HIC faceplate.
3. Using your fingers or a Phillips screwdriver, loosen the three thumbscrews that secure the HIC to the controller card.
4. Carefully detach the HIC from the controller card by lifting the card up and sliding it back.



Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



(1) *Host interface card (HIC)*

(2) *Thumbscrews*

5. Place the HIC on a static-free surface.

#### **Step 3: Install new controller (duplex)**

Install a new controller canister to replace the failed one. Perform this task only if your storage array has two controllers (duplex configuration).

#### **Step 3a: Install battery (duplex)**

You must install the battery into the replacement controller canister. You can install the battery that you removed from the original controller canister or install a new battery that you ordered.

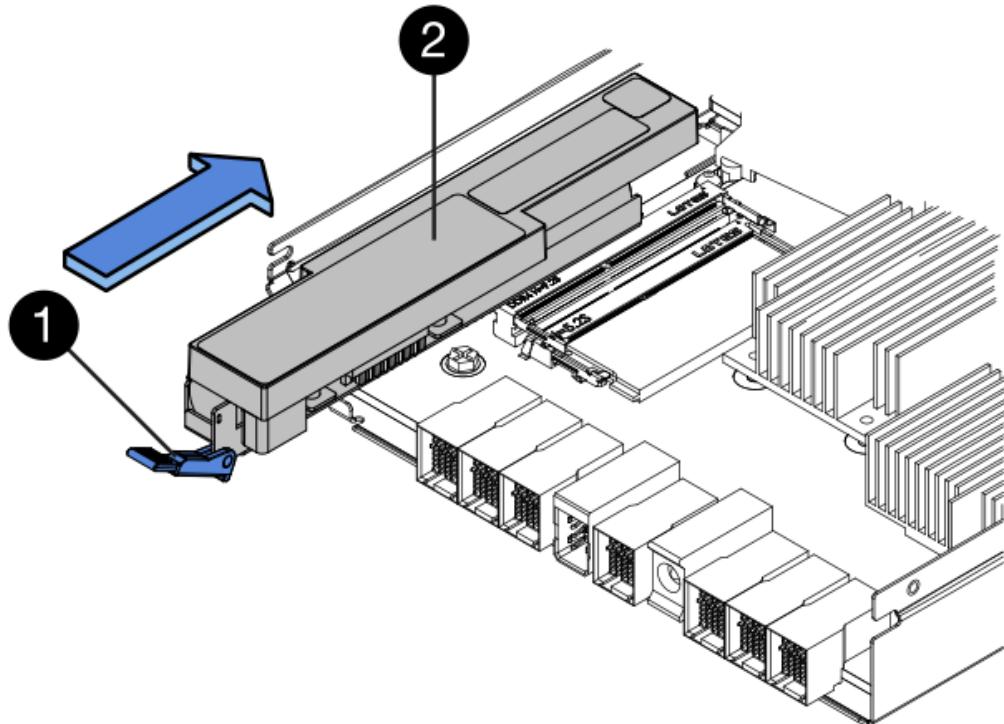
##### **Steps**

1. Turn the replacement controller canister over, so that the removable cover faces up.
2. Press down on the cover button, and slide the cover off.
3. Orient the controller canister so that the slot for the battery faces toward you.
4. Insert the battery into the controller canister at a slight downward angle.

You must insert the metal flange at the front of the battery into the slot on the bottom of the controller canister and slide the top of the battery beneath the small alignment pin on the left side of the canister.

5. Move the battery latch up to secure the battery.

When the latch clicks into place, the bottom of the latch hooks into a metal slot on the chassis.



**(1) Battery release latch**

**(2) Battery**

6. Turn the controller canister over to confirm that the battery is installed correctly.



**Possible hardware damage** — The metal flange at the front of the battery must be completely inserted into the slot on the controller canister (as shown in the first figure). If the battery is not installed correctly (as shown in the second figure), the metal flange might contact the controller board, causing damage to the controller when you apply power.

- **Correct** — The battery's metal flange is completely inserted in the slot on the controller:



- **Incorrect** — The battery's metal flange is not inserted into the slot on the controller:



### Step 3b: Install host interface card (duplex)

If you removed a HIC from the original controller canister, you must install that HIC in the new controller canister.

#### Steps

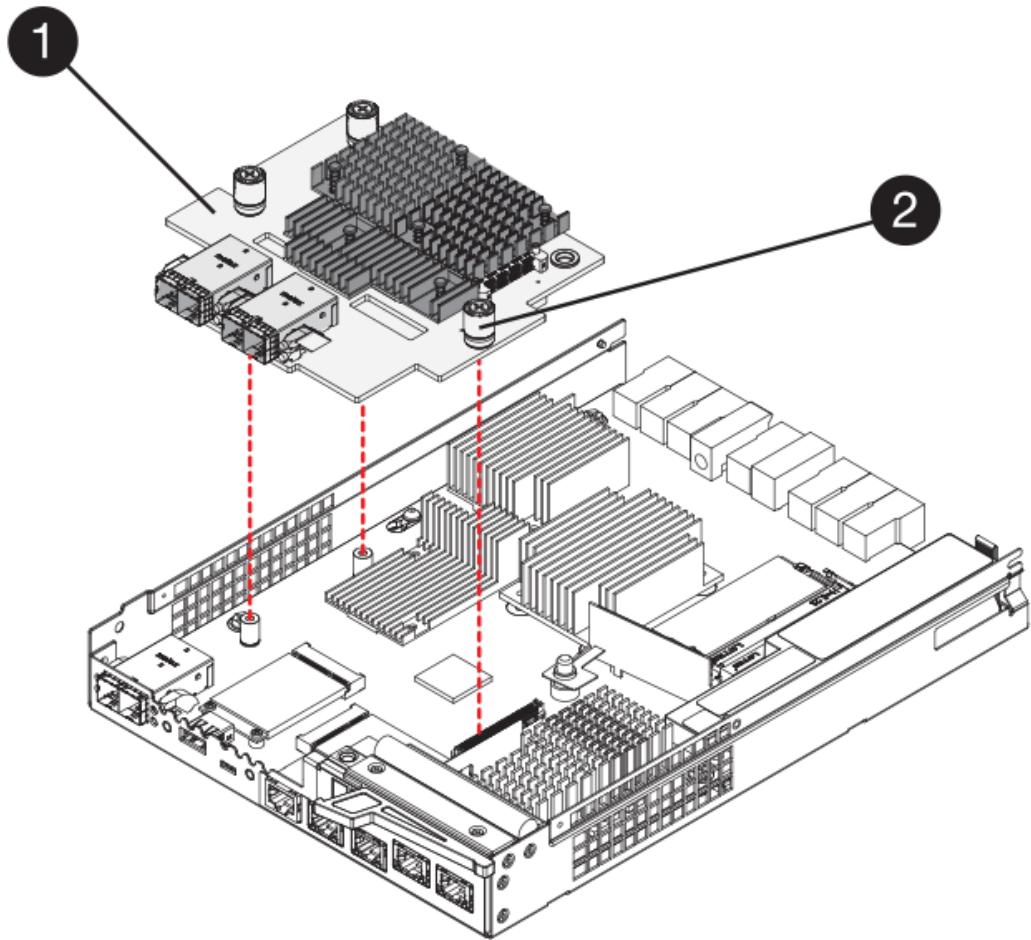
1. Using a #1 Phillips screwdriver, remove the four screws that attach the blank faceplate to the replacement controller canister, and remove the faceplate.
2. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

3. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



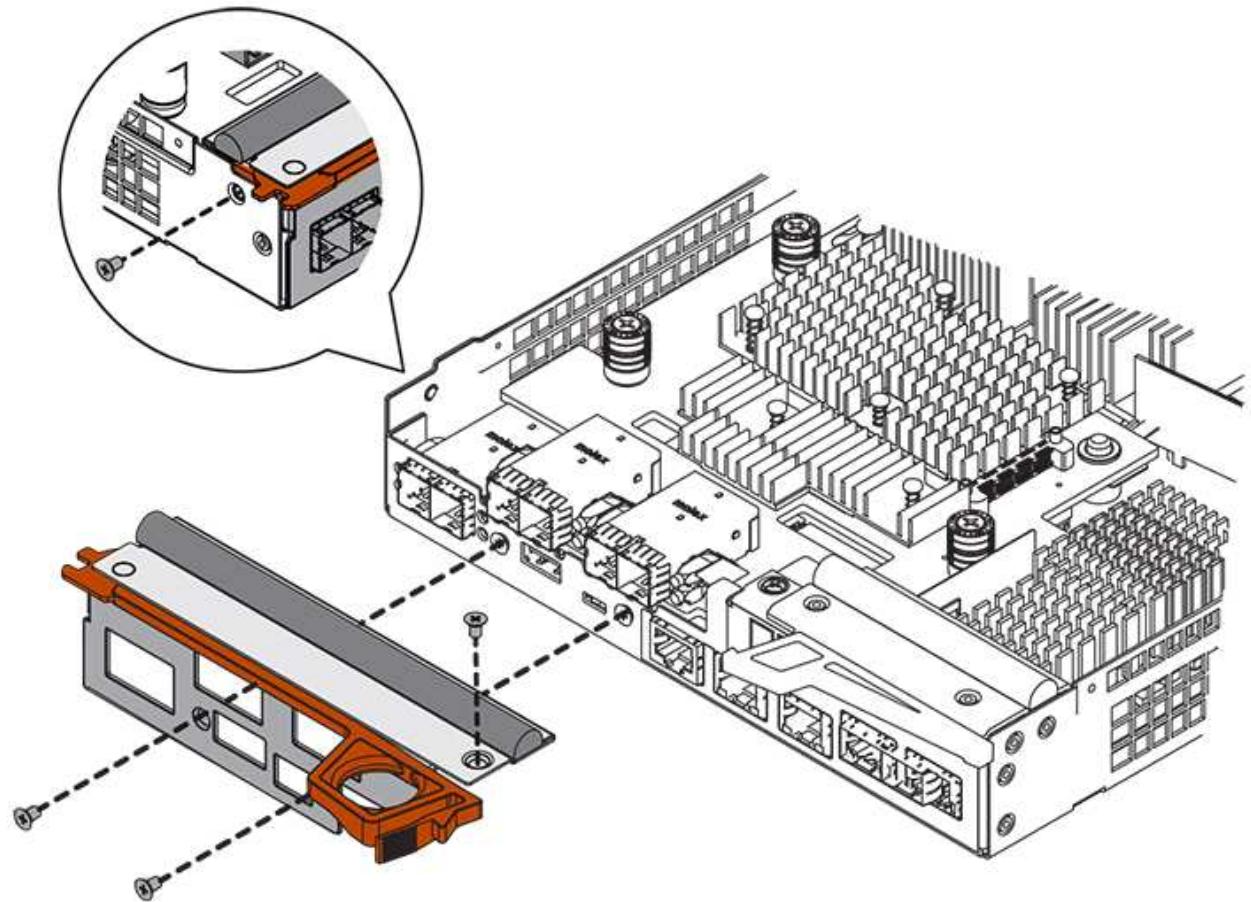
**(1)** Host interface card (HIC)

**(2)** Thumbscrews

4. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over tighten the screws.

5. Using a #1 Phillips screwdriver, attach the HIC faceplate you removed from the original controller canister to the new controller canister with four screws.

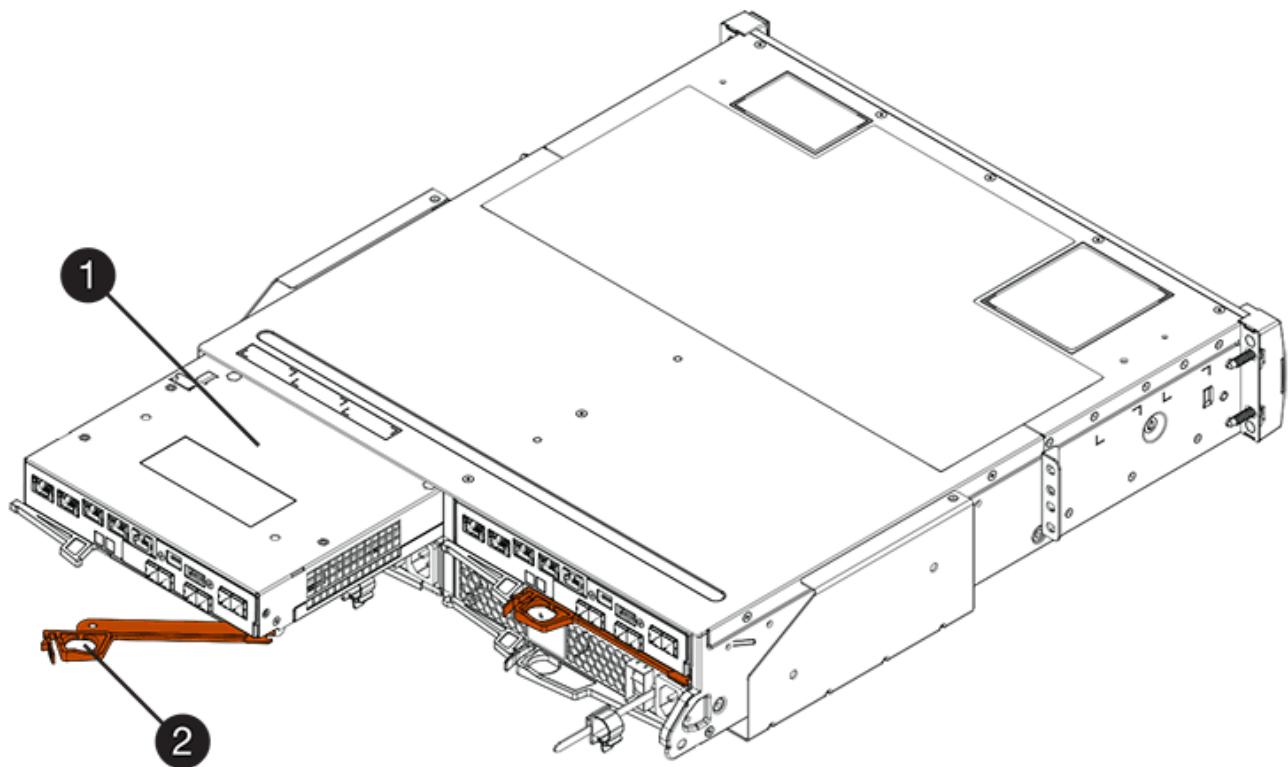


### Step 3c: Install new controller canister (duplex)

After installing the battery and the host interface card (HIC), if one was initially installed, you can install the new controller canister into the controller shelf.

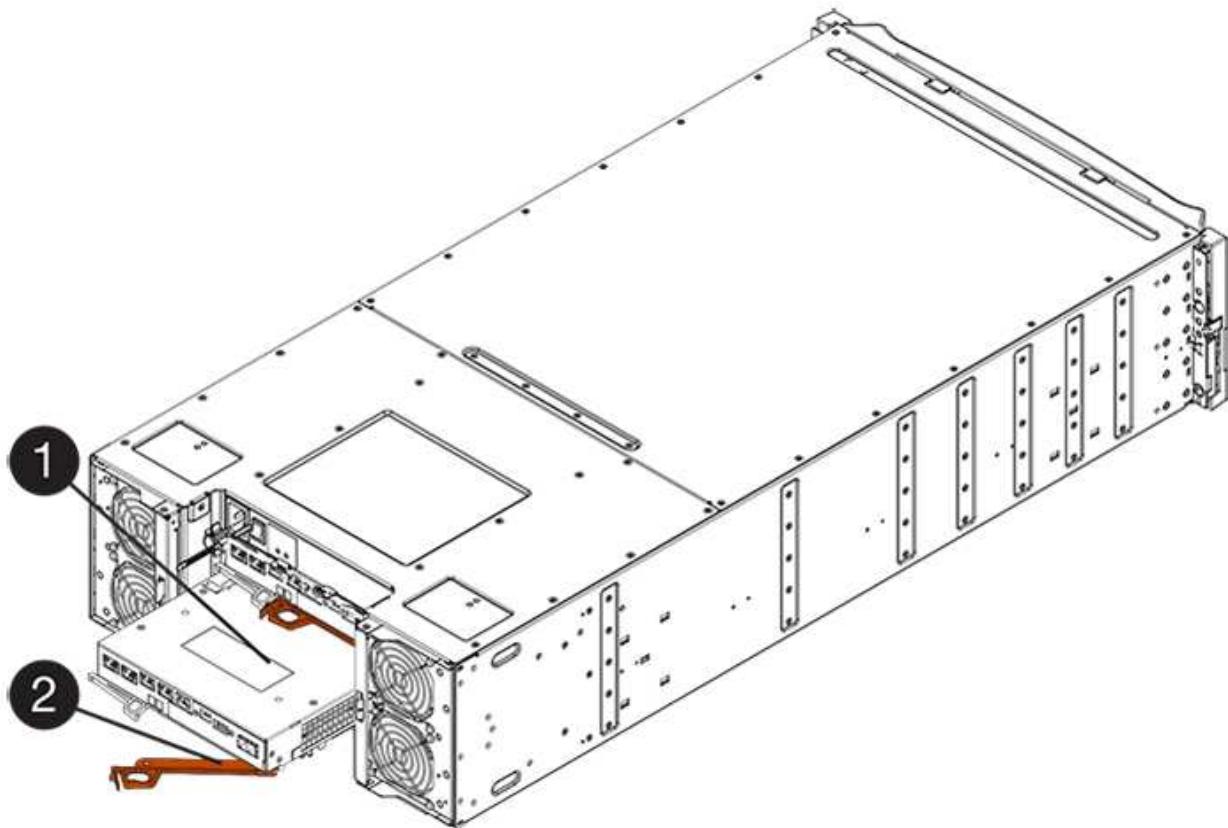
#### Steps

1. Reinstall the cover on the controller canister by sliding the cover from back to front until the button clicks.
2. Turn the controller canister over, so that the removable cover faces down.
3. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.



(1) Controller canister

(2) Cam handle



**(1) Controller canister**

**(2) Cam handle**

4. Move the cam handle to the left to lock the controller canister in place.
5. Install the SFPs from the original controller in the host ports on the new controller, and reconnect all the cables.

If you are using more than one host protocol, be sure to install the SFPs in the correct host ports.

6. If the original controller used DHCP for the IP address, locate the MAC address on the label on the back of the replacement controller. Ask your network administrator to associate the DNS/network and IP address for the controller you removed with the MAC address for the replacement controller.



If the original controller did not use DHCP for the IP address, the new controller will adopt the IP address of the controller you removed.

#### **Step 4: Complete controller replacement (duplex)**

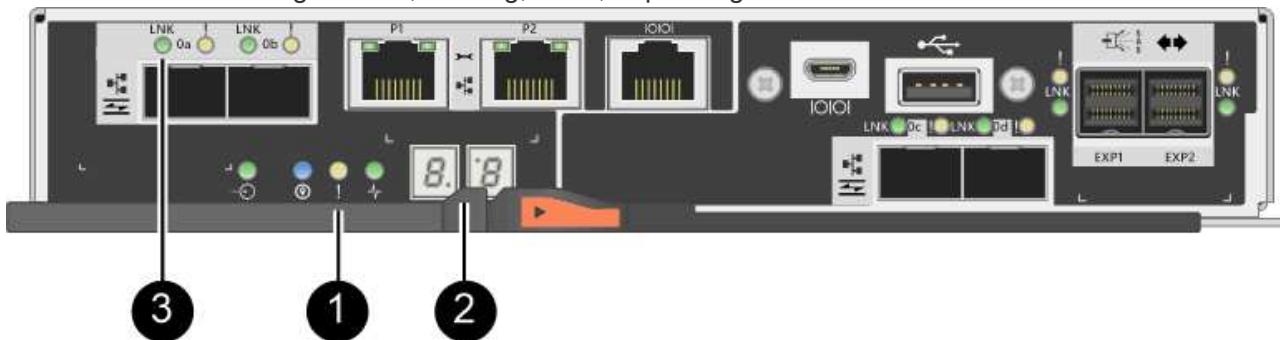
Place the controller online, collect support data, and resume operations.

##### **Steps**

1. As the controller boots, check the controller LEDs and the seven-segment display.

When communication with the other controller is reestablished:

- The seven-segment display shows the repeating sequence **OS, OL, blank** to indicate that the controller is offline.
- The amber Attention LED remains on.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.



**(1) Attention LED (amber)**

**(2) Seven-segment display**

**(3) Host Link LEDs**

2. Check the codes on the controller's seven-segment display as it comes back online. If the display shows one of the following repeating sequences, immediately remove the controller.
  - **OE, L0, blank** (mismatched controllers)
  - **OE, L6, blank** (unsupported HIC)



**Possible loss of data access** — If the controller you just installed shows one of these codes, and the other controller is reset for any reason, the second controller could also lock down.

- When the controller is back online, confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

- If required, redistribute all volumes back to their preferred owner using SANtricity System Manager.
  - Select **Storage > Volumes**.
  - Select **More > Redistribute volumes**.
- Click **Hardware > Support > Upgrade Center** to ensure that the latest version of SANtricity OS software (controller firmware) is installed.

As needed, install the latest version.

- Collect support data for your storage array using SANtricity System Manager.
  - Select **Support > Support Center > Diagnostics**.
  - Select **Collect Support Data**.
  - Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## What's next?

Your controller replacement is complete. You can resume normal operations.

## Replace controller in E2800 simplex configuration

You can replace a failed controller canister in a simplex (single-controller) configuration, for the following controller shelves:

- E2812 controller shelf
- E2824 controller shelf

## About this task

The controller canister contains a controller card, a battery, and an optional host interface card (HIC). When you replace a failed controller canister, you must remove the battery and HIC, if one is installed, from the original controller canister, and install them in the replacement controller canister.

## What you'll need

- A replacement controller canister with the same part number as the controller canister you are replacing.
- An ESD wristband, or you have taken other antistatic precautions.

- Labels to identify each cable that is connected to the controller canister.
- #1 Phillips screwdriver.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace controller (simplex)

Prepare to replace a controller canister by saving the drive security key, backing up the configuration, and collecting support data. Then, you can stop host I/O operations and power down the controller shelf.

#### Steps

1. If possible, make a note of which version of SANtricity OS software is currently installed on the controller. Open SANtricity System Manager and select **Support > Upgrade Center > View Software and Firmware Inventory**.
2. If the Drive Security feature is enabled, be sure a saved key exists and that you know the pass phrase required to install it.



**Possible loss of data access** — If all drives in the storage array are security enabled, the new controller will not be able to access the storage array until you unlock the secured drives using the Enterprise Management Window in SANtricity Storage Manager.

To save the key (might not be possible, depending on the state of the controller):

- a. From SANtricity System Manager, select **Settings > System**.
  - b. Under **Drive security key management**, select **Back Up Key**.
  - c. In the **Define a pass phrase/Re-enter pass phrase** fields, enter and confirm a pass phrase for this backup copy.
  - d. Click **Backup**.
  - e. Record your key information in a secure location, and then click **Close**.
3. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all
file="filename";
```

4. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

5. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:

- Stop all processes that involve the LUNs mapped from the storage to the hosts.
- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, you might lose data.

6. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.

7. From the home page of SANtricity System Manager, select **View Operations in Progress**.

8. Confirm that all operations have completed before continuing with the next step.

9. Turn off both power switches on the controller shelf.

10. Wait for all LEDs on the controller shelf to turn off.

11. Select **Recheck** from the Recovery Guru, and confirm that the **OK to remove** field in the Details area displays **Yes**, indicating that it is safe to remove this component.

Data on the storage array will not be accessible until you replace the controller canister.

### Step 2: Remove failed controller (simplex)

Replace the failed canister with a new one.

### Step 2a: Remove controller canister (simplex)

Remove a controller canister.

#### Steps

1. Put on an ESD wristband or take other antistatic precautions.

2. Label each cable that is attached to the controller canister.

3. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. If the HIC ports on the controller canister use SFP+ transceivers, remove the SFPs.

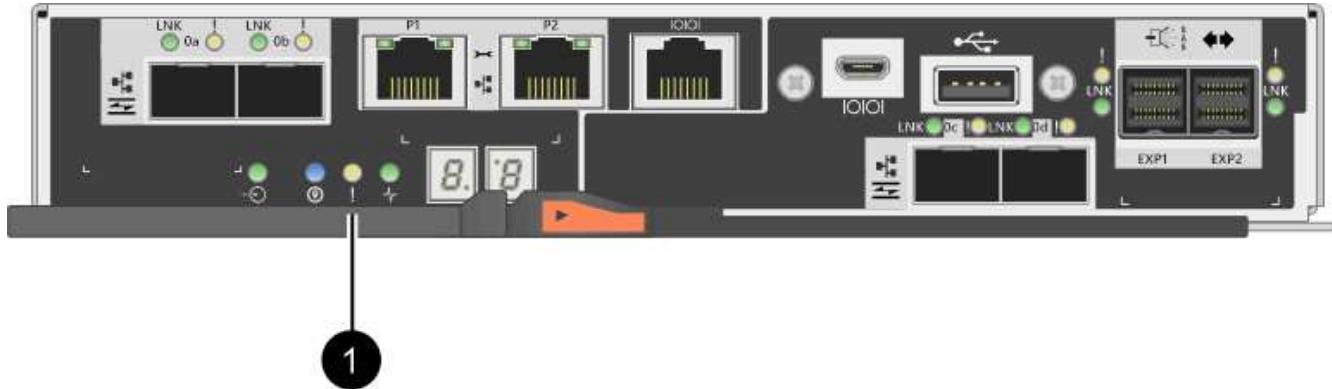
Because you must remove the HIC from the failed controller canister, you must remove any SFPs from the HIC ports. However, you can leave any SFPs installed in the baseboard host ports. When you are ready to cable the new controller, you can simply move those SFPs to the new controller canister. This approach is especially helpful if you have more than one type of SFP.

5. Confirm that the Cache Active LED on the back of the controller is off.

The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off before removing the controller canister.

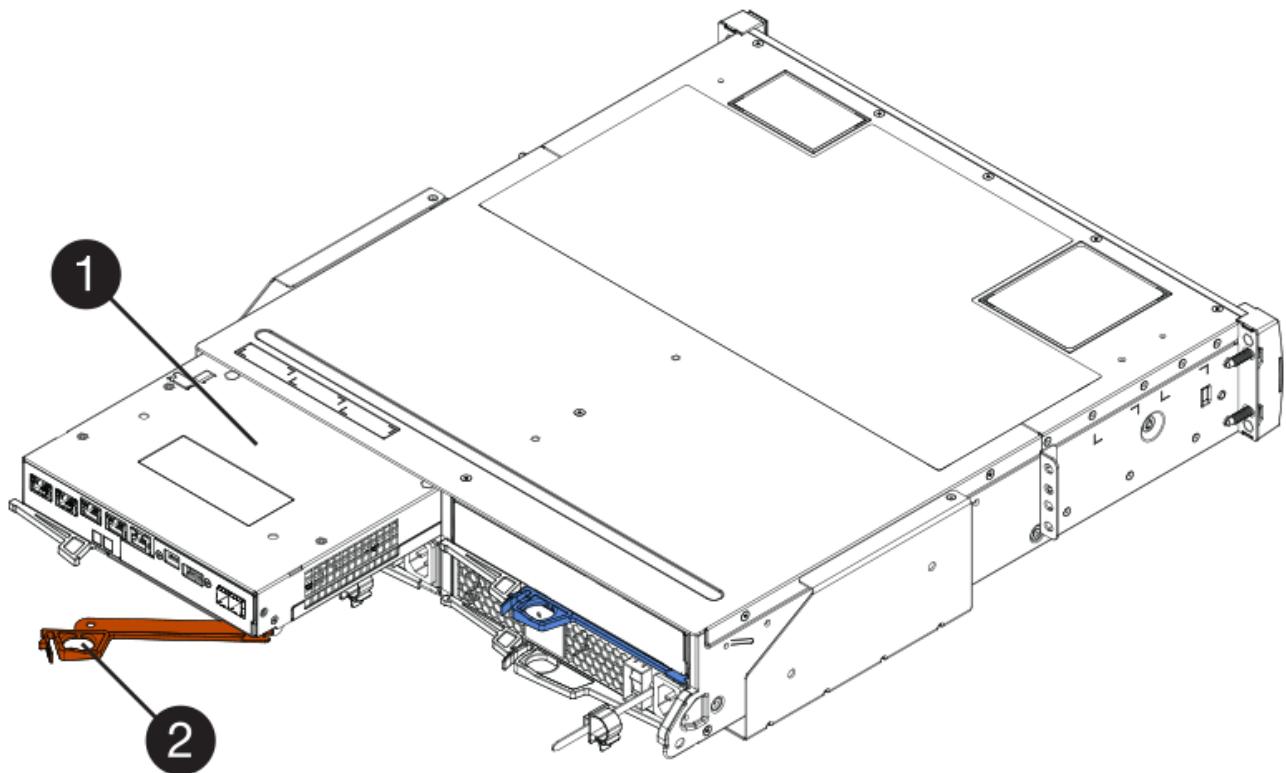


The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.



**(1) Cache Active LED**

6. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the midplane.



**(1) Controller canister**

**(2) Cam handle**

7. Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

When you remove the controller canister, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

8. Turn the controller canister over, so that the removable cover faces up.
9. Place the controller canister on a flat, static-free surface.

### Step 2b: Remove battery (simplex)

After removing the controller canister from the controller shelf, remove the battery.

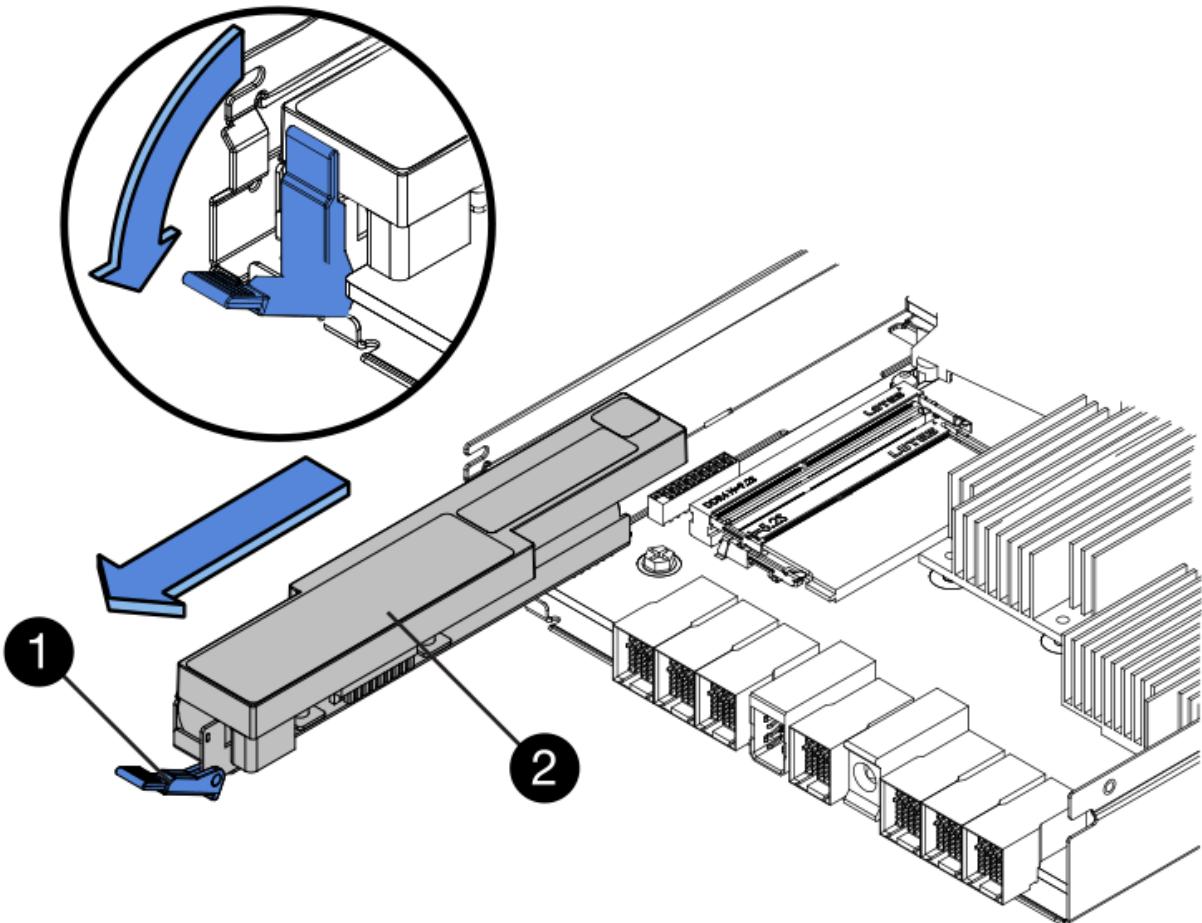
#### Steps

1. Remove the controller canister's cover by pressing down on the button and sliding the cover off.
2. Confirm that the green LED inside the controller (between the battery and the DIMMs) is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



3. Locate the blue release latch for the battery.
4. Unlatch the battery by pushing the release latch down and away from the controller canister.



(1) *Battery release latch*

(2) *Battery*

5. Lift up on the battery, and slide it out of the controller canister.

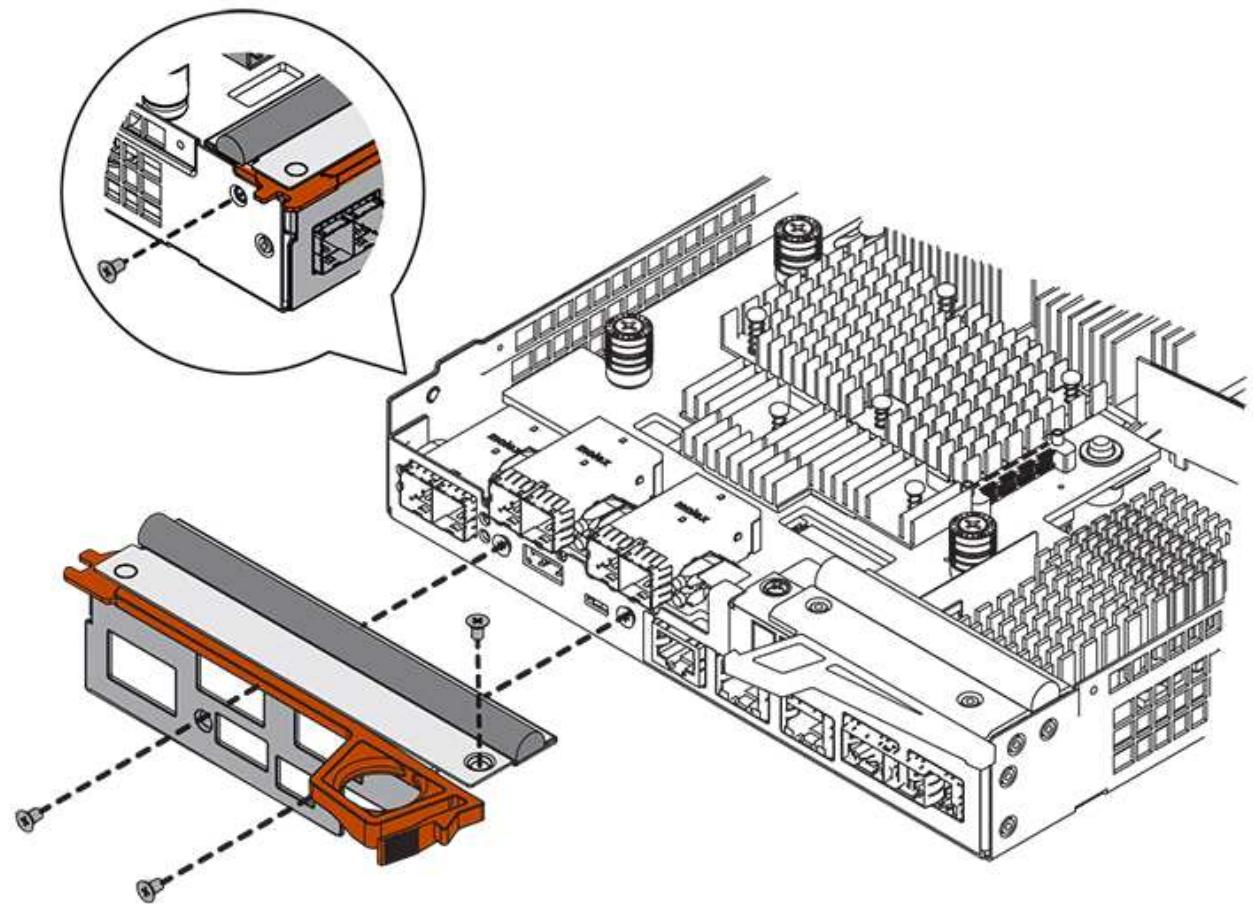
### **Step 2c: Remove host interface card (simplex)**

If the controller canister includes a host interface card (HIC), remove the HIC from the original controller canister so you can reuse it in the new controller canister.

#### **Steps**

1. Using a #1 Phillips screwdriver, remove the screws that attach the HIC faceplate to the controller canister.

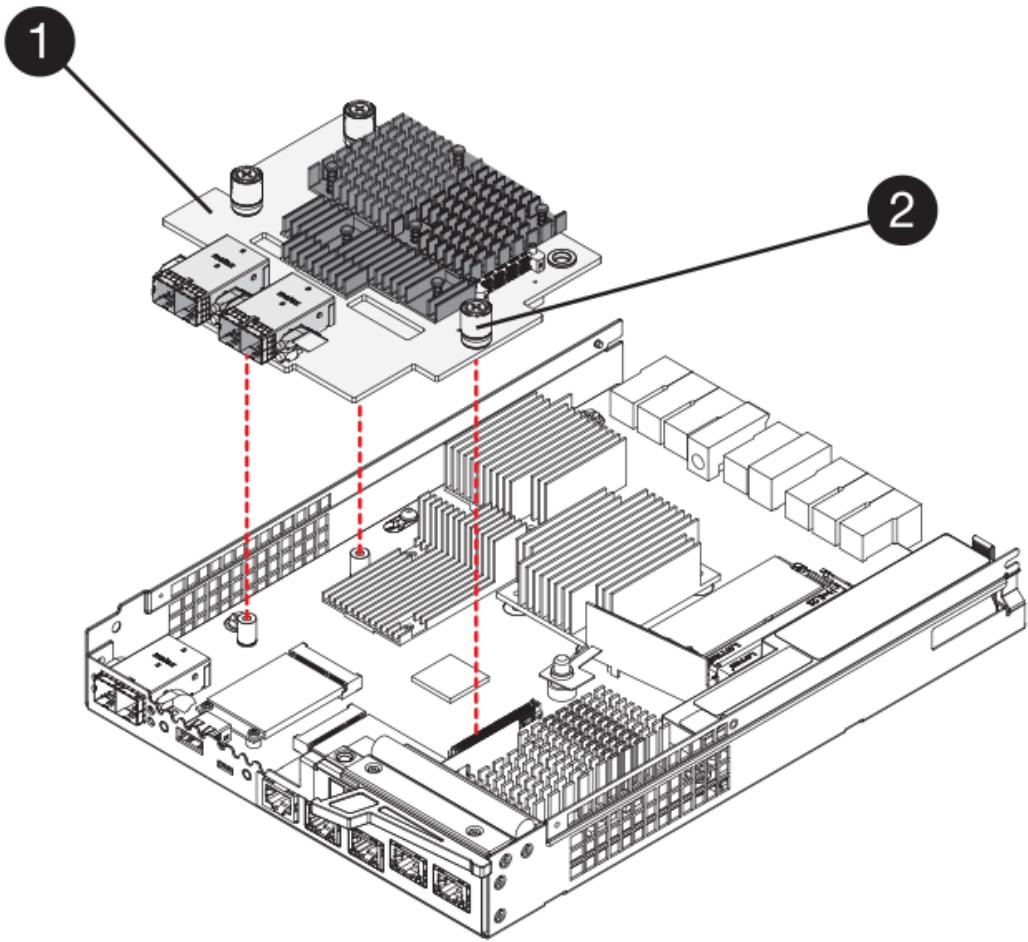
There are four screws: one on the top, one on the side, and two on the front.



2. Remove the HIC faceplate.
3. Using your fingers or a Phillips screwdriver, loosen the three thumbscrews that secure the HIC to the controller card.
4. Carefully detach the HIC from the controller card by lifting the card up and sliding it back.



Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



(1) *Host interface card*

(2) *Thumbscrews*

5. Place the HIC on a static-free surface.

#### **Step 3: Install new controller (simplex)**

Install a new controller canister to replace the failed one.

#### **Step 3a: Install battery (simplex)**

Install the battery into the replacement controller canister. You can install the battery that you removed from the original controller canister or install a new battery that you ordered.

#### **Steps**

1. Unpack the replacement controller canister, and set it on a flat, static-free surface so that the removable cover faces up.

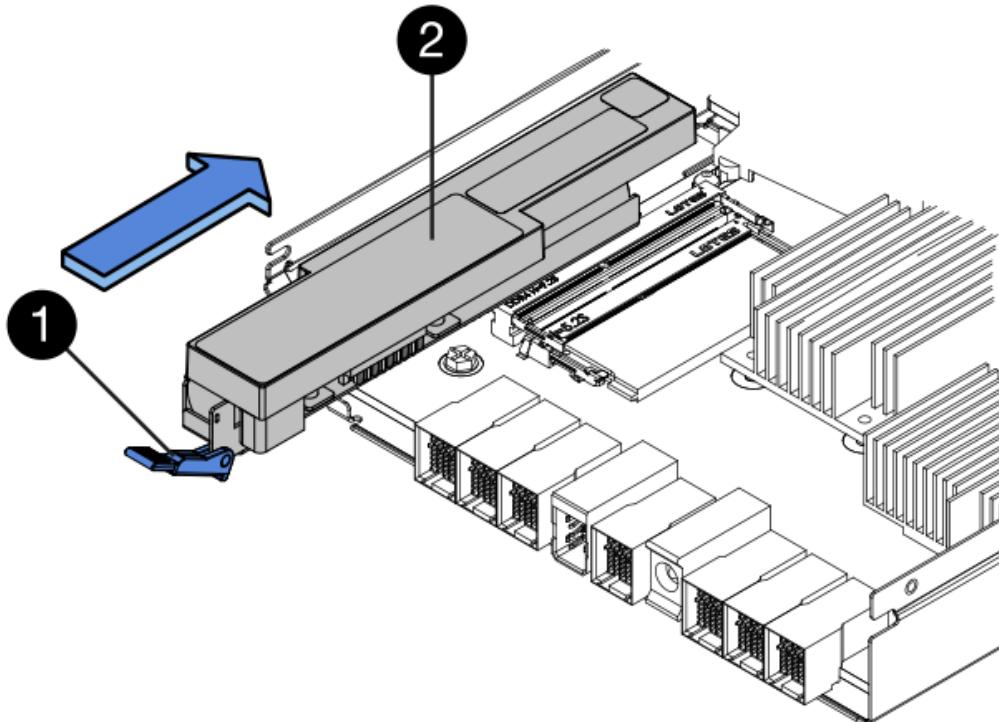
Save the packing materials to use when shipping the failed controller canister.

2. Press down on the cover button, and slide the cover off.
3. Orient the controller canister so that the slot for the battery faces toward you.
4. Insert the battery into the controller canister at a slight downward angle.

You must insert the metal flange at the front of the battery into the slot on the bottom of the controller canister, and slide the top of the battery beneath the small alignment pin on the left side of the canister.

5. Move the battery latch up to secure the battery.

When the latch clicks into place, the bottom of the latch hooks into a metal slot on the chassis.



**(1) Battery release latch**

**(2) Battery**

6. Turn the controller canister over to confirm that the battery is installed correctly.



**Possible hardware damage** — The metal flange at the front of the battery must be completely inserted into the slot on the controller canister (as shown in the first figure). If the battery is not installed correctly (as shown in the second figure), the metal flange might contact the controller board, causing damage to the controller when you apply power.

- **Correct** — The battery's metal flange is completely inserted in the slot on the controller:



- **Incorrect** — The battery's metal flange is not inserted into the slot on the controller:



### Step 3b: Install host interface card (simplex)

If you removed a host interface card (HIC) from the original controller canister, install that HIC in the new controller canister.

#### Steps

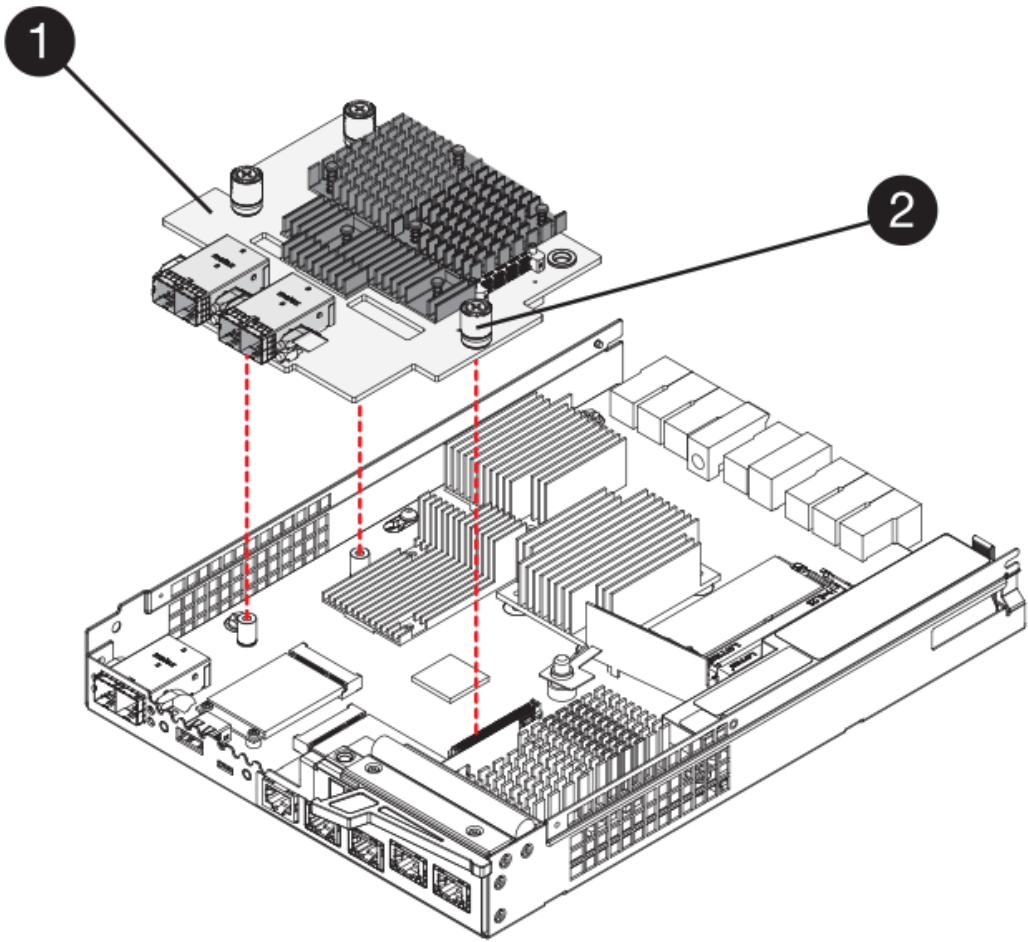
1. Using a #1 Phillips screwdriver, remove the four screws that attach the blank faceplate to the replacement controller canister, and remove the faceplate.
2. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

3. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



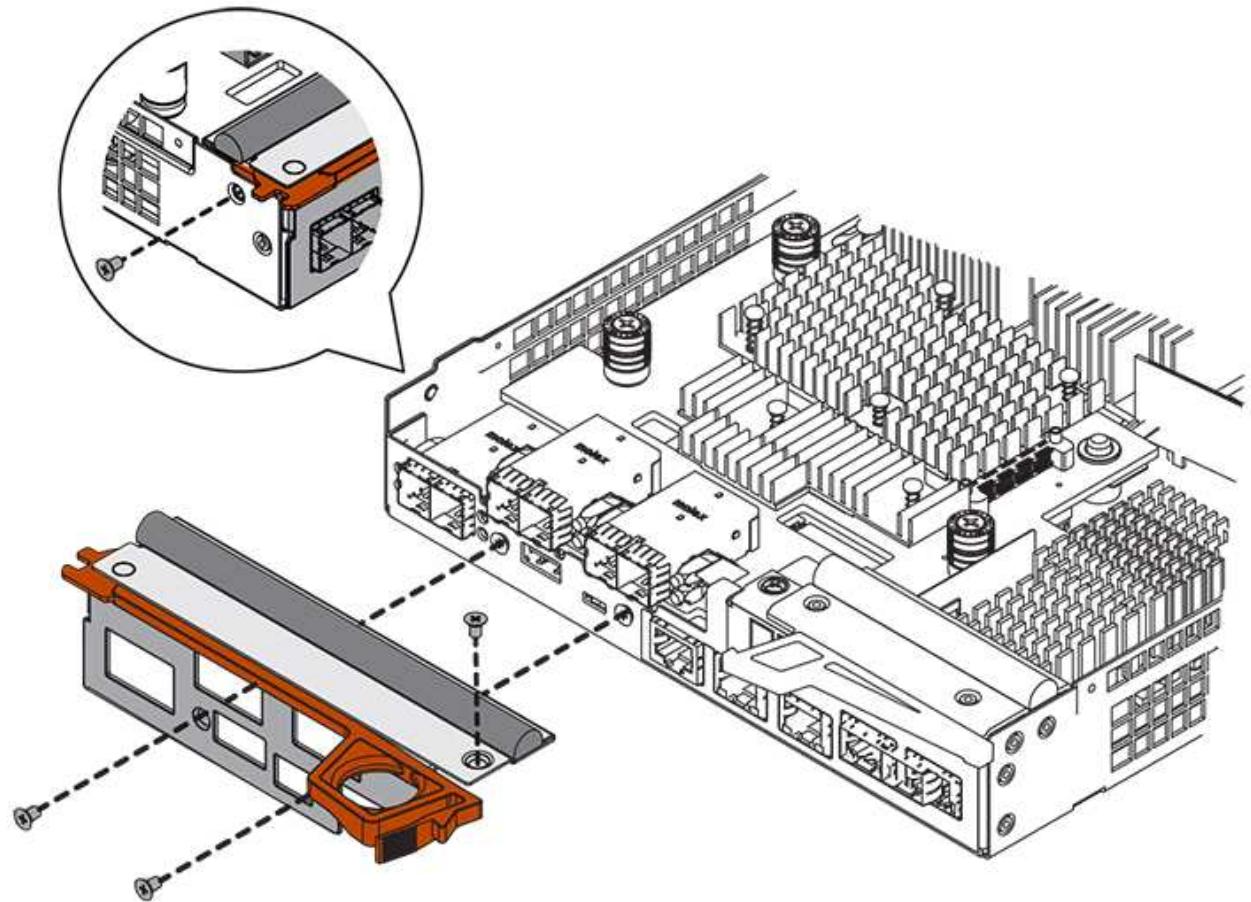
**(1)** *Host interface card*

**(2)** *Thumbscrews*

4. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over tighten the screws.

5. Using a #1 Phillips screwdriver, attach the HIC faceplate you removed from the original controller canister to the new controller canister with four screws.

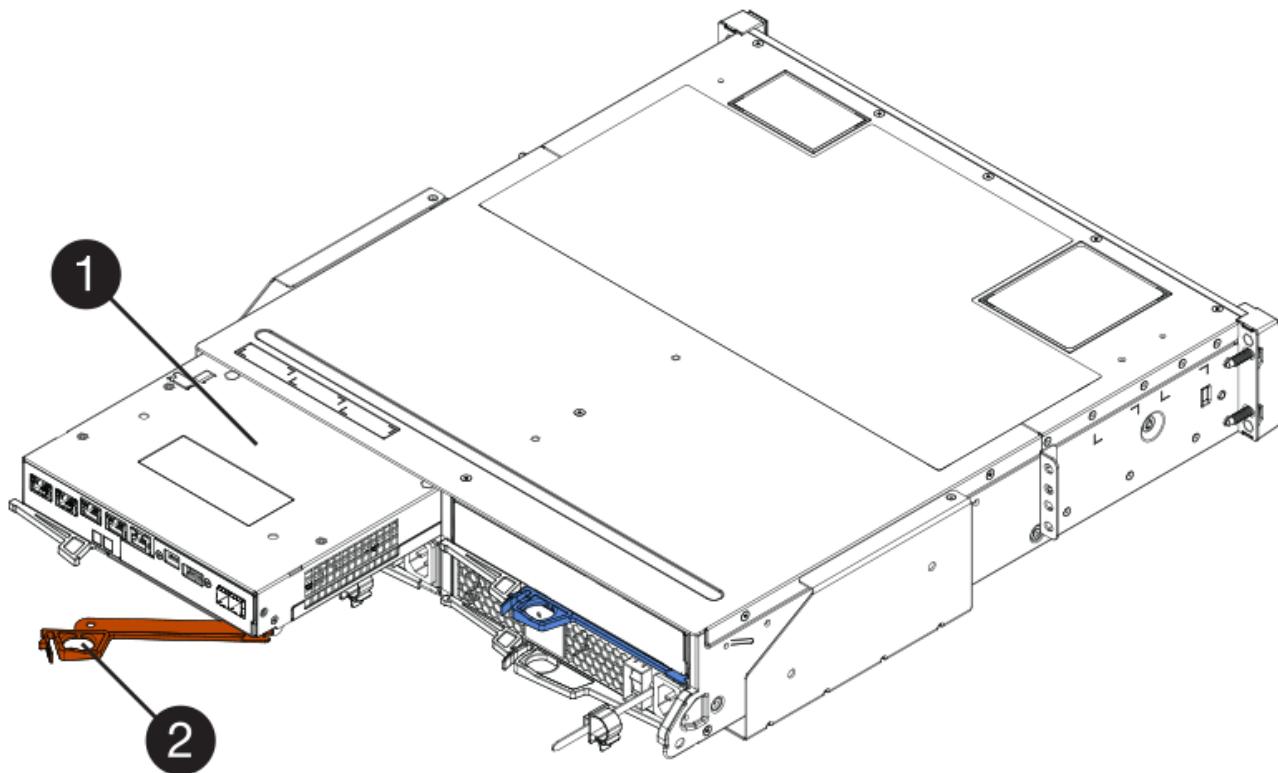


### Step 3c: Install new controller canister (simplex)

After installing the battery and the HIC, if one was initially installed, you can install the new controller canister into the controller shelf.

#### Steps

1. Reinstall the cover on the controller canister by sliding the cover from back to front until the button clicks.
2. Turn the controller canister over, so that the removable cover faces down.
3. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.



**(1) Controller canister**

**(2) Cam handle**

4. Move the cam handle to the left to lock the controller canister in place.
5. Install the SFPs from the original controller in the host ports on the new controller, and reconnect all the cables.

If you are using more than one host protocol, be sure to install the SFPs in the correct host ports.

6. Determine how you will assign an IP address to the replacement controller, based on whether you connected its Ethernet port 1 (labeled P1) to a network with a DHCP server and on whether all drives are secured.

Using DHCP server?	All drives secured?	Steps
Yes	No	The new controller obtains its IP address from the DHCP server. This value might be different than the original controller's IP address. Locate the MAC address on the label on the back of the replacement controller, and contact your network administrator with this information to obtain the IP address that was assigned by the DHCP server.

Using DHCP server?	All drives secured?	Steps
Yes	Yes	The new controller obtains its IP address from the DHCP server. This value might be different than the original controller's IP address. Locate the MAC address on the label on the back of the replacement controller, and contact your network administrator with this information to obtain the IP address that was assigned by the DHCP server. You can then unlock the drives using the command line interface.
No	No	The new controller adopts the IP address of the controller you removed.
No	Yes	You must set the IP address of the new controller manually. (You can reuse the IP address of the old controller or use a new IP address.) When the controller has an IP address, you can unlock the drives using the command line interface. After the drives are unlocked, the new controller will re-use the original controller's IP address automatically.

#### Step 4: Complete controller replacement (simplex)

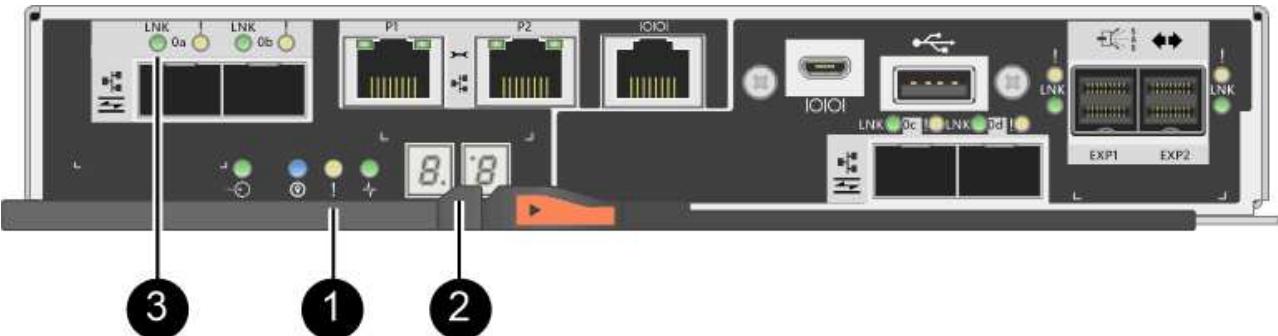
Power on the controller shelf, collect support data, and resume operations.

##### Steps

1. Turn on the two power switches at the back of the controller shelf.
  - Do not turn off the power switches during the power-on process, which typically takes 90 seconds or less to complete.
  - The fans in each shelf are very loud when they first start up. The loud noise during start-up is normal.
2. As the controller boots, check the controller LEDs and seven-segment display.
  - The seven-segment display shows the repeating sequence **OS**, **Sd**, **blank** to indicate that the controller is performing Start-of-day (SOD) processing. After a controller has successfully booted up, its seven-segment display should show the tray ID.
  - The amber Attention LED on the controller turns on and then turns off, unless there is an error.
  - The green Host Link LEDs turn on.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.



(1) *Attention LED (amber)*

(2) *Seven-segment display*

(3) *Host Link LEDs*

3. If any of the controller shelf's Attention LEDs remain on, check that the controller canister has been installed correctly and that all cables are correctly seated. Reinstall the controller canister, if necessary.



If you cannot resolve the problem, contact technical support.

4. If the storage array has secure drives, import the drive security key; otherwise, go to the next step. Follow the appropriate procedure below for a storage array with all secure drives or a mix of secure and unsecure drives.



*Unsecure drives* are unassigned drives, global hot spare drives, or drives that are part of a volume group or a pool that is not secured by the Drive Security feature. *Secure drives* are assigned drives that are a part of a secured volume group or disk pool using Drive Security.

- **Only secured drives (no unsecure drives):**

- a. Access the storage array's command line interface (CLI).
- b. Enter the following command to import the security key:

```
import storageArray securityKey file="C:/file.slk"
passPhrase="passPhrase";
```

where:

- C:/file.slk represents the directory location and name of your drive security key
- passPhrase is the pass phrase needed to unlock the file After the security key has been imported, the controller reboots, and the new controller adopts the saved settings for the storage array.

- c. Go to the next step to confirm that the new controller is Optimal.

- **Mix of secure and unsecure drives:**

- a. Collect the support bundle and open the storage array profile.
  - b. Find and record all the unsecure drives' locations, which are found in the support bundle.
  - c. Power off the system.
  - d. Remove the unsecure drives.
  - e. Replace the controller.
  - f. Power on the system and wait for the seven-segment display to show the tray number.
  - g. From SANtricity System Manager, select **Settings > System**.
  - h. In the Security Key Management section, select **Create/Change Key** to create a new security key.
  - i. Select **Unlock Secure Drives** to import the security key you saved.
  - j. Run the `set allDrives nativeState` CLI command.
- The controller will reboot automatically.
- k. Wait for the controller to boot up and for the seven-segment display to show the tray number or a flashing L5.
  - l. Power off the system.
  - m. Reinstall the unsecure drives.
  - n. Reset the controller using SANtricity System Manager.
  - o. Power on the system and wait for the seven-segment display to show the tray number.
  - p. Go to the next step to confirm that the new controller is Optimal.
5. From SANtricity System Manager, confirm that the new controller is Optimal.
    - a. Select **Hardware**.
    - b. For the controller shelf, select **Show back of shelf**.
    - c. Select the controller canister you replaced.
    - d. Select **View settings**.
    - e. Confirm that the controller's **Status** is Optimal.
    - f. If the status is not Optimal, highlight the controller, and select **Place Online**.
  6. Collect support data for your storage array using SANtricity System Manager.
    - a. Select **Support > Support Center > \*Diagnostics**.
    - b. Select **Collect Support Data**.
    - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## What's next?

Your controller replacement is complete. You can resume normal operations.

## Canisters

## Requirements for E2800 canister replacement

Before you replace a canister in an E2800 array, review the canister types and requirements.

Canister types include power supplies, power canisters, and fan canisters.

### Power supply



The power supply replacement procedure is applicable for IOM replacements. To replace your IOM perform the power supply replacement procedure.

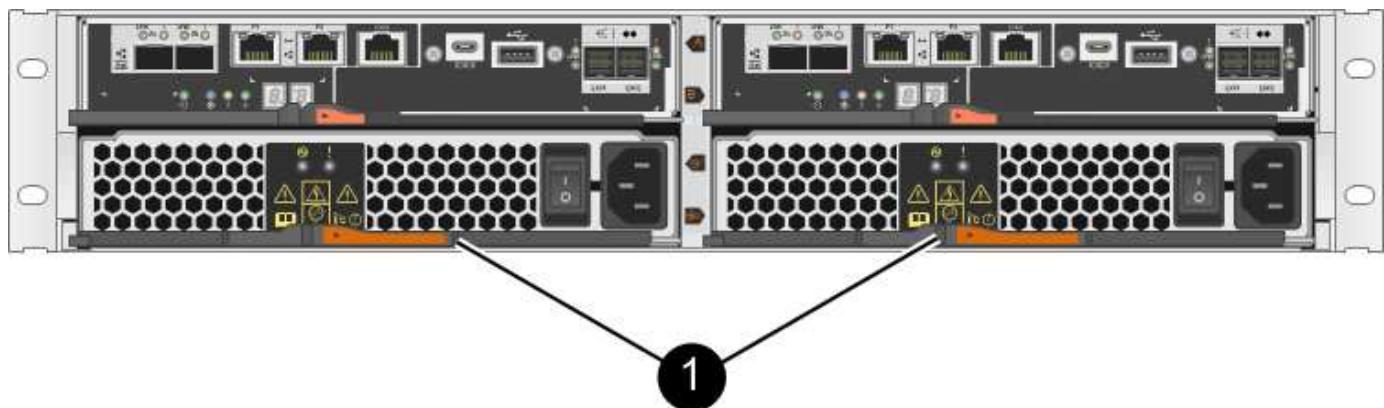
Each 12-drive or 24-drive controller shelf or drive shelf includes two power supplies with integrated fans. These are referred to as *power-fan canisters* in SANtricity System Manager. If a power-fan canister fails, you must replace it as soon as possible to ensure that the shelf has a redundant power source and adequate cooling.

### Shelf types for a power supply

You can replace a power supply in the following shelves:

- E2812 controller shelf
- E2824 controller shelf
- EF280 flash array
- DE212C drive shelf
- DE224C drive shelf

The following figure shows an example E2812 controller shelf, E2824 controller shelf, and EF280 flash array with two power supplies (power-fan canisters). The DE212C and DE224C drive shelves are identical, but they include I/O modules (IOMs) instead of controller canisters.



(1) Controller shelf with two power supplies (power-fan canisters) below the controller canisters

The procedure for replacing a power supply does not describe how to replace a failed power-fan canister in a DE1600 or DE5600 drive tray, which might be connected to the E5700 or E2800 controller shelves. For instructions for those drive tray models, refer to [Replacing a Power-Fan Canister in the DE1600 Drive Tray or the DE5600 Drive Tray](#).

## Requirements for replacing a power supply

If you plan to replace a power supply, keep the following requirements in mind.

- You must have a replacement power supply (power-fan canister) that is supported for your controller shelf or drive shelf model.
- You have an ESD wristband, or you have taken other antistatic precautions.
- You can replace a power supply (power-fan canister) while your storage array is powered on and performing host I/O operations, as long as the following conditions are true:
  - The second power supply (power-fan canister) in the shelf has an Optimal status.
  - The **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**, indicating that it is safe to remove this component.



If the second power supply (power-fan canister) in the shelf does not have Optimal status or if the Recovery Guru indicates that it is not OK to remove the power-fan canister, contact technical support.

### Power canister

Each 60-drive controller shelf or drive shelf includes two power canisters for power redundancy.

### Shelf types for a power canister

You can replace a power canister in the following shelves:

- E2860 controller shelves
- DE460C drive shelf

The procedure for replacing a power canister does not describe how to replace a failed power canister in a DE6600 drive tray, which might be connected to the controller shelf.

The following figure shows the back of a DE460C drive shelf with the two power canisters:



The following figure shows a power canister:



## Requirements for replacing a power canister

If you plan to replace a power canister, keep the following requirements in mind.

- You have a replacement power canister that is supported for your controller shelf or drive shelf model.
- You have one power canister that is installed and running.
- You have an ESD wristband, or you have taken other antistatic precautions.
- You can replace a power canister while your storage array is powered on and performing host I/O operations, as long as the following conditions are true:
  - The other power canister in the shelf has Optimal status.



While you perform the procedure, the other power canister supplies power to both fans to ensure that the equipment does not overheat.

- The **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**, indicating that it is safe to remove this component.



If the second power canister in the shelf does not have Optimal status or if the Recovery Guru indicates that it is not OK to remove the power canister, contact technical support.

## Fan canister

Each 60-drive controller shelf or drive shelf includes two fan canisters.

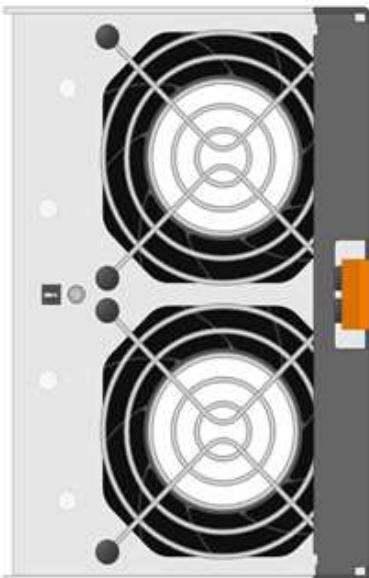
### Shelf types for a fan canister

You can replace a fan canister in the following shelves:

- E2860 controller shelves
- DE460C drive shelf

The procedure for replacing a fan canister does not describe how to replace a failed fan canister in a DE6600 drive tray, which might be connected to the controller shelf.

The following figure shows a fan canister:



The following figure shows the back of a DE460C shelf with two fan canisters:



**Possible equipment damage** — If you replace a fan canister with the power turned on, you must complete the replacement procedure within 30 minutes to prevent the possibility of overheating the equipment.

### Requirements for replacing a fan canister

If you plan to replace a fan canister, keep the following requirements in mind.

- You have a replacement fan canister (fan) that is supported for your controller shelf or drive shelf model.
- You have one fan canister that is installed and running.
- You have an ESD wristband, or you have taken other antistatic precautions.
- If you perform this procedure with the power turned on, you must complete it within 30 minutes to prevent the possibility of overheating the equipment.
- You can replace a fan canister while your storage array is powered on and performing host I/O operations,

as long as the following conditions are true:

- The second fan canister in the shelf has an Optimal status.
- The **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**, indicating that it is safe to remove this component.



If the second fan canister in the shelf does not have Optimal status or if the Recovery Guru indicates that it is not OK to remove the fan canister, contact technical support.

## Replace E2800 power supply (12-drive or 24-drive)

You can replace a power supply in an E2800 array with a 12-drive or 24-drive shelf, including the following shelf types:

- E2812 controller shelf
- E2824 controller shelf
- EF280 flash array
- DE212C drive shelf
- DE224C drive shelf

### About this task

Each 12-drive or 24-drive controller shelf or drive shelf includes two power supplies with integrated fans. These are referred to as *power-fan canisters* in SANtricity System Manager. If a power-fan canister fails, you must replace it as soon as possible to ensure that the shelf has a redundant power source and adequate cooling.

You can replace a power supply while your storage array is powered on and performing host I/O operations, as long as the second power supply in the shelf has an Optimal status and the **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**.

### Before you begin

- Review the power supply requirements in [Requirements for canister replacement](#).
- Review the details in the Recovery Guru to confirm that there is an issue with the power supply. Select **Recheck** from the Recovery Guru to ensure no other items must be addressed first.
- Check that the amber Attention LED on the power supply is on, indicating that the power supply or its integrated fan has a fault. Contact technical support for assistance if both power supplies in the shelf have their amber Attention LEDs on.

### What you'll need

- A replacement power supply that is supported for your controller shelf or drive shelf model.
- An ESD wristband, or you have taken other antistatic precautions.

### Step 1: Prepare to replace power supply

Prepare to replace a power supply in a 12-drive or 24-drive controller shelf or drive shelf.

#### Steps

1. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.

b. Select **Collect Support Data**.

c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

2. From SANtricity System Manager, determine which power supply has failed.

You can find this information in the Details area of the Recovery Guru, or you can review the information displayed for the shelf.

a. Select **Hardware**.

b. Look at the power  and fan  icons to the right of the **Shelf** drop-down lists to determine which shelf has the failed power supply.

If a component has failed, either or both of these icons are red.

c. When you find the shelf with a red icon, select **Show back of shelf**.

d. Select either power supply.

e. On the **Power Supplies** and **Fans** tabs, look at the statuses of the power-fan canisters, the power supplies, and the fans to determine which power supply must be replaced.

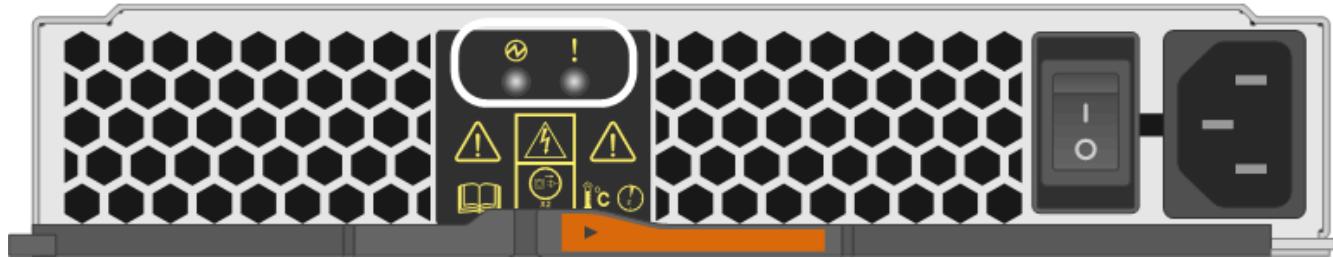
A component with a **Failed** status must be replaced.



If the second power supply canister in the shelf does not have **Optimal** status, do not attempt to hot-swap the failed power supply. Instead, contact technical support for assistance.

3. From the back of the storage array, look at the Attention LEDs to locate the power supply you need to remove.

You must replace the power supply that has its Attention LED on.



- Power LED: If it is **solid green**, the power supply is functioning correctly. If it is **Off**, the power supply failed, the AC switch is turned off, the AC power cord is not properly installed, or the AC power cord input voltage is not within margin (there is a problem at the source end of the AC power cord).

- Attention LED: If it is **solid amber**, the power supply or its integrated fan has a fault.

#### Step 2: Remove failed power supply

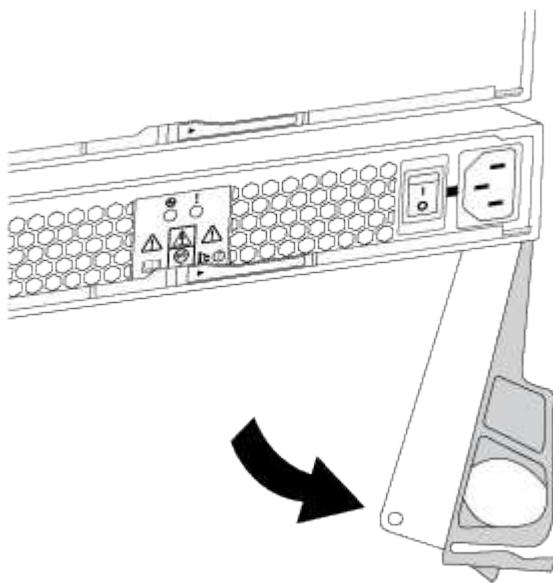
Remove a failed power supply so you can replace it with a new one.

#### Steps

1. Unpack the new power supply, and set it on a level surface near the drive shelf.

Save all packing materials for use when returning the failed power supply.

2. Turn off the power supply and disconnect the power cables:
  - a. Turn off the power switch on the power supply.
  - b. Open the power cord retainer, and then unplug the power cord from the power supply.
  - c. Unplug the power cord from the power source.
3. Squeeze the latch on the power supply cam handle, and then open the cam handle to fully release the power supply from the mid plane.



4. Use the cam handle to slide the power supply out of the system.



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

As you remove the power supply, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

### Step 3: Install new power supply

Install a new power supply to replace the failed one.

#### Steps

1. Make sure that the on/off switch of the new power supply is in the **Off** position.
2. Using both hands, support and align the edges of the power supply with the opening in the system chassis, and then gently push the power supply into the chassis using the cam handle.

The power supplies are keyed and can only be installed one way.



Do not use excessive force when sliding the power supply into the system; you can damage the connector.

3. Close the cam handle so that the latch clicks into the locked position and the power supply is fully seated.
4. Reconnect the power supply cabling:
  - a. Reconnect the power cord to the power supply and the power source.
  - b. Secure the power cord to the power supply using the power cord retainer.
5. Turn on the power to the new power supply canister.

#### **Step 4: Complete power supply replacement**

Confirm that the new power supply is working correctly, gather support data, and resume normal operations.

#### **Steps**

1. On the new power supply, check that the green Power LED is on and the amber Attention LED is OFF.
2. From the Recovery Guru in SANtricity System Manager, select **Recheck** to ensure the problem has been resolved.
3. If a failed power supply is still being reported, repeat the steps in [Step 2: Remove failed power supply](#), and in [Step 3: Install new power supply](#). If the problem continues to persist, contact technical support.
4. Remove the antistatic protection.
5. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

6. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

#### **What's next?**

Your power supply replacement is complete. You can resume normal operations.

#### **Replace E2800 power canister (60-drive)**

You can replace a power canister in an E2800 array with a 60-drive shelf, which include the following shelf types:

- E2860 controller shelf
- DE460C drive shelf

#### **About this task**

Each 60-drive controller shelf or drive shelf includes two power canisters for power redundancy. If a power canister fails, you must replace it as soon as possible to ensure that the shelf has a redundant power source.

You can replace a power canister while your storage array is powered on and performing host I/O operations, as long as the second power canister in the shelf has an Optimal status and the **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**.

While you perform this task, the other power canister supplies power to both fans to ensure that the equipment does not overheat.

## Before you begin

- Review the power canister requirements in [Requirements for canister replacement](#).
- Review the details in the Recovery Guru to confirm that there is an issue with the power canister and select **Recheck** from the Recovery Guru to ensure no other items must be addressed first.
- Check that the amber Attention LED on the power canister is on, indicating that the canister has a fault. Contact technical support for assistance if both power canisters in the shelf have their amber Attention LEDs on.

## What you'll need

- A replacement power canister that is supported for your controller shelf or drive shelf model.
- An ESD wristband, or you have taken other antistatic precautions.

### Step 1: Prepare to replace power canister

Prepare to replace a power canister in a 60-drive controller shelf or drive shelf.

#### Steps

1. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

2. From SANtricity System Manager, determine which power canister has failed.
  - a. Select **Hardware**.
  - b. Look at the power  icon to the right of the **Shelf** drop-down lists to determine which shelf has the failed power canister.  
If a component has failed, this icon is red.
  - c. When you find the shelf with a red icon, select **Show back of shelf**.
  - d. Select either power canister or the red power icon.
  - e. On the **Power Supplies** tab, look at the statuses of the power canisters to determine which power canister must be replaced.

A component with a **Failed** status must be replaced.



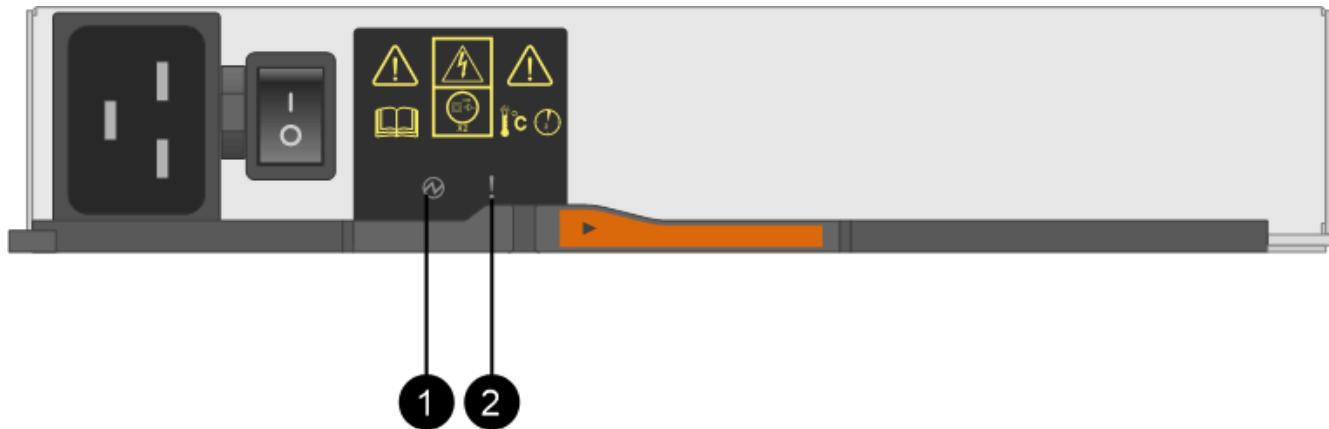
If the second power canister in the shelf does not have **Optimal** status, do not attempt to hot-swap the failed power canister. Instead, contact technical support for assistance.



You can also find information about the failed power canister in the Details area of the Recovery Guru, or you can review the information displayed for the shelf, or you can review the Event Log under Support and filter by Component Type.

3. From the back of the storage array, look at the Attention LEDs to locate the power canister you need to remove.

You must replace the power canister that has its Attention LED on.



**(1) Power LEDs.** If it is **Solid green**, the power canister is functioning correctly. If it is **Off**, the power canister failed, the AC switch is turned off, the AC power cord is not properly installed, or the AC power cord input voltage is not within margin (there is a problem at the source end of the AC power cord).

**(2) Attention LED.** If it is **Solid amber**, the power canister has a fault, or there is no input power to this power canister, but the other power canister is operating.

#### Step 2: Remove failed power canister

Remove a failed power canister so you can replace it with a new one.

##### Steps

1. Put on antistatic protection.
  2. Unpack the new power canister, and set it on a level surface near the shelf.
- Save all packing materials for use when returning the failed power canister.
3. Turn off the power switch on the power canister that you need to remove.
  4. Open the power cord retainer of the power canister that you need to remove, and then unplug the power cord from the power canister.
  5. Press the orange latch on the power canister cam handle, and then open the cam handle to fully release the power canister from the mid plane.
  6. Use the cam handle to slide the power canister out of the shelf.



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

#### Step 3: Install new power canister

Install a new power canister to replace the failed one.

##### Steps

1. Make sure the on/off switch of the new power canister is in the Off position.
2. Using both hands, support and align the edges of the power canister with the opening in the system chassis, and then gently push the power canister into the chassis using the cam handle until it locks into place.



Do not use excessive force when sliding the power canister into the system; you can damage the connector.

3. Close the cam handle so that the latch clicks into the locked position and the power canister is fully seated.
4. Reconnect the power cord to the power canister, and secure the power cord to the power canister using the power cord retainer.
5. Turn on the power to the new power canister.

#### Step 4: Complete power canister replacement

Confirm that the new power canister is working correctly, gather support data, and resume normal operations.

#### Steps

1. On the new power canister, check that the green Power LED is on and the amber Attention LED is OFF.
2. From the Recovery Guru in SANtricity System Manager, select **Recheck** to ensure the problem has been resolved.
3. If a failed power canister is still being reported, repeat the steps in [Step 2: Remove failed power canister](#) and in [Step 3: Install new power canister](#). If the problem continues to persist, contact technical support.
4. Remove the antistatic protection.
5. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

6. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

#### What's next?

Your power canister replacement is complete. You can resume normal operations.

#### Replace E2800 fan canister (60-drive)

You can replace a fan canister in an E2800 array with a 60-drive shelf, which include the following shelf types:

- E2860 controller shelf
- DE460C drive shelf

#### About this task

Each 60-drive controller shelf or drive shelf includes two fan canisters. If a fan canister fails, you must replace it as soon as possible to ensure that the shelf has adequate cooling.



**Possible equipment damage**—If you perform this procedure with the power turned on, you must complete it within 30 minutes to prevent the possibility of overheating the equipment.

#### Before you begin

- Review the fan canister requirements in [Requirements for canister replacement](#).
- Review the details in the Recovery Guru to confirm that there is an issue with the fan canister and select **Recheck** from the Recovery Guru to ensure no other items must be addressed first.
- Check that the amber Attention LED on the fan canister is on, indicating that the fan has a fault. Contact technical support for assistance if both fan canisters in the shelf have their amber Attention LEDs on.

## What you'll need

- A replacement fan canister (fan) that is supported for your controller shelf or drive shelf model.
- An ESD wristband, or you have taken other antistatic precautions.

### Step 1: Prepare to replace fan canister

Prepare to replace a fan canister in a 60-drive controller shelf or drive shelf by collecting support data about your storage array and locating the failed component.

#### Steps

1. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support** > **Support Center** > **Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

2. From SANtricity System Manager, determine which fan canister has failed.
  - a. Select **Hardware**.
  - b. Look at the fan  icon to the right of the **Shelf** drop-down lists to determine which shelf has the failed fan canister.  
If a component has failed, this icon is red.
  - c. When you find the shelf with a red icon, select **Show back of shelf**.
  - d. Select either fan canister or the red fan icon.
  - e. On the **Fans** tab, look at the statuses of the fan canisters to determine which fan canister must be replaced.

A component with a **Failed** status must be replaced.

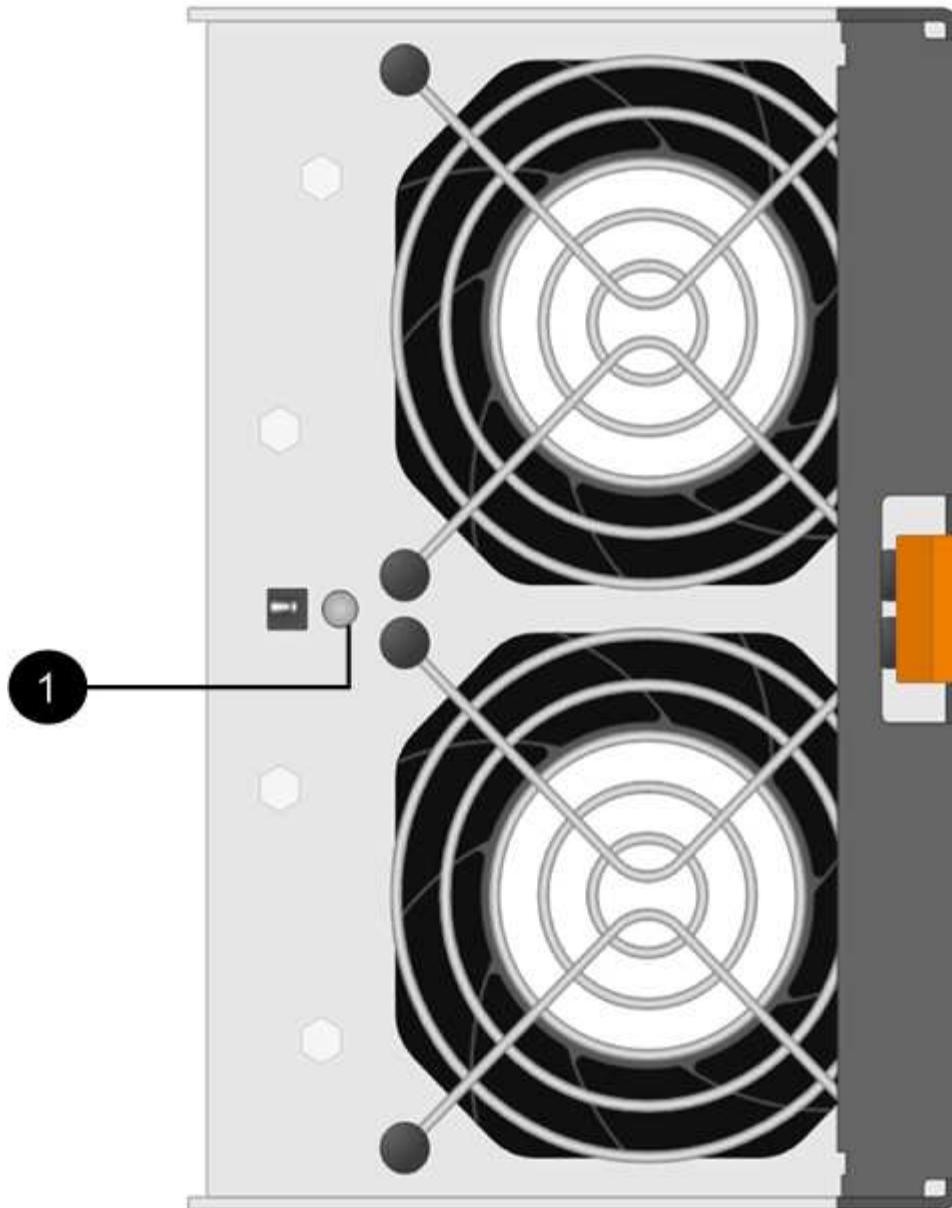


If the second fan canister in the shelf does not have **Optimal** status, do not attempt to hot-swap the failed fan canister. Instead, contact technical support for assistance.

You can also find information about the failed fan canister in the Details area of the Recovery Guru, or you can review the Event Log under Support and filter by Component Type.

3. From the back of the storage array, look at the Attention LEDs to locate the fan canister you need to remove.

You must replace the fan canister that has its Attention LED on.



(1) *Attention LED*. If this LED displays as **Solid amber**, then the fan has a fault.

#### Step 2: Remove failed fan canister and install new one

Remove a failed fan canister so you can replace it with a new one.



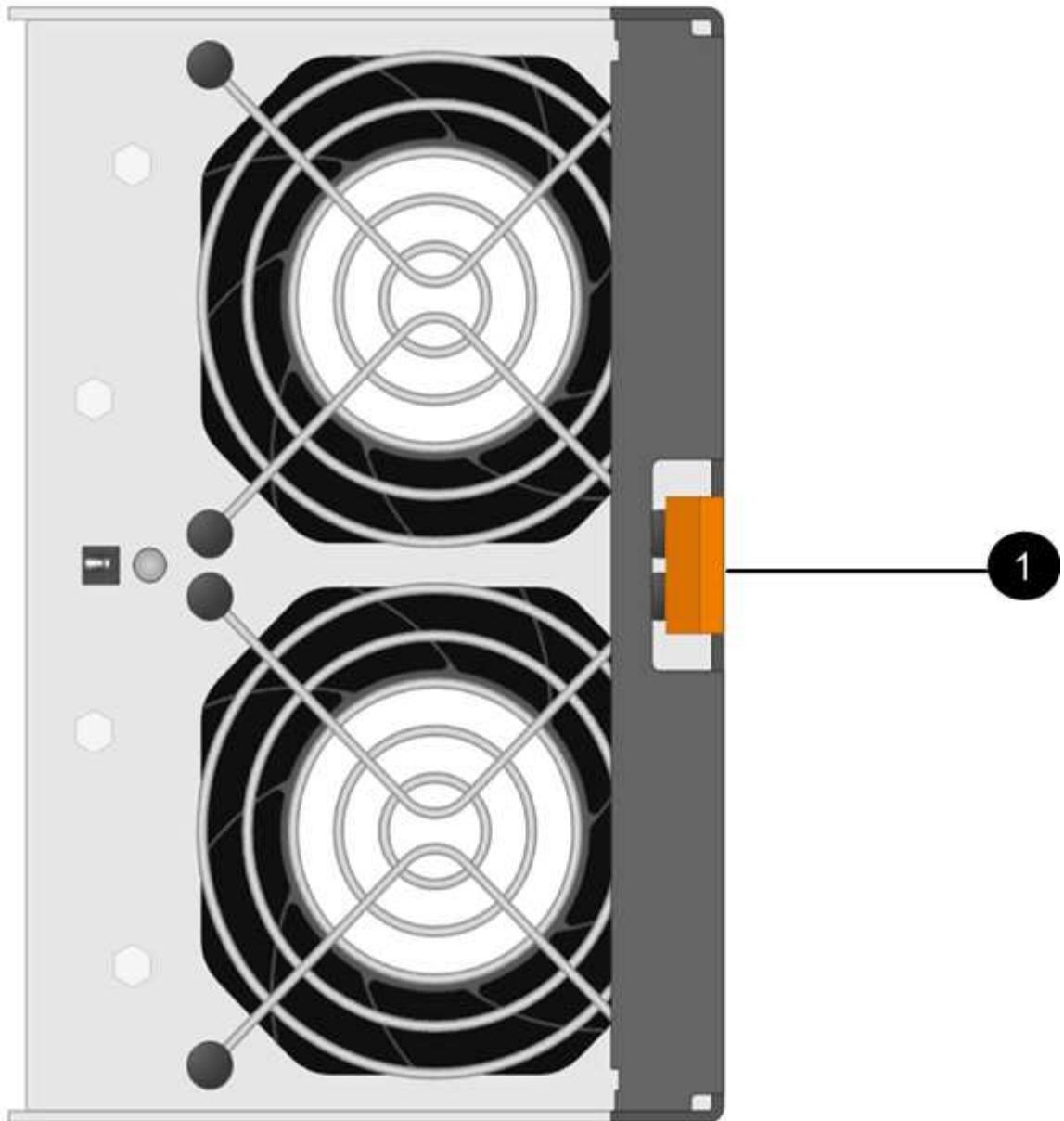
If you do not turn off the power to your storage array, ensure that you remove and replace the fan canister within 30 minutes to prevent the system from overheating.

#### Steps

1. Unpack the new fan canister, and place it on a level surface near the shelf.

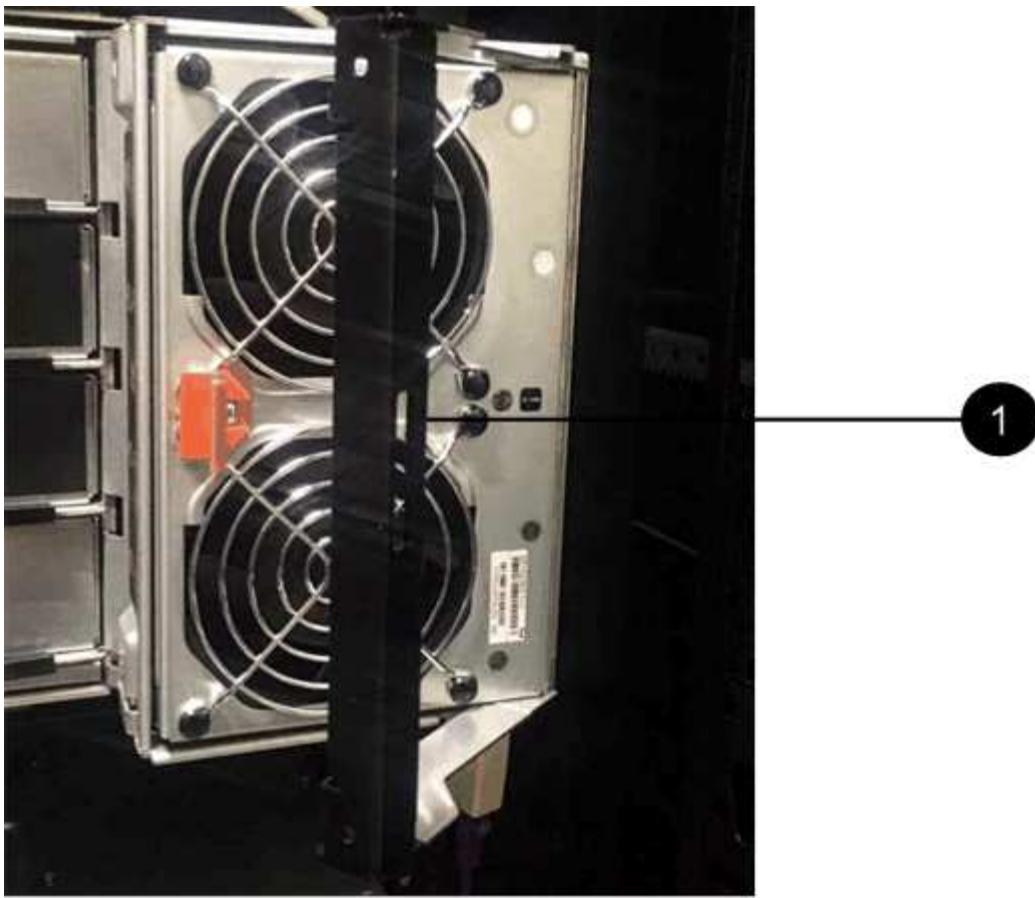
Save all packing material for use when returning the failed fan.

2. Press the orange tab to release the fan canister handle.



**(1)** Tab that you press to release the fan canister handle

3. Use the fan canister handle to pull the fan canister out of the shelf.



**(1) Handle to pull the fan canister out**

4. Slide the replacement fan canister all the way into the shelf, and then move the fan canister handle until it latches with the orange tab.

**Step 3: Complete fan canister replacement**

Confirm that the new fan canister is working correctly, gather support data, and resume normal operations.

**Steps**

1. Check the amber Attention LED on the new fan canister.



After you replace the fan canister, the Attention LED stays on (solid amber) while the firmware checks that the fan canister was installed correctly. The LED goes off after this process is complete.

2. From the Recovery Guru in SANtricity System Manager, select **Recheck** to ensure the problem has been resolved.
3. If a failed fan canister is still being reported, repeat the steps in [Step 2: Remove failed fan canister and install new one](#). If the problem persists, contact technical support.
4. Remove the antistatic protection.
5. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.

c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

6. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

#### What's next?

Your fan canister replacement is complete. You can resume normal operations.

## Drives

### Requirements for E2800 drive replacement

Before you replace an E2800 drive, review the requirements and considerations.

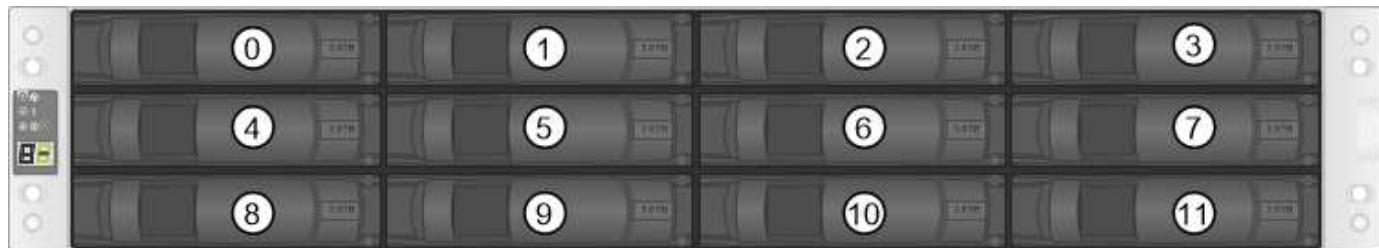
#### Shelf types

You can replace a drive in either a 12-drive, 24-drive, or 60-drive controller shelf or drive shelf.

#### 12-drive or 24-drive shelves

The figures show how the drives are numbered in each type of shelf (the shelf's front bezel or end caps have been removed).

#### Drive numbering in an E2812 controller shelf or DE212C drive shelf:



#### Drive numbering in an E2824 controller shelf, EF280 flash array, or DE224C drive shelf:

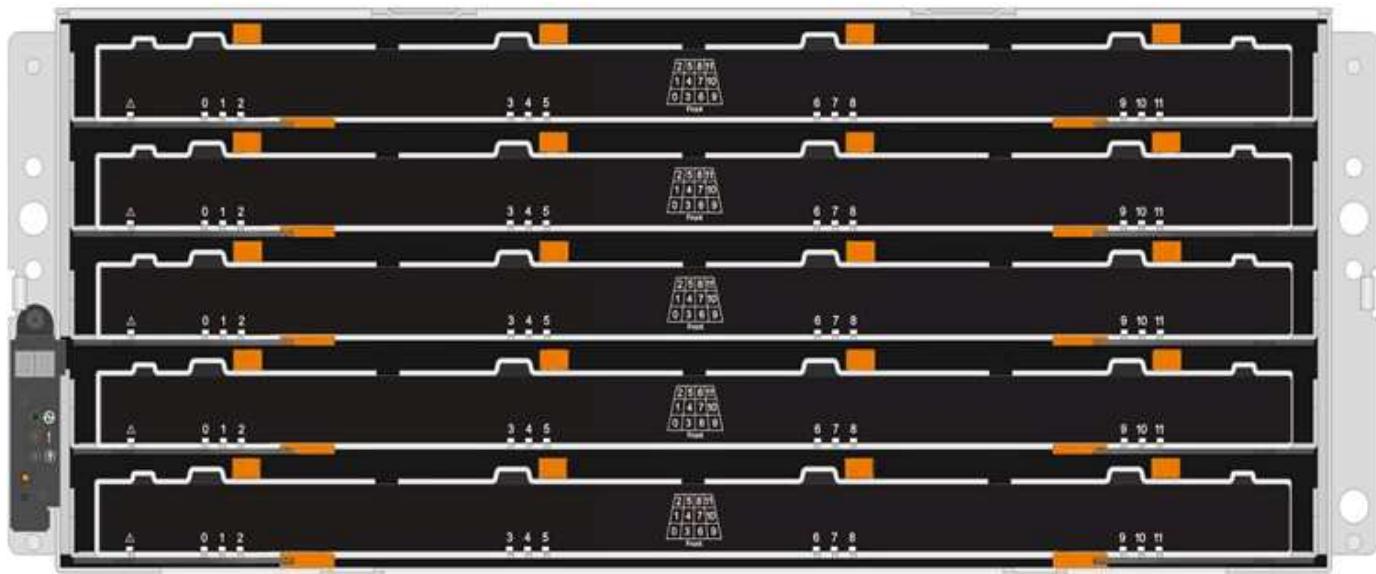


Your E2812, E2824, EF280 storage array might include one or more SAS-2 legacy expansion drive trays, including the DE1600 12-drive tray, the DE5600 24-drive tray, or the DE6600 60-drive tray. For instructions for replacing a drive in one of these drive trays, see [Replacing a Drive in E2660, E2760, E5460, E5560, or E5660 Trays](#) and [Replacing a Drive in E2600, E2700, E5400, E5500, and E5600 12-Drive or 24-Drive Trays](#).

#### 60-drive shelves

Both the E2860 controller shelf and the DE460C drive shelf consist of five drive drawers that each contain 12

drive slots. Drive drawer 1 is at the top, and drive drawer 5 is at the bottom.



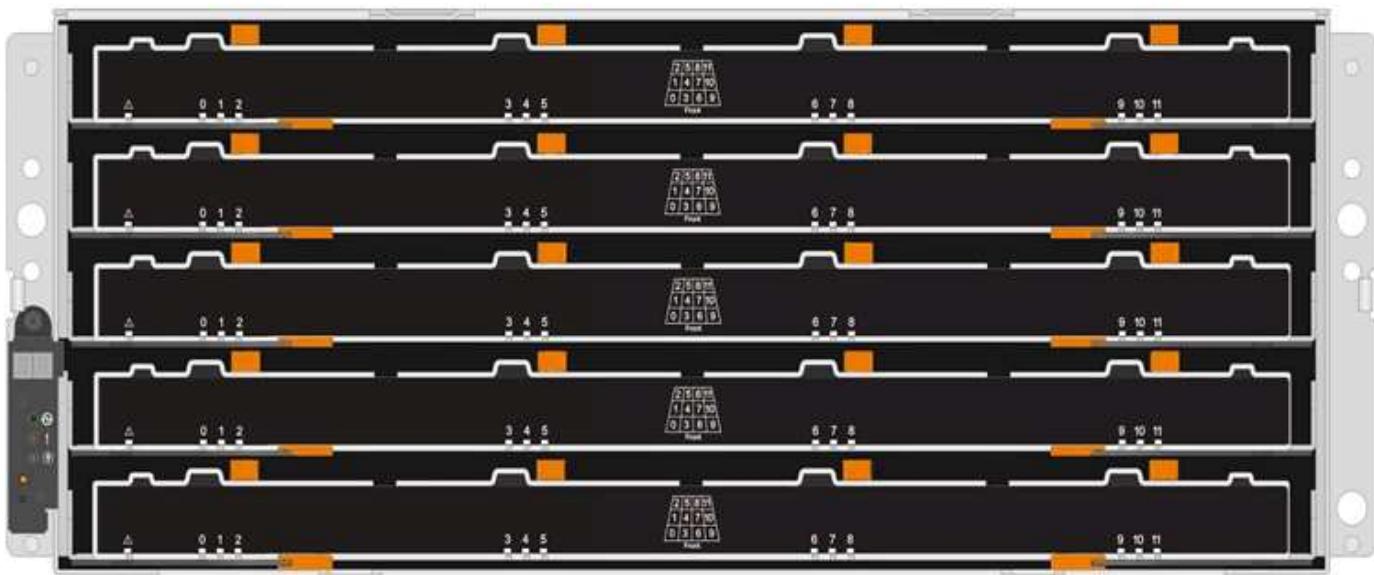
For both an E2860 controller shelf drawer and a DE460C drive shelf drawer, drives are numbered from 0 to 11 in each drive drawer within the shelf.



Your E2860 storage array might include one or more SAS-2 legacy expansion drive trays, including the DE1600 12-drive tray, the DE5600 24-drive tray, or the DE6600 60-drive tray. For instructions for replacing a drive in one of these drive trays, see [Replacing a Drive in E2660, E2760, E5460, E5560, or E5660 Trays](#) and [Replacing a Drive in E2600, E2700, E5400, E5500, and E5600 12-Drive or 24-Drive Trays](#).

### Drive drawer

You can replace a drive drawer in a E2860 controller shelf and a DE460C drive shelf. Each of these 60-drive shelves has five drive drawers.



Each of the five drawers can hold up to 12 drives.



### Drive handling

The drives in your storage array are fragile. Improper drive handling is a leading cause of drive failure.

Follow these rules to avoid damaging the drives in your storage array:

- Prevent electrostatic discharge (ESD):
    - Keep the drive in the ESD bag until you are ready to install it.
    - Do not insert a metal tool or knife into the ESD bag.
- Open the ESD bag by hand or cut the top off with a pair of scissors.
- Keep the ESD bag and any packing materials in case you must return a drive later.
  - Always wear an ESD wrist strap grounded to an unpainted surface on your storage enclosure chassis.

If a wrist strap is unavailable, touch an unpainted surface on your storage enclosure chassis before handling the drive.

- Handle drives carefully:
  - Always use two hands when removing, installing, or carrying a drive.
  - Never force a drive into a shelf, and use gentle, firm pressure to completely engage the drive latch.
  - Place drives on cushioned surfaces, and never stack drives on top of each other.
  - Do not bump drives against other surfaces.
  - Before removing a drive from a shelf, unlatch the handle and wait 30 seconds for the drive to spin down.
  - Always use approved packaging when shipping drives.
- Avoid magnetic fields:
  - Keep drives away from magnetic devices.

Magnetic fields can destroy all data on the drive and cause irreparable damage to the drive circuitry.

## Replace drive in E2800 (12-drive or 24-drive shelf)

You can replace a drive in an E2800 with a 12-drive or 24-drive shelf.

### About this task

The Recovery Guru in SANtricity System Manager monitors the drives in the storage array and can notify you of an impending drive failure or an actual drive failure. When a drive has failed, its amber Attention LED is on. You can hot-swap a failed drive while the storage array is receiving I/O.

### Before you begin

- Review the drive handling requirements in [Requirements for E2800 drive replacement](#).

### What you'll need

- A replacement drive that is supported by NetApp for your controller shelf or drive shelf.
- An ESD wristband, or you have taken other antistatic precautions.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace drive

Prepare to replace a drive by checking the Recovery Guru in SANtricity System Manager and completing any prerequisite steps. Then, you can locate the failed component.

### Steps

1. If the Recovery Guru in SANtricity System Manager has notified you of an *impending drive failure*, but the drive has not yet failed, follow the instructions in the Recovery Guru to fail the drive.
2. If needed, use SANtricity System Manager to confirm you have a suitable replacement drive.
  - a. Select **Hardware**.
  - b. Select the failed drive on the shelf graphic.
  - c. Click the drive to display its context menu, and then select **View settings**.

- d. Confirm that the replacement drive has a capacity equal to or greater than the drive you are replacing and that it has the features you expect.

For example, do not attempt to replace a hard disk drive (HDD) with a solid-state disk (SSD). Similarly, if you are replacing a secure-capable drive, make sure the replacement drive is also secure-capable.

3. If needed, use SANtricity System Manager to locate the drive within your storage array. From the drive's context menu on the Hardware page, select **Turn on locator light**.

The drive's Attention LED (amber) blinks so you can identify which drive to replace.



If you are replacing a drive in a shelf that has a bezel, you must remove the bezel to see the drive LEDs.

## Step 2: Remove failed drive

Remove a failed drive to replace it with a new one.

### Steps

1. Unpack the replacement drive, and set it on a flat, static-free surface near the shelf.

Save all packing materials.

2. Press the release button on the failed drive.



- For drives in E2812 controller shelves or DE212C drive shelves, the release button is located at the left of the drive.
  - For drives in E2824 controller shelves, EF280 flash array, for DE224C drive shelves, the release button is located at the top of the drive. The cam handle on the drive springs open partially, and the drive releases from the midplane.
3. Open the cam handle, and slide out the drive slightly.
  4. Wait 30 seconds.
  5. Using both hands, remove the drive from the shelf.
  6. Place the drive on an antistatic, cushioned surface away from magnetic fields.
  7. Wait 30 seconds for the software to recognize that the drive has been removed.



If you accidentally remove an active drive, wait at least 30 seconds, and then reinstall it. For the recovery procedure, refer to the storage management software.

### Step 3: Install new drive

Install a new drive to replace the failed one.



Install the replacement drive as soon as possible after removing the failed drive. Otherwise, there is a risk that the equipment might overheat.

#### Steps

1. Open the cam handle.
2. Using two hands, insert the replacement drive into the open bay, firmly pushing until the drive stops.
3. Slowly close the cam handle until the drive is fully seated in the midplane and the handle clicks into place.

The green LED on the drive comes on when the drive is inserted correctly.



Depending on your configuration, the controller might automatically reconstruct data to the new drive. If the shelf uses hot spare drives, the controller might need to perform a complete reconstruction on the hot spare before it can copy the data to the replaced drive. This reconstruction process increases the time that is required to complete this procedure.

### Step 4: Complete drive replacement

Complete the drive replacement to confirm that the new drive is working correctly.

#### Steps

1. Check the Power LED and the Attention LED on the drive you replaced. (When you first insert a drive, its Attention LED might be on. However, the LED should go off within a minute.)
  - Power LED is on or blinking, and the Attention LED is off: Indicates that the new drive is working correctly.
  - Power LED is off: Indicates that the drive might not be installed correctly. Remove the drive, wait 30 seconds, and then reinstall it.
  - Attention LED is on: Indicates that the new drive might be defective. Replace it with another new drive.
2. If the Recovery Guru in SANtricity System Manager still shows an issue, select **Recheck** to ensure the problem has been resolved.
3. If the Recovery Guru indicates that drive reconstruction did not start automatically, start reconstruction manually, as follows:



Perform this operation only when instructed to do so by technical support or the Recovery Guru.

- a. Select **Hardware**.
- b. Click the drive that you replaced.
- c. From the drive's context menu, select **Reconstruct**.
- d. Confirm that you want to perform this operation.

When the drive reconstruction completes, the volume group is in an Optimal state.

4. As required, reinstall the bezel.

5. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

## What's next?

Your drive replacement is complete. You can resume normal operations.

### Replace drive in E2800 (60-drive shelf)

You can replace a drive in an E2800 with a 60-drive shelf.

#### About this task

The Recovery Guru in SANtricity System Manager monitors the drives in the storage array and can notify you of an impending drive failure or an actual drive failure. When a drive has failed, its amber Attention LED is on. You can hot-swap a failed drive while the storage array is receiving I/O operations.

This procedure applies to DCM and DCM2 drive shelves.

#### Before you begin

- Review the drive handling requirements in [Requirements for E2800 drive replacement](#).

#### What you'll need

- A replacement drive that is supported by NetApp for your controller shelf or drive shelf.
- An ESD wristband, or you have taken other antistatic precautions.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

#### Step 1: Prepare to replace drive

Prepare to replace a drive by checking the Recovery Guru in SANtricity System Manager and completing any prerequisite steps. Then, you can locate the failed component.

#### Steps

1. If the Recovery Guru in SANtricity System Manager has notified you of an *impending drive failure*, but the drive has not yet failed, follow the instructions in the Recovery Guru to fail the drive.
2. If needed, use SANtricity System Manager to confirm you have a suitable replacement drive.
  - a. Select **Hardware**.
  - b. Select the failed drive on the shelf graphic.
  - c. Click the drive to display its context menu, and then select **View settings**.
  - d. Confirm that the replacement drive has a capacity equal to or greater than the drive you are replacing and that it has the features you expect.

For example, do not attempt to replace a hard disk drive (HDD) with a solid-state disk (SSD). Similarly, if you are replacing a secure-capable drive, make sure the replacement drive is also secure-capable.

3. If needed, use SANtricity System Manager to locate the drive within the storage array.

- a. If the shelf has a bezel, remove it so you can see the LEDs.
- b. From the drive's context menu, select **Turn on locator light**.

The drive drawer's Attention LED (amber) blinks so you can open the correct drive drawer to identify which drive to replace.



**(1) Attention LED**

- c. Unlatch the drive drawer by pulling on both levers.
- d. Using the extended levers, carefully pull the drive drawer out until it stops.
- e. Look at the top of the drive drawer to find the Attention LED in front of each drive.



**(1) Attention LED light on for the drive on the top right side**

The drive drawer Attention LEDs are on the left side in front of each drive, with an attention icon on the drive handle just behind the LED.



(1) Attention icon

(2) Attention LED

#### Step 2: Remove failed drive

Remove a failed drive to replace it with a new one.

##### Steps

1. Unpack the replacement drive, and set it on a flat, static-free surface near the shelf.

Save all packing materials for the next time you need to send a drive back.

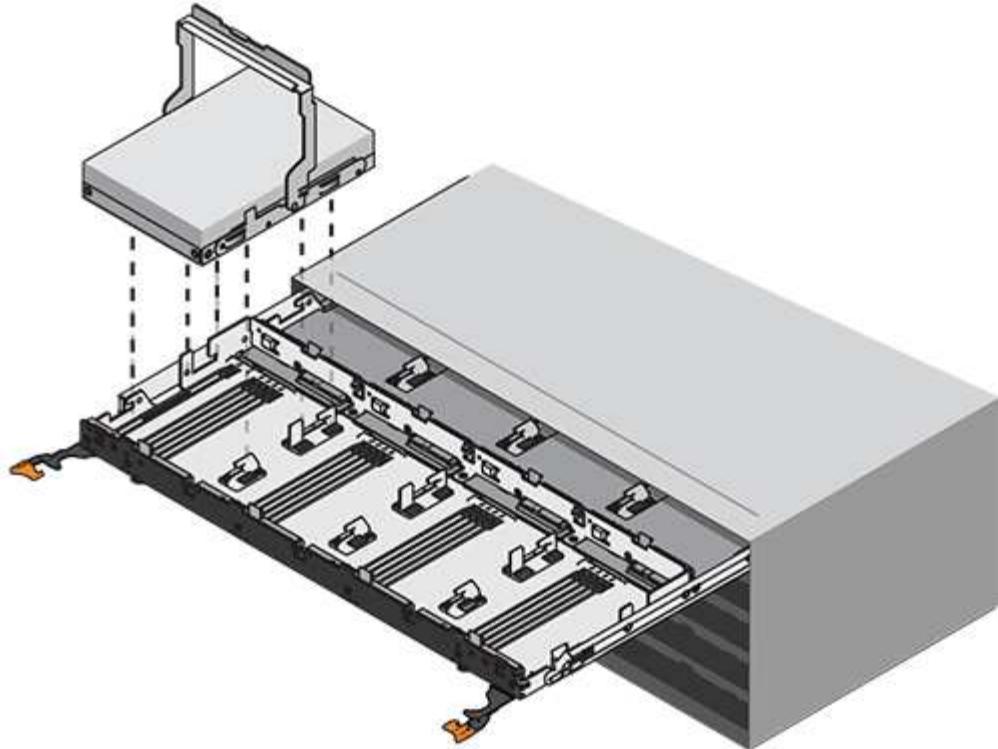
2. Release the drive drawer levers from the center of the appropriate drive drawer by pulling both towards the sides of the drawer.
3. Carefully pull on the extended drive drawer levers to pull out the drive drawer to its full extension without removing it from the enclosure.
4. Gently pull back the orange release latch that is in front of the drive you want to remove.

The cam handle on the drive springs open partially, and the drive is released from the drawer.



(1) *Orange release latch*

5. Open the cam handle, and lift out the drive slightly.
6. Wait 30 seconds.
7. Use the cam handle to lift the drive from the shelf.



8. Place the drive on an antistatic, cushioned surface away from magnetic fields.
9. Wait 30 seconds for the software to recognize that the drive has been removed.



If you accidentally remove an active drive, wait at least 30 seconds, and then reinstall it. For the recovery procedure, refer to the storage management software.

### Step 3: Install new drive

Install a new drive to replace the failed one.



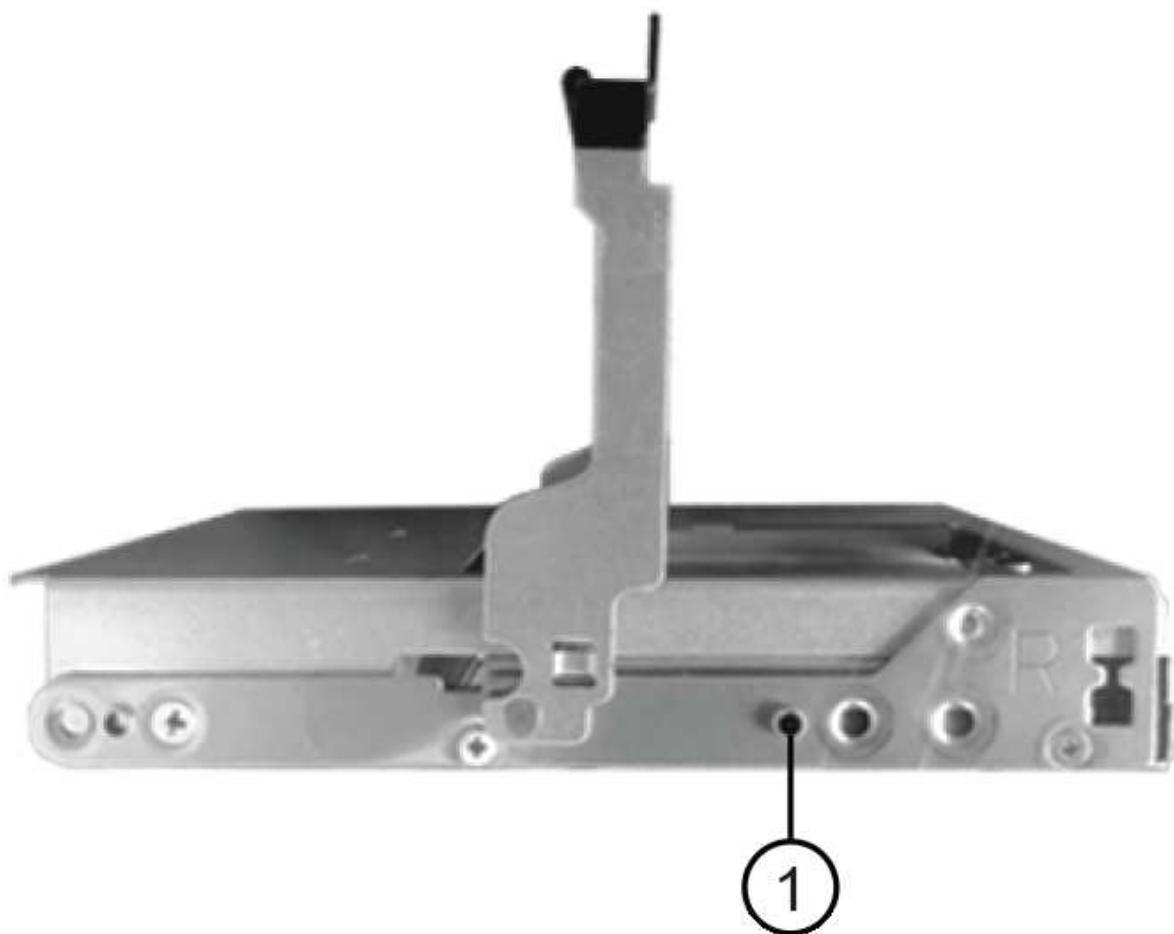
Install the replacement drive as soon as possible after removing the failed drive. Otherwise, there is a risk that the equipment might overheat.



**Possible loss of data access** — When pushing the drive drawer back into the enclosure, never slam the drawer shut. Push the drawer in slowly to avoid jarring the drawer and causing damage to the storage array.

### Steps

1. Raise the cam handle on the new drive to vertical.
2. Align the two raised buttons on each side of the drive carrier with the matching gap in the drive channel on the drive drawer.



**(1) Raised button on the right side of the drive carrier**

3. Lower the drive straight down, and then rotate the cam handle down until the drive snaps into place under the orange release latch.
4. Carefully push the drive drawer back into the enclosure. Push the drawer in slowly to avoid jarring the drawer and causing damage to the storage array.
5. Close the drive drawer by pushing both levers towards the center.

The green Activity LED for the replaced drive on the front of the drive drawer comes on when the drive is inserted correctly.

Depending on your configuration, the controller might automatically reconstruct data to the new drive. If the shelf uses hot spare drives, the controller might need to perform a complete reconstruction on the hot spare before it can copy the data to the replaced drive. This reconstruction process increases the time that is required to complete this procedure.

**Step 4: Complete drive replacement**

Confirm that the new drive is working correctly.

**Steps**

1. Check the Power LED and the Attention LED on the drive you replaced. (When you first insert a drive, its Attention LED might be on. However, the LED should go off within a minute.)
  - Power LED is on or blinking, and the Attention LED is off: Indicates that the new drive is working correctly.
  - Power LED is off: Indicates that the drive might not be installed correctly. Remove the drive, wait 30 seconds, and then reinstall it.
  - Attention LED is on: Indicates that the new drive might be defective. Replace it with another new drive.
2. If the Recovery Guru in SANtricity System Manager still shows an issue, select **Recheck** to ensure the problem has been resolved.
3. If the Recovery Guru indicates that drive reconstruction did not start automatically, start reconstruction manually, as follows:



Perform this operation only when instructed to do so by technical support or the Recovery Guru.

- a. Select **Hardware**.
- b. Click the drive that you replaced.
- c. From the drive's context menu, select **Reconstruct**.
- d. Confirm that you want to perform this operation.

When the drive reconstruction completes, the volume group is in an Optimal state.

4. As required, reinstall the bezel.
5. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

#### What's next?

Your drive replacement is complete. You can resume normal operations.

### Replace drive drawer in E2800 (60-drive shelf)

You can replace a drive drawer in an E2860 controller shelf or a DE460C drive shelf.

#### About this task

The steps to replace a failed drive drawer in an E2860 controller shelf or a DE460C drive shelf depend on whether the volumes in the drawer are protected by Drawer Loss Protection. If all volumes in the drive drawer are in disk pools or volume groups that have Drawer Loss Protection, you can perform this procedure online. Otherwise, you must stop all host I/O activity and power off the shelf before replacing the drive drawer.

#### Before you begin

- Review the drive drawer requirements in [Requirements for E2800 drive replacement](#).
- Make sure the drive shelf meets all of these conditions:
  - The drive shelf cannot be over temperature.
  - Both fans must be installed and have a status of Optimal.
  - All drive shelf components must be in place.
  - The volumes in the drive drawer cannot be in a Degraded state.



**Possible loss of data access** — If a volume is already in a Degraded state, and you remove drives from the drive drawer, the volume can fail.

## What you'll need

- A replacement drive drawer.
- An ESD wristband, or you have taken other antistatic precautions.
- A flashlight.
- A permanent marker to note the exact location of each drive as you remove the drive from the drawer.
- Access to the storage array's command line interface (CLI). If you do not have access to the CLI, you can do one of the following:
  - **For SANtricity System Manager (version 11.60 and above)** — Download the CLI package (zip file) from System Manager. Go to **Settings > System > Add-ons > Command Line Interface**. You can then issue CLI commands from an operating system prompt, such as the DOS C: prompt.
  - **For SANtricity Storage Manager/Enterprise Management Window (EMW)** — Follow the instructions in the express guide to download and install the software. You can run CLI commands from the EMW by selecting **Tools > Execute Script**.

### Step 1: Prepare to replace drive drawer

Determine if you can perform the replacement procedure while the drive shelf is online or if you need to stop host I/O activity and power off any of the shelves that are powered on.

If you are replacing a drawer in a shelf with Drawer Loss Protection, there is no need to stop host I/O activity and power off any of the shelves.

### Steps

1. Determine if the drive shelf is powered on.
  - If the power is off, you do not need to issue the CLI command. Go to [Step 2: Remove cable chains](#).
  - If the power is on, go to the next step.
2. Access the CLI, and then enter the following command:

```
SMcli <ctrlr_IP1> -p "array_password" -c "set tray [trayID] drawer  
[drawerID]  
serviceAllowedIndicator=on;"
```

where:

- `<ctrlr_IP1>` is the identifier of the controller.
- `array_password` is the password for the storage array. You must enclose the value for `array_password` in double quotation marks ("").
- `[trayID]` is the identifier of the drive shelf that contains the drive drawer that you want to replace. Drive shelf ID values are 0 to 99. You must enclose the value for `trayID` in square brackets.
- `[drawerID]` is the identifier of the drive drawer that you want to replace. Drawer ID values are 1 (top drawer) to 5 (bottom drawer). You must enclose the value for `drawerID` in square brackets.

This command ensures you can remove the top-most drawer in drive shelf 10:

```
SMcli <ctrlr_IP1\> -p "safety-1" -c "set tray [10] drawer [1]  
serviceAllowedIndicator=forceOnWarning;"
```

3. Determine if you need to stop host I/O activity, as follows:

- If the command succeeds, you do not need to stop host I/O activity. All drives in the drawer are in pools or volume groups with Drawer Loss Protection. Go to [Step 2: Remove cable chains](#).



**Possible damage to drives** — Wait 30 seconds after the command completes before you open the drive drawer. Waiting 30 seconds allows the drives to spin down, which prevents possible damage to the hardware.

- If a warning is displayed indicating that this command could not be completed, you must stop host I/O activity before removing the drawer. The warning is displayed because one or more drives in the affected drawer are in pools or volume groups without Drawer Loss Protection. To avoid losing data, you must complete the next steps to stop host I/O activity and to power off the drive shelf and the controller shelf.

4. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:

- Stop all processes that involve the LUNs mapped from the storage to the hosts.
- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.

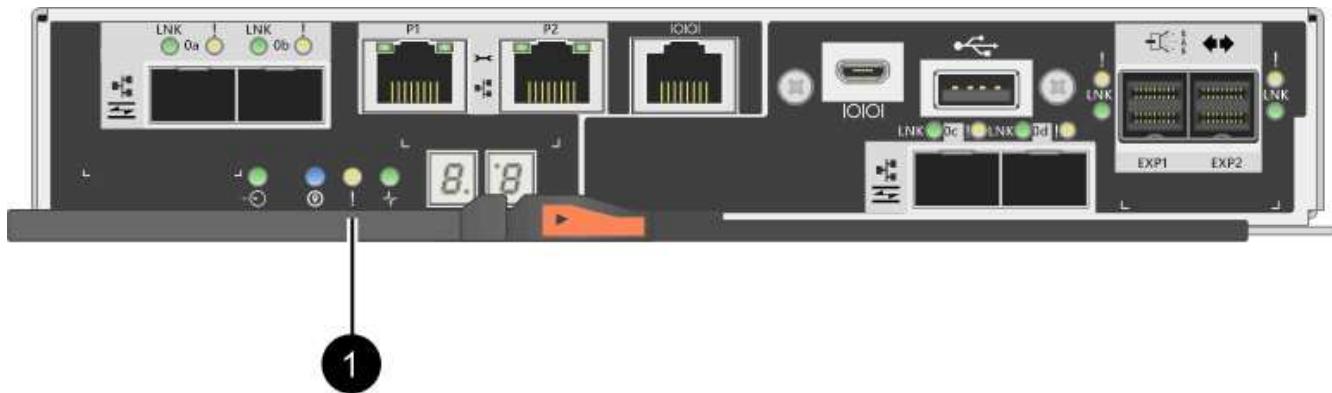
5. If the storage array participates in a mirroring relationship, stop all host I/O operations on the secondary storage array.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose data because the storage array will not be accessible.

6. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.



### (1) Cache Active LED

7. From the Home page of SANtricity System Manager, select **View Operations in Progress**.

8. Wait for all operations to complete before continuing with the next step.

9. Power off the shelves, using one of the following procedures:

- *If you are replacing a drawer in a shelf with Drawer Loss Protection:* There is NO need to power off any of the shelves. You can perform the replace procedure while the drive drawer is online, because the Set Drawer Service Action Allowed Indicator CLI command completed successfully.
- *If you are replacing a drawer in a controller shelf without Drawer Loss Protection:*
  - a. Turn off both power switches on the controller shelf.
  - b. Wait for all LEDs on the controller shelf to go dark.
- *If you are replacing a drawer in an expansion drive shelf without Drawer Loss Protection:*
  - a. Turn off both power switches on the controller shelf.
  - b. Wait for all LEDs on the controller shelf to go dark.
  - c. Turn off both power switches on the drive shelf.
  - d. Wait two minutes for drive activity to stop.

### Step 2: Remove cable chains

Remove both cable chains so you can remove and replace a failed drive drawer.

#### About this task

Each drive drawer has left and right cable chains. The left and right cable chains allow the drawers to slide in and out.

The metal ends on the cable chains slide into corresponding vertical and horizontal guide rails inside the enclosure, as follows:

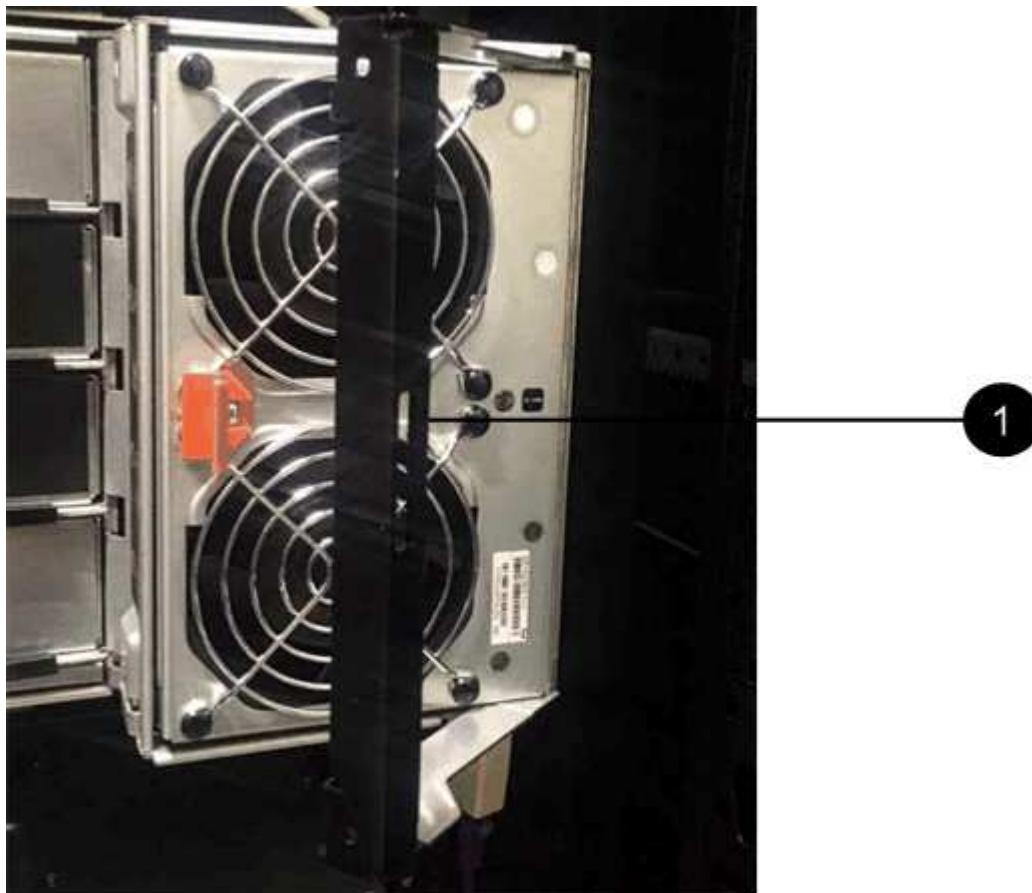
- The left and right vertical guide rails connect the cable chain to the enclosure's midplane.
- The left and right horizontal guide rails connect the cable chain to the individual drawer.

 **Possible hardware damage** — If the drive tray is powered on, the cable chain is energized until both ends are unplugged. To avoid shorting out the equipment, do not allow the unplugged cable chain connector to touch the metal chassis if the other end of the cable chain is still plugged in.

### Steps

1. Make sure that the drive shelf and controller shelf no longer has I/O activity and is powered off, or you have issued the Set Drawer Attention Indicator CLI command.
2. From the rear of the drive shelf, remove the right fan canister:
  - a. Press the orange tab to release the fan canister handle.

The figure shows the handle for the fan canister extended and released from the orange tab on the left.



**(1) Fan canister handle**

- b. Using the handle, pull the fan canister out of the drive tray, and set it aside.
- c. If the tray is powered on, ensure that the left fan goes to its maximum speed.



**Possible equipment damage due to overheating** — If the tray is powered on, do not remove both fans at the same time. Otherwise, the equipment might overheat.

3. Determine which cable chain to disconnect:

- If the power is on, the amber Attention LED on the front of the drawer indicates the cable chain you need to disconnect.
- If the power is off, you must manually determine which of the five cable chains to disconnect. The figure shows the right side of the drive shelf with the fan canister removed. With the fan canister removed, you can see the five cable chains and the vertical and horizontal connectors for each drawer.

The top cable chain is attached to drive drawer 1. The bottom cable chain is attached to drive drawer 5. The callouts for drive drawer 1 are provided.



**(1) Cable chain**

**(2) Vertical connector (connected to midplane)**

**(3) Horizontal connector (connected to drawer)**

4. For easy access, use your finger to move the cable chain on the right side to the left.
5. Disconnect any of the right cable chains from their corresponding vertical guide rail.
  - a. Using a flashlight, locate the orange ring on the end of the cable chain that is connected to the vertical guide rail in the enclosure.



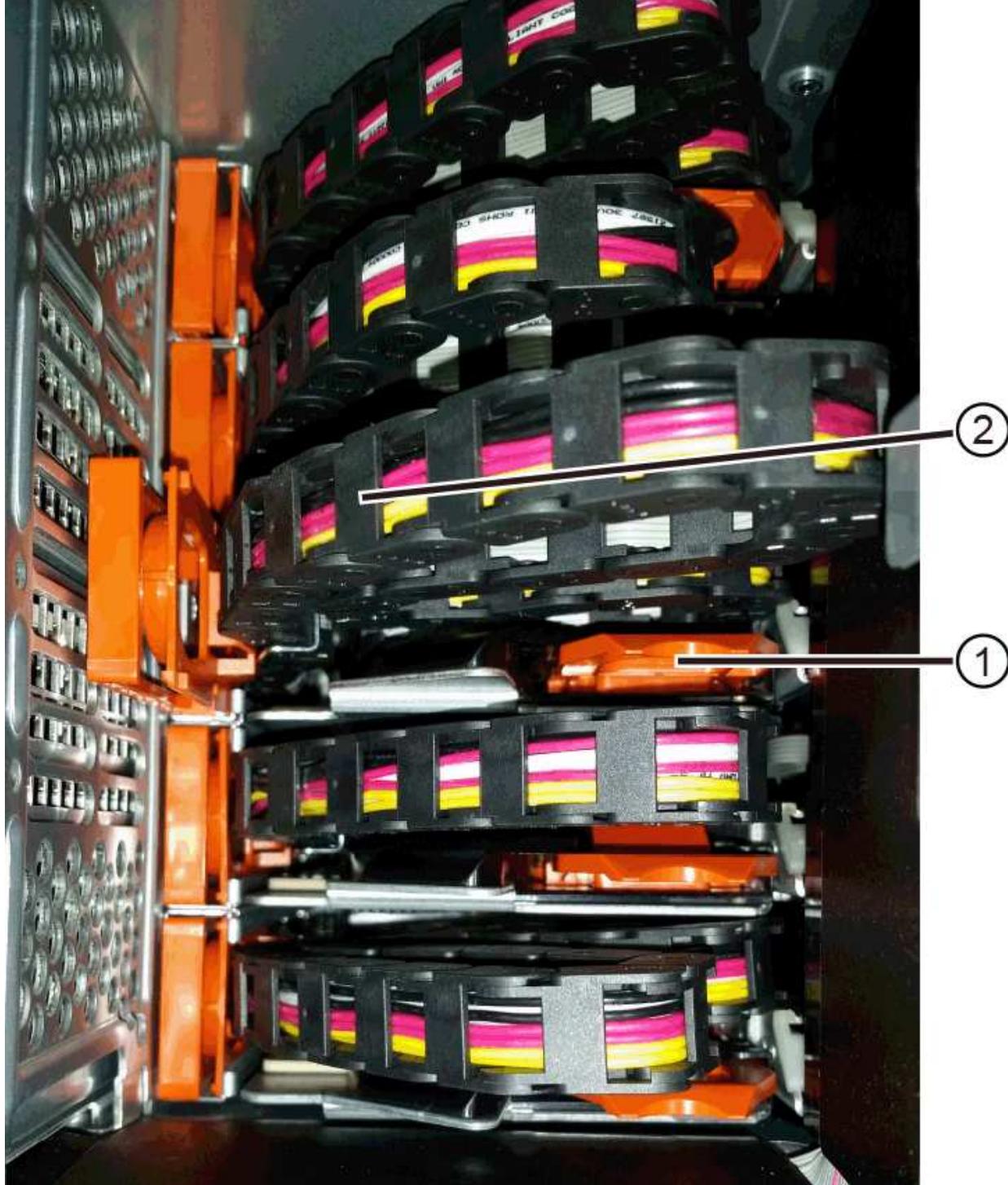
(1) Orange ring on vertical guide rail

(2) Cable chain, partially removed

- b. To unlatch the cable chain, insert your finger into the orange ring and press towards the middle of the system.

- c. To unplug the cable chain, carefully pull your finger toward you approximately 1 inch (2.5 cm). Leave the cable chain connector within the vertical guide rail. (If the drive tray is powered on, do not allow the cable chain connector to touch the metal chassis.)
6. Disconnect the other end of the cable chain:
  - a. Using a flashlight, locate the orange ring on the end of the cable chain that is attached to the horizontal guide rail in the enclosure.

The figure shows the horizontal connector on the right and the cable chain disconnected and partially pulled out on the left side.



**(1) Orange ring on horizontal guide rail**

**(2) Cable chain, partially removed**

- b. To unlatch the cable chain, gently insert your finger into the orange ring and push down.

The figure shows the orange ring on the horizontal guide rail (see item 1 in the figure above), as it is pushed down so that the rest of the cable chain can be pulled out of the enclosure.

- c. Pull your finger toward you to unplug the cable chain.

7. Carefully pull the entire cable chain out of the drive shelf.

8. Replace the right fan canister:

- a. Slide the fan canister all the way into the shelf.

- b. Move the fan canister handle until it latches with the orange tab.

- c. If the drive shelf is receiving power, confirm that the amber Attention LED on the back of the fan is not illuminated and that air is coming out the back of the fan.

The LED could remain on for as long as a minute after you reinstall the fan while both fans settle into the correct speed.

If the power is off, the fans do not run and the LED is not on.

9. From the back of the drive shelf, remove the left fan canister.

10. If the drive shelf is receiving power, ensure that the right fan goes to its maximum speed.



**Possible equipment damage due to overheating** — If the shelf is powered on, do not remove both fans at the same time. Otherwise, the equipment might overheat.

11. Disconnect the left cable chain from its vertical guide rail:

- a. Using a flashlight, locate the orange ring on the end of the cable chain attached to the vertical guide rail.
- b. To unlatch the cable chain, insert your finger into the orange ring.
- c. To unplug the cable chain, pull toward you approximately 1 inch (2.5 cm). Leave the cable chain connector within the vertical guide rail.



**Possible hardware damage** — If the drive tray is powered on, the cable chain is energized until both ends are unplugged. To avoid shorting out the equipment, do not allow the unplugged cable chain connector to touch the metal chassis if the other end of the cable chain is still plugged in.

12. Disconnect the left cable chain from the horizontal guide rail, and pull the entire cable chain out of the drive shelf.

If you are performing this procedure with the power on, all LEDs turn off when you disconnect the last cable chain connector, including the amber Attention LED.

13. Replace the left fan canister. If the drive shelf is receiving power, confirm that the amber LED on the back of the fan is not illuminated and that air is coming out the back of the fan.

The LED could remain on for as long as a minute after you reinstall the fan while both fans settle into the

correct speed.

### Step 3: Remove failed drive drawer

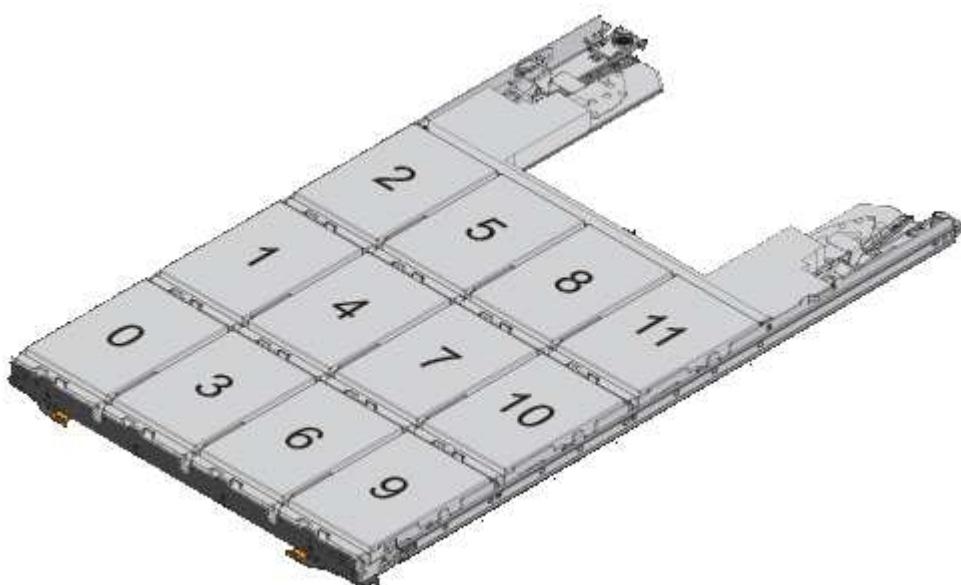
Remove a failed drive drawer to replace it with a new one.



**Possible loss of data access** — Magnetic fields can destroy all data on the drive and cause irreparable damage to the drive circuitry. To avoid loss of data access and damage to the drives, always keep drives away from magnetic devices.

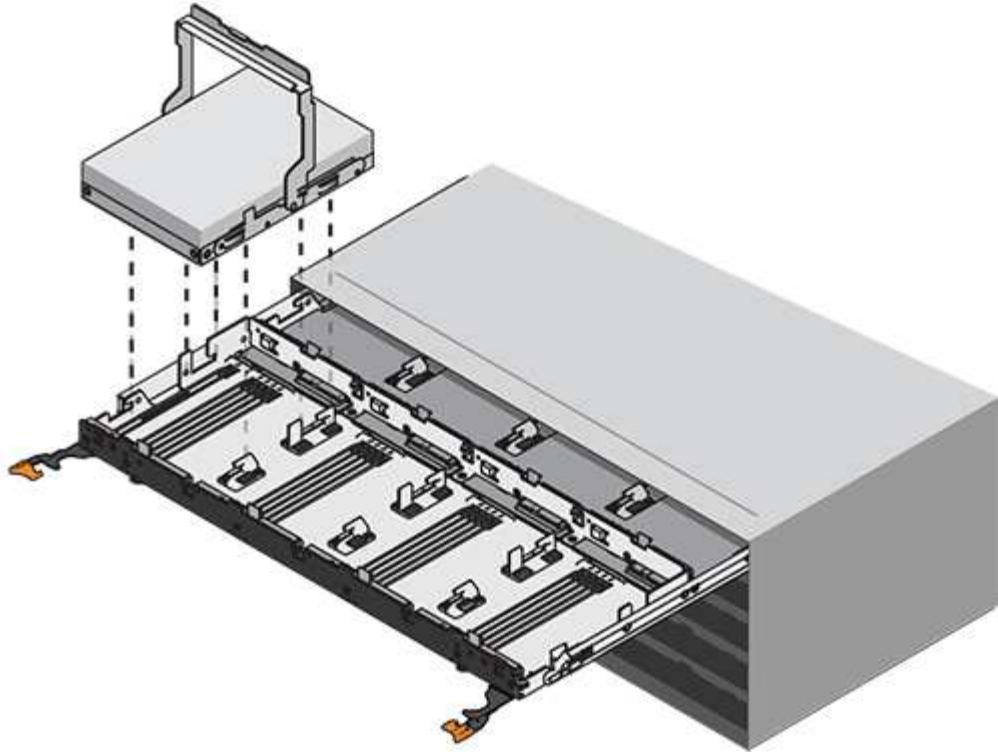
#### Steps

1. Make sure that:
  - The right and left cable chains are disconnected.
  - The right and left fan canisters are replaced.
2. Remove the bezel from the front of the drive shelf.
3. Unlatch the drive drawer by pulling out on both levers.
4. Using the extended levers, carefully pull the drive drawer out until it stops. Do not completely remove the drive drawer from the drive shelf.
5. If volumes have already been created and assigned, use a permanent marker to note the exact location of each drive. For example, using the following drawing as a reference, write the appropriate slot number on the top of each drive.

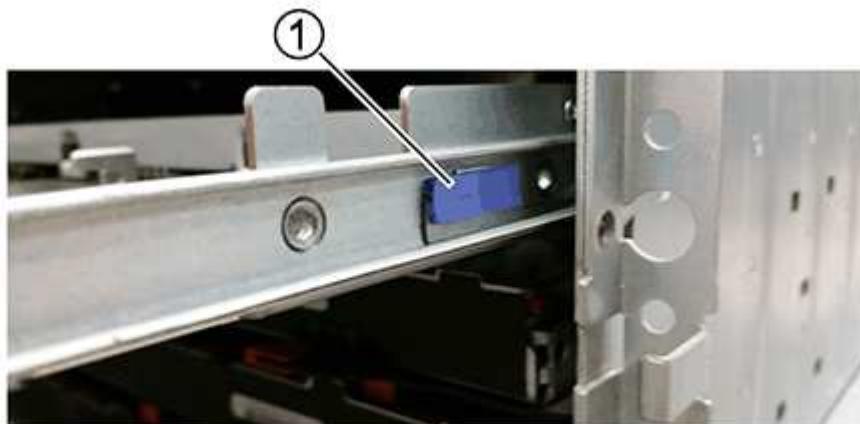


**Possible loss of data access** — Make sure to record the exact location of each drive before removing it.

6. Remove the drives from the drive drawer:
  - a. Gently pull back the orange release latch that is visible on the center front of each drive.
  - b. Raise the drive handle to vertical.
  - c. Use the handle to lift the drive from the drive drawer.



- d. Place the drive on a flat, static-free surface and away from magnetic devices.
- 7. Remove the drive drawer:
  - a. Locate the plastic release lever on each side of the drive drawer.



**(1) Drive drawer release lever**

- b. Disengage both release levers by pulling the latches toward you.
- c. While holding both release levers, pull the drive drawer toward you.
- d. Remove the drive drawer from the drive shelf.

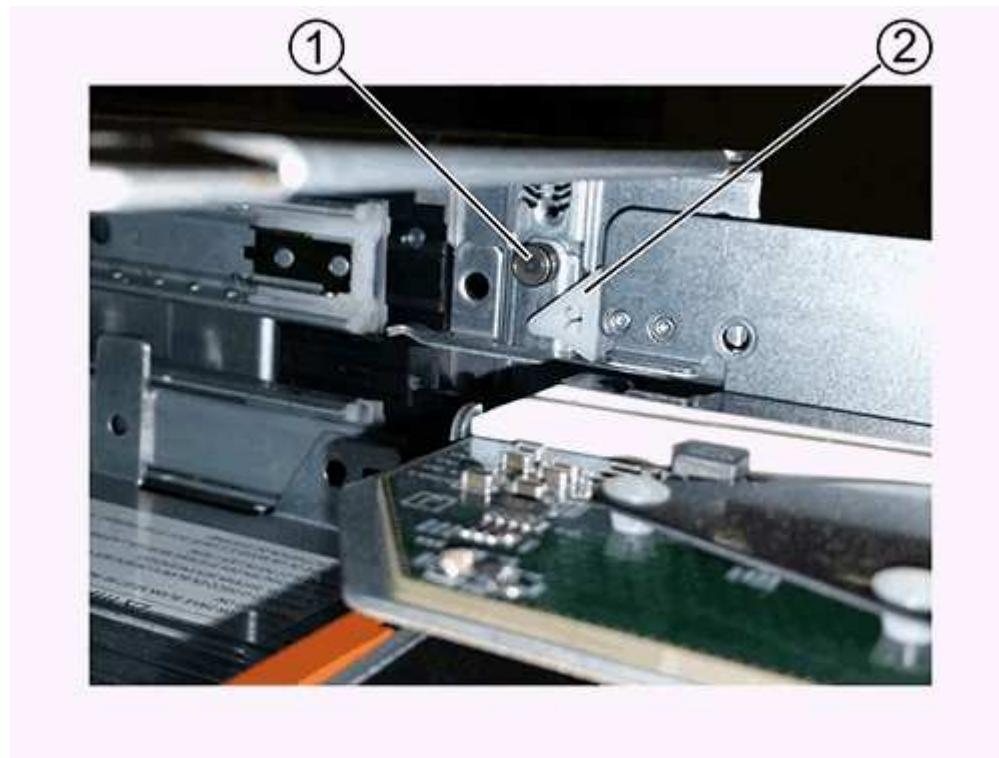
#### **Step 4: Install new drive drawer**

Install a new drive drawer to replace the failed one.

## Steps

1. From the front of the drive shelf, shine a flashlight into the empty drawer slot, and locate the lock-out tumbler for that slot.

The lock-out tumbler assembly is a safety feature that prevents you from being able to open more than one drive drawer at one time.



**(1) Lock-out tumbler**

**(2) Drawer guide**

2. Position the replacement drive drawer in front of the empty slot and slightly to the right of center.

Positioning the drawer slightly to the right of center helps to ensure that the lock-out tumbler and the drawer guide are correctly engaged.

3. Slide the drive drawer into the slot, and ensure that the drawer guide slides under the lock-out tumbler.



**Risk of equipment damage** — Damage occurs if the drawer guide does not slide under the lock-out tumbler.

4. Carefully push the drive drawer all the way in until the latch fully engages.

Experiencing a higher level of resistance is normal when pushing the drawer closed for the first time.



**Risk of equipment damage** — Stop pushing the drive drawer if you feel binding. Use the release levers at the front of the drawer to slide the drawer back out. Then, reinsert the drawer into the slot, ensure the tumbler is above the rail, and the rails are aligned correctly.

## Step 5: Attach cable chains

Attach the cable chains so you can safely re-install the drives in the drive drawer.

### About this task

When attaching a cable chain, reverse the order you used when disconnecting the cable chain. You must insert the chain's horizontal connector into the horizontal guide rail in the enclosure before inserting the chain's vertical connector into the vertical guide rail in the enclosure.

### Steps

1. Make sure that:
  - A new drive drawer installed.
  - You have two replacement cable chains, marked as LEFT and RIGHT (on the horizontal connector next to the drive drawer).
2. From the back of the drive shelf, remove the fan canister on the right side, and set it aside.
3. If the shelf is powered on, ensure that the left fan goes to its maximum speed.



**Possible equipment damage due to overheating** — If the shelf is powered on, do not remove both fans at the same time. Otherwise, the equipment might overheat.

4. Attach the right cable chain:
  - a. Locate the horizontal and vertical connectors on the right cable chain and the corresponding horizontal guide rail and vertical guide rail inside the enclosure.
  - b. Align both cable chain connectors with their corresponding guide rails.
  - c. Slide the cable chain's horizontal connector onto the horizontal guide rail, and push it in as far as it can go.



**Risk of equipment malfunction** — Make sure to slide the connector into the guide rail. If the connector rests on the top of the guide rail, problems might occur when the system runs.

The figure shows the horizontal and vertical guide rails for the second drive drawer in the enclosure.



1

2

**(1) Horizontal guide rail**

**(2) Vertical guide rail**

- d. Slide the vertical connector on the right cable chain into the vertical guide rail.
- e. After you have reconnected both ends of the cable chain, carefully pull on the cable chain to verify that both connectors are latched.



**Risk of equipment malfunction** — If the connectors are not latched, the cable chain might come loose during drawer operation.

5. Reinstall the right fan canister. If the drive shelf is receiving power, confirm that the amber LED on the back of the fan is now off and that air is now coming out of the back.

The LED could remain on for as long as a minute after you reinstall the fan while the fan settles into the correct speed.

6. From the back of the drive shelf, remove the fan canister on the left side of the shelf.
7. If the shelf is powered on, ensure that the right fan goes to its maximum speed.



**Possible equipment damage due to overheating** — If the shelf is powered on, do not remove both fans at the same time. Otherwise, the equipment might overheat.

8. Reattach the left cable chain:

- a. Locate the horizontal and vertical connectors on the cable chain and their corresponding horizontal and vertical guide rails inside the enclosure.
- b. Align both cable chain connectors with their corresponding guide rails.
- c. Slide the cable chain's horizontal connector into the horizontal guide rail and push it in as far as it will go.



**Risk of equipment malfunction** — Make sure to slide the connector within the guide rail. If the connector rests on the top of the guide rail, problems might occur when the system runs.

- d. Slide the vertical connector on the left cable chain into the vertical guide rail.
- e. After you reconnect both ends of the cable chain, carefully pull on the cable chain to verify that both connectors are latched.



**Risk of equipment malfunction** — If the connectors are not latched, the cable chain might come loose during drawer operation.

9. Reinstall the left fan canister. If the drive shelf is receiving power, confirm that the amber LED on the back of the fan is now off and that air is now coming out of the back.

The LED could remain on for as long as a minute after you reinstall the fan while both fans settle into the correct speed.

## Step 6: Complete drive drawer replacement

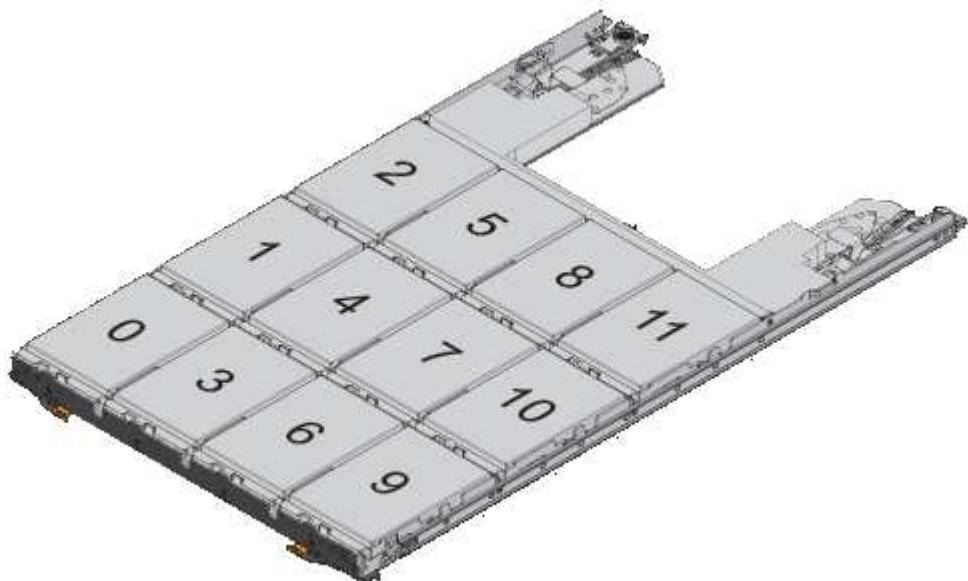
Reinsert the drives and replace the front bezel in the correct order.



**Possible loss of data access** — You must install each drive in its original location in the drive drawer.

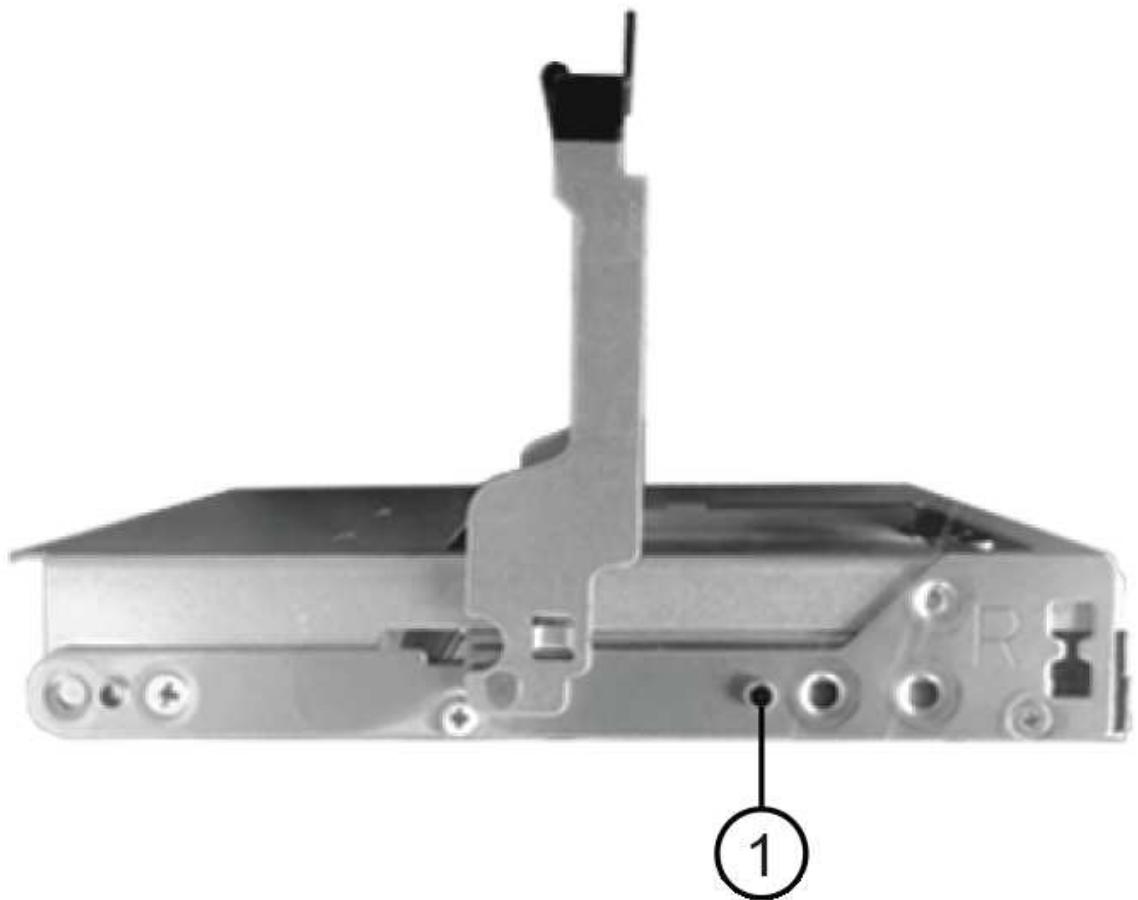
### Steps

1. Make sure that:
  - You know where to install each drive.
  - You have replaced the drive drawer.
  - You have installed the new drawer cables.
2. Reinstall the drives in the drive drawer:
  - a. Unlatch the drive drawer by pulling out on both levers at the front of the drawer.
  - b. Using the extended levers, carefully pull the drive drawer out until it stops. Do not completely remove the drive drawer from the drive shelf.
  - c. Determine which drive to install in each slot by using the notes you made when removing the drives.



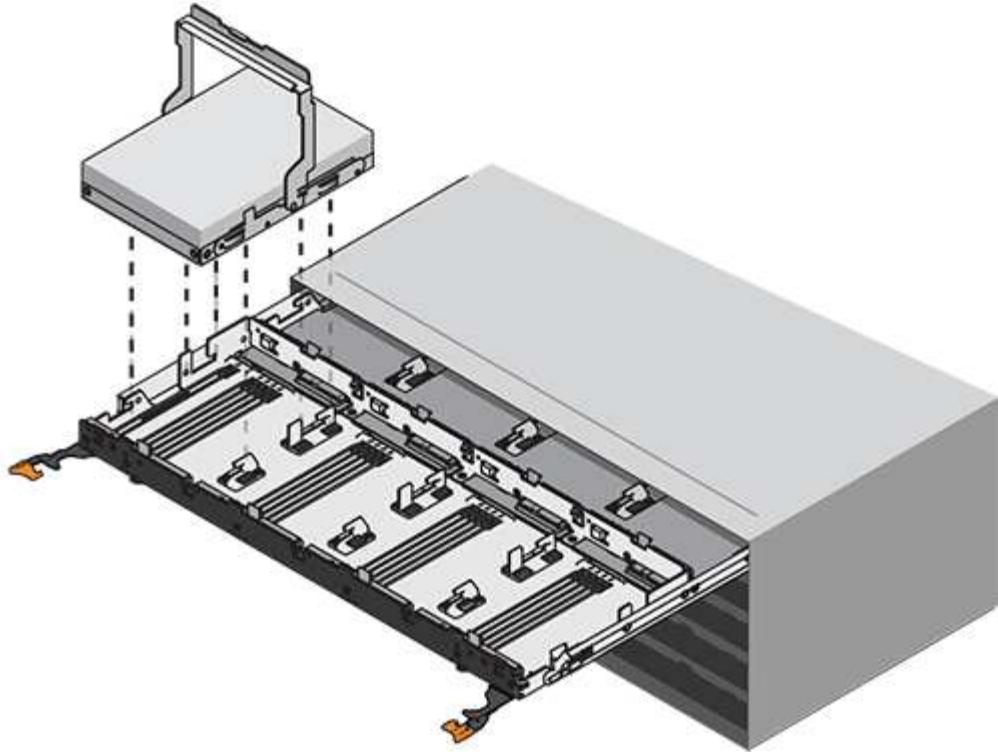
- d. Raise the handle on the drive to vertical.
- e. Align the two raised buttons on each side of the drive with the notches on the drawer.

The figure shows the right side view of a drive, showing the location of the raised buttons.



*(1) Raised button on the right side of the drive*

- f. Lower the drive straight down, making sure the drive is pressed all the way down into the bay, and then rotate the drive handle down until the drive snaps into place.



- g. Repeat these steps to install all the drives.
  3. Slide the drawer back into the drive shelf by pushing it from the center and closing both levers.
- Risk of equipment malfunction** — Make sure to completely close the drive drawer by pushing both levers. You must completely close the drive drawer to allow proper airflow and prevent overheating.
4. Attach the bezel to the front of the drive shelf.
  5. If you have powered down one or more shelves, reapply power using one of the following procedures:
    - *If you replaced a drive drawer in a controller shelf without Drawer Loss Protection:*
      - a. Turn on both power switches on the controller shelf.
      - b. Wait 10 minutes for the power-on process to complete. Confirm that both fans come on and that the amber LED on the back of the fans is off.
    - *If you replaced a drive drawer in an expansion drive shelf without Drawer Loss Protection:*
      - a. Turn on both power switches on the drive shelf.
      - b. Confirm that both fans come on and that the amber LED on the back of the fans is off.
      - c. Wait two minutes before applying power to the controller shelf.
      - d. Turn on both power switches on the controller shelf.
      - e. Wait 10 minutes for the power-on process to complete. Confirm that both fans come on and that the amber LED on the back of the fans is off.

#### What's next?

Your drive drawer replacement is complete. You can resume normal operations.

## Hot adding a drive shelf

You can add a new drive shelf while power is still applied to the other components of the storage system. You can configure, reconfigure, add, or relocate storage system capacity without interrupting user access to data.

### Before you begin

Due to the complexity of this procedure, the following is recommended:

- Read all steps before beginning the procedure.
- Ensure hot adding a drive shelf is the procedure you need.

### About this task

This procedure applies to hot adding a DE212C, DE224C, or DE460C drive shelf to an E2800, E2800B, EF280, E5700, E5700B, EF570, EF300, or EF600 controller shelf.

This procedure applies to IOM12 and IOM12B drive shelves.



IOM12B modules are only supported on SANtricity OS 11.70.2 onward. Ensure your controller's firmware has been updated before installing or upgrading to an IOM12B.



This procedure is for like-for-like shelf IOM hot-swaps or replacements. This means you can only replace an IOM12 module with another IOM12 module or replace an IOM12B module with another IOM12B module. (Your shelf can have two IOM12 modules or have two IOM12B modules.)

If you are cabling an older controller shelf to a DE212C, DE224C, or DE460, see [Adding IOM Drive Shelves to an Existing E27XX, E56XX, or EF560 Controller Shelf](#).



To maintain system integrity, you must follow the procedure exactly in the order presented.

### Step 1: Prepare to add the drive shelf

To prepare to hot add a drive shelf, you must check for critical events and check the status of the IOMs.

### Before you begin

- The power source for your storage system must be able to accommodate the power requirements of the new drive shelf. For the power specification for your drive shelf, see the [Hardware Universe](#).
- The cabling pattern for the existing storage system must match one of the applicable schemes shown in this procedure.

### Steps

1. In SANtricity System Manager, select **Support > Support Center > Diagnostics**.
2. Select **Collect Support Data**.

The Collect Support Data dialog box appears.

3. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name support-data.7z. The data is not automatically sent to technical support.

#### 4. Select **Support > Event Log**.

The Event Log page displays the event data.

#### 5. Select the heading of the **Priority** column to sort critical events to the top of the list.

#### 6. Review the system critical events for events that have occurred in the last two to three weeks, and verify that any recent critical events have been resolved or otherwise addressed.



If unresolved critical events have occurred within the previous two to three weeks, stop the procedure and contact technical support. Continue the procedure only when the issue is resolved.

#### 7. Select **Hardware**.

#### 8. Select the **IOMs (ESMs)** icon.



The Shelf Component Settings dialog box appears with the **IOMs (ESMs)** tab selected.

#### 9. Make sure that the status shown for each IOM/ESM is *Optimal*.

#### 10. Click **Show more settings**.

#### 11. Confirm that the following conditions exist:

- The number of ESMs/IOMs detected matches the number of ESMs/IOMs installed in the system and that for each drive shelf.
- Both of the ESMs/IOMs show that communication is OK.
- The data rate is 12Gb/s for DE212C, DE224C, and DE460C drive shelves or 6 Gb/s for other drive trays.

### **Step 2: Install the drive shelf and apply power**

You install a new drive shelf or a previously installed drive shelf, turn on the power, and check for any LEDs that require attention.

#### **Steps**

#### 1. If you are installing a drive shelf that has previously been installed in a storage system, remove the drives. The drives must be installed one at a time later in this procedure.

If the installation history of the drive shelf that you are installing is unknown, you should assume that it has been previously installed in a storage system.

#### 2. Install the drive shelf in the rack that holds the storage system components.



See the installation instructions for your model for the full procedure for physical installation and power cabling. The installation instructions for your model includes notes and warnings that you must take into account to safely install a drive shelf.

#### 3. Power on the new drive shelf, and confirm that no amber attention LEDs are illuminated on the drive shelf. If possible, resolve any fault conditions before you continue with this procedure.

### Step 3: Cable your system

Select one of the following options:

- Option 1: Connect the drive shelf for E2800 or E5700
- Option 2: Connect the drive shelf for EF300 or EF600

If you are cabling an older controller shelf to a DE212C, DE224C, or DE460, see [Adding IOM Drive Shelves to an Existing E27XX, E56XX, or EF560 Controller Shelf](#).

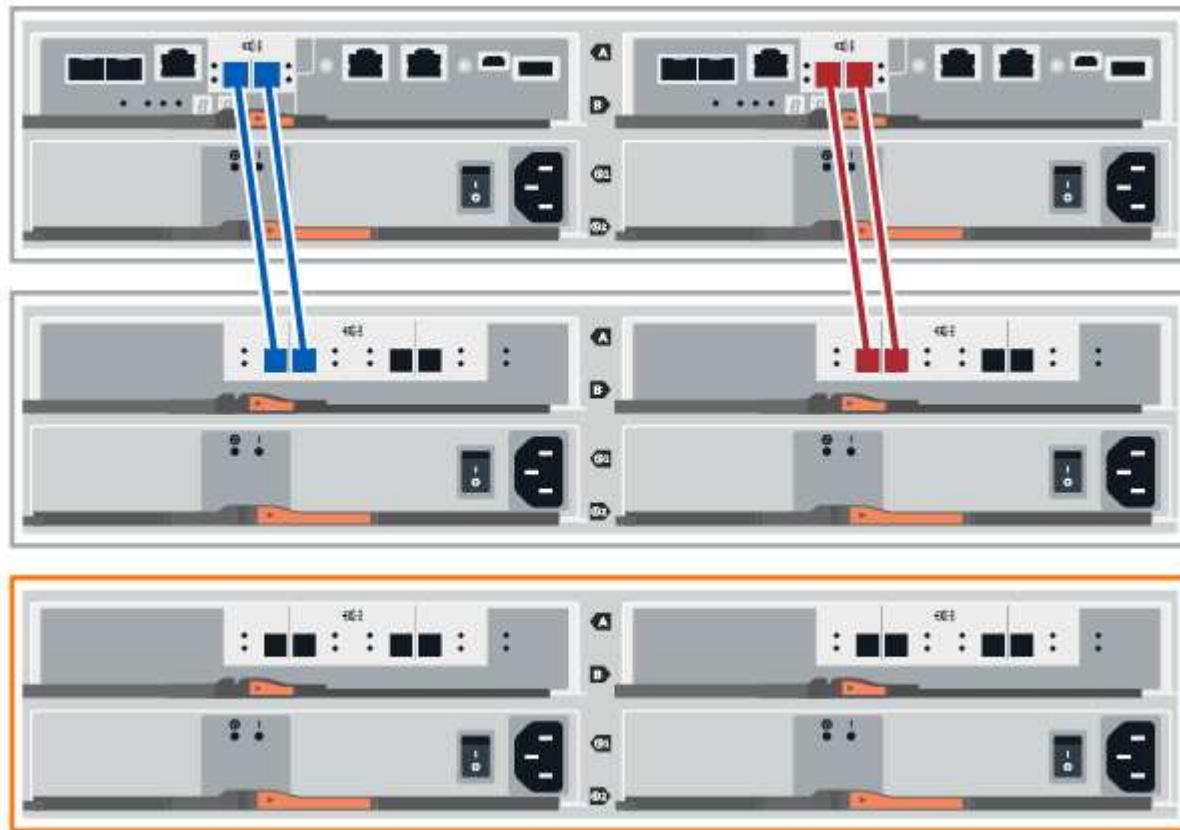
#### Option 1: Connect the drive shelf for E2800 or E5700

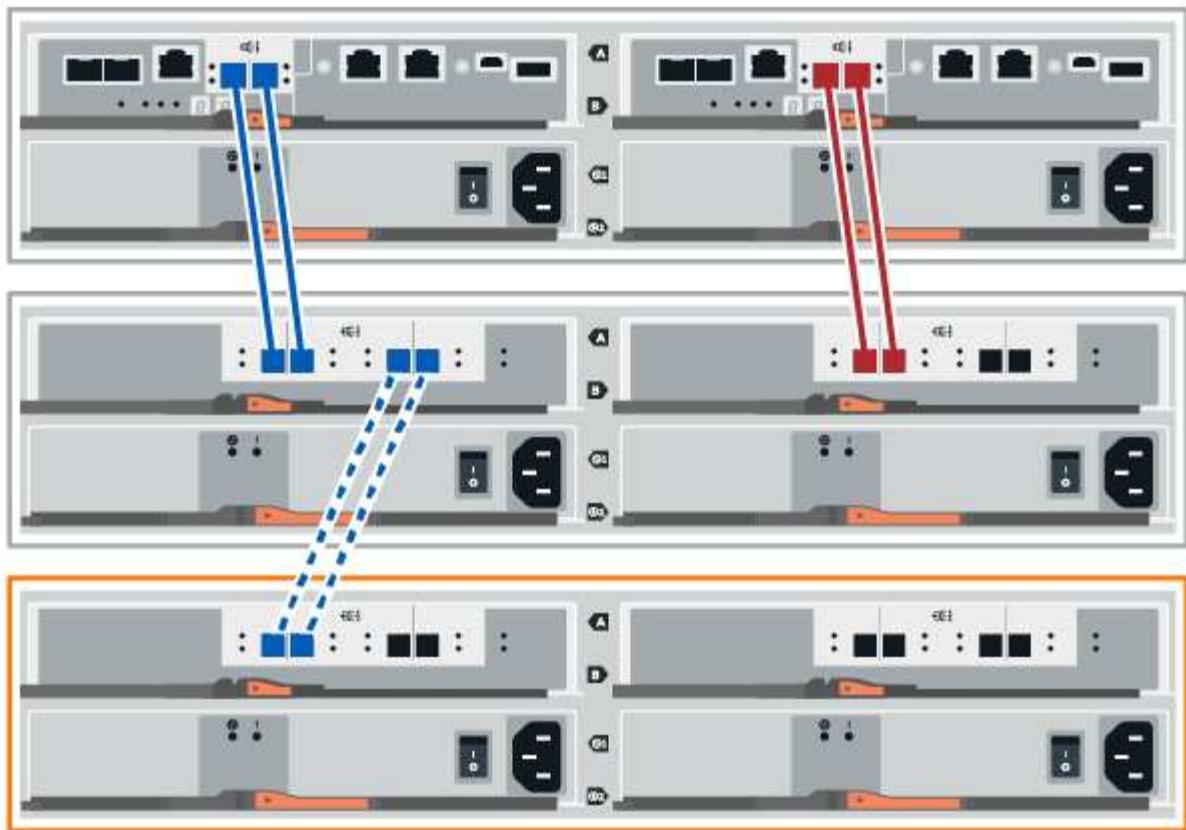
You connect the drive shelf to controller A, confirm IOM status, and then connect the drive shelf to controller B.

##### Steps

1. Connect the drive shelf to controller A.

The following figure shows an example connection between an additional drive shelf and controller A. To locate the ports on your model, see the [Hardware Universe](#).





2. In SANtricity System Manager, click **Hardware**.



At this point in the procedure, you have only one active path to the controller shelf.

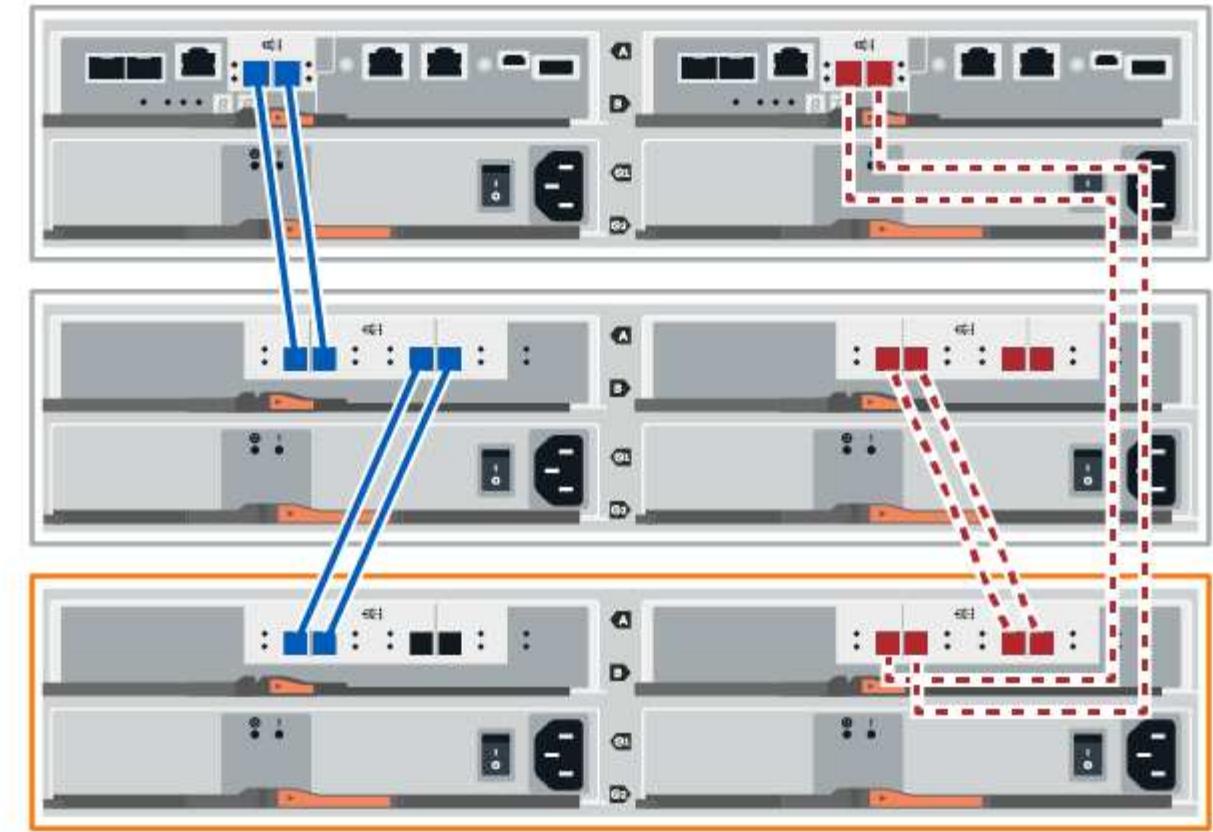
3. Scroll down, as necessary, to see all the drive shelves in the new storage system. If the new drive shelf is not displayed, resolve the connection issue.
4. Select the **ESMs/IOMs** icon for the new drive shelf.



The **Shelf Component Settings** dialog box appears.

5. Select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box.
6. Select **Show more options**, and verify the following:
  - IOM/ESM A is listed.
  - Current data rate is 12 Gbps for a SAS-3 drive shelf.
  - Card communications is OK.
7. Disconnect all expansion cables from controller B.
8. Connect the drive shelf to controller B.

The following figure shows an example connection between an additional drive shelf and controller B. To locate the ports on your model, see the [Hardware Universe](#).



9. If it is not already selected, select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box, and then select **Show more options**. Verify that Card communications is **YES**.



Optimal status indicates that the loss of redundancy error associated with the new drive shelf has been resolved and the storage system is stabilized.

#### Option 2: Connect the drive shelf for EF300 or EF600

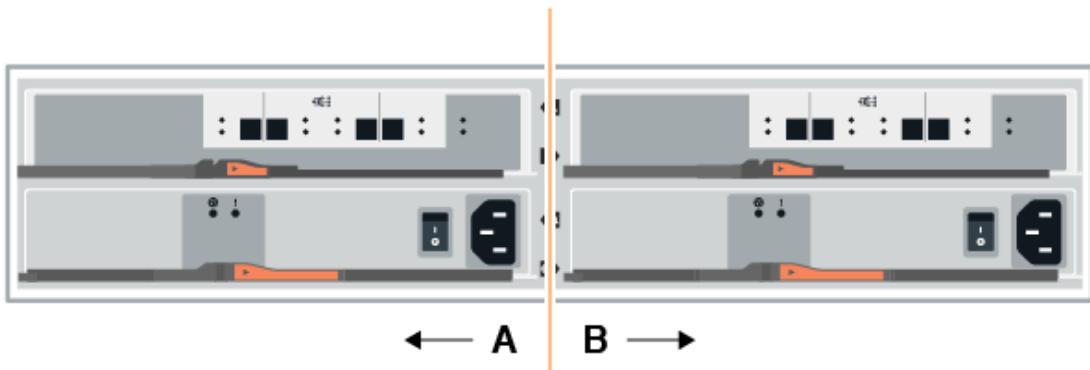
You connect the drive shelf to controller A, confirm IOM status, and then connect the drive shelf to controller B.

##### Before you begin

- You have updated your firmware to the latest version. To update your firmware, follow the instructions in the [Upgrading SANtricity OS](#).

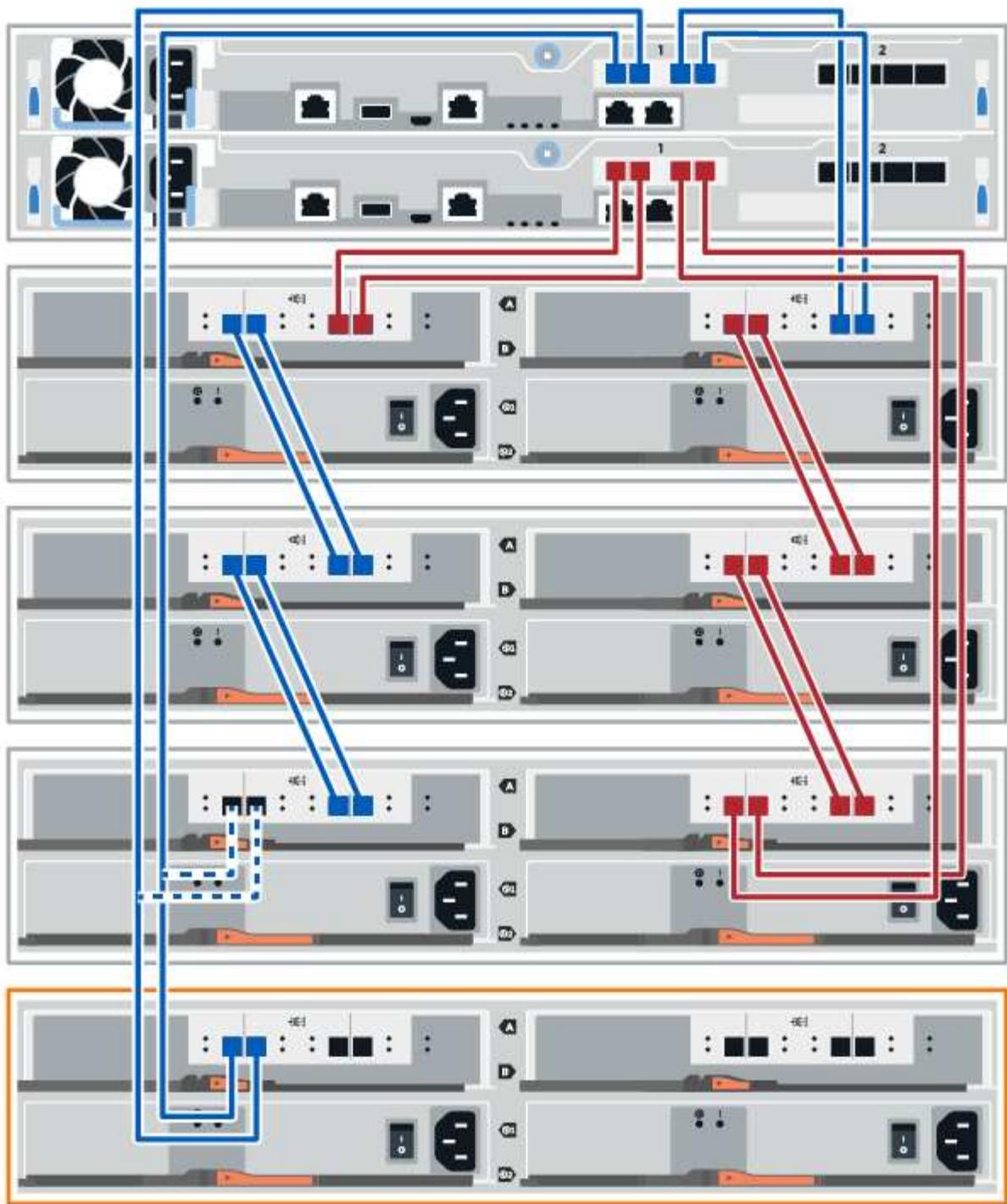
##### Steps

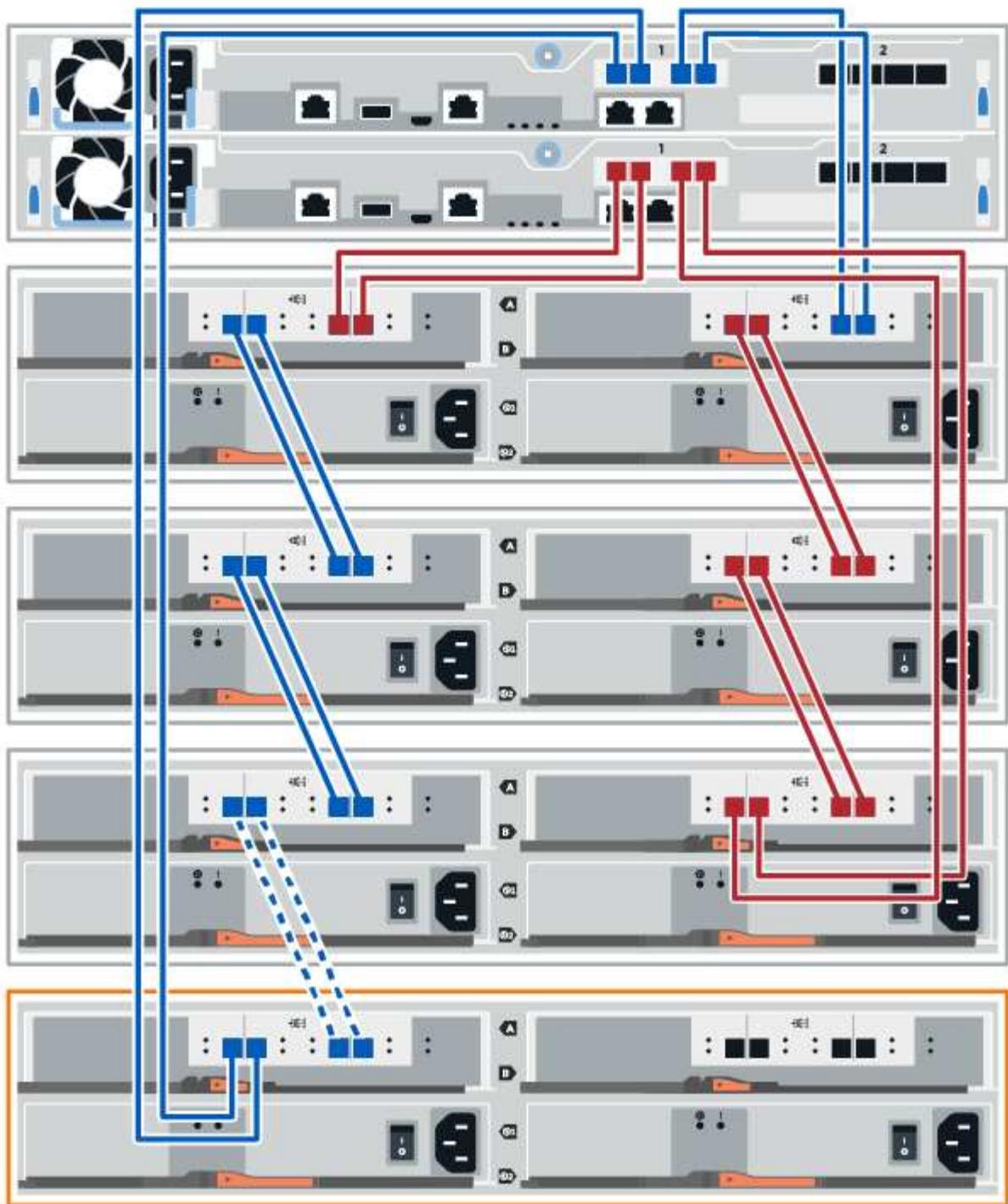
1. Disconnect both of the A-side controller cables from IOM12 ports one and two from previous last shelf in the stack and then connect them to the new shelf IOM12 ports one and two.



2. Connect the cables to A-side IOM12 ports three and four from the new shelf to previous last shelf IOM12 ports one and two.

The following figure shows an example connection for A side between an additional drive shelf and the previous last shelf. To locate the ports on your model, see the [Hardware Universe](#).





3. In SANtricity System Manager, click **Hardware**.



At this point in the procedure, you have only one active path to the controller shelf.

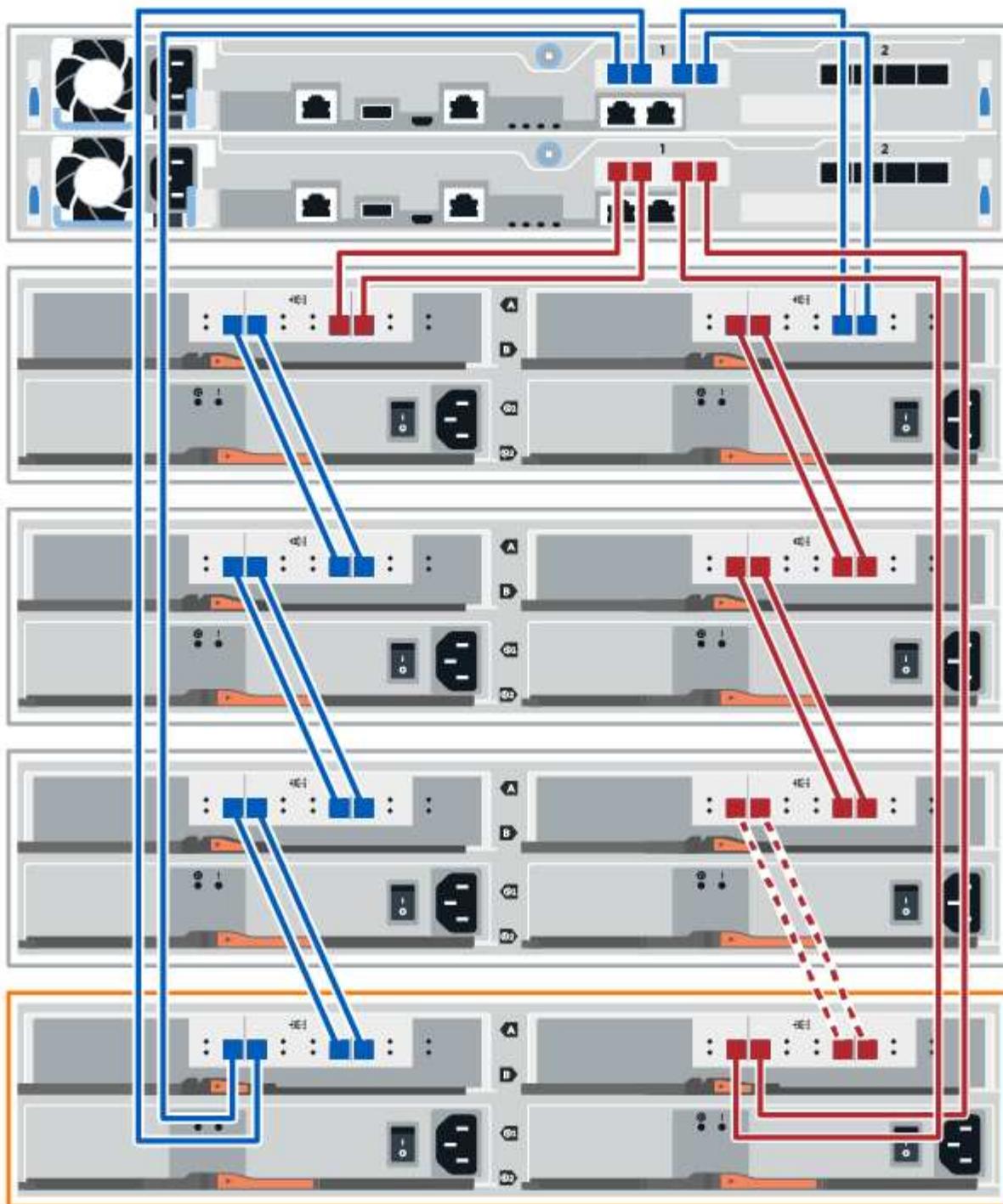
4. Scroll down, as necessary, to see all the drive shelves in the new storage system. If the new drive shelf is not displayed, resolve the connection issue.
5. Select the **ESMs/IOMs** icon for the new drive shelf.



The **Shelf Component Settings** dialog box appears.

6. Select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box.
7. Select **Show more options**, and verify the following:
  - IOM/ESM A is listed.
  - Current data rate is 12 Gbps for a SAS-3 drive shelf.
  - Card communications is OK.
8. Disconnect both the B-side controller cables from IOM12 ports one and two from the previous last shelf in the stack then connect them to the new shelf IOM12 ports one and two.
9. Connect the cables to B-side IOM12 ports three and four from the new shelf to the previous last shelf IOM12 ports one and two.

The following figure shows an example connection for B side between an additional drive shelf and the previous last shelf. To locate the ports on your model, see the [Hardware Universe](#).



10. If it is not already selected, select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box, and then select **Show more options**. Verify that Card communications is **YES**.



Optimal status indicates that the loss of redundancy error associated with the new drive shelf has been resolved and the storage system is stabilized.

#### Step 4: Complete hot add

You complete the hot add by checking for any errors and confirming that the newly added drive shelf uses the latest firmware.

##### Steps

1. In SANtricity System Manager, click **Home**.
2. If the link labeled **Recover from problems** appears at the center top of the page, click the link, and resolve any issues indicated in the Recovery Guru.
3. In SANtricity System Manager, click **Hardware**, and scroll down, as necessary, to see the newly added drive shelf.
4. For drives that were previously installed in a different storage system, add one drive at time to the newly installed drive shelf. Wait for each drive to be recognized before you insert the next drive.

When a drive is recognized by the storage system, the representation of the drive slot in the **Hardware** page displays as a blue rectangle.

5. Select **Support > Support Center > Support Resources** tab.
6. Click the **Software and Firmware Inventory** link, and check which versions of the IOM/ESM firmware and the drive firmware are installed on the new drive shelf.



You might need to scroll down the page to locate this link.

7. If necessary, upgrade the drive firmware.

IOM/ESM firmware automatically upgrades to the latest version unless you have disabled the upgrade feature.

The hot add procedure is complete. You can resume normal operations.

## Host interface cards

### Requirements for E2800 HIC replacement

Before you add, upgrade, or replace a host interface card (HIC) in an E2800, review the requirements and considerations.

### Procedure overview

The steps to replace a HIC depend on whether you have one or two controllers, as follows:

If your storage array has...	You must...
One controller (E2812 or E2824 simplex)	<ol style="list-style-type: none"> <li>1. Stop host I/O operations</li> <li>2. Power down the controller shelf</li> <li>3. Remove the controller canister</li> <li>4. Replace the battery</li> <li>5. Replace the controller canister</li> <li>6. Apply power to the controller shelf</li> </ol>
Two controllers (E2860, E2812 or E2824 duplex)	<ol style="list-style-type: none"> <li>1. Take the controller offline</li> <li>2. Remove the controller canister</li> <li>3. Replace the battery</li> <li>4. Replace the controller canister</li> <li>5. Bring the controller online</li> </ol>

#### Requirements for adding, upgrading, or replacing a HIC

If you plan to add, upgrade, or replace a host interface card (HIC), keep the following requirements in mind.

- You have scheduled a downtime maintenance window for this procedure. The power must be off when you install HICs, so you cannot access data on the storage array until you have successfully completed this procedure. (In a duplex configuration, this is because both controllers must have the same HIC configuration when they are powered on.)
- You have one or two HICs, based on whether you have one or two controllers in your storage array. The HICs must be compatible with your controllers.

If you have a duplex configuration (two controllers), the HICs installed in the two controller canisters must be identical. The presence of mismatched HICs causes the controller with the replacement HIC to lock down when you bring it online.

- You have all cables, transceivers, switches, and host bus adapters (HBAs) needed to connect the new host ports.

For information about compatible hardware, refer to the [NetApp Interoperability Matrix](#) or the [NetApp Hardware Universe](#).

- You have an ESD wristband, or you have taken other antistatic precautions.
- You have a #1 Phillips screwdriver.
- You have labels to identify each cable that is connected to the controller canister.
- You have a management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

#### Add E2800 host interface card (HIC)

You can add a host interface card (HIC) to E2800 controller canisters with baseboard host ports. This addition increases the number of host ports in your E2800 storage array

and provides additional host protocols.

## About this task

During this procedure, you must power off the storage array, install the HIC, and reapply power.

## Before you begin

- Review [Requirements for E2800 HIC replacement](#).
- Schedule a downtime maintenance window for this procedure. The power must be off when you install HICs, so you cannot access data on the storage array until you have successfully completed this procedure. (In a duplex configuration, this is because both controllers must have the same HIC configuration when they are powered on.)

## What you'll need

- One or two HICs, based on whether you have one or two controllers in your storage array. The HICs must be compatible with your controllers.
- An ESD wristband, or you have taken other antistatic precautions.
- A #1 Phillips screwdriver.
- Labels to identify each cable that is connected to the controller canister.
- Any required host hardware installed for the new host ports, such as switches or host bus adapters (HBAs).
- All cables, transceivers, switches, and host bus adapters (HBAs) needed to connect the new host ports.

For information about compatible hardware, refer to the [NetApp Interoperability Matrix](#) and the [NetApp Hardware Universe](#).

- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

## Step 1: Prepare to add HIC

Prepare to add the HIC by backing up the storage array's configuration database, collecting support data, and stopping host I/O operations. Then, you can power down the controller shelf.

### Steps

1. From the Home page of SANtricity System Manager, ensure that the storage array has Optimal status.

If the status is not Optimal, use the Recovery Guru or contact technical support to resolve the problem. Do not continue with this procedure.

2. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-**

## <arrayName>-<dateTime>.7z

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

### 3. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- Select **Support > Support Center > Diagnostics**.
- Select **Collect Support Data**.
- Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

### 4. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:

- Stop all processes that involve the LUNs mapped from the storage to the hosts.
- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



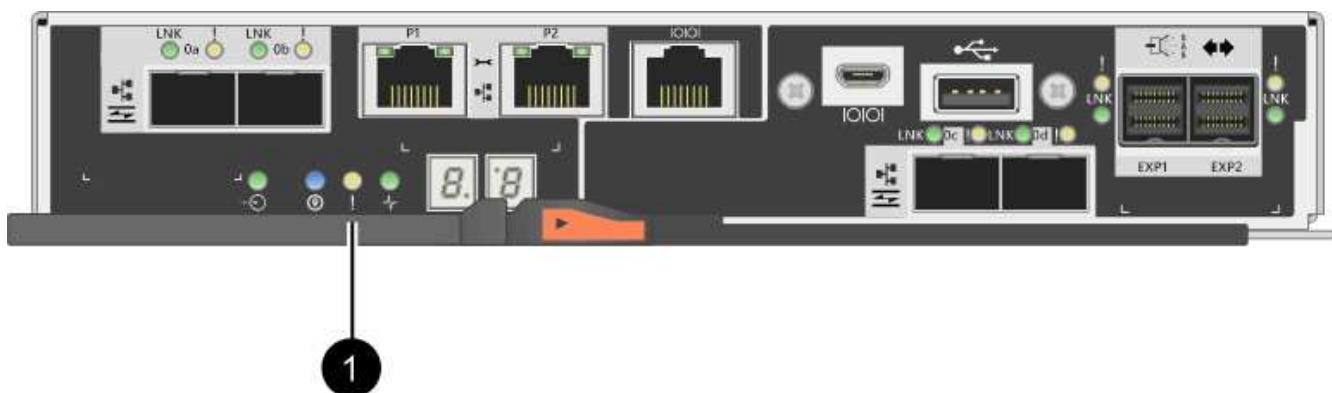
The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose access to the data because the storage is not accessible.

- If the storage array participates in a mirroring relationship, stop all host I/O operations on the secondary storage array.
- Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.



(1) Cache Active LED

7. From the Home page of SANtricity System Manager, select **View Operations in Progress**. Wait for all operations to complete before continuing with the next step.
8. Power down the controller shelf.
  - a. Turn off both power switches on the controller shelf.
  - b. Wait for all LEDs on the controller shelf to turn off.

### **Step 2: Remove controller canister**

Remove the controller canister so you can add the new host interface card.

#### **Steps**

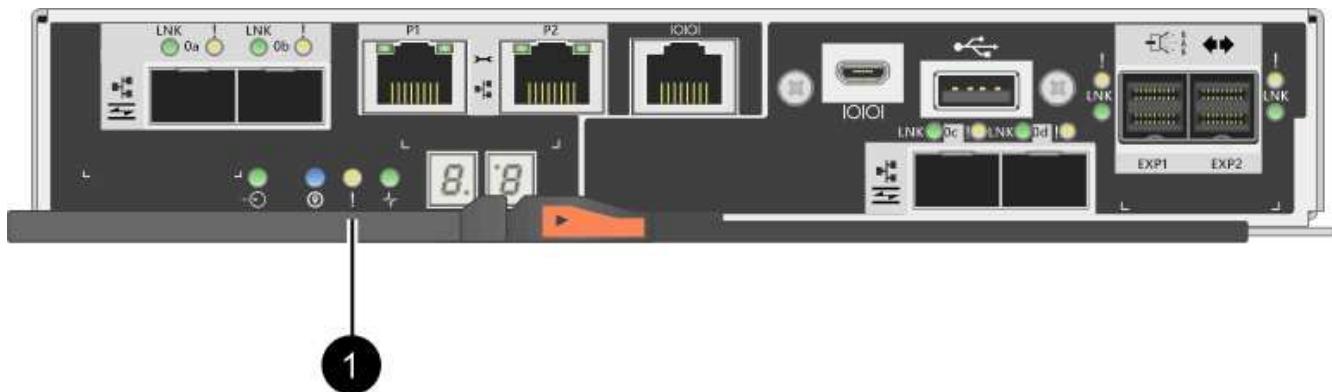
1. Label each cable that is attached to the controller canister.
2. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

3. Confirm that the Cache Active LED on the back of the controller is off.

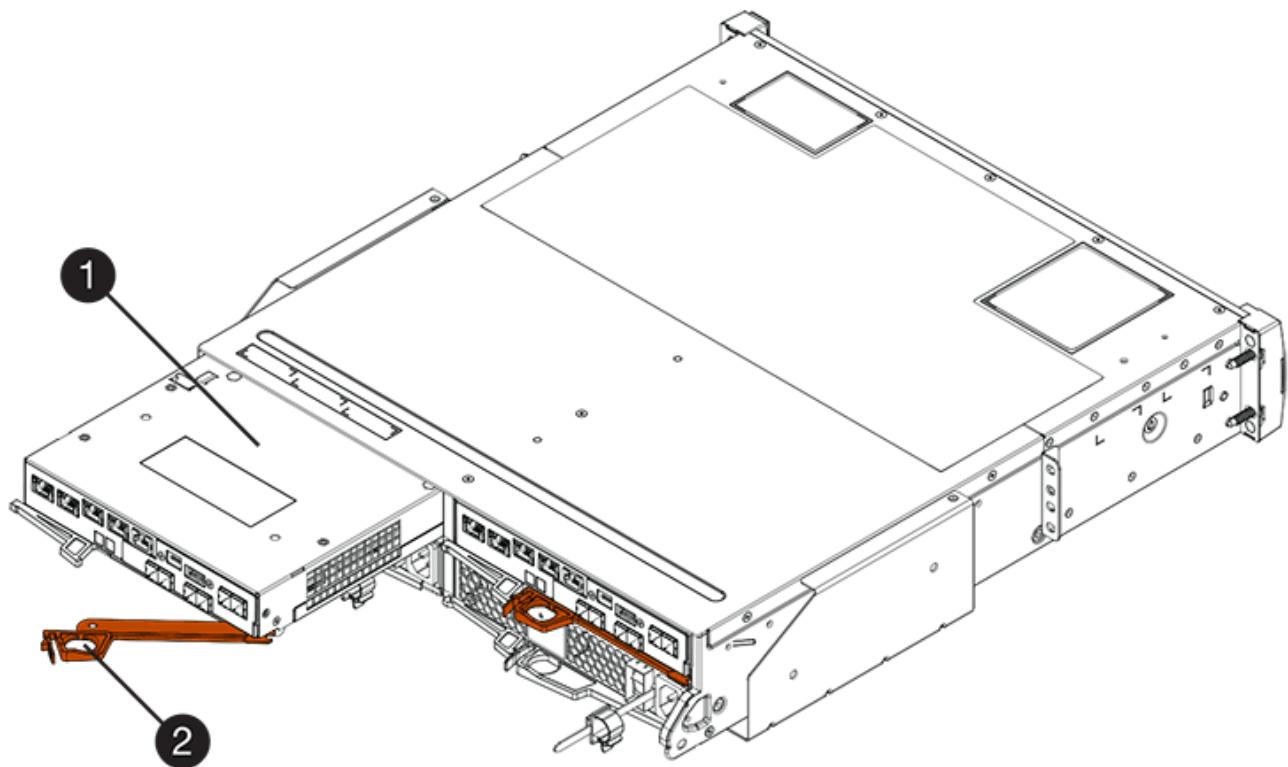
The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off before removing the controller canister.



**(1) Cache Active LED**

4. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

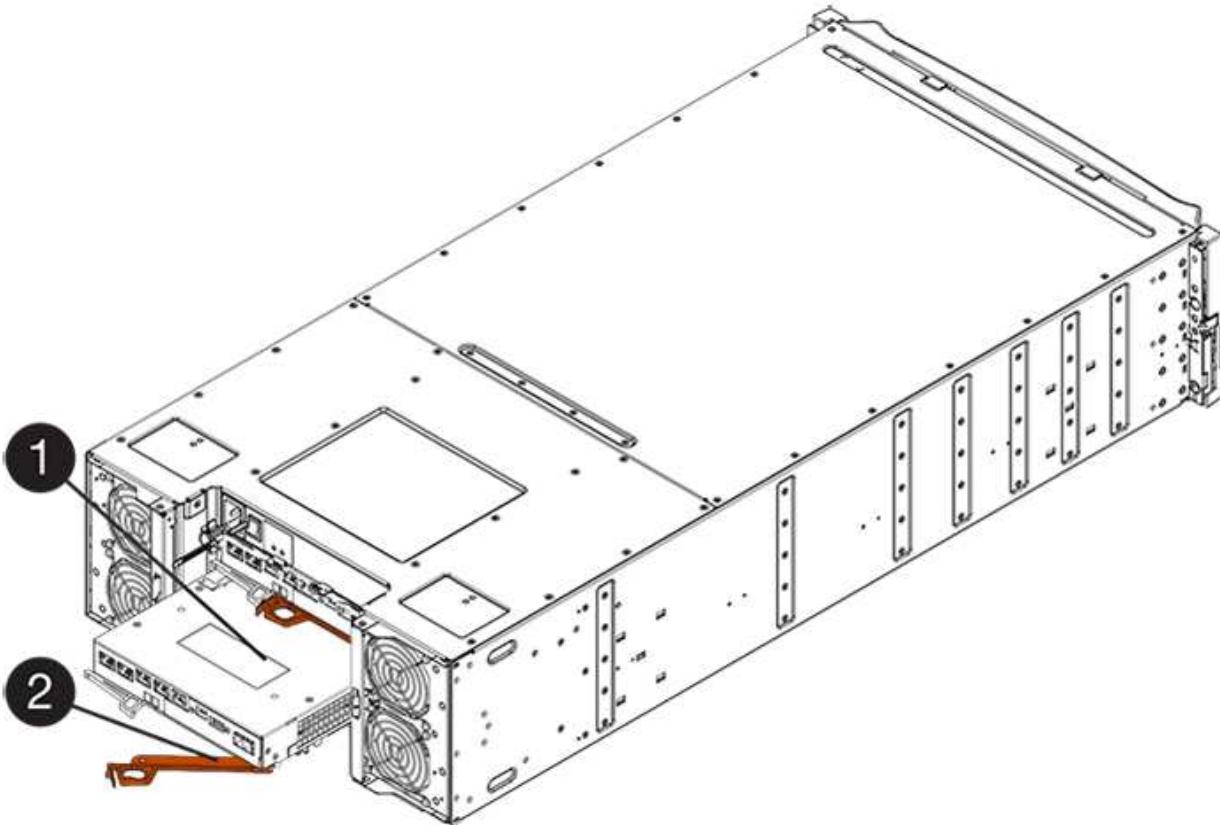
The following figure is an example of an E2812 controller shelf, E2824 controller shelf, or EF280 flash array:



(1) *Controller canister*

(2) *Cam handle*

The following figure is an example of an E2860 controller shelf:



(1) Controller canister

(2) Cam handle

5. Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E2812 controller shelf, E2824 controller shelf or EF280 flash array, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

6. Turn the controller canister over, so that the removable cover faces up.
7. Place the controller canister on a flat, static-free surface.

### Step 3: Install the HIC

Install the HIC to increase the number of host ports in your storage array.



**Possible loss of data access** — Never install a HIC in an E2800 controller canister if that HIC was designed for another E-Series controller. In addition, if you have a duplex configuration, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs will cause the controllers to lock down when you apply power.

### Steps

1. Unpack the new HIC and the new HIC faceplate.
2. Press the button on the cover of the controller canister, and slide the cover off.
3. Confirm that the green LED inside the controller (by the DIMMs) is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



**(1) Internal Cache Active**

**(2) Battery**

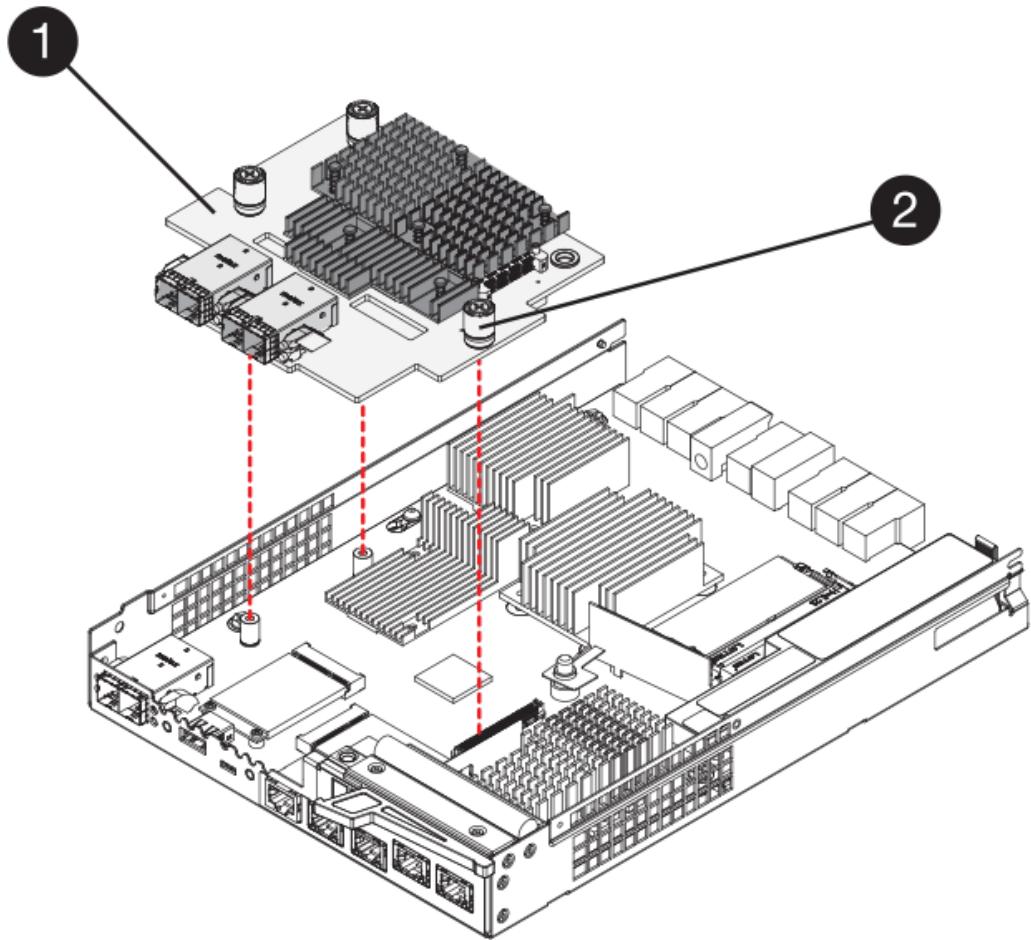
4. Using a #1 Phillips screwdriver, remove the four screws that attach the blank faceplate to the controller canister, and remove the faceplate.
5. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

6. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



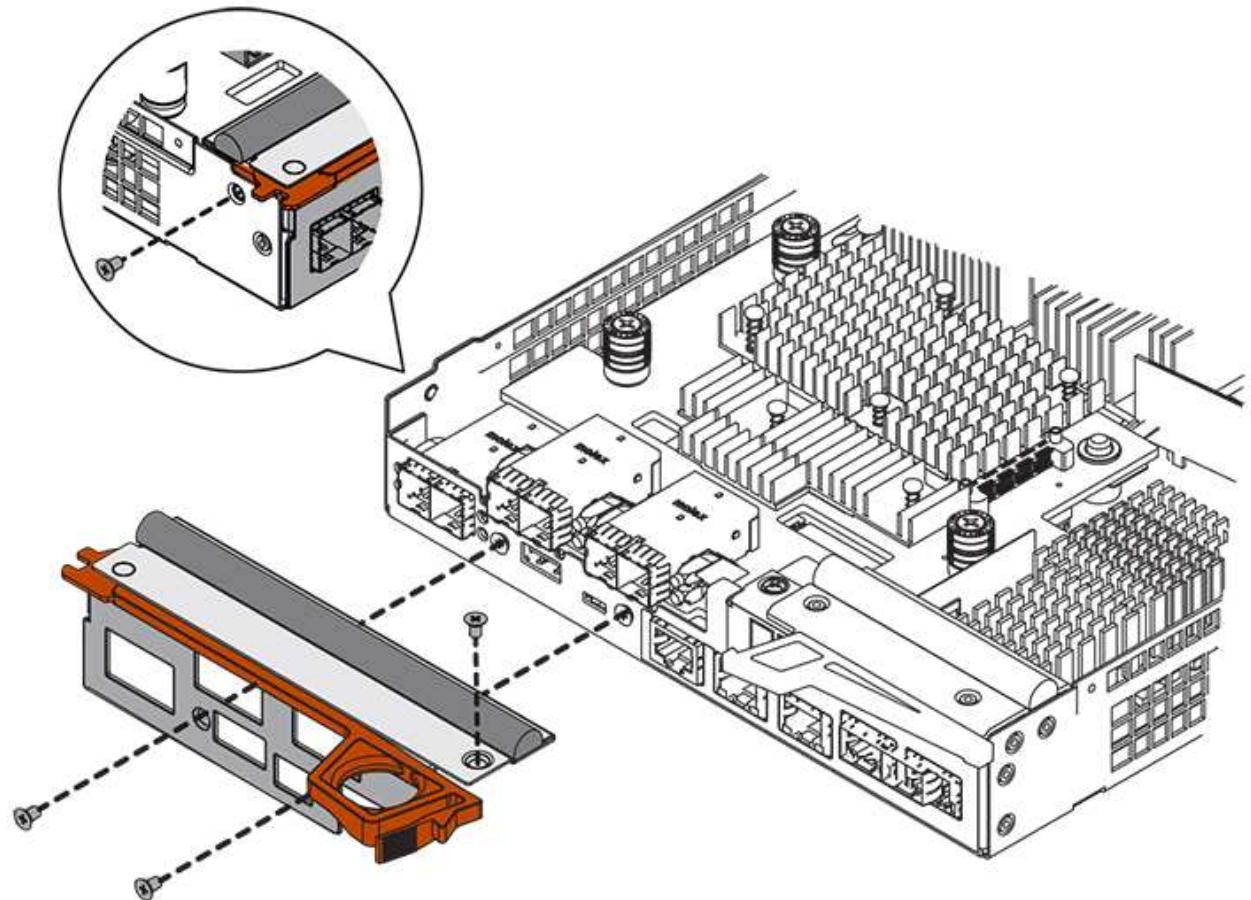
**(1)** Host interface card (HIC)

**(2)** Thumbscrews

7. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over tighten the screws.

8. Using a #1 Phillips screwdriver, attach the new HIC faceplate to the controller canister with the four screws you removed previously.



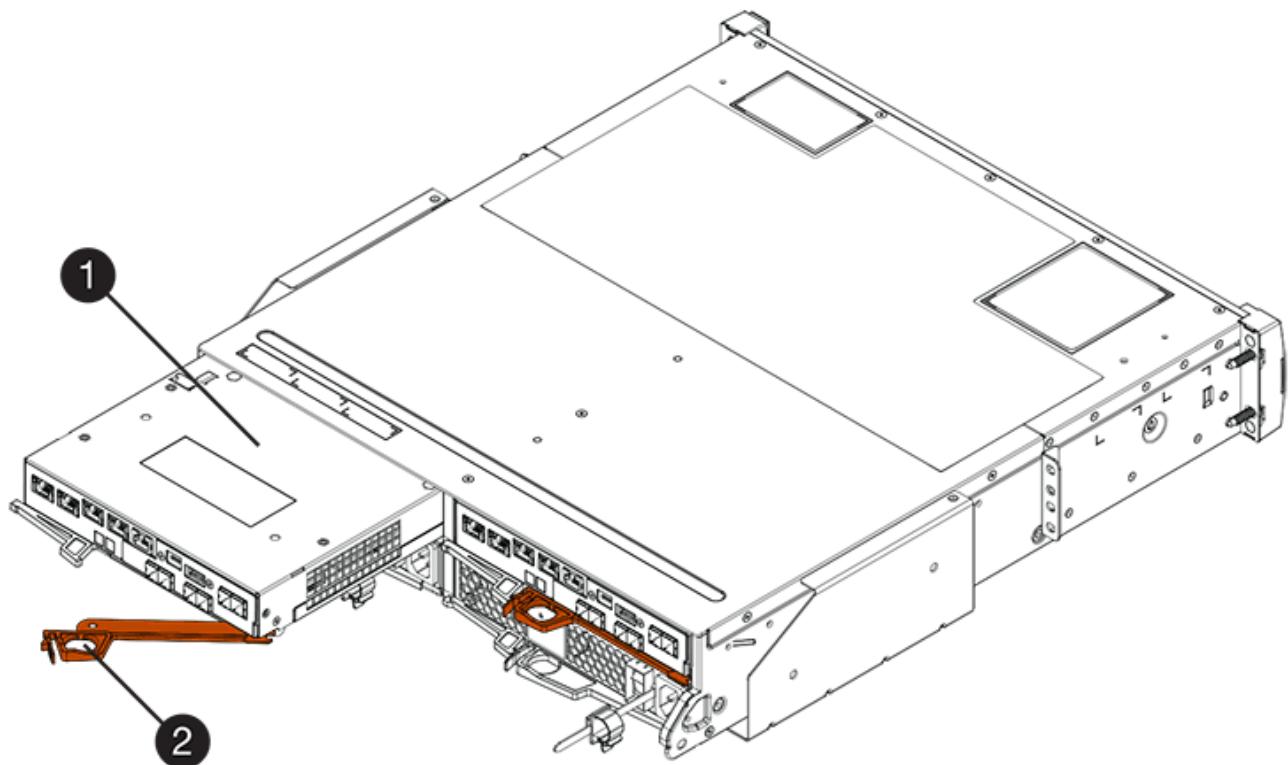
#### Step 4: Reinstall controller canister

Reinstall the controller canister into the controller shelf after installing the new HIC.

##### Steps

1. Turn the controller canister over, so that the removable cover faces down.
2. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.

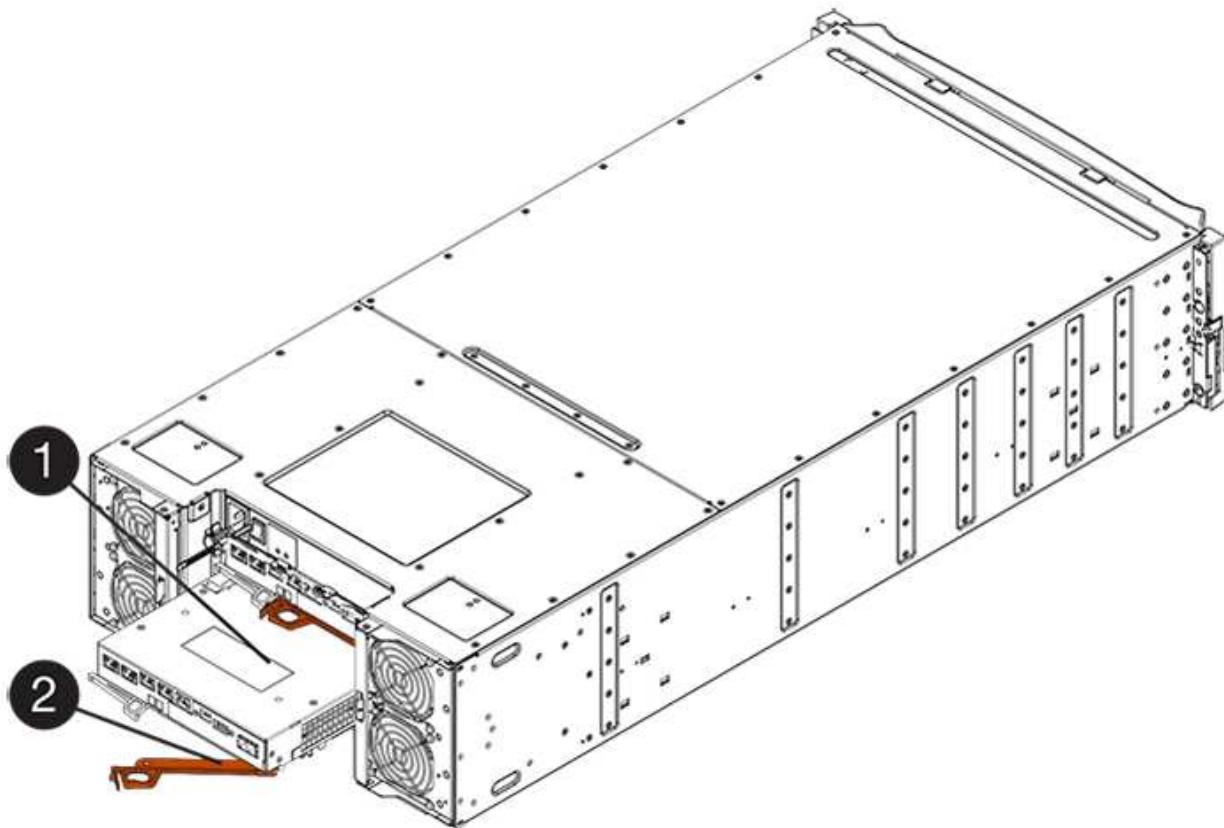
The following figure is an example of an E2824 controller shelf, or EF280 flash array:



(1) Controller canister

(2) Cam handle

The following figure is an example of an E2860 controller shelf:



(1) Controller canister

(2) Cam handle

3. Move the cam handle to the left to lock the controller canister in place.
4. Reconnect all the cables you removed.



Do not connect data cables to the new HIC ports at this time.

5. (Optional) If you are adding HICs to a duplex configuration, repeat all steps to remove the second controller canister, install the second HIC, and reinstall the second controller canister.

#### Step 5: Complete HIC addition

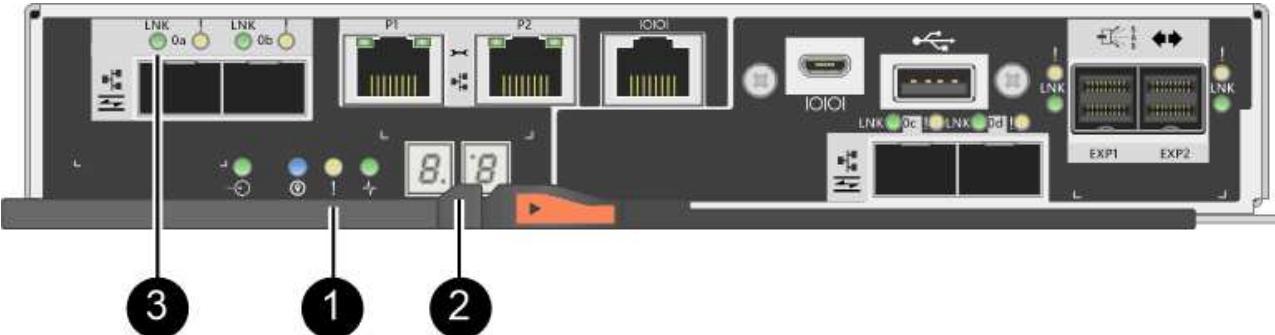
Check the controller LEDs and seven-segment display, and then confirm that the controller's status is Optimal.

#### Steps

1. Turn on the two power switches at the back of the controller shelf.
  - Do not turn off the power switches during the power-on process, which typically takes 90 seconds or less to complete.
  - The fans in each shelf are very loud when they first start up. The loud noise during start-up is normal.
2. As the controller boots, check the controller LEDs and seven-segment display.
  - The seven-segment display shows the repeating sequence **OS**, **Sd**, **blank** to indicate that the controller is performing Start-of-day (SOD) processing. After a controller has successfully booted up, its seven-segment display should show the tray ID.
  - The amber Attention LED on the controller turns on and then turns off, unless there is an error.
  - The green Host Link LEDs remain off until you connect the host cables.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.



(1) Attention LED (amber)

(2) Seven-segment display

(3) Host Link LEDs

3. From SANtricity System Manager, confirm that the controller's status is Optimal.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly

seated, and check that the HIC and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the HIC.



If you cannot resolve the problem, contact technical support.

4. If the new HIC ports require SFP+ transceivers, install these SFPs.
5. If you installed a HIC with SFP+ (optical) ports, confirm the new ports have the host protocol you expect.
  - a. From SANtricity System Manager, select **Hardware**.
  - b. If the graphic shows the drives, click **Show back of shelf**.
  - c. Select the graphic for either Controller A or Controller B.
  - d. Select **View settings** from the context menu.
  - e. Select the **Host Interfaces** tab.
  - f. Click **Show more settings**.
- g. Review the details shown for the HIC ports (the ports labelled **e0x** or **0x** in HIC Location **slot 1**) to determine if you are ready to connect the host ports to the data hosts:
  - *If the new HIC ports have the protocol you expect:* You are ready to connect the new HIC ports to the data hosts; go to the next step.
  - *If the new HIC ports do not have the protocol you expect:* You must apply a software feature pack before you can connect the new HIC ports to the data hosts. See [Change host protocol for E2800](#). Then, connect the host ports to the data hosts and resume operations.
6. Connect the cables from the controller's host ports to the data hosts.

If you need instructions for configuring and using a new host protocol, refer to the [Linux express configuration](#), [Windows express configuration](#), or [VMware express configuration](#).

## What's next?

The process of adding a host interface card to your storage array is complete. You can resume normal operations.

## Upgrade E2800 host interface card (HIC)

You can upgrade a host interface card (HIC) in an E2800 array to increase the number of host ports or to change host protocols.

### About this task

When you upgrade the HICs, you must power off the storage array, remove the existing HIC from each controller, install a new HIC, and reapply power.

### Before you begin

- Review [Requirements for E2800 HIC replacement](#).
- Schedule a downtime maintenance window for this procedure. The power must be off when you install HICs, so you cannot access data on the storage array until you have successfully completed this procedure. (In a duplex configuration, this is because both controllers must have the same HIC configuration when they are powered on.)

### What you'll need

- One or two HICs, based on whether you have one or two controllers in your storage array. The HICs must

be compatible with your controllers.

- Labels to identify each cable that is connected to the controller canister.
- An ESD wristband, or you have taken other antistatic precautions.
- A #1 Phillips screwdriver.
- Any new host hardware installed for the new host ports, such as switches or host bus adapters (HBAs).
- All cables, transceivers, switches, and host bus adapters (HBAs) needed to connect the new host ports.

For information about compatible hardware, refer to the [NetApp Interoperability Matrix](#) or the [NetApp Hardware Universe](#).

- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

#### **Step 1: Prepare to upgrade host interface cards**

Prepare to upgrade host interface cards (HICs) by backing up the storage array's configuration database, collecting support data, and stopping host I/O operations. Then, you can power down the controller shelf.

#### **Steps**

1. From the Home page of SANtricity System Manager, ensure that the storage array has Optimal status.

If the status is not Optimal, use the Recovery Guru or contact technical support to resolve the problem. Do not continue with this procedure.

2. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

3. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.

c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

4. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:

- Stop all processes that involve the LUNs mapped from the storage to the hosts.
- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



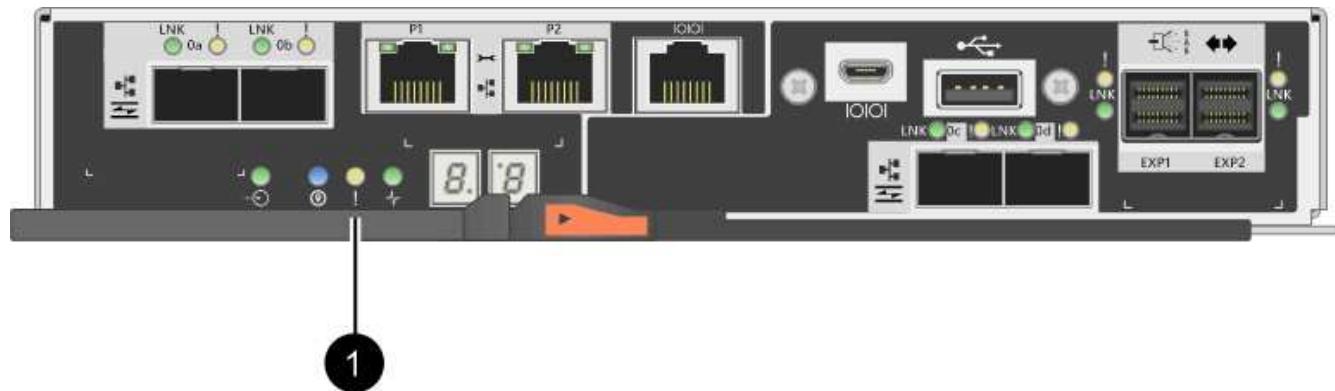
The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose access to the data because the storage is not accessible.

5. If the storage array participates in a mirroring relationship, stop all host I/O operations on the secondary storage array.
6. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.



**(1) Cache Active LED**

7. From the Home page of SANtricity System Manager, select **View Operations in Progress**. Wait for all operations to complete before continuing with the next step.
8. Power down the controller shelf.
- a. Turn off both power switches on the controller shelf.
  - b. Wait for all LEDs on the controller shelf to turn off.

#### Step 2: Remove controller canister

You remove the controller canister so you can upgrade the new host interface card (HIC). When you remove a controller canister, you must disconnect all cables. Then, you can slide the controller canister out of the controller shelf.

## Steps

1. Label each cable that is attached to the controller canister.
2. Disconnect all the cables from the controller canister.



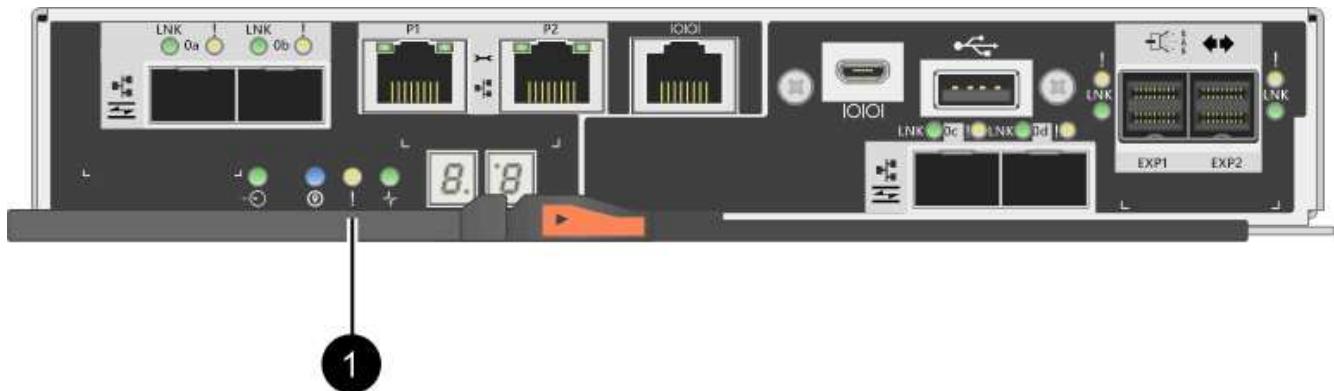
To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

3. If the HIC ports use SFP+ transceivers, remove them.

Depending on what type of HIC you are upgrading to, you might be able to reuse these SFPs.

4. Confirm that the Cache Active LED on the back of the controller is off.

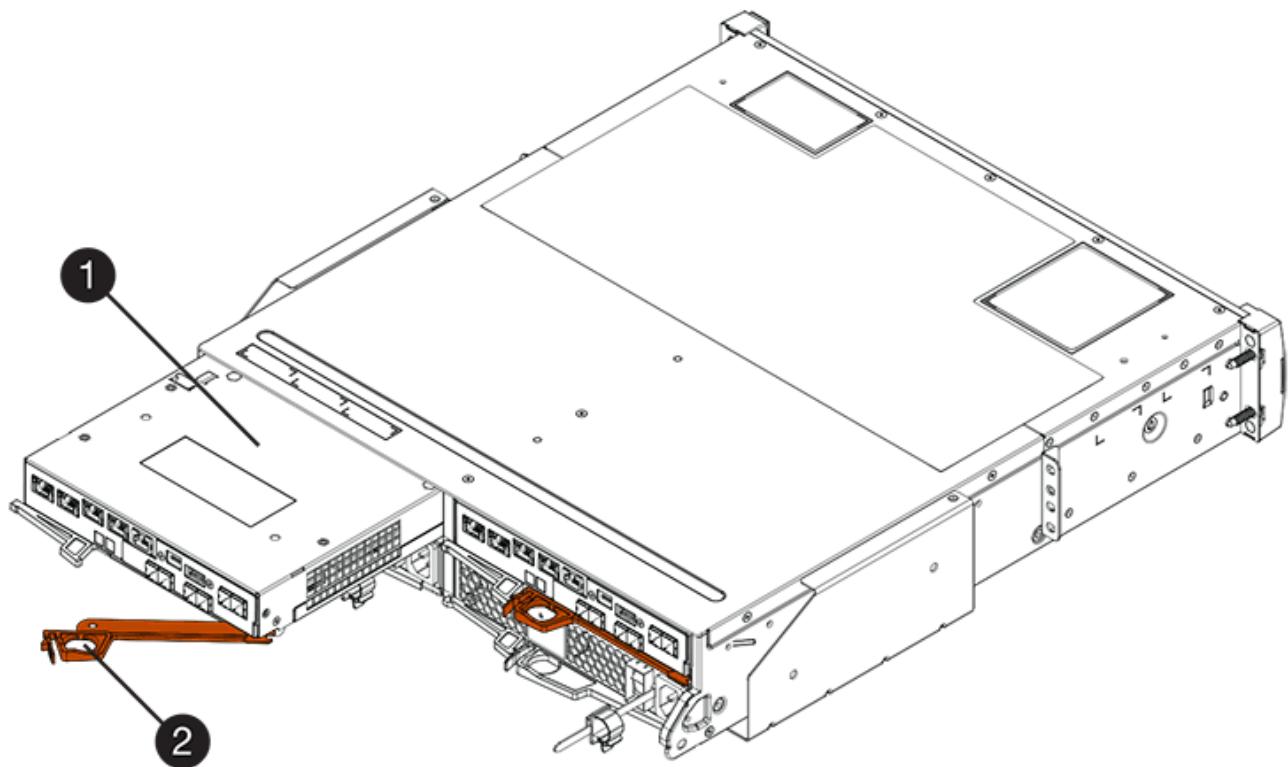
The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off before removing the controller canister.



**(1) Cache Active LED**

5. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

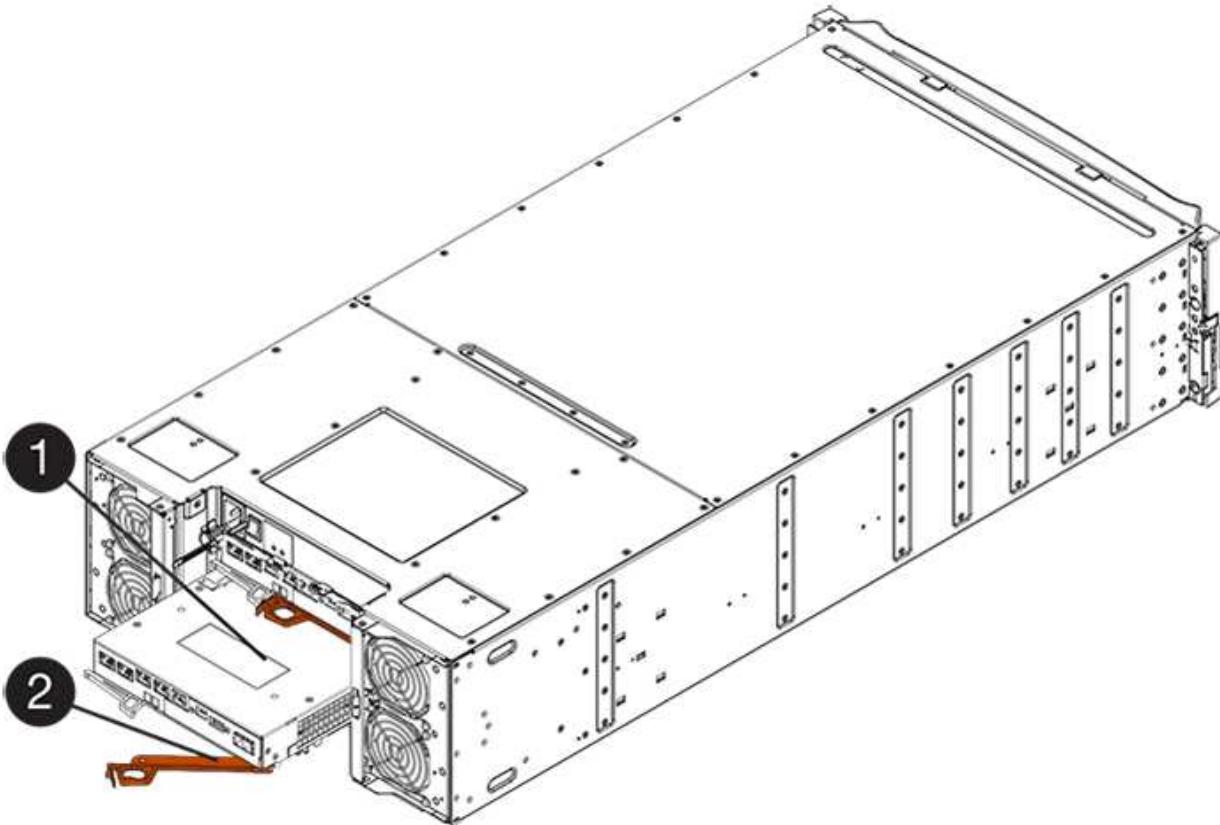
The following figure is an example of an E2812 controller shelf, E2824 controller shelf, or EF280 flash array:



(1) *Controller canister*

(2) *Cam handle*

The following figure is an example of an E2860 controller shelf:



(1) Controller canister

(2) Cam handle

6. Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E2812 controller shelf, E2824 controller shelf or EF280 flash array, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

7. Turn the controller canister over, so that the removable cover faces up.
8. Place the controller canister on a flat, static-free surface.

### Step 3: Remove a host interface card

Remove the original host interface card (HIC) so you can replace it with an upgraded one.

#### Steps

1. Remove the controller canister's cover by pressing down on the button and sliding the cover off.
2. Confirm that the green LED inside the controller (between the battery and the DIMMs) is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.

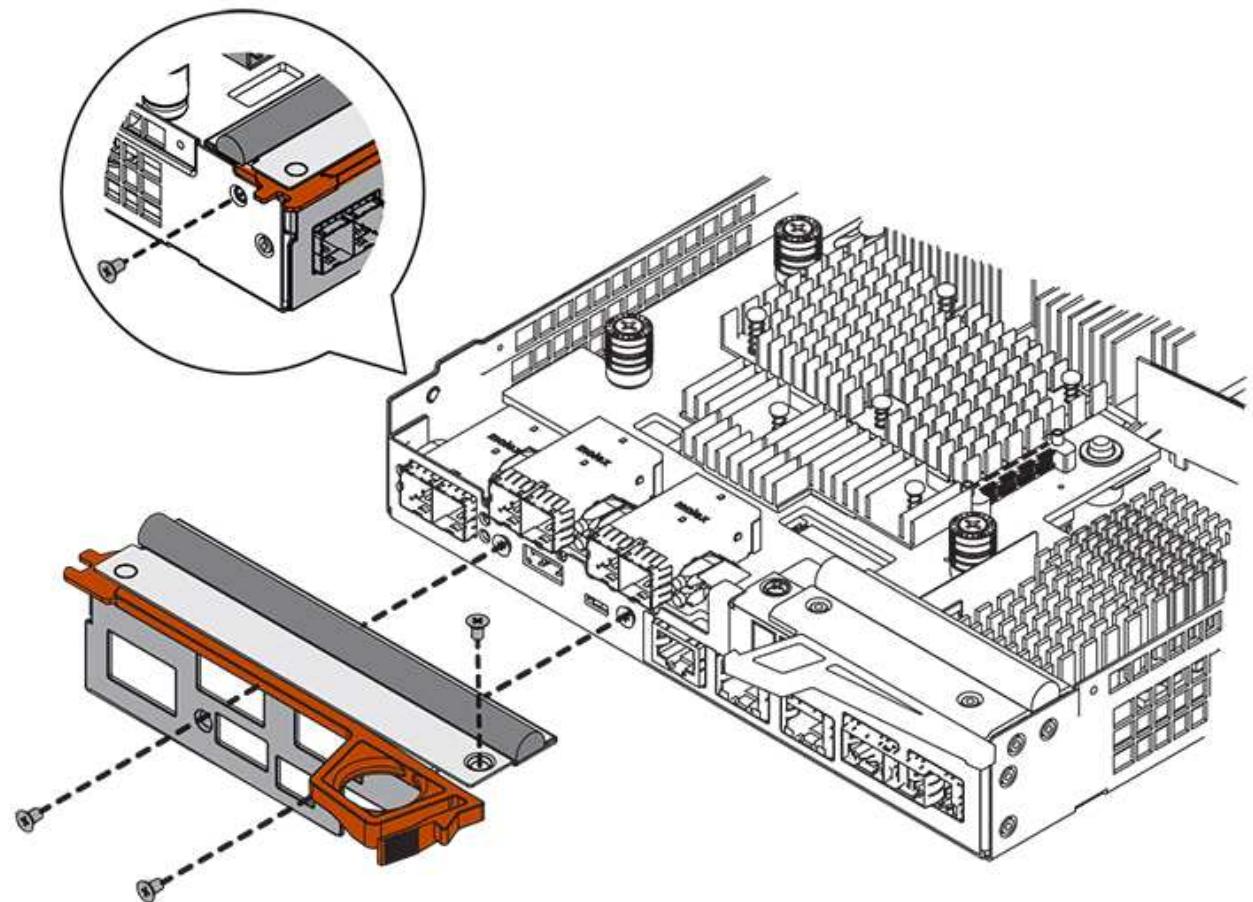


**(1) Internal Cache Active**

**(2) Battery**

- Using a #1 Phillips screwdriver, remove the screws that attach the HIC faceplate to the controller canister.

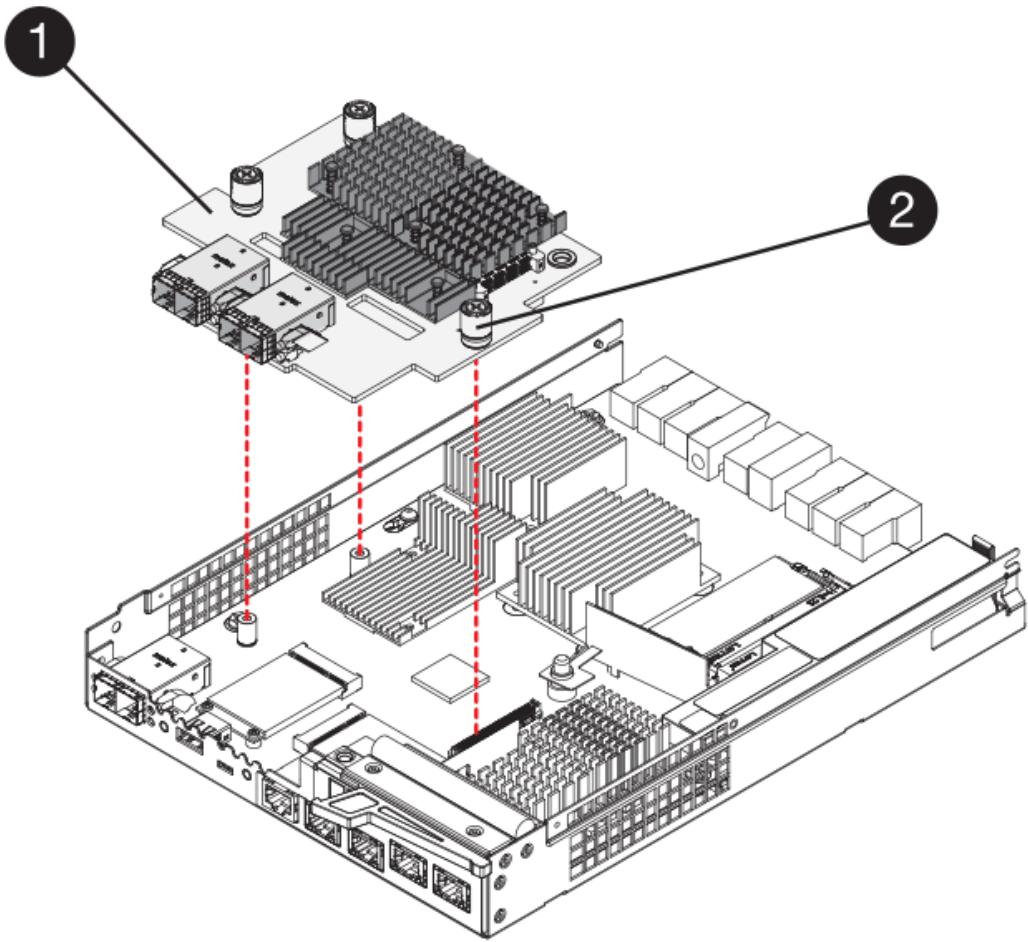
There are four screws: one on the top, one on the side, and two on the front.



4. Remove the HIC faceplate.
5. Using your fingers or a Phillips screwdriver, loosen the three thumbscrews that secure the HIC to the controller card.
6. Carefully detach the HIC from the controller card by lifting the card up and sliding it back.



Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



(1) Host interface card (HIC)

(2) Thumbscrews

7. Place the HIC on a static-free surface.

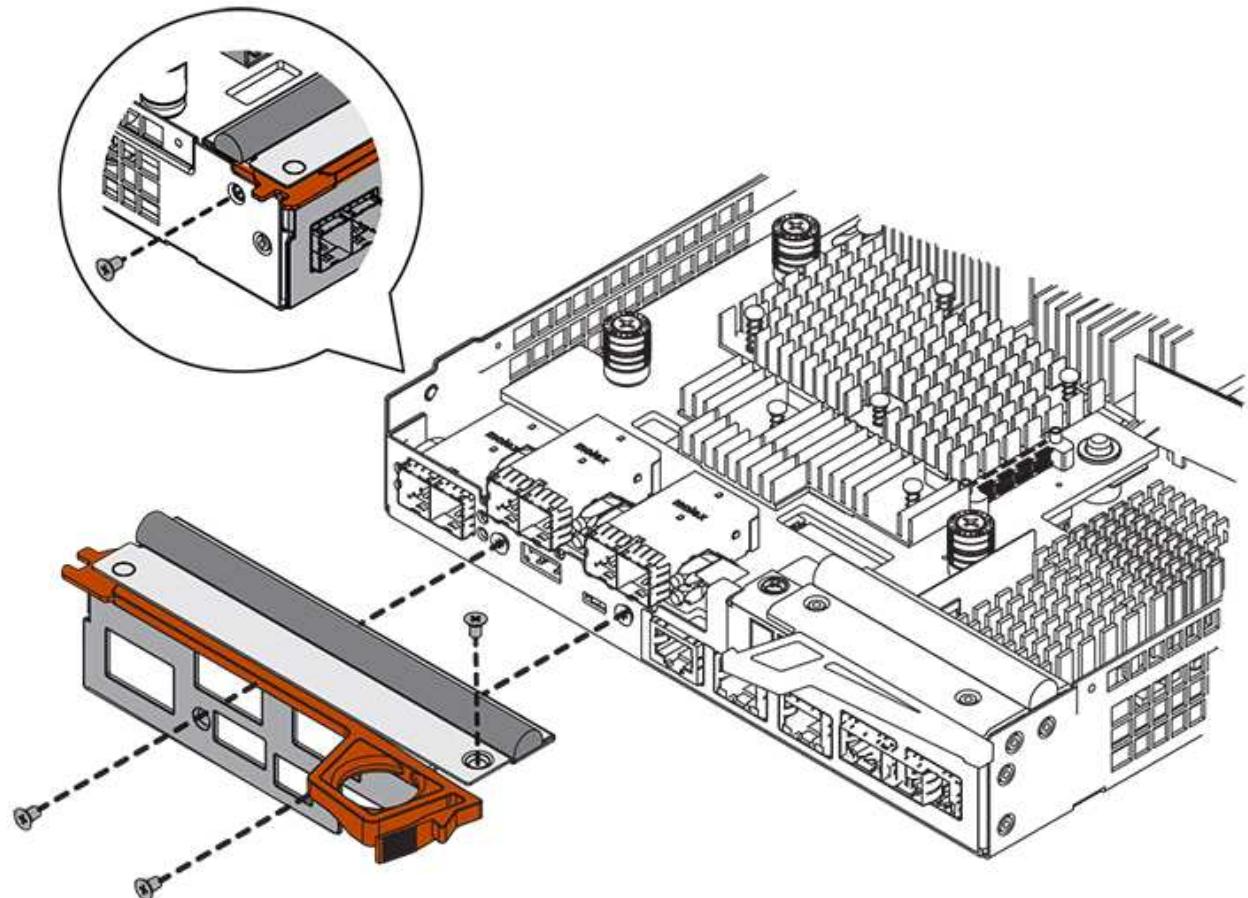
#### Step 4: Install host interface card

Install the new host interface card (HIC) to increase the number of host ports in your storage array.

**Possible loss of data access** — Never install a HIC in an E2800 controller canister if that HIC was designed for another E-Series controller. In addition, if you have a duplex configuration, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs will cause the controllers to lock down when you apply power.

#### Steps

1. Unpack the new HIC and the new HIC faceplate.
2. Using a #1 Phillips screwdriver, remove the four screws that attach the HIC faceplate to the controller canister, and remove the faceplate.



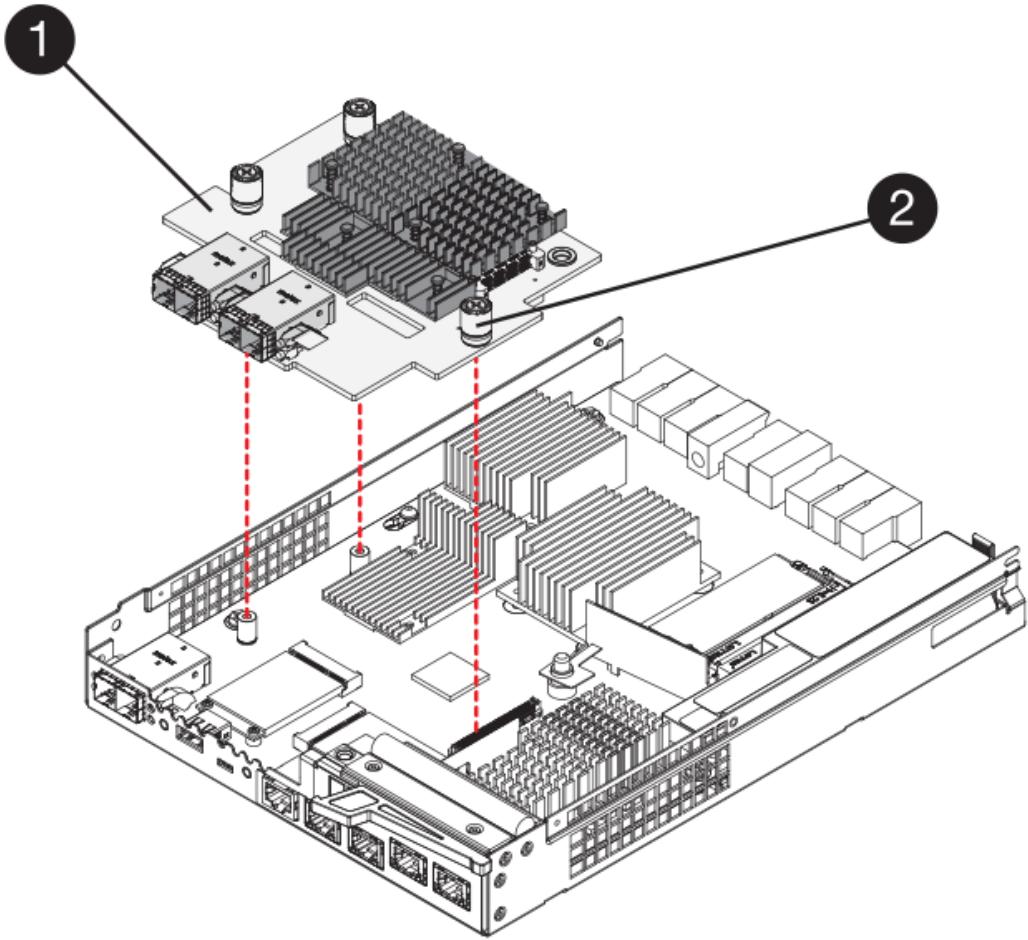
3. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

4. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



**(1)** Host interface card

**(2)** Thumbscrews

5. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over-tighten the screws.

6. Using a #1 Phillips screwdriver, attach the new HIC faceplate to the controller canister with the four screws you removed previously.

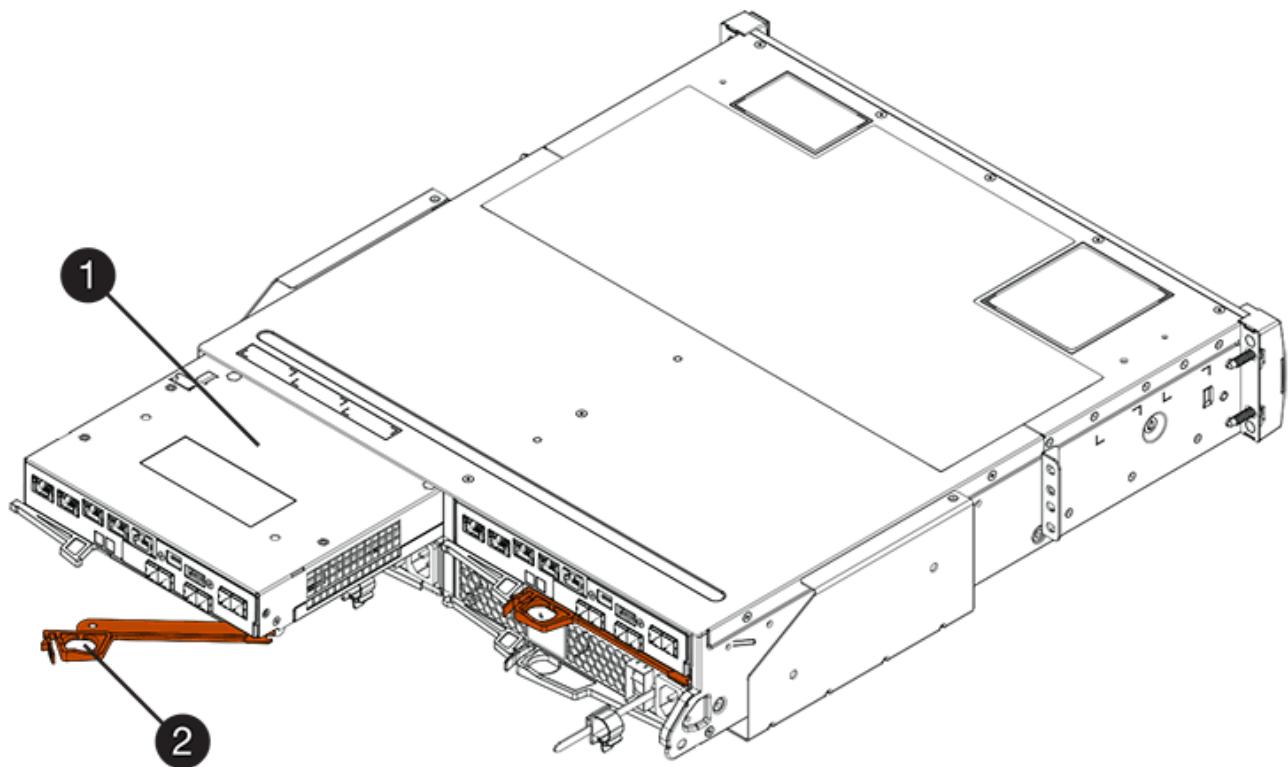
#### **Step 5: Reinstall controller canister**

Reinstall the controller canister into the controller shelf after installing the new host interface card (HIC).

#### **Steps**

1. Reinstall the cover on the controller canister by sliding the cover from back to front until the button clicks.
2. Turn the controller canister over, so that the removable cover faces down.
3. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.

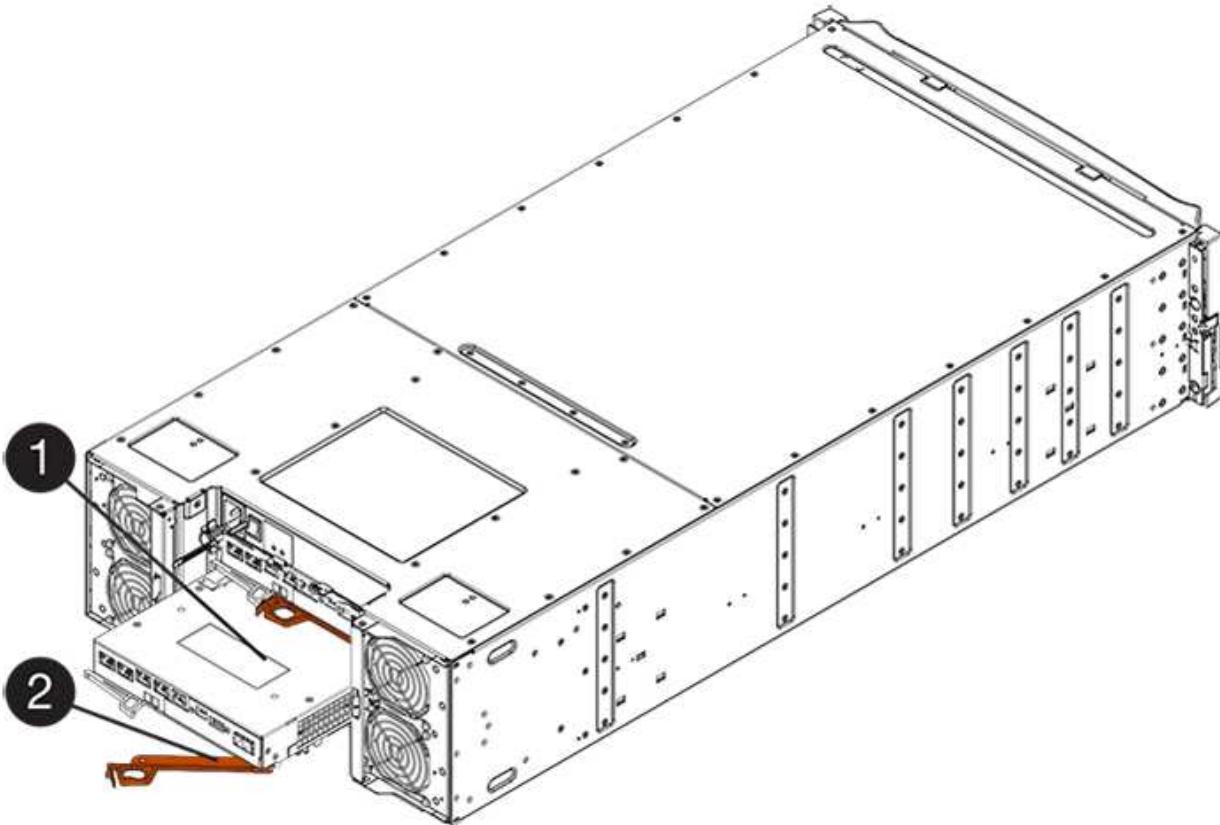
The following figure is an example of an E2824 controller shelf or EF280 flash array:



**(1) Controller canister**

**(2) Cam handle**

The following figure is an example of an E2860 controller shelf:



(1) Controller canister

(2) Cam handle

4. Move the cam handle to the left to lock the controller canister in place.
5. Reconnect all the cables you removed.



Do not connect data cables to the new HIC ports at this time.

6. (Optional) If you are upgrading HICs in a duplex configuration, repeat all steps to remove the other controller canister, remove the HIC, install the new HIC, and replace the second controller canister.

#### Step 6: Complete host interface card upgrade

Complete the process of upgrading a host interface card by checking the controller LEDs and seven-segment display and confirming that the controller's status is Optimal.

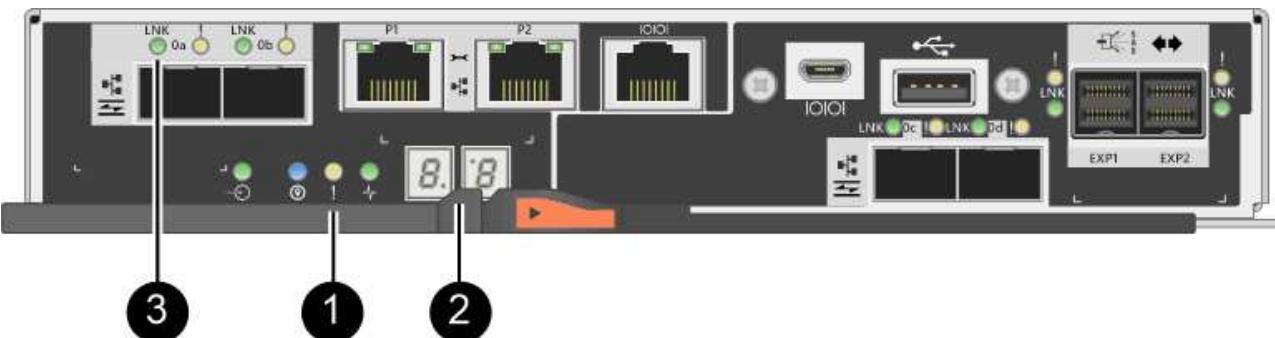
#### Steps

1. Turn on the two power switches at the back of the controller shelf.
  - Do not turn off the power switches during the power-on process, which typically takes 90 seconds or less to complete.
  - The fans in each shelf are very loud when they first start up. The loud noise during start-up is normal.
2. As the controller boots, check the controller LEDs and seven-segment display.
  - The seven-segment display shows the repeating sequence **OS, Sd, blank** to indicate that the controller is performing Start-of-day (SOD) processing. After a controller has successfully booted up, its seven-segment display should show the tray ID.

- The amber Attention LED on the controller turns on and then turns off, unless there is an error.
- The green Host Link LEDs remain off until you connect the host cables.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.



(1) *Attention LED (amber)*

(2) *Seven-segment display*

(3) *Host Link LEDs*

### 3. From SANtricity System Manager, confirm that the controller's status is Optimal.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the HIC and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the HIC.



If you cannot resolve the problem, contact technical support.

### 4. If the new HIC ports require SFP+ transceivers, install these SFPs.

### 5. Connect the cables from the controller's host ports to the data hosts.

#### **What's next?**

The process of upgrading a host interface card in your storage array is complete. You can resume normal operations.

### **Replace E2800 host interface card (HIC)**

You can replace a host interface card (HIC) that has failed.

#### **About this task**

When you replace a HIC, you place the controller offline, remove the controller canister, install the new HIC, replace the controller canister, and then bring the controller online.

#### **Before you begin**

- Review [Requirements for E2800 HIC replacement](#).
- You must schedule a downtime maintenance window for this procedure. The power must be off when you install HICs, so you cannot access data on the storage array until you have successfully completed this procedure. (In a duplex configuration, this is because both controllers must have the same HIC configuration when they are powered on.)

- Make sure that no volumes are in use or that you have a multipath driver installed on all hosts using these volumes.

## What you'll need

- One or two HICs, based on whether you have one or two controllers in your storage array. The HICs must be compatible with your controllers. If two controllers are present, each controller must have identical HICs.
- Labels to identify each cable that is connected to the controller canister.
- An ESD wristband, or you have taken other antistatic precautions.
- A #1 Phillips screwdriver.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Place controller offline

The steps to place a controller offline depend on whether you have one controller (simplex) or two controllers (duplex). Go to the appropriate instructions for:

- [Duplex: Place controller offline](#)
- [Simplex: Power down the controller shelf](#)

### Duplex: Place controller offline

If you have a duplex configuration, follow this step to place the controller offline so you can safely remove the failed HIC.



Perform this task only if your storage array has two controllers (duplex configuration).

#### Steps

1. From the Details area of the Recovery Guru, determine which of the controller canisters has the failed HIC.
2. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

3. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

4. If the controller is not already offline, take it offline now using SANtricity System Manager.
  - From SANtricity System Manager:
    - a. Select **Hardware**.
    - b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.
    - c. Select the controller that you want to place offline.
    - d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.
  - Alternatively, you can take the controllers offline by using the following CLI commands:  
**For controller A:** set controller [a] availability=offline  
**For controller B:** set controller [b] availability=offline



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

5. Wait for SANtricity System Manager to update the controller's status to offline.



Do not begin any other operations until after the status has been updated.

### Simplex: Power down the controller shelf

If you have a simplex configuration, power down the controller shelf so you can safely remove the failed HIC.



Perform this task only if your storage array has one controller (simplex configuration).

### Steps

1. From SANtricity System Manager, review the details in the Recovery Guru to confirm that you have a failed HIC and to ensure no other items must be addressed before you can remove and replace the HIC.
2. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.

b. Select **Collect Configuration Data**.

c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

### 3. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

a. Select **Support > Support Center > Diagnostics**.

b. Select **Collect Support Data**.

c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

### 4. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:

- Stop all processes that involve the LUNs mapped from the storage to the hosts.
- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, you might lose data.

### 5. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.

### 6. From the home page of SANtricity System Manager, select **View Operations in Progress**.

7. Confirm that all operations have completed before continuing with the next step.

8. Turn off both power switches on the controller shelf.

9. Wait for all LEDs on the controller shelf to turn off.

## Step 2: Remove controller canister

Remove the controller canister so you can add the new host interface card (HIC).

### Steps

1. Label each cable that is attached to the controller canister.

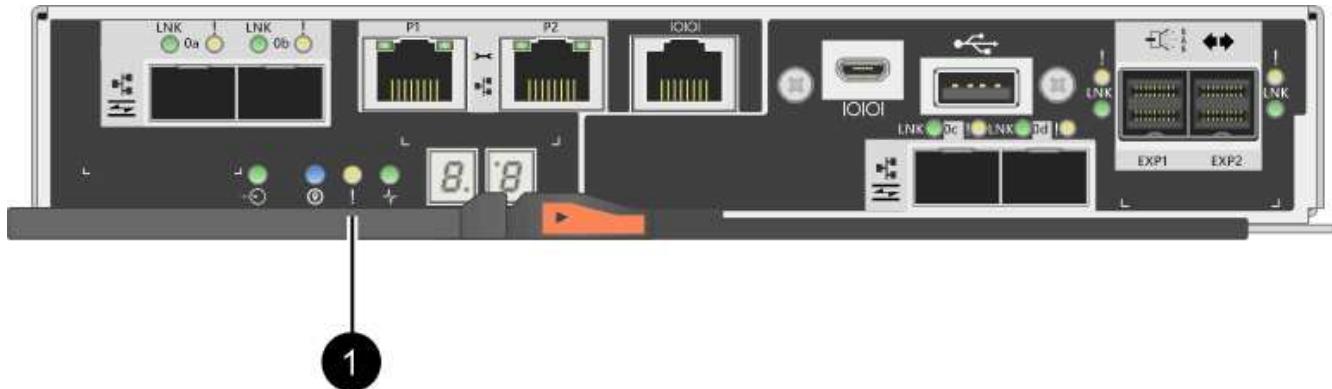
2. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

3. Confirm that the Cache Active LED on the back of the controller is off.

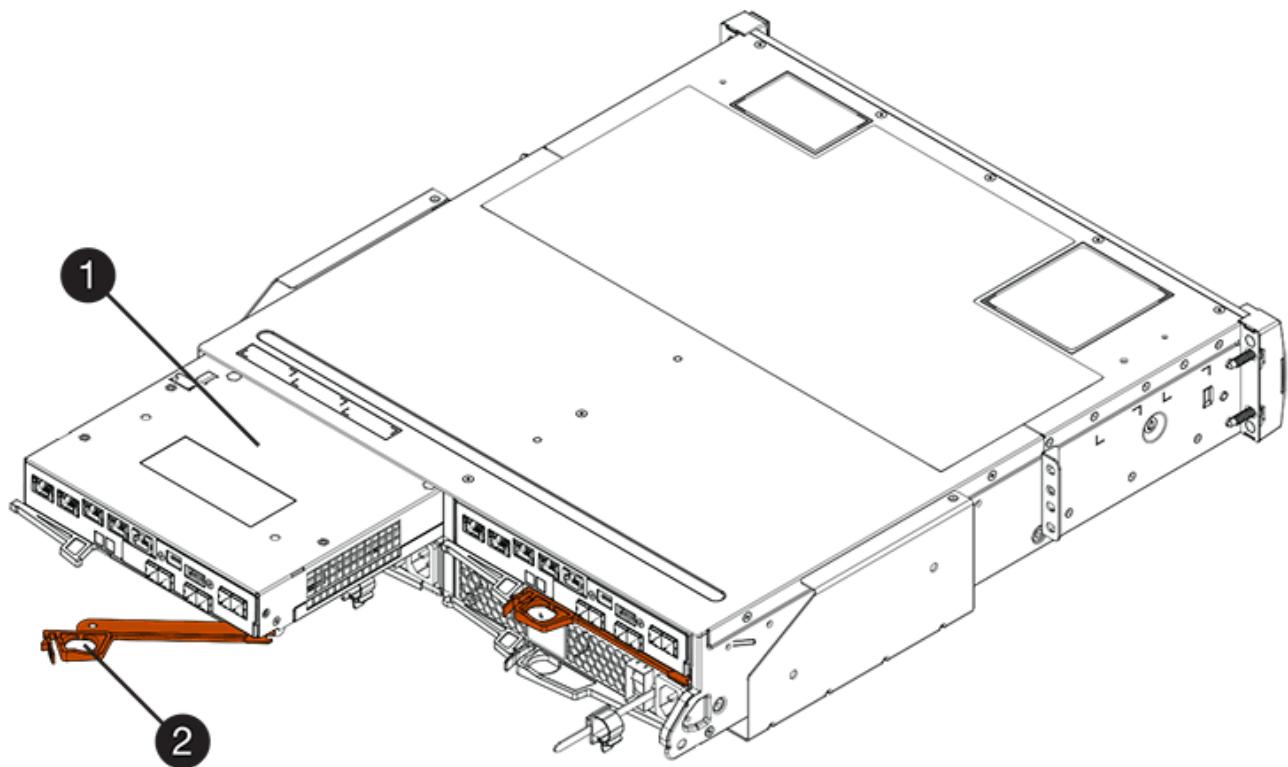
The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off before removing the controller canister.



**(1) Cache Active LED**

4. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

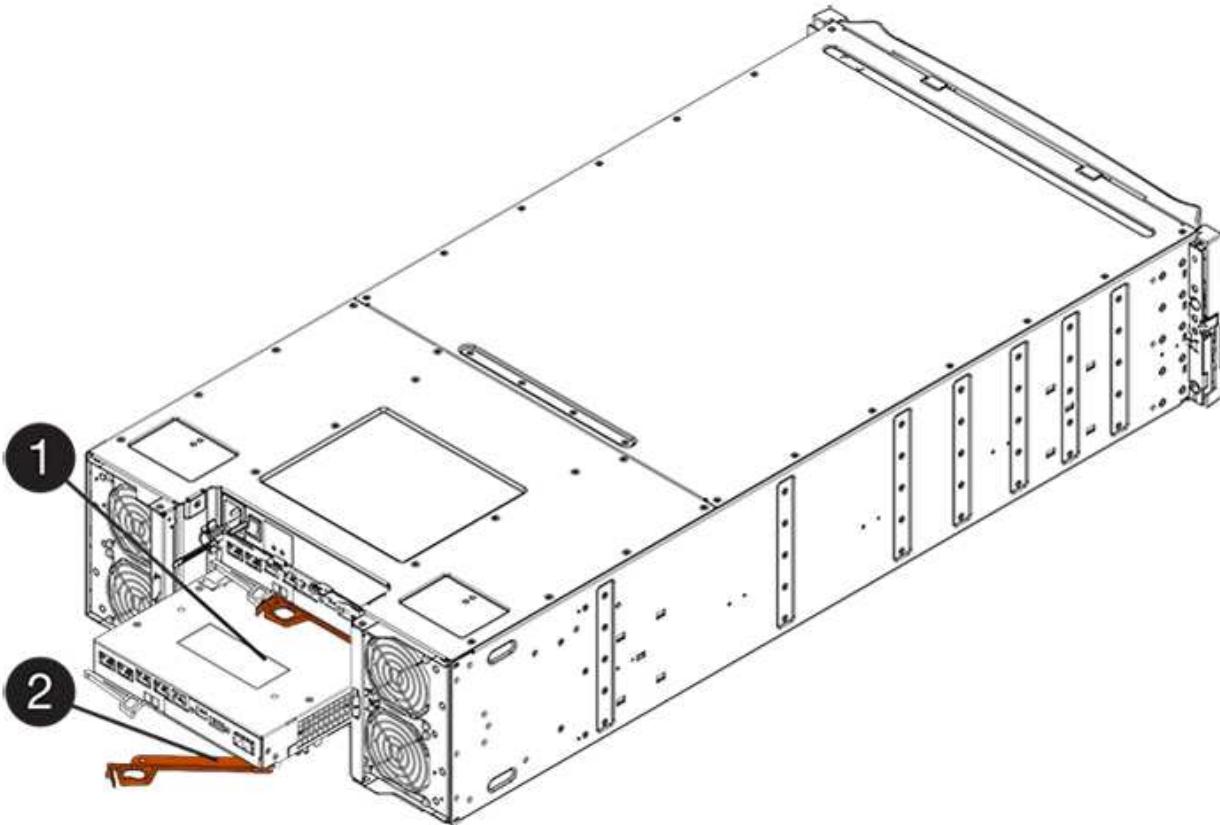
The following figure is an example of an E2812 controller shelf, E2824 controller shelf, or EF280 flash array:



(1) *Controller canister*

(2) *Cam handle*

The following figure is an example of an E2860 controller shelf:



(1) Controller canister

(2) Cam handle

- Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E2812 controller shelf, E2824 controller shelf or EF280 flash array, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

- Turn the controller canister over, so that the removable cover faces up.
- Place the controller canister on a flat, static-free surface.

### Step 3: Install a HIC

Install a HIC to replace the failed one with a new HIC.



**Possible loss of data access** — Never install a HIC in an E2800 controller canister if that HIC was designed for another E-Series controller. In addition, if you have a duplex configuration, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs will cause the controllers to lock down when you apply power.

### Steps

- Unpack the new HIC and the new HIC faceplate.
- Press the button on the cover of the controller canister, and slide the cover off.
- Confirm that the green LED inside the controller (by the DIMMs) is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



(1) Internal Cache Active LED

(2) Battery

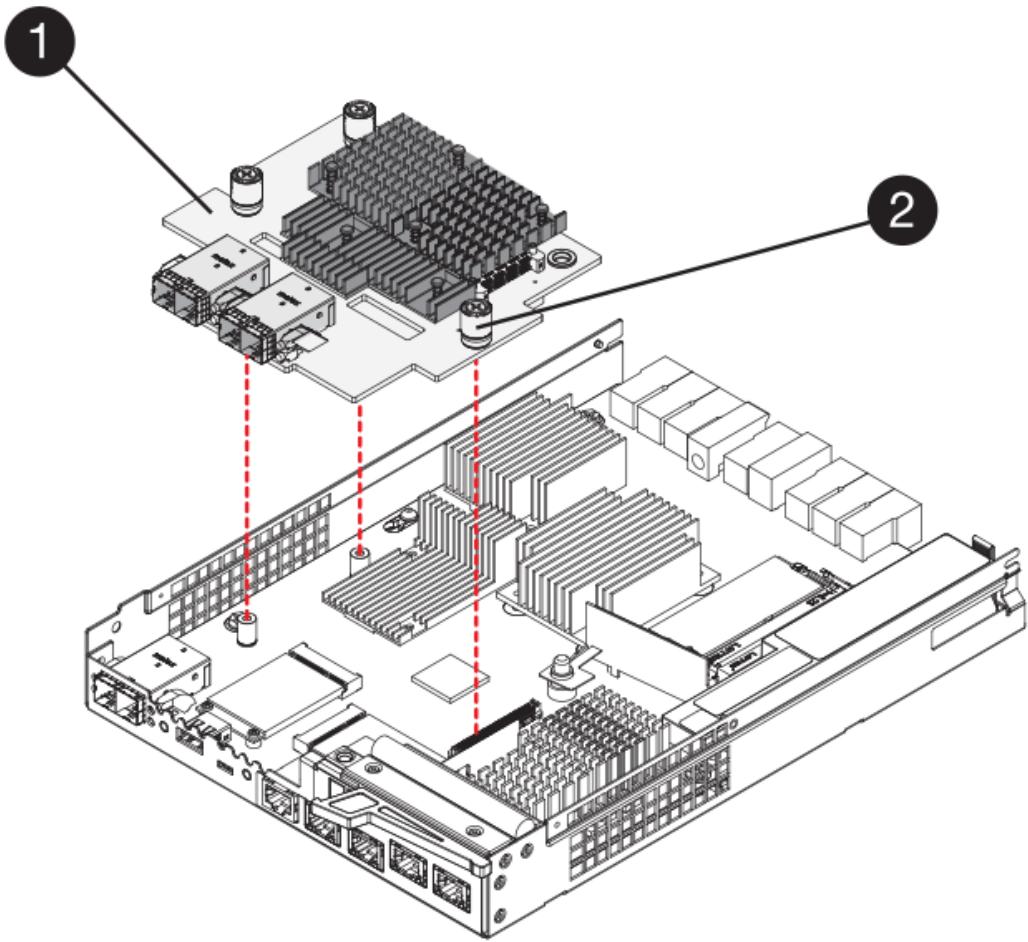
4. Using a #1 Phillips screwdriver, remove the four screws that attach the blank faceplate to the controller canister, and remove the faceplate.
5. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

6. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



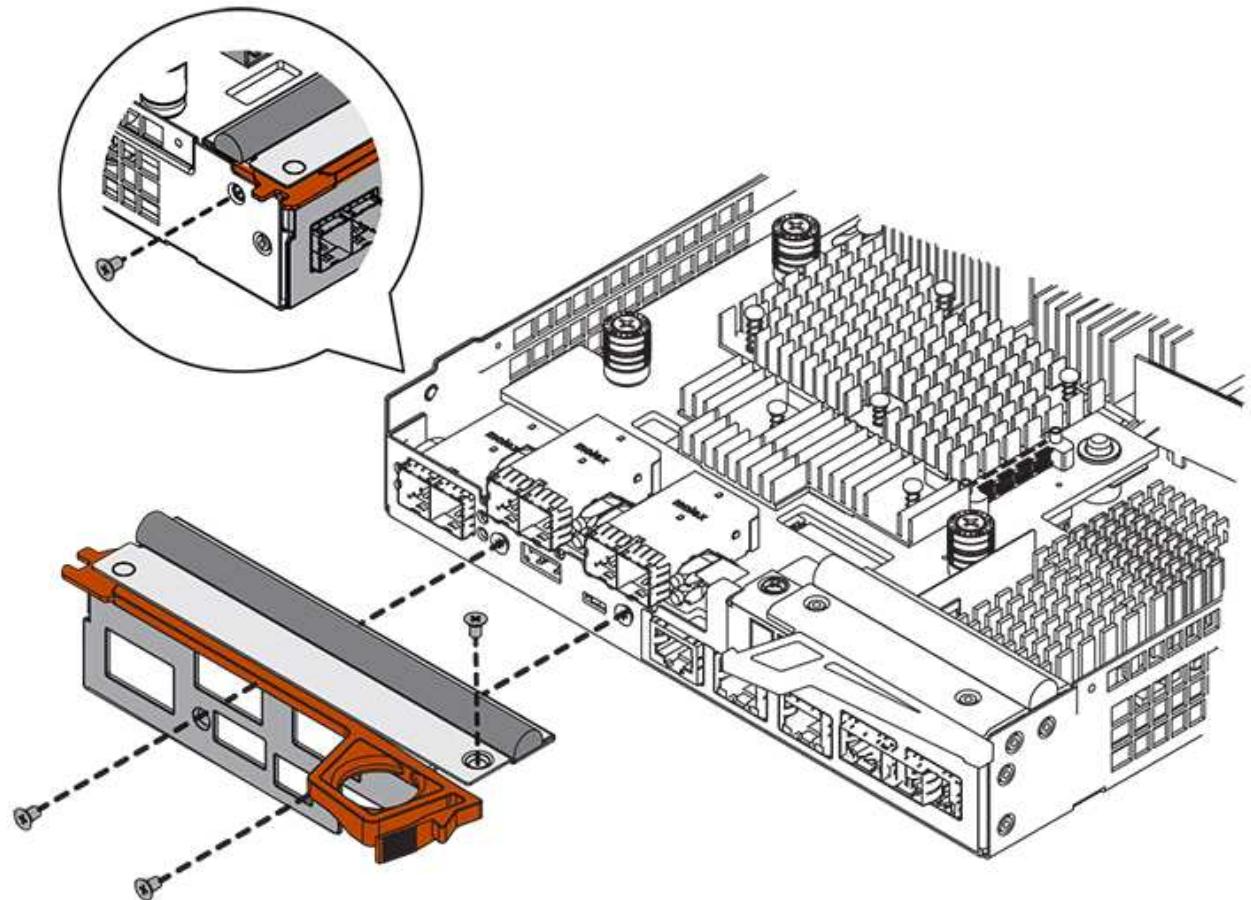
**(1)** *Host interface card*

**(2)** *Thumbscrews*

7. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over-tighten the screws.

8. Using a #1 Phillips screwdriver, attach the new HIC faceplate to the controller canister with the four screws you removed previously.



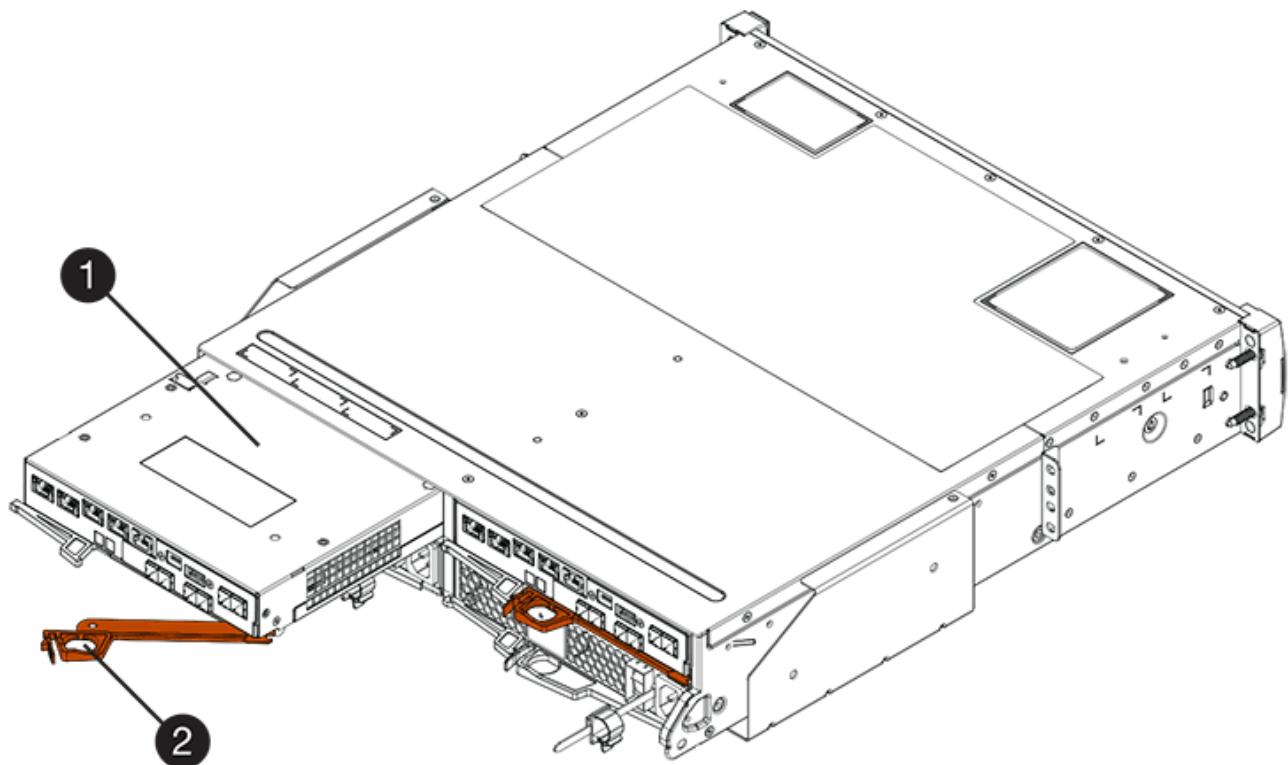
#### Step 4: Reinstall controller canister

After installing the HIC, reinstall the controller canister into the controller shelf.

##### Steps

1. Turn the controller canister over, so that the removable cover faces down.
2. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.

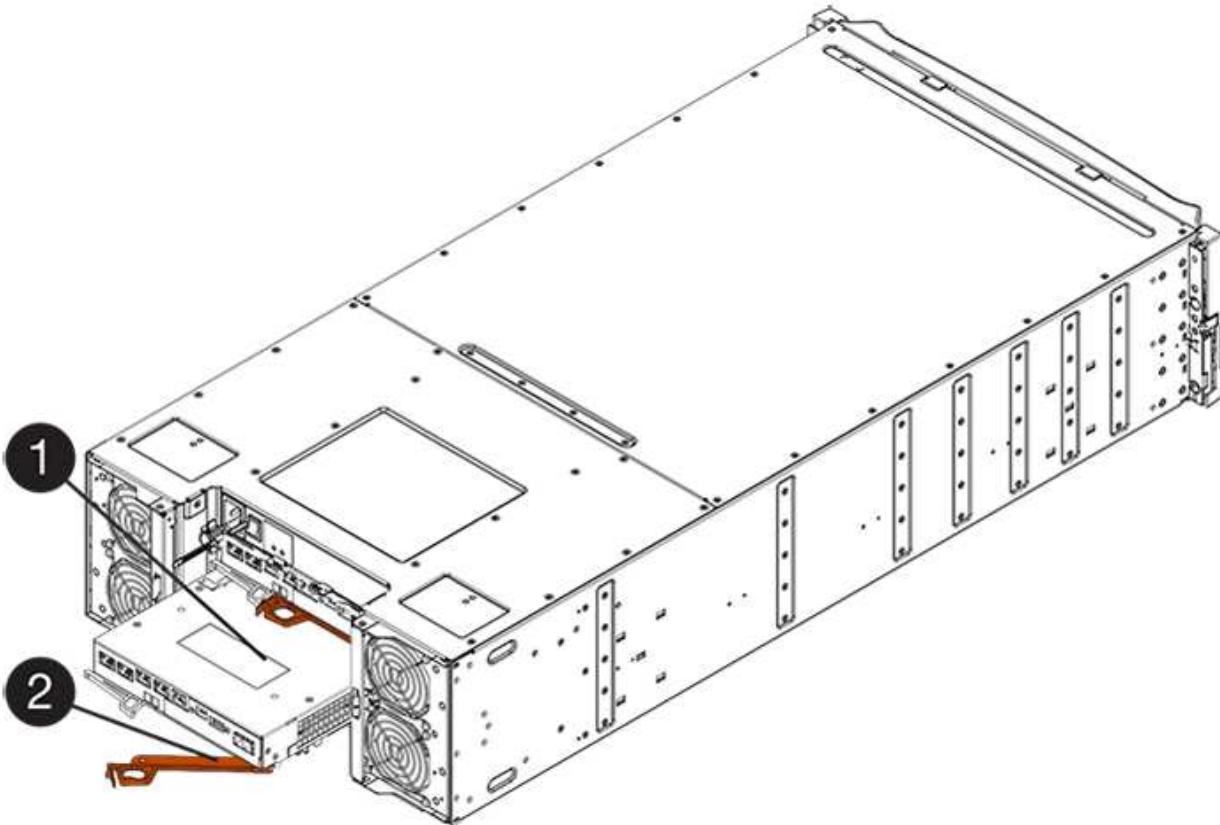
The following figure is an example of an E2824 controller shelf or EF280 flash array:



**(1) Controller canister**

**(2) Cam handle**

The following figure is an example of an E2860 controller shelf:



**(1) Controller canister**

**(2) Cam handle**

3. Move the cam handle to the left to lock the controller canister in place.
4. Reconnect all the cables you removed.



Do not connect data cables to the new HIC ports at this time.

5. (Optional) If you are adding HICs to a duplex configuration, repeat all steps to remove the second controller canister, install the second HIC, and reinstall the second controller canister.

#### **Step 5: Place controller online**

The steps to place a controller online depend on whether you have one controller (simplex) or two controllers (duplex).

##### **Duplex: Place controller online**

For a duplex configuration, bring the controller online, collect support data, and resume operations.



Perform this task only if your storage array has two controllers.

#### **Steps**

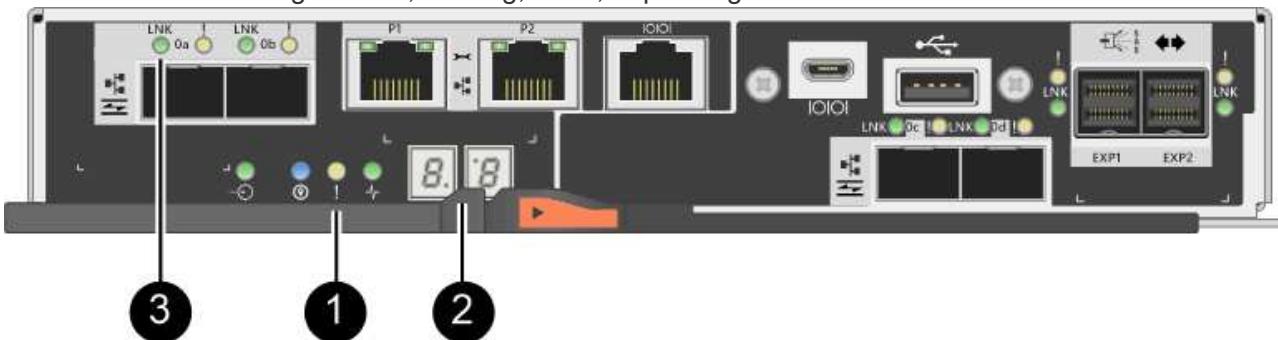
1. As the controller boots, check the controller LEDs and the seven-segment display.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.

When communication with the other controller is reestablished:

- The seven-segment display shows the repeating sequence **OS, OL, blank** to indicate that the controller is offline.
- The amber Attention LED remains lit.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.



(1) *Attention LED (amber)*

(2) *Seven-segment display*

(3) *Host Link LEDs*

## 2. Bring the controller online using SANtricity System Manager.

- From SANtricity System Manager:
  - Select **Hardware**.
  - If the graphic shows the drives, select **Show back of shelf**.
  - Select the controller you want to place online.
  - Select **Place Online** from the context menu, and confirm that you want to perform the operation.

The system places the controller online.

- Alternatively, you can use the following CLI commands:

**For controller A:** set controller [a] availability=online;

**For controller B:** set controller [b] availability=online;

## 3. Check the codes on the controller's seven-segment display as it comes back online. If the display shows one of the following repeating sequences, immediately remove the controller.

- **OE, L0, blank** (mismatched controllers)
- **OE, L6, blank** (unsupported HIC)



**Possible loss of data access** — If the controller you just installed shows one of these codes, and the other controller is reset for any reason, the second controller could also lock down.

- When the controller is back online, confirm that its status is Optimal, and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the HIC and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the HIC.



If you cannot resolve the problem, contact technical support.

- Collect support data for your storage array using SANtricity System Manager.

- Select **Support** > **Support Center** > **Diagnostics**.
- Select **Collect Support Data**.
- Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

- Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

Contact technical support at [NetApp Support](#), 888-463-8277 (North America), 00-800-44-638277 (Europe), or +800-800-80-800 (Asia/Pacific) if you need the RMA number.

## Simplex: Power up the controller shelf

For a simplex configuration, apply power to the controller shelf, collect support data, and resume operations.



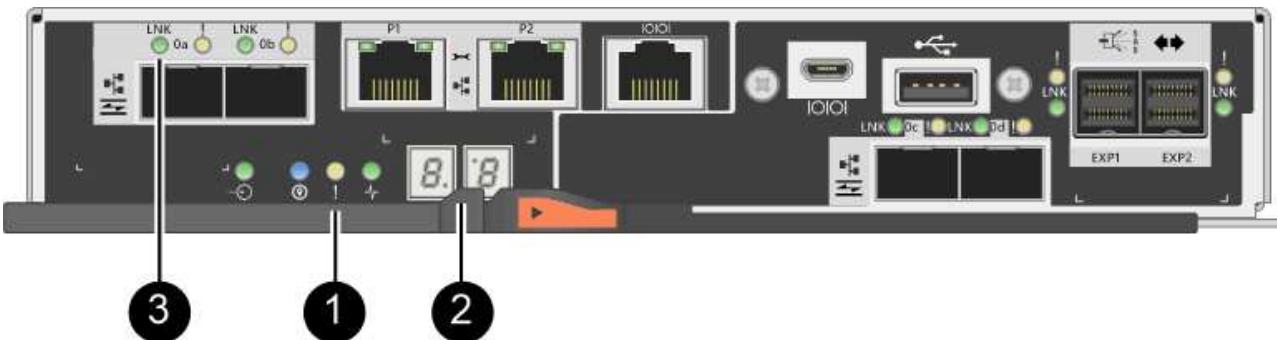
Perform this task only if your storage array has one controller.

### Steps

- Turn on the two power switches at the back of the controller shelf.
  - Do not turn off the power switches during the power-on process, which typically takes 90 seconds or less to complete.
  - The fans in each shelf are very loud when they first start up. The loud noise during start-up is normal.
- As the controller boots, check the controller LEDs and seven-segment display.
  - The seven-segment display shows the repeating sequence **OS**, **Sd**, **blank** to indicate that the controller is performing Start-of-day (SOD) processing. After a controller has successfully booted up, its seven-segment display should show the tray ID.
  - The amber Attention LED on the controller turns on and then turns off, unless there is an error.
  - The green Host Link LEDs turn on.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.



**(1) Attention LED (amber)**

**(2) Seven-segment display**

**(3) Host Link LEDs**

### 3. Confirm that the controller's status is Optimal, and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the HIC and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the HIC.



If you cannot resolve the problem, contact technical support.

### 4. Collect support data for your storage array using SANtricity System Manager.

- Select **Support > Support Center > Diagnostics**.
- Select **Collect Support Data**.
- Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

### 5. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

Contact technical support at [NetApp Support](#), 888-463-8277 (North America), 00-800-44-638277 (Europe), or +800-800-80-800 (Asia/Pacific) if you need the RMA number.

#### What's next?

Your HIC replacement is complete. You can resume normal operations.

## Host port protocol conversion

### Requirements for changing E2800 host port protocol

Before converting the host protocol for an E2800 array, review the requirements.

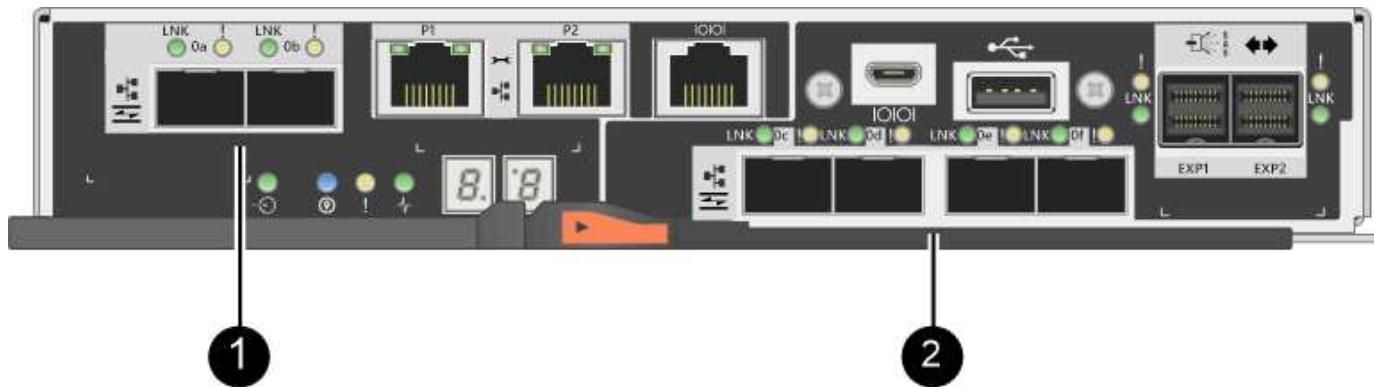
#### Host ports you can change



Only the 16Gb FC/10Gb iSCSI HICs and optical base ports on an E2800 controller are able to be converted.

The following figure shows the back of an E2800 controller that has two SFP+ (optical) baseboard host ports

(1) and four SFP+ (optical) HIC ports (2).



A two-port HIC is also available.

The E2800 controller or controllers in your storage array might have different types of baseboard host ports and different types of HIC ports. The table shows which host ports can be changed with a feature pack.

If you have these baseboard host ports...	And you have these HIC ports...	You can change...
Two SFP+ (optical) ports	None	Only the baseboard host ports
Two SFP+ (optical) ports	Four SFP+ (optical) ports	All of the ports
Two SFP+ (optical) ports	Two SFP+ (optical) ports	All of the ports
Two SFP+ (optical) ports	Two or four SAS ports	Only the baseboard host ports
Two SFP+ (optical) ports	Two RJ-45 (base-T) ports	Only the baseboard host ports
Two RJ-45 (base-T) ports	None	None of the ports
Two RJ-45 (base-T) ports	Two RJ-45 (base-T) ports	None of the ports

The baseboard host ports and the HIC ports can use the same host protocol or different host protocols.

#### Requirements for changing the host protocol

- You must schedule a downtime maintenance window for this procedure.
- You must stop host I/O operations when you perform the conversion, and you will not be able to access data on the storage array until you have successfully completed the conversion.
- You must use out-of-band management. (You cannot use in-band management to complete this procedure.)
- You have obtained the necessary hardware for the conversion. Your NetApp Sales Representative can help you determine what hardware you need and help you order the correct parts.
- If you are attempting to change the baseboard host ports of your storage array, and it currently uses dual-protocol (also referred to as *unified*) SFP transceivers that you purchased from NetApp, you do not need to

change your SFP transceivers.

- Make sure that the dual-protocol SFP transceivers support both FC (at 4 Gbps, 16 Gbps,) and iSCSI (at 10 Gbps), but they do not support 1 Gbps iSCSI. See [Step 1: Determine whether you have dual-protocol SFPs](#) to determine what type of SFP transceivers are installed.

### Considerations for changing the host protocol

The considerations for changing the host protocol depend on the starting and ending protocols of the baseboard host ports and the HIC ports.

If you use a Mirroring feature or the Data Assurance (DA) feature, you must understand what happens to these features when you change the host port protocol as described below.



The following considerations apply only if you are converting a storage array that has already been in use. These considerations do not apply if you are converting a new storage array that does not yet have hosts and volumes defined.

### Converting from FC to iSCSI

- If your configuration contains SAN Boot hosts connected to the FC baseboard ports, check the [NetApp Interoperability Matrix](#) tool to ensure that the configuration is supported on iSCSI. If it is not, you cannot convert the host protocol to iSCSI.
- The DA feature is not supported for iSCSI.
  - If you are currently using DA and you want to convert FC host ports to iSCSI, you must disable DA on all volumes.
  - If you do not deactivate DA before converting to iSCSI, the storage array will be out of compliance after the conversion.
- The Synchronous Mirroring feature is not supported for iSCSI.
  - If you are currently using Synchronous Mirroring relationships and you want to convert FC host ports to iSCSI, you must deactivate Synchronous Mirroring.
  - Refer to the online help for SANtricity System Manager to remove all synchronous mirrored pairs, which removes mirror relationships on the local storage array and on the remote storage array. In addition, follow the instructions in the online help to deactivate Synchronous Mirroring.



If you do not deactivate Synchronous Mirroring relationships before converting to iSCSI, your system will lose data access and data loss might occur.

- Asynchronous Mirroring requires both the local storage array and the remote storage array to use the same protocol.
  - If you are currently using Asynchronous Mirroring and you want to convert all host ports from FC to iSCSI, you must deactivate Asynchronous Mirroring before applying the feature pack.
  - Refer to the online help for SANtricity System Manager to delete all mirror consistency groups and remove all mirrored pairs from the local and remote storage arrays. In addition, follow the instructions in the online help to deactivate Asynchronous Mirroring.

### Converting from iSCSI to FC

- Asynchronous Mirroring requires both the local storage array and the remote storage array to use the same protocol. If you are currently using Asynchronous Mirroring with the baseboard ports, you must

deactivate Asynchronous Mirroring before changing the protocol.

- Refer to the online help for SANtricity System Manager to delete all mirror consistency groups and remove all mirrored pairs from the local and remote storage arrays. In addition, follow the instructions in the online help to deactivate Asynchronous Mirroring.

## Converting from FC to FC/iSCSI

Mirroring considerations:

- Synchronous Mirroring is not supported for iSCSI.
- If a storage array used for mirroring currently has only FC ports, and you want to convert some of them to iSCSI, you must determine which ports are used for mirroring.
- You do not need to convert the ports on the local storage array and the remote storage array to the same protocol as long as both storage arrays have at least one active FC port after the conversion.
- If you plan to convert the ports that are being used for mirrored relationships, you must deactivate any synchronous or asynchronous mirror relationships before applying the feature pack.
- If you plan to convert the ports that are *not* being used for mirroring, asynchronous mirroring operations will be unaffected.
- Before applying the feature pack, you should confirm that all mirror consistency groups are synchronized. After applying the feature pack, you should test the communication between the local storage array and the remote storage array.

Data Assurance considerations:

- The Data Assurance (DA) feature is not supported for iSCSI.

To ensure that data access remains uninterrupted, you might need to remap or remove DA volumes from host clusters before applying the feature pack.



The Data Assurance feature for iSCSI is supported on SANtricity versions 11.40 and newer.

If you have...	You must...
DA volumes in the default cluster	<p>Remap all the DA volumes in the default cluster.</p> <ul style="list-style-type: none"> <li>• If you do not want to share DA volumes between hosts, follow these steps:           <ol style="list-style-type: none"> <li>a. Create a host partition for each set of FC host ports (unless this has already been done).</li> <li>b. Remap the DA volumes to the appropriate host ports.</li> </ol> </li> <li>• If you want to share DA volumes between hosts, follow these steps:           <ol style="list-style-type: none"> <li>a. Create a host partition for each set of FC host ports (unless this has already been done).</li> <li>b. Create a host cluster that includes the appropriate host ports.</li> <li>c. Remap the DA volumes to the new host cluster.</li> </ol> </li> </ul> <p> This approach eliminates volume access to any volumes that remain in the default cluster.</p>
DA volumes in a host cluster that contains FC-only hosts, and you want to add iSCSI-only hosts	<p>Remove any DA volumes belonging to the cluster, using one of these options.</p> <p> DA volumes cannot be shared in this scenario.</p> <ul style="list-style-type: none"> <li>• If you do not want to share DA volumes between hosts, remap all DA volumes to individual FC hosts within the cluster.</li> <li>• Segregate the iSCSI-only hosts into their own host cluster, and keep the FC host cluster as is (with shared DA volumes).</li> <li>• Add an FC HBA to the iSCSI-only hosts to allow for sharing of both DA and non-DA volumes.</li> </ul>
DA volumes in a host cluster that contains FC-only hosts, or DA volumes that are mapped to an individual FC host partition	No action is needed before applying the feature pack. DA volumes will remain mapped to their respective FC host.

If you have...	You must...
No partitions defined	No action is needed before applying the feature pack because no volumes are currently mapped. After converting the host protocol, follow the proper procedure to create host partitions and, if desired, host clusters.

## Converting from iSCSI to FC/iSCSI

- If you plan to convert a port that is being used for mirroring, you must move the mirroring relationships to a port that will remain iSCSI after the conversion.

Otherwise, the communication link might be down after the conversion because of a protocol mismatch between the new FC port on the local array and the existing iSCSI port on the remote array.

- If you plan to convert the ports that are not being used for mirroring, asynchronous mirroring operations will be unaffected.

Before applying the feature pack, you should confirm that all mirror consistency groups are synchronized. After applying the feature pack, you should test the communication between the local storage array and the remote storage array.

## Converting from FC/iSCSI to FC

- When converting all host ports to FC, keep in mind that asynchronous mirroring over FC must occur on the highest-numbered FC port.
- If you plan to convert the ports being used for mirrored relationships, you must deactivate these relationships before applying the feature pack.



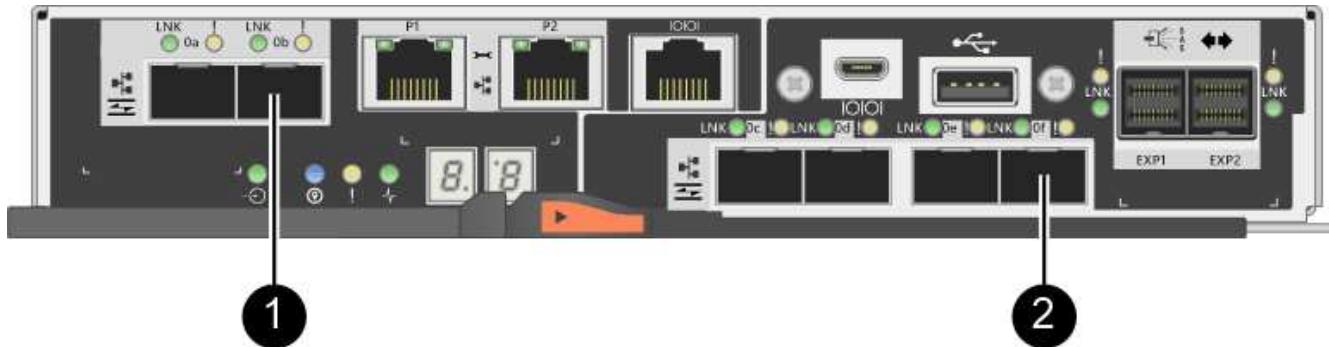
**Possible data loss** — If you do not delete the asynchronous mirroring relationships that occurred over iSCSI before converting the ports to FC, the controllers might lock down, and you might lose data.

- If the storage array currently has iSCSI baseboard ports and FC HIC ports, asynchronous mirroring operations will be unaffected.

Before and after the conversion, mirroring will occur on the highest-numbered FC port, which will remain the HIC port labeled **2** in the figure. Before applying the feature pack, you should confirm that all mirror consistency groups are synchronized. After applying the feature pack, you should test the communication between the local storage array and the remote storage array.

- If the storage array currently has FC baseboard ports and iSCSI HIC ports, you must delete any mirroring relationships that occur over FC before applying the feature pack.

When you apply the feature pack, mirroring support will move from the highest-numbered baseboard host port (labeled **1** in the figure) to the highest-numbered HIC port (labeled **2** in the figure).



Before the conversion			After the conversion			Required steps
Baseboard ports	HIC ports	Port used for mirroring	Baseboard ports	HIC ports	Port used for mirroring	
iSCSI	FC	(2)	FC	FC	(2)	Synchronize mirror consistency groups before and test communications after
FC	iSCSI	(1)	FC	FC	(2)	Delete mirroring relationships before and re-establish mirroring after

## Converting from FC/iSCSI to iSCSI

- Synchronous Mirroring is not supported for iSCSI.
- If you plan to convert the ports that are being used for mirrored relationships, you must deactivate mirroring relationships before applying the feature pack.



**Possible data loss** — If you do not delete the mirroring relationships that occurred over FC before converting the ports to iSCSI, the controllers might lock down, and you might lose data.

- If you do not plan to convert the ports that are being used for mirroring, mirroring operations will be unaffected.
- Before applying the feature pack, you should confirm that all mirror consistency groups are synchronized.
- After applying the feature pack, you should test the communication between the local storage array and the remote storage array.

## Same host protocol and mirroring operations

Mirroring operations are not affected if the host ports being used for mirroring keep the same protocol after you apply the feature pack. Even so, before applying the feature pack, you should confirm that all mirror consistency groups are synchronized.

After applying the feature pack, you should test the communication between the local storage array and the remote storage array. Refer to the online help for SANtricity System Manager if you have questions on how to do this.

## Change host protocol for E2800

If you have an E2800 storage array with SFP+ (optical) host ports, you can change the host port protocol from Fibre Channel (FC) to iSCSI or from iSCSI to FC.

You can change the protocol used by the host ports built into the controller (*baseboard host ports*), the protocol used by the host ports on the host interface card (*HIC ports*), or the protocol of all host ports.

### Step 1: Determine whether you have dual-protocol SFPs

Use SANtricity System Manager to determine what type of SFP transceivers you have. Because these SFPs can be used with both FC and iSCSI protocols, they are referred to as *dual-protocol* or *unified* SFPs.

#### Steps

1. From SANtricity System Manager, select **Support**.
2. Select the **Support Center** tile.
3. On the Support Resources tab, locate and select the **Storage Array Profile** link.
4. Type **SFP** in the text box, and click **Find**.
5. For each SFP listed in the Storage Array Profile, locate the entry for **Supported data rate(s)**.

<b>SFP status:</b>	Optimal
<b>Attached to:</b>	Host-side of controller B
<b>Location:</b>	Unknown
<b>Supported data rate(s):</b>	16 Gbps, 10 Gbps, 8 Gbps, 4 Gbps
<b>Link length:</b>	Short
<b>Connector:</b>	LC
<b>Transmitter type:</b>	Shortwave Laser w/o OFC
<b>Transmission media:</b>	TM Multi-mode 62.5m (M6)
<b>IEEE company ID:</b>	00 17 6a
<b>Revision:</b>	Not Available
<b>Part number:</b>	AFBR-57F5UMZ
<b>Serial number:</b>	AA1317J14X7
<b>Vendor:</b>	AVAGO
<b>Date of manufacture:</b>	4/28/13

6. Refer to the table to determine whether you can reuse the SFPs, as follows:

Supported data rate(s)	SFP type	Supported protocol
16 Gbps, 10 Gbps, 4 Gbps	Dual-protocol	<ul style="list-style-type: none"> <li>• <b>FC:</b> 16 Gbps, 4 Gbps</li> <li>• <b>iSCSI:</b> 10 Gbps</li> </ul>
25 Gbps, 10 Gbps	25 Gbps, 10 Gbps,	iSCSI only
32 Gbps, 16 Gbps, 8 Gbps, 4 Gbps	32 Gbps, 16 Gbps	FC only

- If you have dual-protocol SFPs, you can continue using them after you convert the protocol.



The dual-protocol SFPs do not support 1 Gb iSCSI. If you are converting host ports to iSCSI, be aware that the dual-protocol SFPs support only a 10 Gb link to the connected port.

- If you have 16 Gbps SFPs, and you are converting host ports to iSCSI, you must remove the SFPs and replace them with dual-protocol or 10 Gbps SFPs after converting the protocol. As needed, you can also use 10 Gbps iSCSI copper by using a special Twin-Ax cable with SFPs.



8Gbps FC SFPs are NOT supported in the E28xx or E57xx controllers. ONLY 16Gbps and 32 Gbps FC SFPs are supported.

- If you have 10 Gbps SFPs, and you are converting host ports to FC, you must remove the SFPs from these ports and replace them with dual-protocol or 16 Gbps SFPs after converting the protocol.

## Step 2: Obtain the feature pack

To obtain the feature pack, you need the serial number from the controller shelf, a Feature Activation Code, and the Feature Enable Identifier for the storage array.

### Steps

1. Locate the serial number.
  - a. From SANtricity System Manager, select **Support > Support Center**.
  - b. With the **Support Resources** tab selected, scroll to the **View top storage array properties** section.
  - c. Locate the **Chassis Serial Number**, and copy this value to a text file.

## View top storage array properties

Storage array world-wide identifier (ID):	600A0980006CEF9B00000000574DB18C
Chassis serial number:	1142FG00061
Number of shelves:	2
Number of drives:	41
Drive media types:	HDD
Number of controllers:	2
Controller board ID:	2806

## 2. Locate the **feature pack submodel ID**.

- On the Support Resources tab, locate and select the **Storage Array Profile** link.
- Type **feature pack submodel ID** in the text box, and click **Find**.
- Locate the feature pack submodel ID for the starting configuration.

Storage Array Profile X

Feature pack submodel ID Find

Results: 1 of 1

Feature pack submodel ID: 318

Additional feature information

Snapshot groups allowed per base volume (see note below):	4
Volume assignments per host or host cluster:	256

Note: If a volume is a member of a snapshot consistency group, that membership (member volume) counts against both the snapshot group and the volume assignment limit.

FIRMWARE INVENTORY

Storage Array	
Report Date:	2/13/17 4:56:33 PM UTC
Storage Array Name:	LDAPandCLI-Cfg04-Arapaho
Current SANtricity OS Software Version:	88.40.39.74.001
Management Software Version:	11.40.0010.0051
Controller Firmware Version:	88.40.39.74
Supervisor Software Version:	88.40.39.74
IOM (ESM) Version:	81.40.0G00.0006
Current NVSRAM Version:	N280X-840834-402
Staged SANtricity OS Software Version:	None
Staged NVSRAM Version:	None

- Using the feature pack submodel ID, locate the corresponding Controller submodel ID for the starting configuration and find the Feature Activation Code for the desired ending configuration within the table below. Then, copy that Feature Activation Code to a text file.

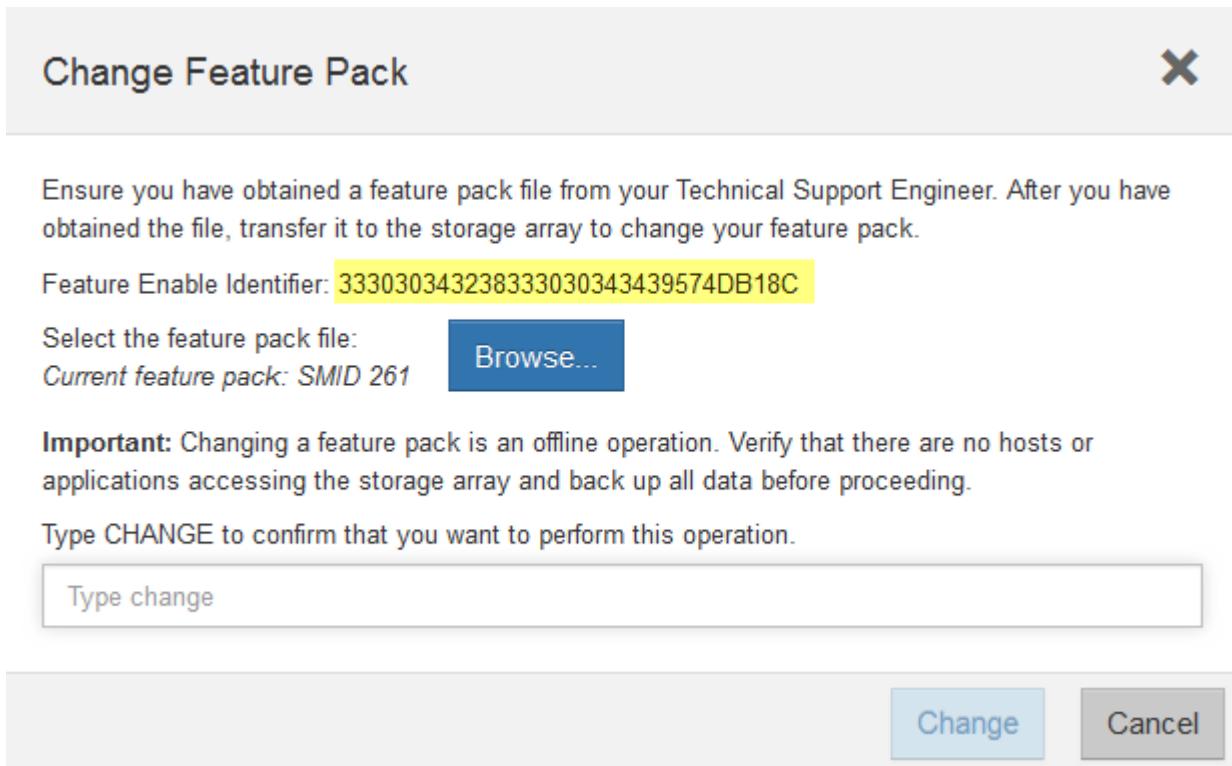
Starting configuration			Ending configuration			Feature Activation Code
Controller submodel ID	Baseboard ports	HIC ports	Controller submodel ID	Baseboard ports	HIC ports	
318	FC	FC	319	FC	iSCSI	ZGW-4L2-Z36IJ
			320	iSCSI	FC	4GZ-NL2-Z4NRP
			321	iSCSI	iSCSI	TG2-7L2-Z5485
			<i>no HIC or not an optical HIC</i>	321	iSCSI	TG2-7L2-Z5485
319	FC	iSCSI	318	FC	FC	1G5-QL2-Z7LFC
			320	iSCSI	FC	FG7-AL2-Z82RW
			321	iSCSI	iSCSI	5G7-0K2-Z0G8X
320	iSCSI	FC	318	FC	FC	4GP-HL2-ZYRKP
			319	FC	iSCSI	PGU-KL2-Z1P7I
			321	iSCSI	iSCSI	BGA-8K2-ZQWM5
321	iSCSI	iSCSI	318	FC	FC	SGH-UK2-ZUCJG
			319	FC	iSCSI	1GK-EK2-ZVSW1
			320	iSCSI	FC	AGM-XL2-ZWA8A

Starting configuration			Ending configuration			Feature Activation Code
Controller submodel ID	Baseboard ports	HIC ports	Controller submodel ID	Baseboard ports	HIC ports	
338	FC	FC	339	FC	iSCSI	PGC-RK2-ZREUT
			340	iSCSI	FC	MGF-BK2-ZSU3Z
			341	iSCSI	iSCSI	NGR-1L2-ZZ8QC
			<i>no HIC or not an optical HIC</i>	341	iSCSI	NGR-1L2-ZZ8QC
339	FC	iSCSI	338	FC	FC	DGT-7M2-ZKBMD
			340	iSCSI	FC	GGA-TL2-Z9J50
			341	iSCSI	iSCSI	WGC-DL2-ZBZIB
340	iSCSI	FC	338	FC	FC	4GM-KM2-ZGWS1
			339	FC	iSCSI	PG0-4M2-ZHDZ6
			341	iSCSI	iSCSI	XGR-NM2-ZJUGR
341	iSCSI	iSCSI	338	FC	FC	3GE-WL2-ZCHNY
			339	FC	iSCSI	FGH-HL2-ZDY3R
			340	iSCSI	FC	VGJ-1L2-ZFFEW



If your Controller submodel ID is not listed, contact [NetApp Support](#).

4. In System Manager, locate the Feature Enable Identifier.
  - a. Go to **Settings > System**.
  - b. Scroll down to **Add-ons**.
  - c. Under **Change Feature Pack**, locate the **Feature Enable Identifier**.
  - d. Copy and paste this 32-digit number to a text file.



5. Go to [NetApp License Activation: Storage Array Premium Feature Activation](#), and enter the information required to obtain the feature pack.
  - Chassis serial number
  - Feature Activation Code
  - Feature Enable Identifier



The Premium Feature Activation web site includes a link to "Premium Feature Activation Instructions." Do not attempt to use those instructions for this procedure.

6. Choose whether to receive the key file for the feature pack in an email or download it directly from the site.

#### Step 3: Stop host I/O

You must stop all I/O operations from the host before converting the protocol of the host ports. You cannot access data on the storage array until you successfully complete the conversion.

#### Steps

1. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:
  - Stop all processes that involve the LUNs mapped from the storage to the hosts.

- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



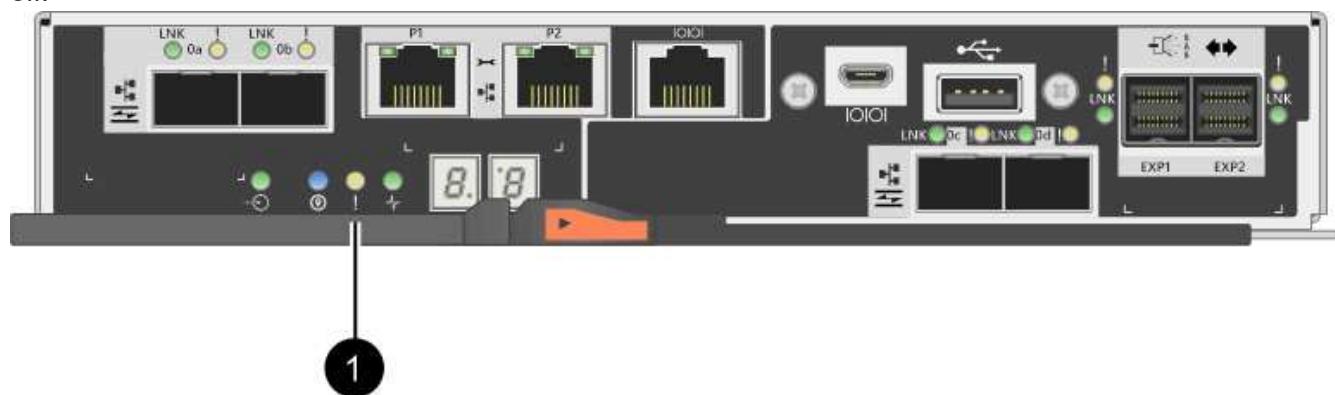
The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose access to the data because the storage is not accessible.

2. If the storage array participates in a mirroring relationship, stop all host I/O operations on the secondary storage array.
3. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.



Callout	Type of host ports
(1)	Cache Active LED

4. From the Home page of SANtricity System Manager, select **View Operations in Progress**.
5. Wait for all operations to complete before continuing with the next step.

#### Step 4: Change the feature pack

Change the feature pack to convert the host protocol of the baseboard host ports, the IB HIC ports, or both types of ports.

#### Steps

1. From SANtricity System Manager, select **Settings > System**.
2. Under **Add-ons**, select **Change Feature Pack**.

**Add-ons**

**Enable Premium Feature**  
Obtain a key file to enable a premium feature by contacting support.  
Feature Enable Identifier: 3330303435343330303435

**Change Feature Pack**  
Change the feature pack that is currently installed. Click here to obtain a feature pack.  
Feature Enable Identifier: 3330303435343330303435

3. Click **Browse**, and then select the feature pack you want to apply.
4. Type **CHANGE** in the field.
5. Click **Change**.

The feature pack migration begins. Both controllers automatically reboot twice to allow the new feature pack to take effect. The storage array returns to a responsive state after the reboot is complete.

6. Confirm the host ports have the protocol you expect.
  - a. From SANtricity System Manager, select **Hardware**.
  - b. Click **Show back of shelf**.
  - c. Select the graphic for either Controller A or Controller B.
  - d. Select **View settings** from the context menu.
  - e. Select the **Host Interfaces** tab.
  - f. Click **Show more settings**.
- g. Review the details shown for the baseboard ports and the HIC ports (labeled “slot 1”), and confirm that each type of port has the protocol you expect.

#### What's next?

Go to [Complete host protocol conversion](#).

### Complete host protocol conversion for E2800

After converting the protocol of the host ports, you must perform additional steps before you can use the new protocol.

The steps depend on the starting and ending protocols of the baseboard host ports and the HIC ports.

#### Complete FC to iSCSI conversion

If you converted all host ports from FC to iSCSI, you must configure iSCSI networking.

#### Steps

1. Configure the switches.

You should configure the switches used to transport iSCSI traffic according to the vendor's recommendations for iSCSI. These recommendations might include both configuration directives as well as

code updates.

2. From SANtricity System Manager, select **Hardware > Configure iSCSI ports**.
3. Select the port settings.

You can set up your iSCSI network in many ways. Consult your network administrator for tips on selecting the best configuration for your environment.

4. Update the host definitions in SANtricity System Manager.



If you need instructions for add hosts or host clusters, refer to the online help for SANtricity System Manager.

- a. Select **Storage > Hosts**.
- b. Select the host to which the port will be associated, and click **View/Edit Settings**.

The Host Settings dialog box appears.

- c. Click the **Host Ports** tab.

The screenshot shows the 'Host Settings' dialog box. At the top, there are two tabs: 'Properties' (disabled) and 'Host Ports' (selected). Below the tabs are 'Add' and 'Delete' buttons. A table lists a single host port entry: 'Host Port' is '12:34:56:78:91:12:34:56', 'Label' is 'ICT\_1', and there is an 'Edit' button next to it. Below the table, it says 'Total rows: 1'. At the bottom are 'Save' and 'Cancel' buttons.

Host Port	Label	
12:34:56:78:91:12:34:56	ICT_1	

- d. Click **Add**, and use the **Add Host Port** dialog box to associate a new host port identifier to the host.

The length of the host port identifier name is determined by the host interface technology. FC host port identifier names must have 16 characters. iSCSI host port identifier names have a maximum of 223 characters. The port must be unique. A port number that has already been configured is not allowed.

- e. Click **Delete**, and use the **Delete Host Port** dialog box to remove (unassociate) a host port identifier.

The **Delete** option does not physically remove the host port. This option removes the association between the host port and the host. Unless you remove the host bus adapter or the iSCSI initiator, the host port is still recognized by the controller.

- f. Click **Save** to apply your changes to the host port identifier settings.
- g. Repeat these steps to add and remove any additional host port identifiers.

5. Reboot the host or perform a rescan so that the host properly discovers the LUNs.
6. Remount volumes or start using block volume.

#### Complete iSCSI to FC conversion

If you converted all host ports from iSCSI to FC, you must configure FC networking.

#### Steps

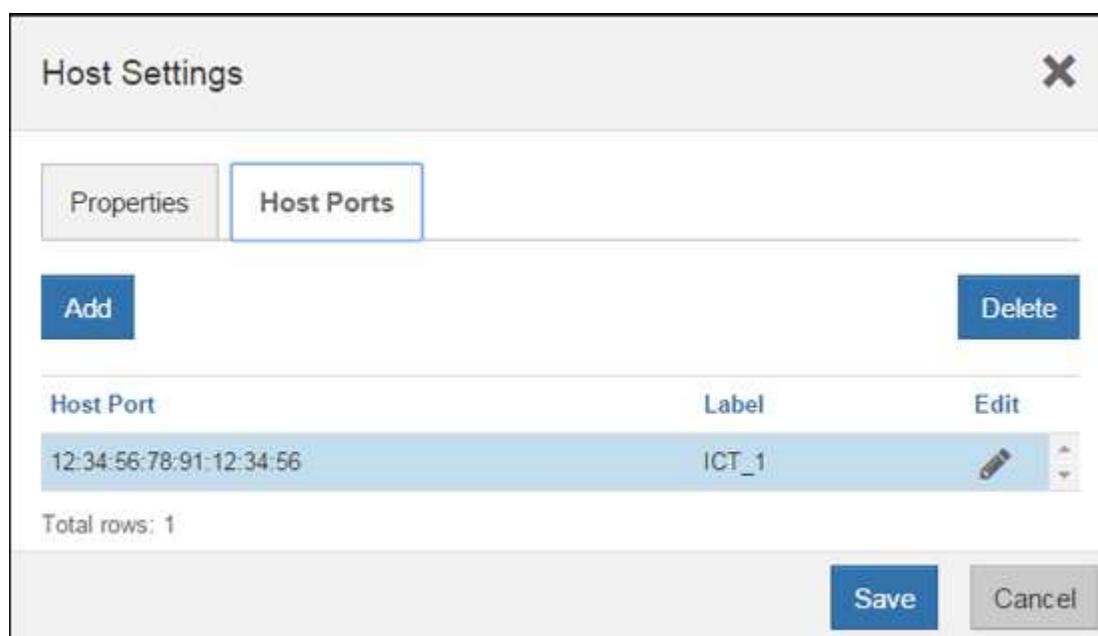
1. Install the HBA utility and determine initiator WWPNs.
2. Zone the switches.

Zoning the switches enables the hosts to connect to the storage and limits the number of paths. You zone the switches using the management interface of the switches.

3. Update the host definitions in SANtricity System Manager.
  - a. Select **Storage > Hosts**.
  - b. Select the host to which the port will be associated, and click **View/Edit Settings**.

The Host Settings dialog box appears.

- c. Click the **Host Ports** tab.



- d. Click **Add**, and use the **Add Host Port** dialog box to associate a new host port identifier to the host.

The length of the host port identifier name is determined by the host interface technology. FC host port identifier names must have 16 characters. iSCSI host port identifier names have a maximum of 223 characters. The port must be unique. A port number that has already been configured is not allowed.

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The **Delete** option does not physically remove the host port. This option removes the association between the host port and the host. Unless you remove the host bus adapter or the iSCSI initiator, the host port is still recognized by the controller.

- f. Click **Save** to apply your changes to the host port identifier settings.
  - g. Repeat these steps to add and remove any additional host port identifiers.
4. Reboot the host or perform a rescan so that the host properly discovers mapped storage.
  5. Remount volumes or start using block volume.

#### Complete FC to FC/iSCSI conversion

If you previously had all FC host ports and you converted some of them to iSCSI, you might need to modify your existing configuration to support iSCSI.

You can use either of the following options to use the new iSCSI ports. The exact steps depend on your current and planned network topologies. Option 1 assumes that you want to attach new iSCSI hosts to the array. Option 2 assumes that you want to convert the hosts connected to the converted ports from FC to iSCSI.

#### Option 1: Move FC hosts and add new iSCSI hosts

1. Move any FC hosts from the new iSCSI ports to the ports that remain FC.
2. If you are not already using dual-protocol SFPs, remove any FC SFPs.
3. Attach new iSCSI hosts to these ports, either directly or by using a switch.
4. Configure iSCSI networking for the new hosts and ports. For instructions, refer to the [Linux express configuration](#), [Windows express configuration](#), or [VMware express configuration](#).

#### Option 2: Convert FC hosts to iSCSI

1. Shut down the FC hosts connected to the converted ports.
2. Provide an iSCSI topology for the converted ports. For example, convert any switches from FC to iSCSI.
3. If you are not already using dual-protocol SFPs, remove the FC SFPs from the converted ports, and replace them with iSCSI SFPs or dual-protocol SFPs.
4. Attach cables to the SFPs in the converted ports, and confirm they are connected to the correct iSCSI switch or host.
5. Power on the hosts.
6. Use the [NetApp Interoperability Matrix](#) tool to configure the iSCSI hosts.
7. Edit the host partition to add the iSCSI host port IDs and remove the FC host port IDs.
8. After the iSCSI hosts reboot, use the applicable procedures on the hosts to register the volumes and to make them available to your operating system.
  - Depending on your operating system, two utilities are included with the storage management software (hot\_add and SMdevices). These utilities help register the volumes with the hosts and also show the applicable device names for the volumes.
  - You might need to use specific tools and options that are provided with your operating system to make the volumes available (that is, assign drive letters, create mount points, and so on). Refer to your host operating system documentation for details.

#### Complete iSCSI to FC/iSCSI conversion

If you previously had all iSCSI host ports and you converted some of them to FC, you might need to modify your existing configuration to support FC.

You can use either of the following options to use the new FC ports. The exact steps depend on your current

and planned network topologies. Option 1 assumes that you want to attach new FC hosts to the array. Option 2 assumes that you want to convert the hosts connected to the converted ports from iSCSI to FC.

### Option 1: Move iSCSI hosts and add new FC hosts

1. Move any iSCSI hosts from the new FC ports to the ports that remain iSCSI.
2. If you are not already using dual-protocol SFPs, remove any FC SFPs.
3. Attach new FC hosts to these ports, either directly or by using a switch.
4. Configure FC networking for the new hosts and ports. For instructions, refer to the [Linux express configuration](#), [Windows express configuration](#), or [VMware express configuration](#).

### Option 2: Convert iSCSI hosts to FC

1. Shut down the iSCSI hosts connected to the converted ports.
2. Provide an FC topology for the converted ports. For example, convert any switches from iSCSI to FC.
3. If you are not already using dual-protocol SFPs, remove the iSCSI SFPs from the converted ports, and replace them with FC SFPs or dual-protocol SFPs.
4. Attach cables to the SFPs in the converted ports, and confirm they are connected to the correct FC switch or host.
5. Power on the hosts.
6. Use the [NetApp Interoperability Matrix](#) tool to configure the FC hosts.
7. Edit the host partition to add the FC host port IDs and remove the iSCSI host port IDs.
8. After the new FC hosts reboot, use the applicable procedures on the hosts to register the volumes and to make them available to your operating system.
  - Depending on your operating system, two utilities are included with the storage management software (`hot_add` and `SMdevices`). These utilities help register the volumes with the hosts and also show the applicable device names for the volumes.
  - You might need to use specific tools and options that are provided with your operating system to make the volumes available (that is, assign drive letters, create mount points, and so on). Refer to your host operating system documentation for details.

### Complete FC/iSCSI to FC conversion

If you previously had a combination of FC host ports and iSCSI host ports and you converted all ports to FC, you might need to modify your existing configuration to use the new FC ports.

You can use either of the following options to use the new FC ports. The exact steps depend on your current and planned network topologies. Option 1 assumes that you want to attach new FC hosts to the array. Option 2 assumes that you want to convert the hosts connected to ports 1 and 2 from iSCSI to FC.

### Option 1: Remove iSCSI hosts and add FC hosts

1. If you are not already using dual-protocol SFPs, remove any iSCSI SFPs, and replace them with FC SFPs or dual-protocol SFPs.
2. If you are not already using dual-protocol SFPs, remove any FC SFPs.
3. Attach new FC hosts to these ports, either directly or by using a switch
4. Configure FC networking for the new hosts and ports. For instructions, refer to the [Linux express configuration](#), [Windows express configuration](#), or [VMware express configuration](#).

## **Option 2: Convert iSCSI hosts to FC**

1. Shut down the iSCSI hosts connected to the ports you converted.
2. Provide an FC topology for these ports. For example, convert any switches connected to those hosts from iSCSI to FC.
3. If you are not already using dual-protocol SFPs, remove the iSCSI SFPs from the ports, and replace them with FC SFPs or dual-protocol SFPs.
4. Attach cables to the SFPs, and confirm they are connected to the correct FC switch or host.
5. Power on the hosts.
6. Use the [NetApp Interoperability Matrix](#) tool to configure the FC hosts.
7. Edit the host partition to add the FC host port IDs and remove the iSCSI host port IDs.
8. After the new FC hosts reboot, use the applicable procedures on the hosts to register the volumes and to make them available to your operating system.
  - Depending on your operating system, two utilities are included with the storage management software (`hot_add` and `SMdevices`). These utilities help register the volumes with the hosts and also show the applicable device names for the volumes.
  - You might need to use specific tools and options that are provided with your operating system to make the volumes available (that is, assign drive letters, create mount points, and so on). Refer to your host operating system documentation for details.

### **Complete FC/iSCSI to iSCSI conversion**

If you previously had a combination of FC host ports and iSCSI host ports and you converted all ports to iSCSI, you might need to modify your existing configuration to use the new iSCSI ports.

You can use either of the following options to use the new iSCSI ports. The exact steps depend on your current and planned network topologies. Option 1 assumes that you want to attach new iSCSI hosts to the array. Option 2 assumes that you want to convert the hosts from FC to iSCSI.

## **Option 1: Remove FC hosts and add iSCSI hosts**

1. If you are not already using dual-protocol SFPs, remove any FC SFPs, and replace them with iSCSI SFPs or dual-protocol SFPs.
2. Attach new iSCSI hosts to these ports, either directly or by using a switch.
3. Configure iSCSI networking for the new hosts and ports. For instructions, refer to the [Linux express configuration](#), [Windows express configuration](#), or [VMware express configuration](#).

## **Option 2: Convert FC hosts to iSCSI**

1. Shut down the FC hosts connected to the ports you converted.
2. Provide an iSCSI topology for these ports. For example, convert any switches connected to those hosts from FC to iSCSI.
3. If you are not already using dual-protocol SFPs, remove the FC SFPs from the ports, and replace them with iSCSI SFPs or dual-protocol SFPs.
4. Attach cables to the SFPs, and confirm they are connected to the correct iSCSI switch or host.
5. Power on the hosts.
6. Use the [NetApp Interoperability Matrix](#) tool to configure the ISCSI hosts.

7. Edit the host partition to add the iSCSI host port IDs and remove the FC host port IDs.
8. After the new iSCSI hosts reboot, use the applicable procedures on the hosts to register the volumes and to make them available to your operating system.
  - Depending on your operating system, two utilities are included with the storage management software (hot\_add and SMdevices). These utilities help register the volumes with the hosts and also show the applicable device names for the volumes.
  - You might need to use specific tools and options that are provided with your operating system to make the volumes available (that is, assign drive letters, create mount points, and so on). Refer to your host operating system documentation for details.

## E5700

### Maintain E5700 hardware

For the E5700 storage system, you can perform maintenance procedures on the following components.

#### Batteries

A battery is included with a controller canister and preserves cached data if the AC power fails.

#### Controllers

A controller consists of a board, firmware, and software. It controls the drives and implements the System Manager functions.

#### Canisters

Canisters consist of three different types: power-fan canisters (power supplies) that supply a redundant power source and adequate cooling in a 12-drive or 24-drive controller shelf or drive shelf; power canisters that are used for power redundancy in a 60-drive controller shelf or drive shelf; and fan canisters that are used for cooling the 60-drive controller shelf or drive shelf.

#### Drives

A drive is an electromagnetic mechanical device that provides the physical storage media for data.

#### Host interface cards (HICs)

A host interface card (HIC) can optionally be installed within a controller canister. The E5700 controller includes built-in host ports on the controller card itself, as well as host ports on the optional HIC. Host ports that are built into the controller are called baseboard host ports. Host ports that are built into the HIC are called HIC ports.

#### Host port protocol

You can convert the protocol of a host to a different protocol so that compatibility and communication can be established.

## Batteries

### Requirements for E5700 battery replacement

Before you replace an E5700 battery, review the requirements and considerations.

Each controller canister includes a battery that preserves cached data if the AC power fails.

#### Recovery Guru alerts

If the Recovery Guru in SANtricity System Manager reports one of following statuses, you must replace the affected battery:

- Battery Failed
- Battery Replacement Required

From SANtricity System Manager, review the details in the Recovery Guru to confirm that there is an issue with a battery and to ensure no other items must be addressed first.

#### Procedure overview

To protect your data, you must replace a failed battery as soon as possible.

The following is an overview of the steps to replace a battery in E5700 controllers (E5724, EF570, or E5760):

1. Take controller offline (duplex only).
2. Remove the controller canister.
3. Replace the battery.
4. Replace the controller canister.
5. Bring the controller online (duplex only).

#### Requirements

If you plan to replace a failed battery, you must have:

- A replacement battery.
- An ESD wristband, or you have taken other antistatic precautions.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

Optionally, you can use the command line interface (CLI) to perform some of the procedures. If you do not have access to the CLI, you can do one of the following:

- **For SANtricity System Manager (version 11.60 and above)** — Download the CLI package (zip file) from System Manager. Go to **Settings > System > Add-ons > Command Line Interface**. You can then issue CLI commands from an operating system prompt, such as the DOS C: prompt.
- **For SANtricity Storage Manager/Enterprise Management Window (EMW)** — Follow the instructions in the express guide to download and install the software. You can run CLI commands from the EMW by selecting **Tools > Execute Script**.

## Replace E5700 battery

You can replace a failed battery in an E5700 storage system.

### About this task

Each E5700 controller canister includes a battery that preserves cached data if the AC power fails. If the Recovery Guru in SANtricity System Manager reports either a Battery Failed status or a Battery Replacement Required status, you must replace the affected battery.

### Before you begin

- Verify that no volumes are in use or that you have a multipath driver installed on all hosts using these volumes.
- Review [Requirements for E5700 battery replacement](#).

### What you'll need

- A replacement battery.
- An ESD wristband, or you have taken other antistatic precautions.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Place controller offline (duplex)

If you have a duplex configuration, place the affected controller offline so you can safely remove the failed battery. The controller that you are not placing offline must be online (in the optimal state).



Perform this task only if your storage array has two controllers (duplex configuration).

### Steps

1. From SANtricity System Manager, review the details in the Recovery Guru to confirm that there is an issue with a battery and to ensure no other items must be addressed first.
2. From the Details area of the Recovery Guru, determine which battery to replace.
3. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From SANtricity System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all
```

```
file="filename";
```

#### 4. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

#### 5. If the controller is not already offline, take it offline now using SANtricity System Manager.

- From SANtricity System Manager:
  - a. Select **Hardware**.
  - b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.
  - c. Select the controller that you want to place offline.
  - d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

- Alternatively, you can take the controllers offline by using the following CLI commands:

**For controller A:** set controller [a] availability=offline

**For controller B:** set controller [b] availability=offline

#### 6. Wait for SANtricity System Manager to update the controller's status to offline.



Do not begin any other operations until after the status has been updated.

### Step 2: Remove controller canister

Before you can remove the failed battery, you must remove the controller canister.

#### Steps

1. Put on an ESD wristband or take other antistatic precautions.
2. Label each cable that is attached to the controller canister.
3. Disconnect all of the cables from the controller canister.

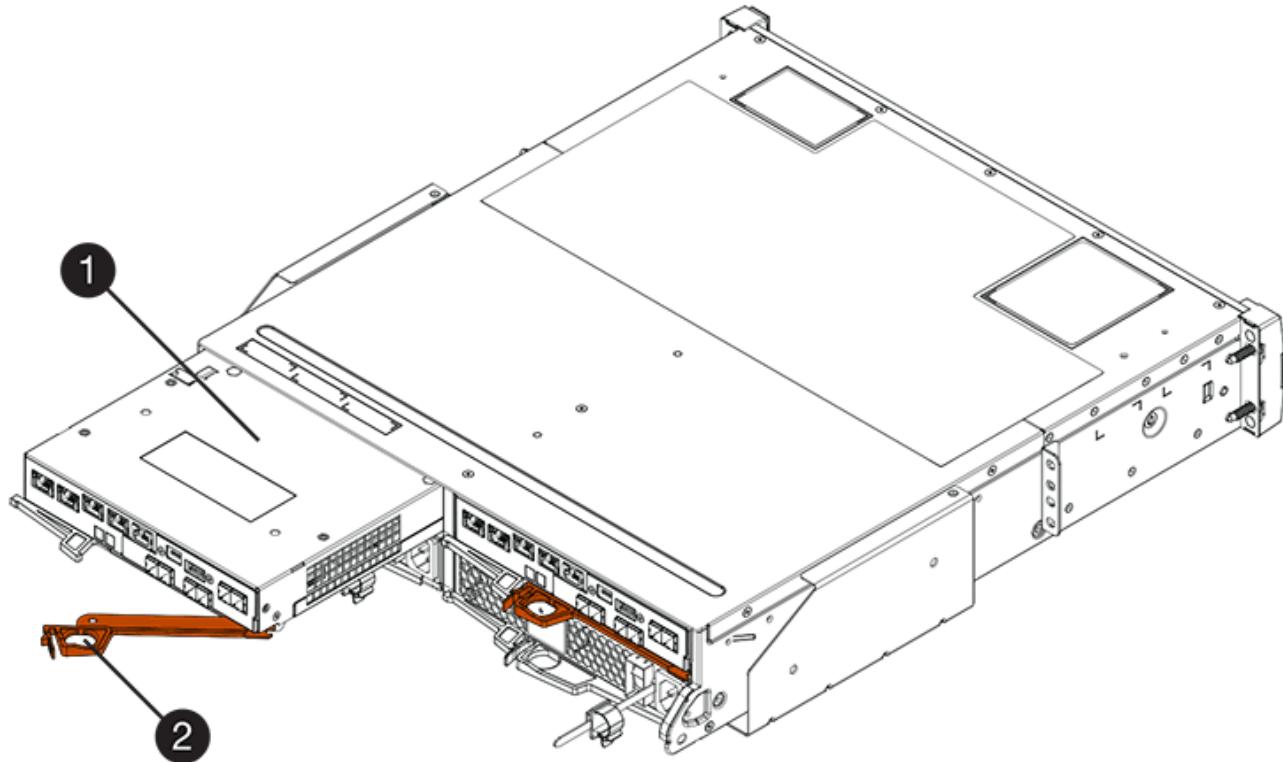


To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. If the host ports on the controller canister use SFP+ transceivers, leave them installed.
5. Confirm that the Cache Active LED on the back of the controller is off.

6. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

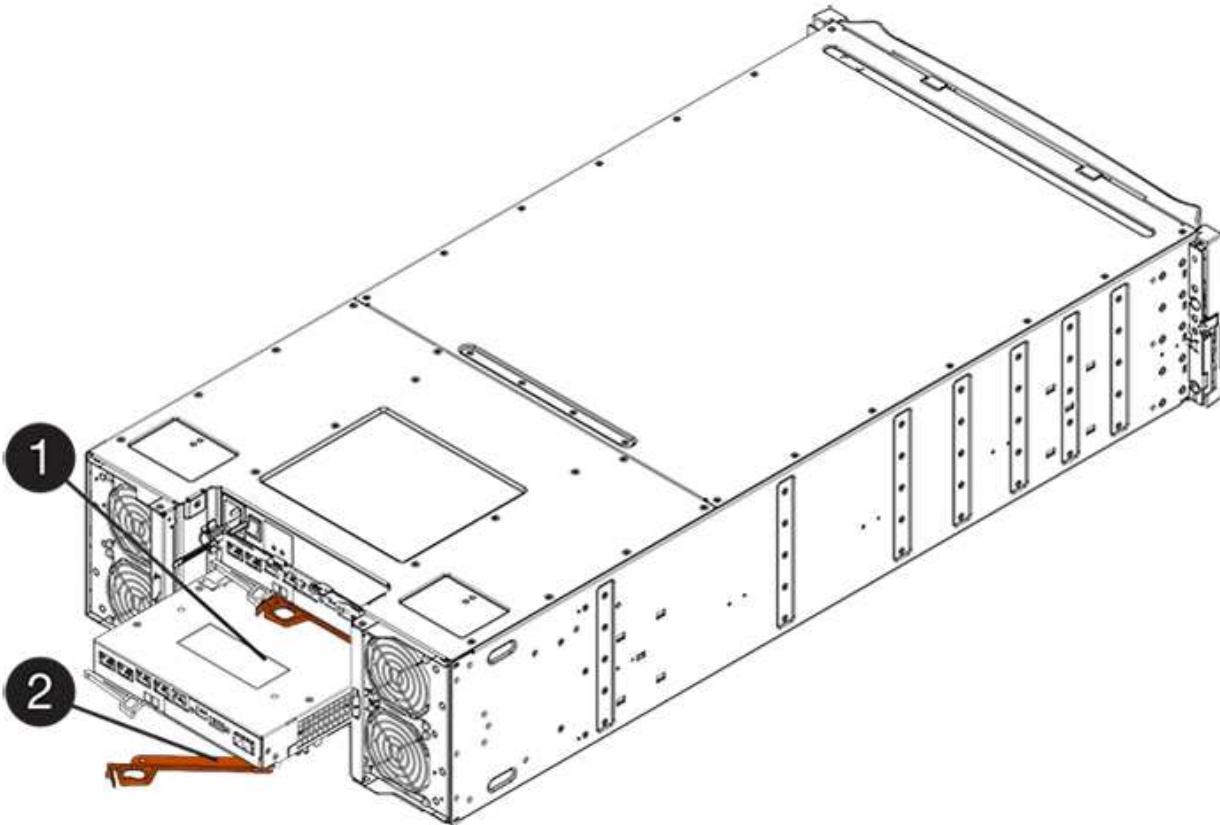
The following figure is an example of an E5724 controller shelf:



**(1) Controller canister**

**(2) Cam handle**

The following figure is an example of an E5760 controller shelf:



(1) *Controller canister*

(2) *Cam handle*

7. Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E5724 controller shelf, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

8. Turn the controller canister over, so that the removable cover faces up.
9. Place the controller canister on a flat, static-free surface.

### **Step 3: Remove failed battery**

After removing the controller canister from the controller shelf, remove the battery.

#### **Steps**

1. Remove the controller canister's cover by pressing down on the button and sliding the cover off.
2. Confirm that the green LED inside the controller (between the battery and the DIMMs) is off.

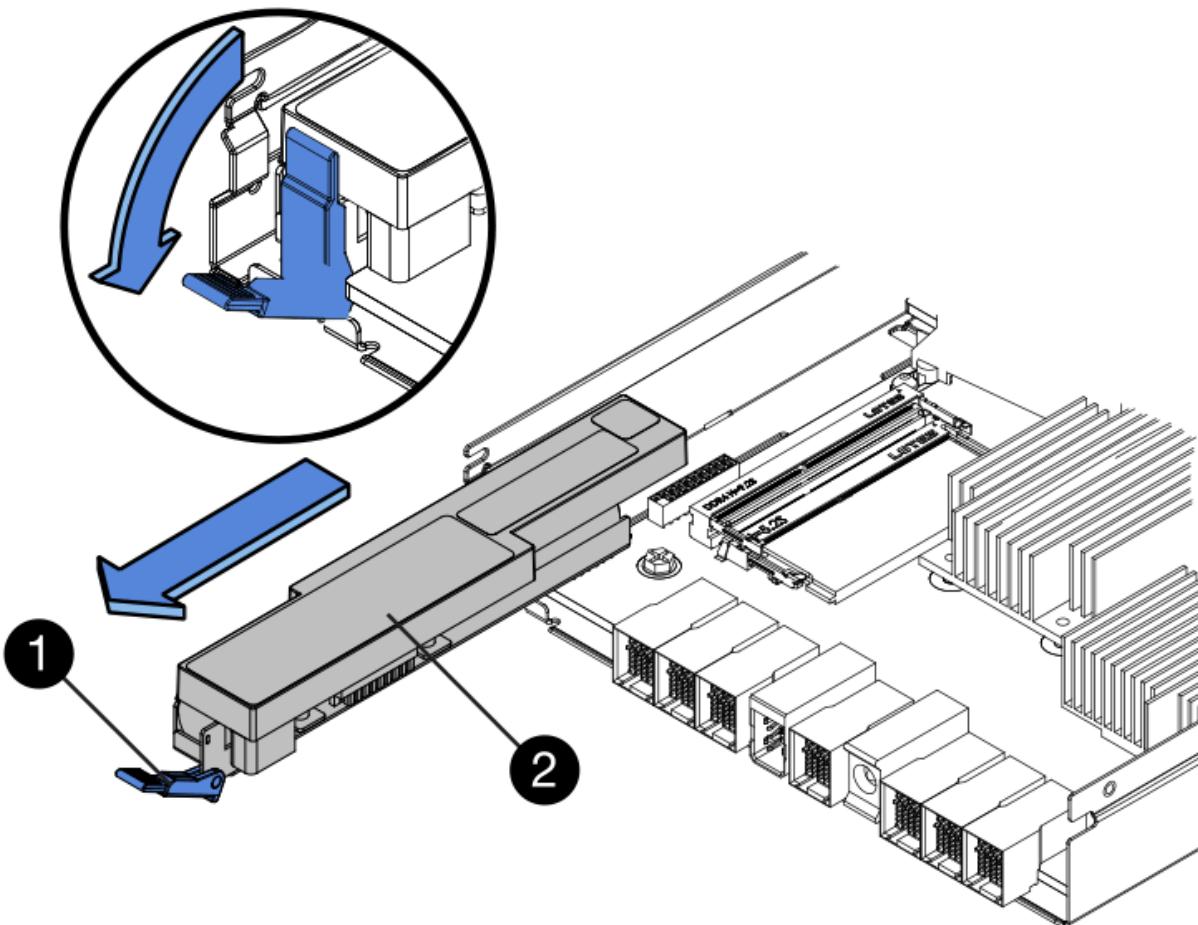
If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



(1) Internal Cache Active LED

(2) Battery

3. Locate the blue release latch for the battery.
4. Unlatch the battery by pushing the release latch down and away from the controller canister.



**(1) Battery release latch**

**(2) Battery**

5. Lift up on the battery, and slide it out of the controller canister.
6. Follow the appropriate procedures for your location to recycle or dispose of the failed battery.



To comply with International Air Transport Association (IATA) regulations, never ship a lithium battery by air unless it is installed within the controller shelf.

#### Step 4: Install new battery

After removing the failed battery, install a new one.

##### Steps

1. Unpack the new battery, and set it on a flat, static-free surface.



To comply with IATA safety regulations, replacement batteries are shipped with a state of charge (SoC) of 30 percent or less. When you reapply power, keep in mind that write caching will not resume until the replacement battery is fully charged and it has completed its initial learn cycle.

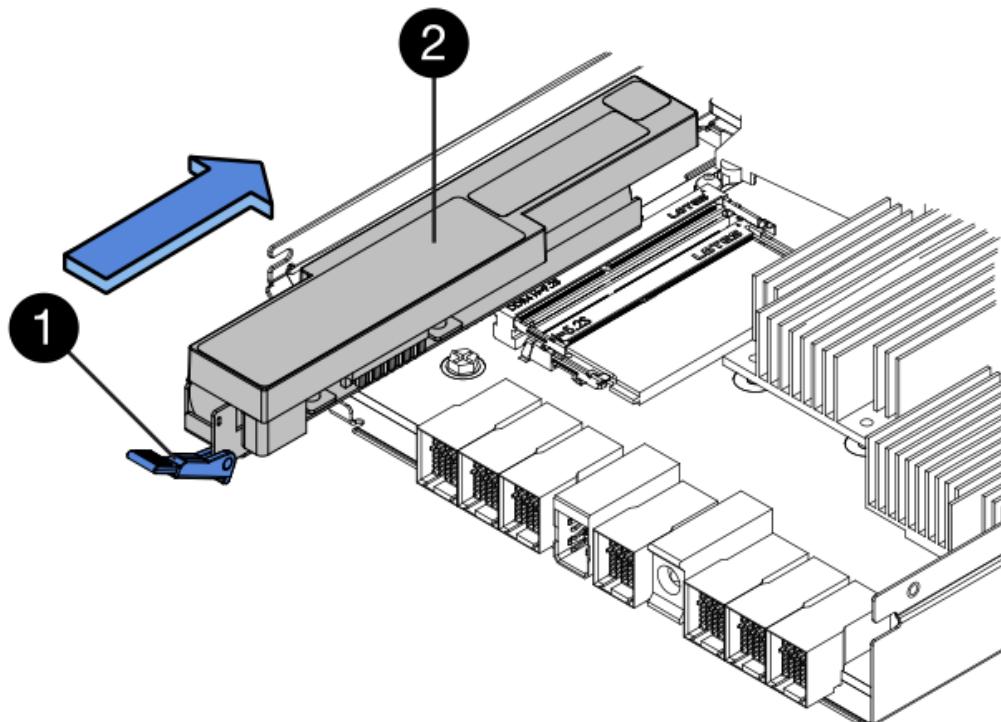
2. Orient the controller canister so that the slot for the battery faces toward you.

3. Insert the battery into the controller canister at a slight downward angle.

You must insert the metal flange at the front of the battery into the slot on the bottom of the controller canister, and slide the top of the battery beneath the small alignment pin on the left side of the canister.

4. Move the battery latch up to secure the battery.

When the latch clicks into place, the bottom of the latch hooks into a metal slot on the chassis.



**(1) Battery release latch**

**(2) Battery**

5. Turn the controller canister over to confirm that the battery is installed correctly.



**Possible hardware damage** — The metal flange at the front of the battery must be completely inserted into the slot on the controller canister (as shown in the first figure). If the battery is not installed correctly (as shown in the second figure), the metal flange might contact the controller board, causing damage to the controller when you apply power.

- **Correct** — The battery's metal flange is completely inserted in the slot on the controller:



- **Incorrect** — The battery's metal flange is not inserted into the slot on the controller:

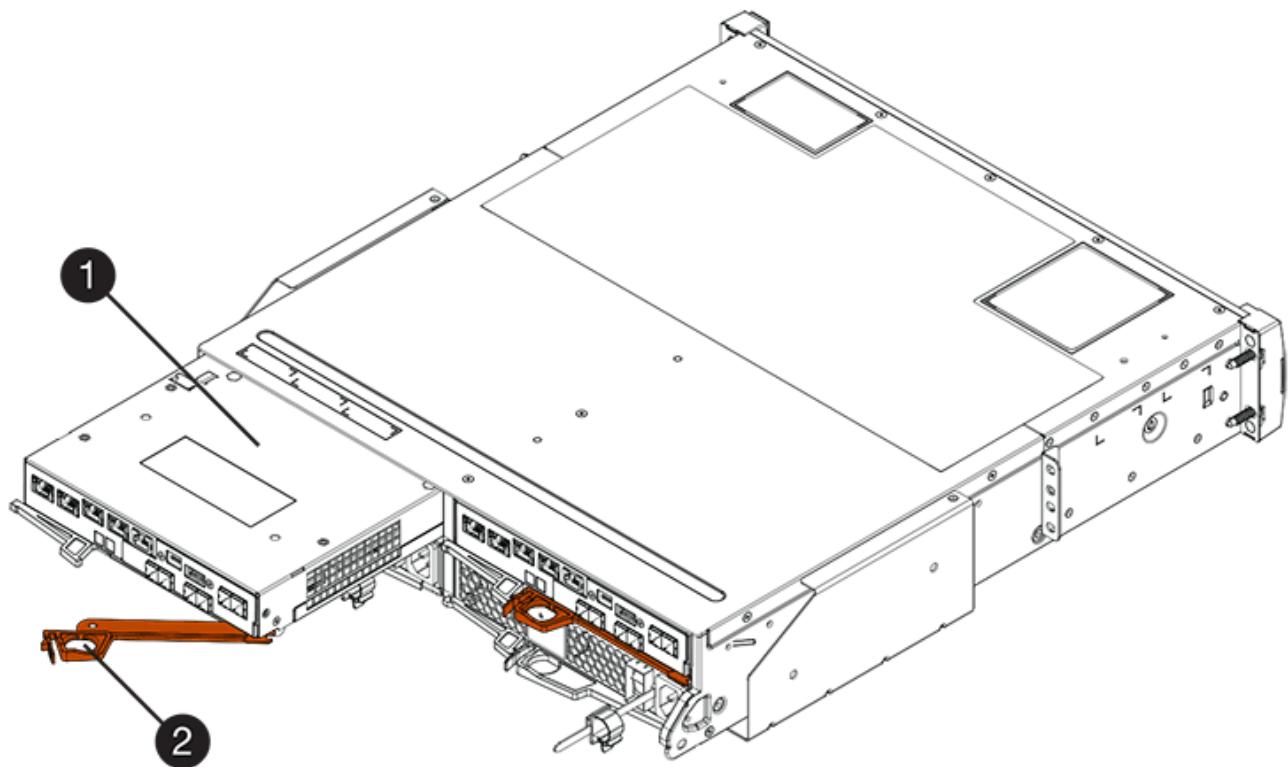


#### **Step 5: Re-install controller canister**

After installing the new battery, reinstall the controller canister into the controller shelf.

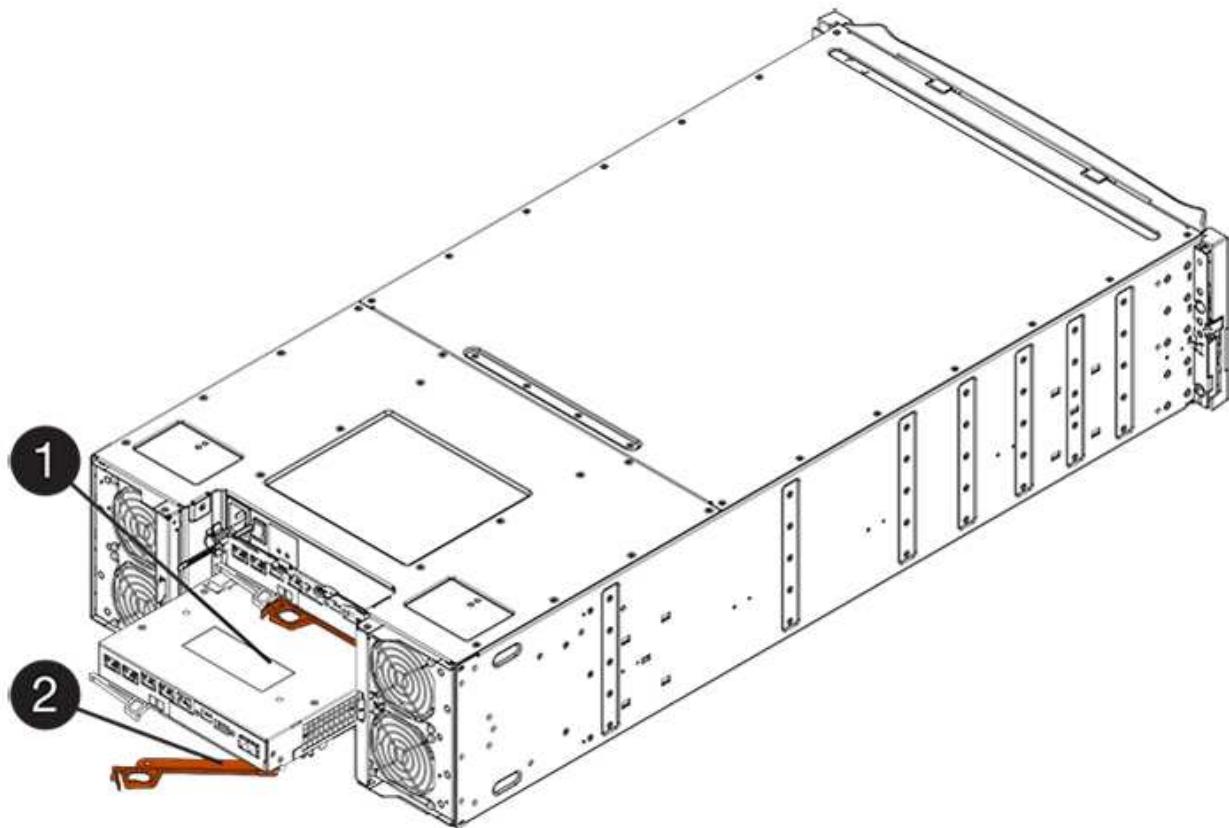
##### **Steps**

1. You reinstall the cover on the controller canister by sliding the cover from back to front until the button clicks.
2. Turn the controller canister over, so that the removable cover faces down.
3. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.



(1) Controller canister

(2) Cam handle



**(1) Controller canister**

**(2) Cam handle**

4. Move the cam handle to the left to lock the controller canister in place.
5. Reconnect all the cables.

#### **Step 6: Place controller online (duplex)**

For a duplex configuration, place the controller online, collect support data, and resume operations.



Perform this task only if your storage array has two controllers.

#### **Steps**

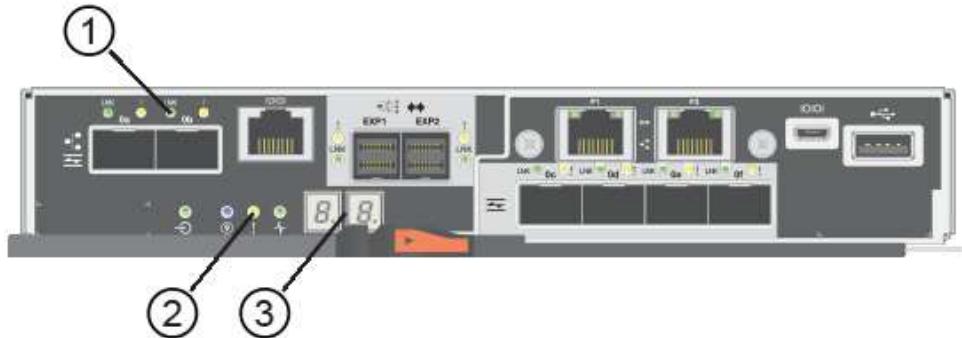
1. As the controller boots, check the controller LEDs and the seven-segment display.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.

When communication with the other controller is reestablished:

- The seven-segment display shows the repeating sequence **OS, OL, blank** to indicate that the controller is offline.
- The amber Attention LED remains lit.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.



**(1) Host Link LEDs**

**(2) Attention LED (Amber)**

**(3) Seven-segment display**

2. Bring the controller online using SANtricity System Manager.

- From SANtricity System Manager:
  - a. Select **Hardware**.
  - b. If the graphic shows the drives, select **Show back of shelf**.
  - c. Select the controller you want to place online.
  - d. Select **Place Online** from the context menu, and confirm that you want to perform the operation.

The system places the controller online.

- Alternatively, you can bring the controllers online by using the following CLI commands:

**For controller A:** set controller [a] availability=online;

**For controller B:** set controller [b] availability=online;

3. When the controller is back online, confirm that its status is Optimal, and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the battery and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the battery.



If you cannot resolve the problem, contact technical support.

4. If needed, collect support data for your storage array using SANtricity System Manager.

a. Select **Support > Support Center > Diagnostics**.

b. Select **Collect Support Data**.

c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

#### What's next?

Your battery replacement is complete. You can resume normal operations.

## Controllers

### Requirements for E5700 controller replacement

Before you replace an E5700 controller, review the requirements and considerations.

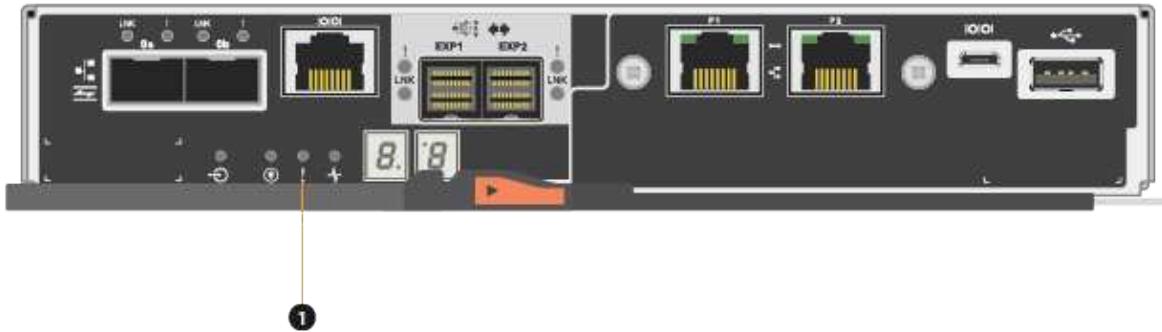
Each controller canister contains a controller card, a battery, and an optional host interface card (HIC).

### Procedure overview

When you replace a failed controller canister, you must remove the battery and HIC, if one is installed, from the original controller canister, and install them in the replacement controller canister.

You can determine if you have a failed controller canister in two ways:

- The Recovery Guru in SANtricity System Manager directs you to replace the controller canister.
- The amber Attention LED on the controller canister is on, indicating that the controller has a fault.



### (1) Attention LED



The figure shows an example controller canister; the host ports on your controller canister might be different.

- This procedure applies to IOM12 and IOM12B drive shelves.



IOM12B modules are only supported on SANtricity OS 11.70.2 onward. Ensure your controller's firmware has been updated before installing or upgrading to an IOM12B.



This procedure is for like-for-like shelf IOM hot-swaps or replacements. This means you can only replace an IOM12 module with another IOM12 module or replace an IOM12B module with another IOM12B module. (Your shelf can have two IOM12 modules or have two IOM12B modules.)

#### Requirements for replacing a failed controller

Before you replace a controller, you must have:

- A replacement controller canister with the same part number as the controller canister you are replacing.
- 
- Replacement controllers come with 16GB of memory preinstalled. If your controller requires the 64GB configuration use the supplied upgrade kit before installing your replacement controller.
- An ESD wristband, or you have taken other antistatic precautions.
  - Labels to identify each cable that is connected to the controller canister.
  - A #1 Phillips screwdriver.
  - A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

Optionally, you can use the command line interface (CLI) to perform some of the procedures. If you do not

have access to the CLI, you can do one of the following:

- For **SANtricity System Manager (version 11.60 and above)** — Download the CLI package (zip file) from System Manager. Go to **Settings > System > Add-ons > Command Line Interface**. You can then issue CLI commands from an operating system prompt, such as the DOS C: prompt.
- For **SANtricity Storage Manager/Enterprise Management Window (EMW)** — Follow the instructions in the express guide to download and install the software. You can run CLI commands from the EMW by selecting **Tools > Execute Script**.

#### Duplex configuration requirements

For a controller shelf with two controllers (duplex configuration), you can replace a controller canister while your storage array is powered on and performing host I/O operations, as long as the following conditions are true:

- The second controller canister in the shelf has Optimal status.
- The **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**, indicating that it is safe to remove this component.

#### Replace controller in duplex configuration

You can replace a controller canister in a duplex (two-controller) configuration, for the following controller shelves:

- E5724 controller shelf
- E5760 controller shelf

#### About this task

Each controller canister contains a controller card, a battery, and an optional host interface card (HIC). When you replace a controller canister, you must remove the battery and HIC, if one is installed, from the original controller canister, and then install them in the replacement controller canister.



This task is only for storage arrays with two controllers (duplex configuration).

#### What you'll need

- A replacement controller canister with the same part number as the controller canister you are replacing. (See step 1 to verify the part number.)
- An ESD wristband, or you have taken other antistatic precautions.
- #1 Phillips screwdriver.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

#### Step 1: Prepare to replace controller (duplex)

Prepare to replace a controller canister by verifying that the replacement controller canister has the correct FRU part number, backing up the configuration, and collecting support data. If the controller is still online, you must take it offline.

#### Steps

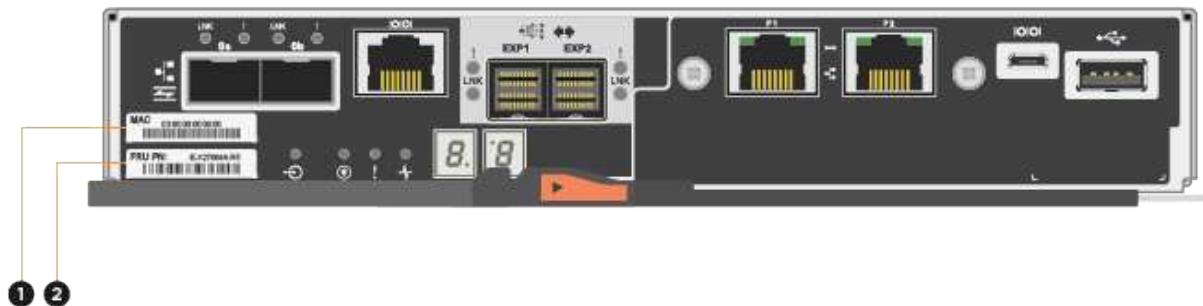
1. Unpack the new controller canister, and set it on a flat, static-free surface.

Save the packing materials to use when shipping the failed controller canister.



Replacement controllers come with 16GB of memory preinstalled. If your controller requires the 64GB configuration use the supplied upgrade kit before installing your replacement controller.

2. Locate the MAC address and FRU part number labels on the back of the controller canister.



**(1) MAC address:** The MAC address for management port 1 (“P1”). If you used DHCP to obtain the original controller’s IP address, you need this address to connect to the new controller.

**(2) FRU part number:** This number must match the replacement part number for the currently installed controller.

3. From SANtricity System Manager, locate the replacement part number for the controller canister you are replacing.

When a controller has a fault and needs to be replaced, the replacement part number is displayed in the Details area of the Recovery Guru. If you need to find this number manually, follow these steps:

- Select **Hardware**.
  - Locate the controller shelf, which is marked with the controller icon .
  - Click the controller icon.
  - Select the controller, and click **Next**.
  - On the **Base** tab, make a note of the **Replacement Part Number** for the controller.
4. Confirm that the replacement part number for the failed controller is the same as the FRU part number for the replacement controller.



**Possible loss of data access**—If the two part numbers are not the same, do not attempt this procedure. In addition, if the failed controller canister includes a host interface card (HIC), you must install that HIC into the new controller canister. The presence of mismatched controllers or HICs causes the new controller to lock down when you bring it online.

## 5. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

## 6. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs when you remove a controller, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## 7. If the controller is not already offline, take it offline now using SANtricity System Manager.

- From SANtricity System Manager:
  - a. Select **Hardware**.
  - b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.
  - c. Select the controller that you want to place offline.
  - d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

- Alternatively, you can take the controllers offline by using the following CLI commands:

**For controller A:** set controller [a] availability=offline

**For controller B:** set controller [b] availability=offline

8. Wait for SANtricity System Manager to update the controller's status to offline.



Do not begin any other operations until after the status has been updated.

9. Select **Recheck** from the Recovery Guru, and confirm that the **OK to remove** field in the Details area displays **Yes**, indicating that it is safe to remove this component.

#### Step 2: Remove controller canister (duplex)

Remove a controller canister to replace the failed canister with a new one.

##### Steps

1. Put on an ESD wristband or take other antistatic precautions.
2. Label each cable that is attached to the controller canister.
3. Disconnect all the cables from the controller canister.



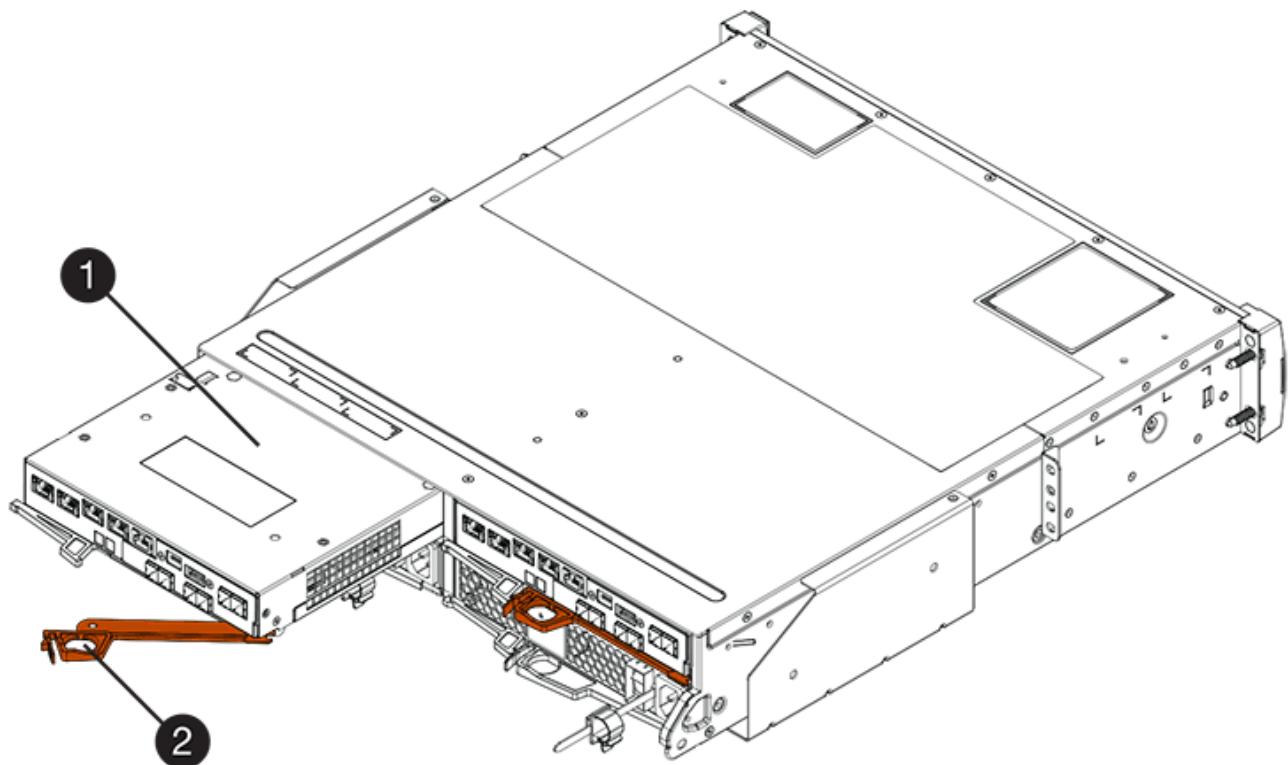
To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

4. If the controller canister has a HIC that uses SFP+ transceivers, remove the SFPs.

Because you must remove the HIC from the failed controller canister, you must remove any SFPs from the HIC ports. However, you can leave any SFPs installed in the baseboard host ports. When you reconnect the cables, you can move those SFPs to the new controller canister.

5. Confirm that the Cache Active LED on the back of the controller is off.
6. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

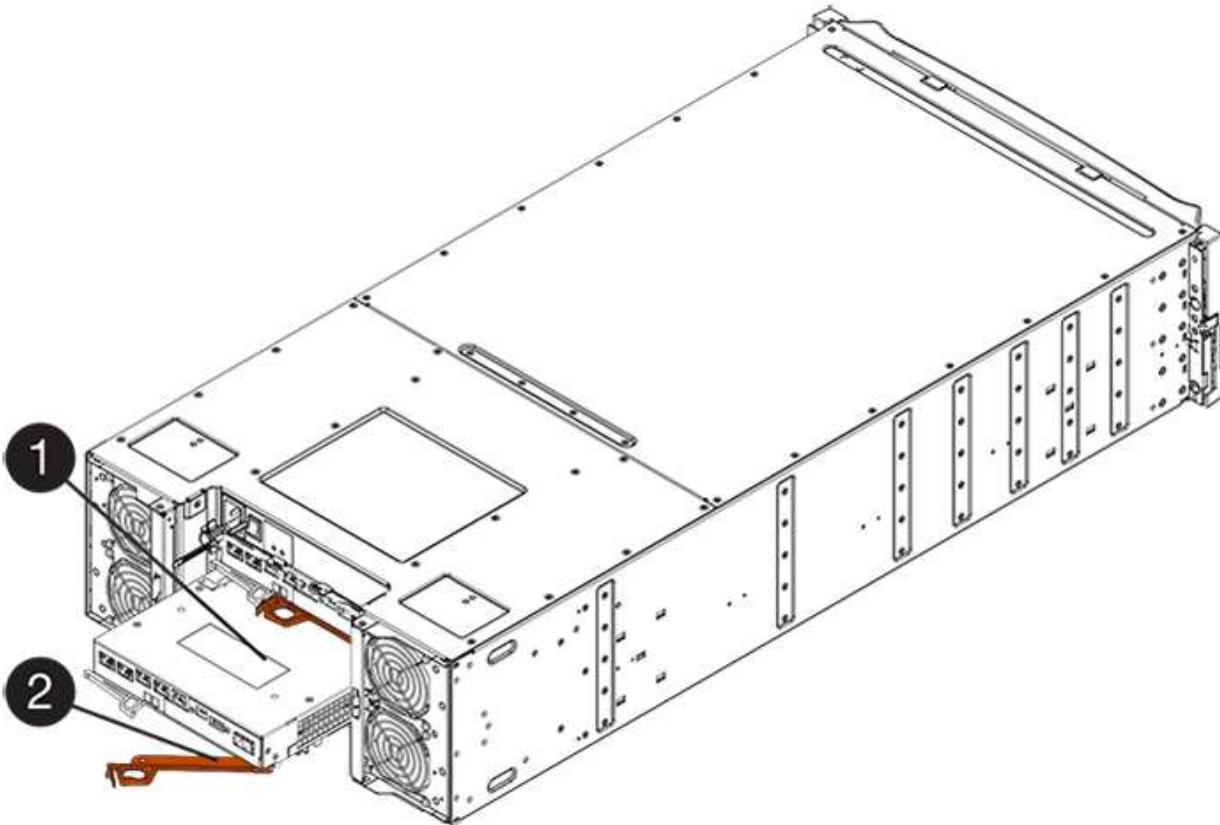
The following figure is an example of an E5724 controller shelf:



(1) *Controller canister*

(2) *Cam handle*

The following figure is an example of an E5760 controller shelf:



(1) Controller canister

(2) Cam handle

7. Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E5724 controller shelf, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

8. Turn the controller canister over, so that the removable cover faces up.
9. Place the controller canister on a flat, static-free surface.

### Step 3: Remove battery (duplex)

Remove the battery so you can install the new controller.

#### Steps

1. You remove the controller canister's cover by pressing down on the button and sliding the cover off.
2. Confirm that the green LED inside the controller (between the battery and the DIMMs) is off.

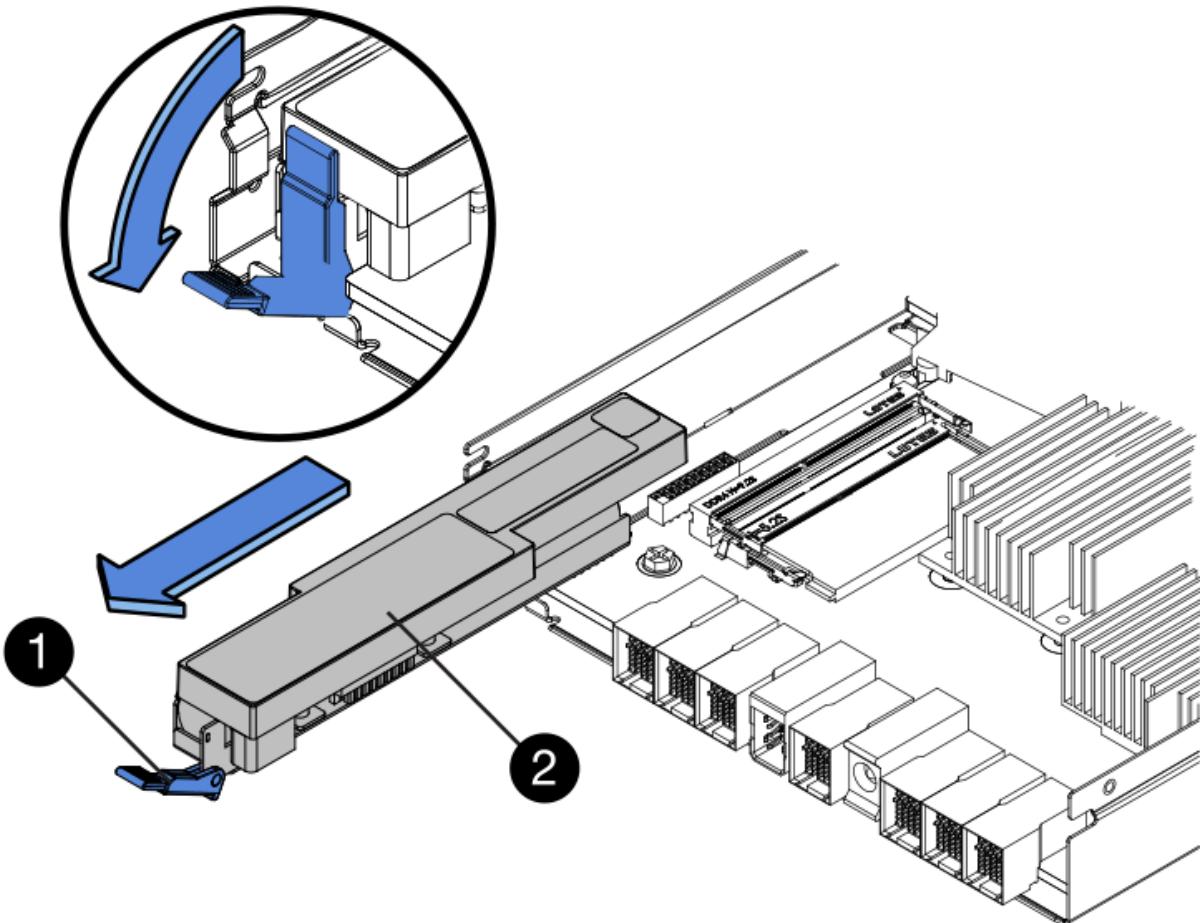
If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



(1) Internal Cache Active LED

(2) Battery

3. Locate the blue release latch for the battery.
4. Unlatch the battery by pushing the release latch down and away from the controller canister.



(1) *Battery release latch*

(2) *Battery*

5. Lift up on the battery, and slide it out of the controller canister.

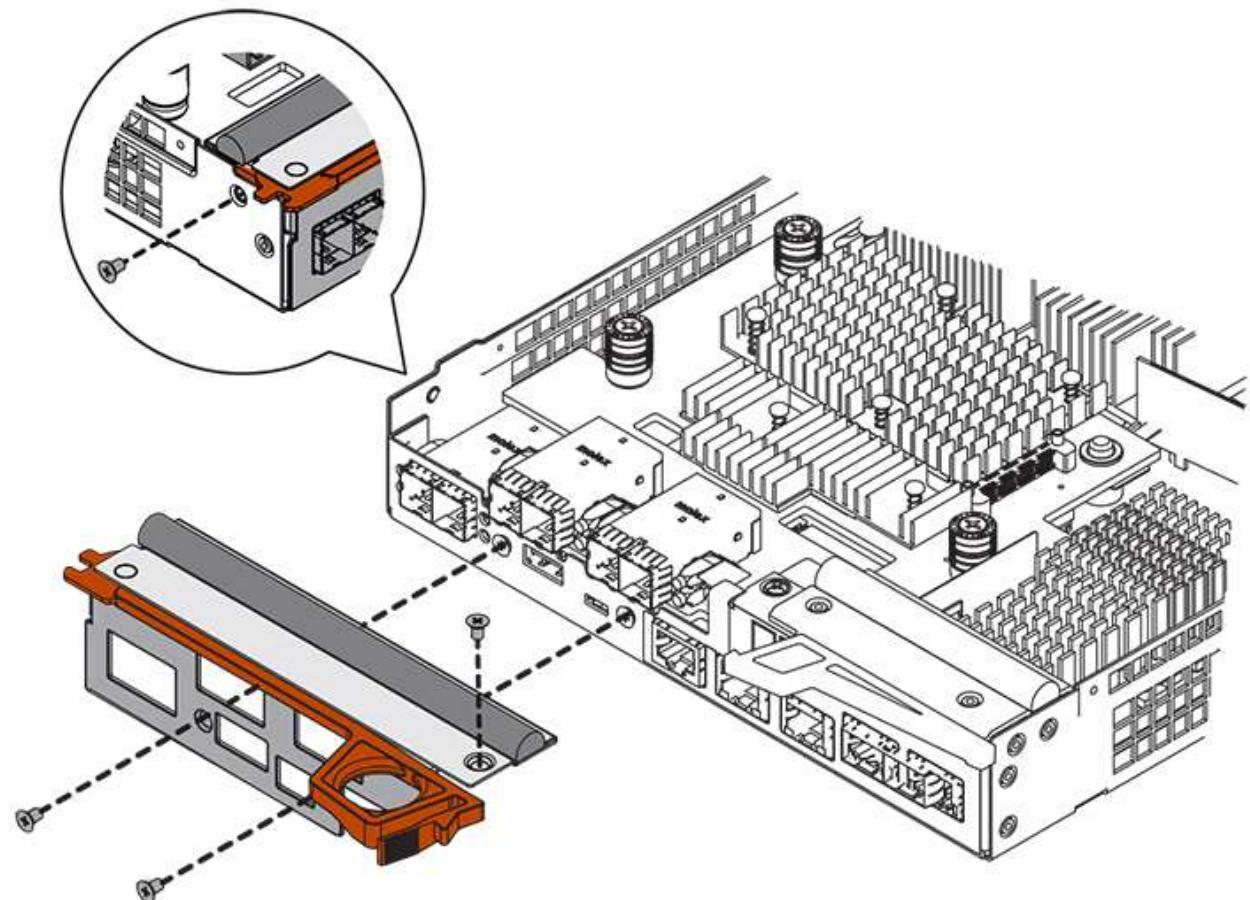
#### **Step 4: Remove host interface card (duplex)**

If the controller canister includes a host interface card (HIC), remove the HIC from the original controller canister so you can reuse it in the new controller canister.

##### **Steps**

1. Using a #1 Phillips screwdriver, remove the screws that attach the HIC faceplate to the controller canister.

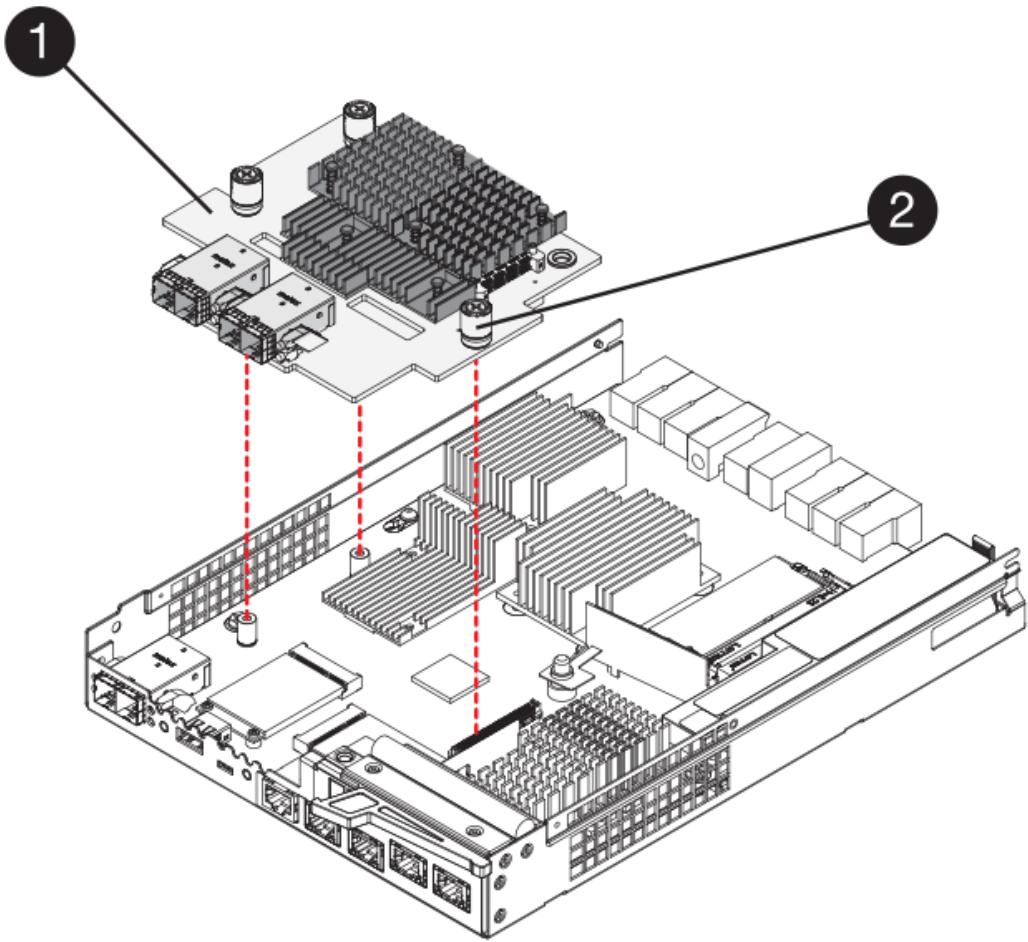
There are four screws: one on the top, one on the side, and two on the front.



2. Remove the HIC faceplate.
3. Using your fingers or a Phillips screwdriver, loosen the three thumbscrews that secure the HIC to the controller card.
4. Carefully detach the HIC from the controller card by lifting the card up and sliding it back.



Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



(1) Host interface card (HIC)

(2) Thumbscrews

5. Place the HIC on a static-free surface.

#### Step 5: Install battery (duplex)

Install the battery into the replacement controller canister. You can install the battery that you removed from the original controller canister or install a new battery that you ordered.

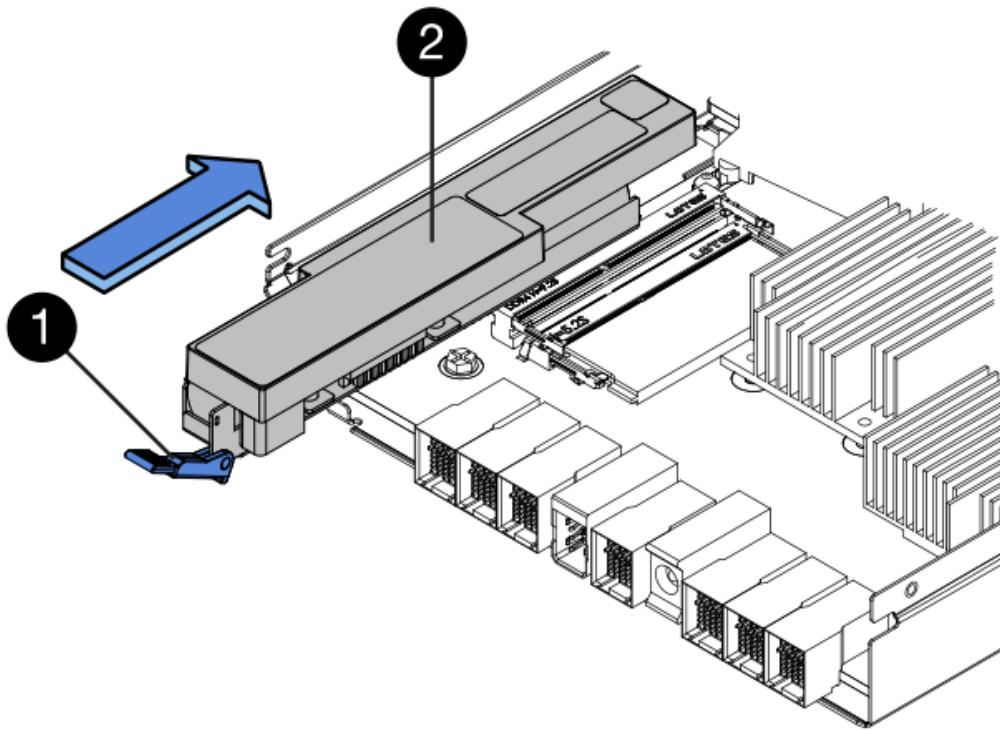
#### Steps

1. Turn the replacement controller canister over, so that the removable cover faces up.
2. Press down on the cover button, and slide the cover off.
3. Orient the controller canister so that the slot for the battery faces toward you.
4. Insert the battery into the controller canister at a slight downward angle.

You must insert the metal flange at the front of the battery into the slot on the bottom of the controller canister, and slide the top of the battery beneath the small alignment pin on the left side of the canister.

5. Move the battery latch up to secure the battery.

When the latch clicks into place, the bottom of the latch hooks into a metal slot on the chassis.



(1) *Battery release latch*

(2) *Battery*

6. Turn the controller canister over to confirm that the battery is installed correctly.



**Possible hardware damage** — The metal flange at the front of the battery must be completely inserted into the slot on the controller canister (as shown in the first figure). If the battery is not installed correctly (as shown in the second figure), the metal flange might contact the controller board, causing damage to the controller when you apply power.

- **Correct** — The battery's metal flange is completely inserted in the slot on the controller:



- **Incorrect** — The battery's metal flange is not inserted into the slot on the controller:



#### Step 6: Install host interface card (duplex)

If you removed a HIC from the original controller canister, you must install that HIC in the new controller canister.

##### Steps

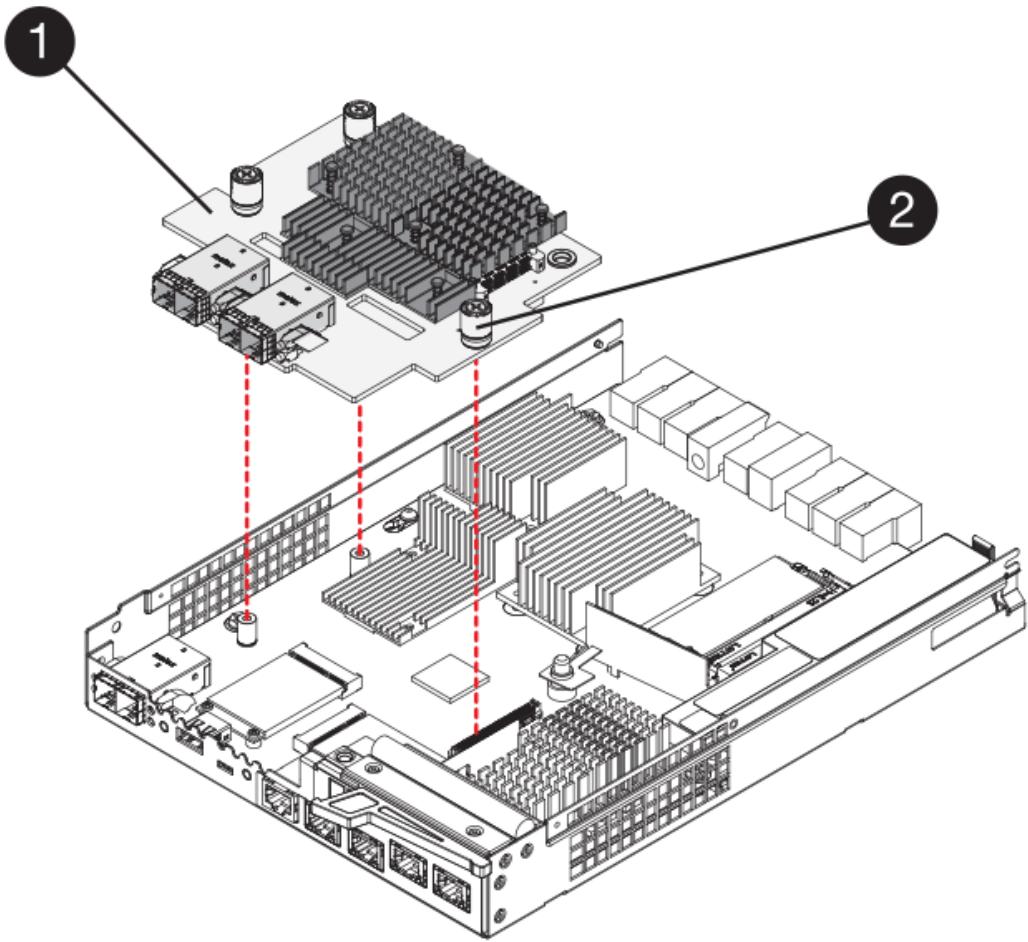
1. Using a #1 Phillips screwdriver, remove the four screws that attach the blank faceplate to the replacement controller canister, and remove the faceplate.
2. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

3. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



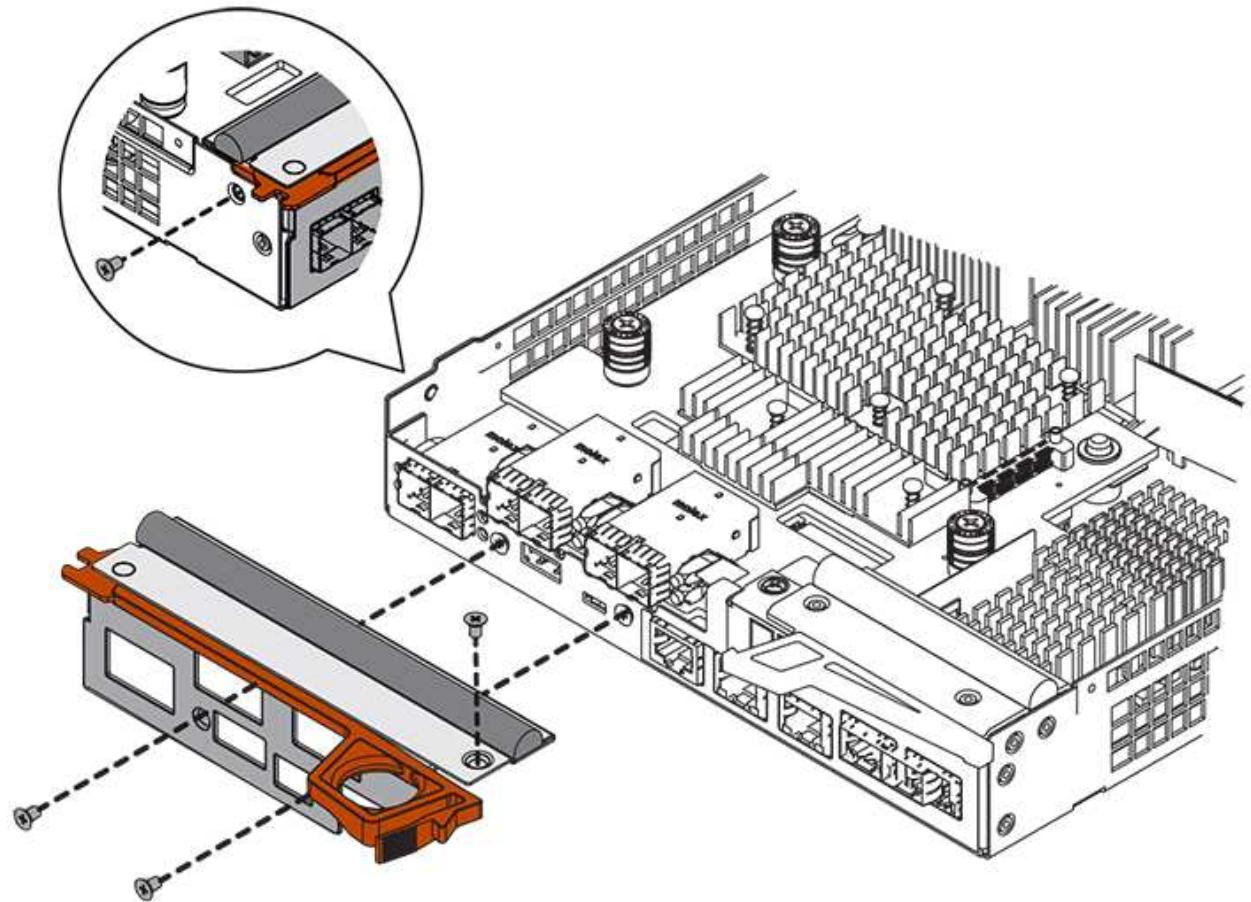
**(1)** *Host interface card (HIC)*

**(2)** *Thumbscrews*

4. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over tighten the screws.

5. Using a #1 Phillips screwdriver, attach the HIC faceplate you removed from the original controller canister to the new controller canister with four screws.

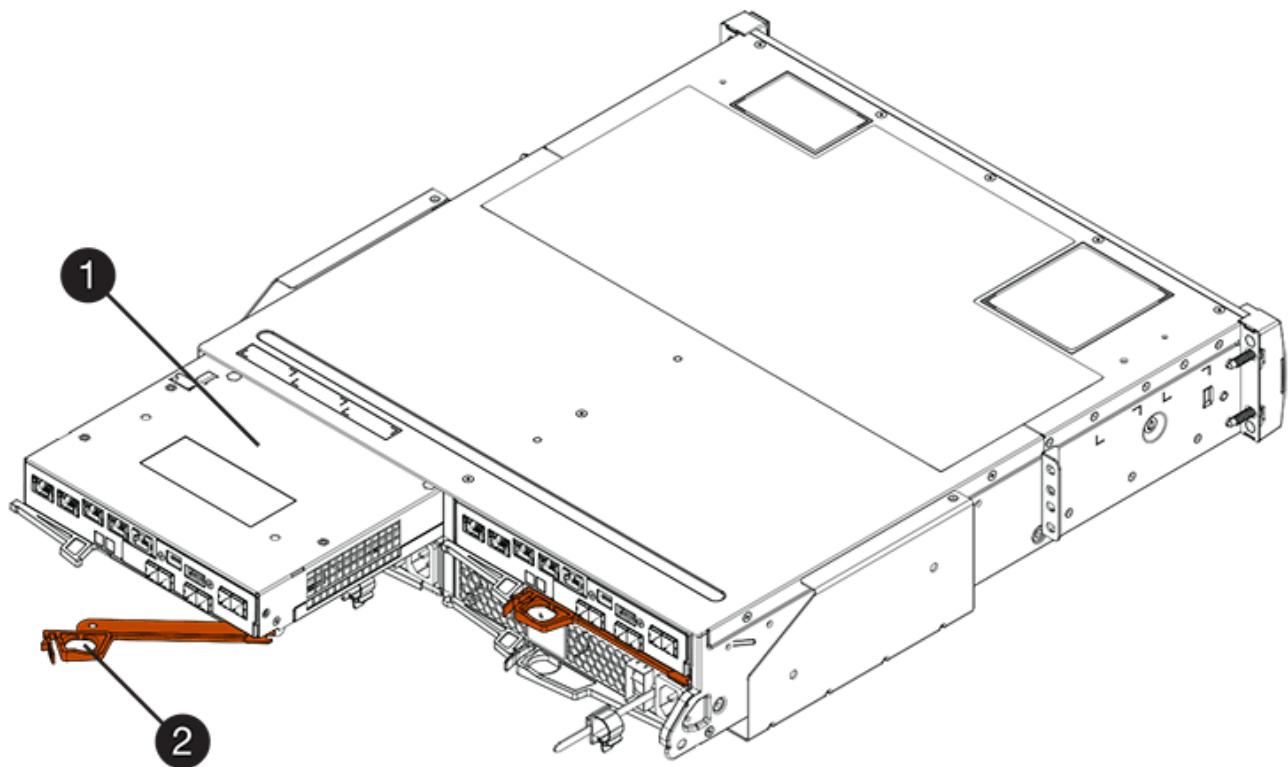


#### Step 7: Install new controller canister (duplex)

After installing the battery and the host interface card (HIC), if one was initially installed, you can install the new controller canister into the controller shelf.

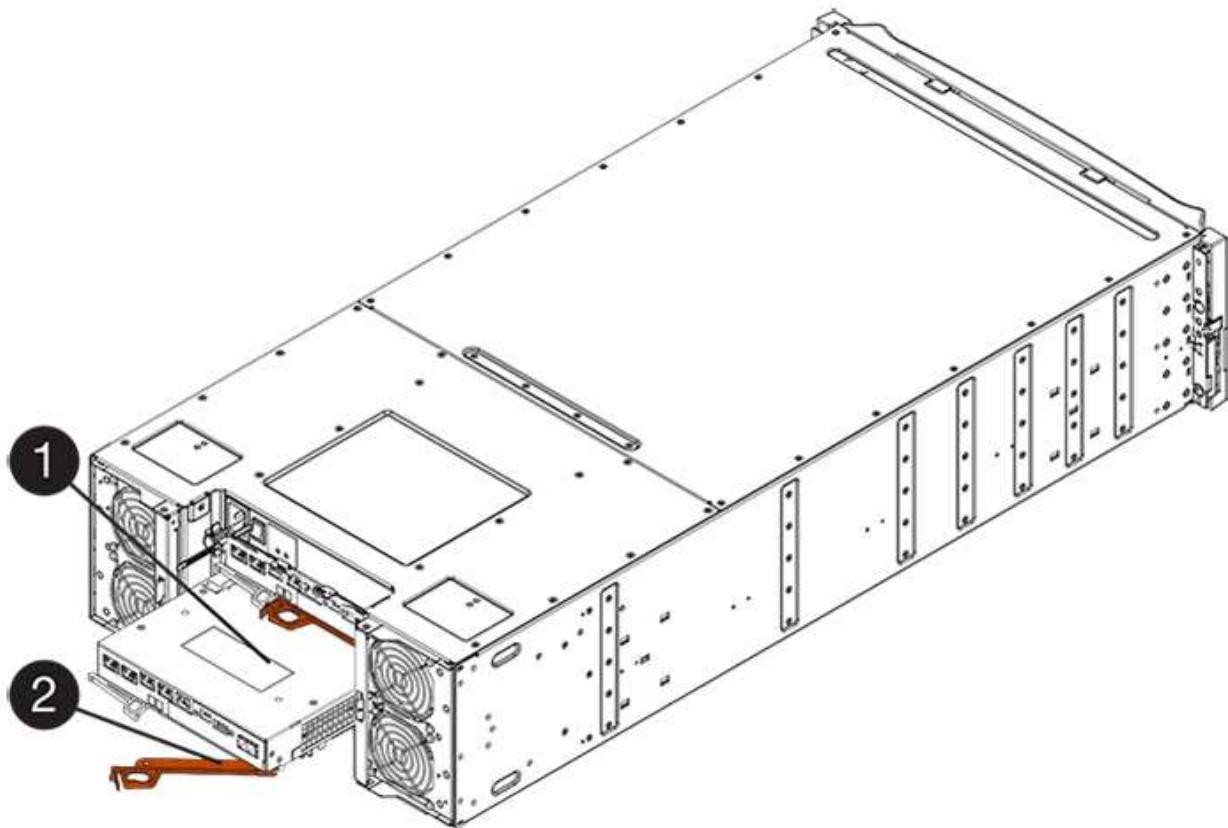
##### Steps

1. Reinstall the cover on the controller canister by sliding the cover from back to front until the button clicks.
2. Turn the controller canister over, so that the removable cover faces down.
3. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.



(1) Controller canister

(2) Cam handle



**(1) Controller canister**

**(2) Cam handle**

4. Move the cam handle to the left to lock the controller canister in place.
5. Install the SFPs from the original controller in the host ports on the new controller, and reconnect all the cables.

If you are using more than one host protocol, be sure to install the SFPs in the correct host ports.

6. If the original controller used DHCP for the IP address, locate the MAC address on the label on the back of the replacement controller. Ask your network administrator to associate the DNS/network and IP address for the controller you removed with the MAC address for the replacement controller.



If the original controller did not use DHCP for the IP address, the new controller will adopt the IP address of the controller you removed.

#### **Step 8: Complete controller replacement (duplex)**

Place the controller online, collect support data, and resume operations.

#### **Steps**

1. As the controller boots, check the controller LEDs and the seven-segment display.

When communication with the other controller is reestablished:

- The seven-segment display shows the repeating sequence **OS, OL, blank** to indicate that the controller is offline.
- The amber Attention LED remains on.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.



**(1) Host Link LEDs**

**(2) Attention LED (Amber)**

**(3) Seven-segment display**

2. Check the codes on the controller's seven-segment display as it comes back online. If the display shows one of the following repeating sequences, immediately remove the controller.
  - **OE, L0, blank** (mismatched controllers)

- OE, L6, **blank** (unsupported HIC)



**Possible loss of data access** — If the controller you just installed shows one of these codes, and the other controller is reset for any reason, the second controller also could lock down.

3. When the controller is back online, confirm that its status is Optimal and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated and the controller canister is installed correctly. If necessary, remove and reinstall the controller canister.



If you cannot resolve the problem, contact technical support.

4. If required, redistribute all volumes back to their preferred owner.
  - a. Select **Storage > Volumes**.
  - b. Select **More > Redistribute volumes**.
5. Click **Hardware > Support > Upgrade Center** to ensure that the latest version of SANtricity OS software (controller firmware) is installed.

As needed, install the latest version.

6. If needed, collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## What's next?

Your controller replacement is complete. You can resume normal operations.

## Canisters

### Requirements for E5700 canister replacement

Before you replace an E5700 canister, review the requirements and considerations.

Canisters consist of three different types: power-fan canisters (power supplies) that supply a redundant power source and adequate cooling in a 12-drive or 24-drive controller shelf or drive shelf; power canisters that are used for power redundancy in a 60-drive controller shelf or drive shelf; and fan canisters that are used for cooling the 60-drive controller shelf or drive shelf.

### Power supply



The power supply replacement procedure is applicable for IOM replacements. To replace your IOM perform the power supply replacement procedure.

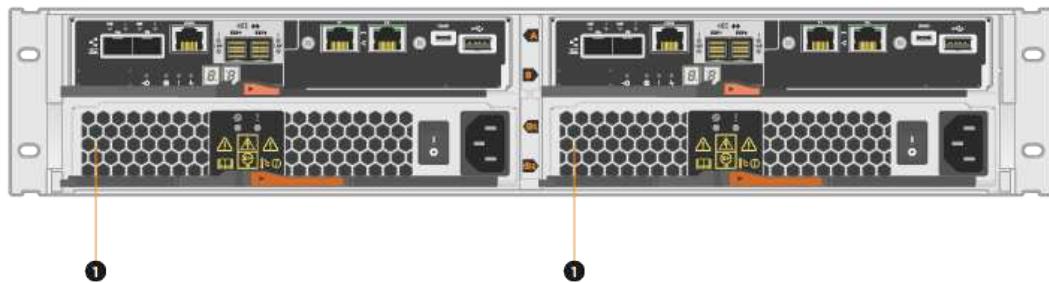
Each 24-drive controller shelf or drive shelf includes two power supplies with integrated fans. These are referred to as *power-fan canisters* in SANtricity System Manager. If a power-fan canister fails, you must replace it as soon as possible to ensure that the shelf has a redundant power source and adequate cooling.

## Shelf types for a power supply

You can replace a power supply in the following shelves:

- E5724 controller shelf
- DE224C drive shelf

The following figure shows an example E5724 controller shelf with two power supplies (power-fan canisters). The DE224C drive shelves are identical, but they include I/O modules (IOMs) instead of controller canisters.



(1) Controller shelf with two power supplies (power-fan canisters) below the controller canisters.

The *Replace power supply* topics do not describe how to replace a failed power-fan canister in a DE1600 or DE5600 drive tray, which might be connected to the E5700 or E2800 controller shelves. For instructions for those drive tray models, refer to [Replacing a Power-Fan Canister in the DE1600 Drive Tray or the DE5600 Drive Tray](#).

## Requirements for replacing a power supply

If you plan to replace a power supply, keep the following requirements in mind.

- You must have a replacement power supply (power-fan canister) that is supported for your controller shelf or drive shelf model.
- You must have an ESD wristband, or you have taken other antistatic precautions.
- You can replace a power supply (power-fan canister) while your storage array is powered on and performing host I/O operations, as long as the following conditions are true:
  - The second power supply (power-fan canister) in the shelf has an Optimal status.
  - The **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**, indicating that it is safe to remove this component.



If the second power supply (power-fan canister) in the shelf does not have Optimal status or if the Recovery Guru indicates that it is not OK to remove the power-fan canister, contact technical support.

## Power canister

Each 60-drive controller shelf or drive shelf includes two power canisters for power redundancy.

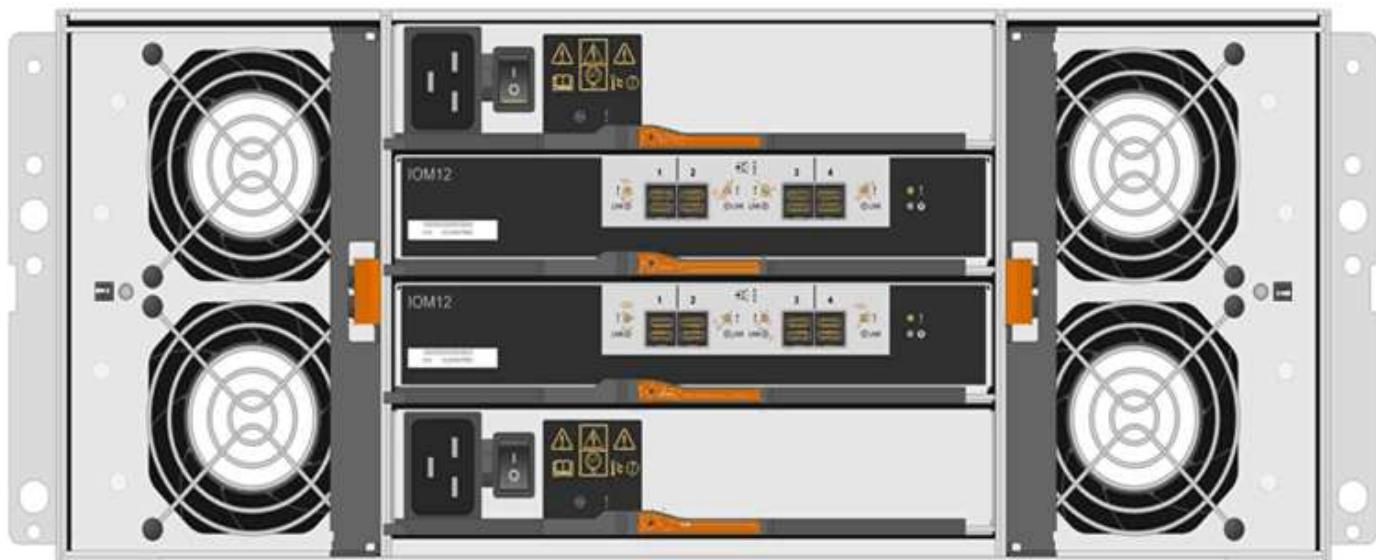
### Shelf types for a power canister

You can replace a power canister in the following shelves:

- E5760 controller shelves
- DE460C drive shelf

The *Replace power canister* topics do not describe how to replace a failed power canister in a DE6600 drive tray, which might be connected to the controller shelf.

The following figure shows the back of a DE460C drive shelf with the two power canisters:



The following figure shows a power canister:



### Requirements for replacing a power canister

If you plan to replace a power canister, keep the following requirements in mind.

- You have a replacement power canister that is supported for your controller shelf or drive shelf model.

- You have one power canister that is installed and running.
- You have an ESD wristband, or you have taken other antistatic precautions.
- You can replace a power canister while your storage array is powered on and performing host I/O operations, as long as the following conditions are true:
- The other power canister in the shelf has Optimal status.



While you perform the procedure, the other power canister supplies power to both fans to ensure that the equipment does not overheat.

- The **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**, indicating that it is safe to remove this component.



If the second power canister in the shelf does not have Optimal status or if the Recovery Guru indicates that it is not OK to remove the power canister, contact technical support.

## Fan canister

Each 60-drive controller shelf or drive shelf includes two fan canisters.

### Shelf types for a fan canister

You can replace a fan canister in the following shelves:

- E5760 controller shelves
- DE460C drive shelf

The *Replace fan canister* topics do not describe how to replace a failed fan canister in a DE6600 drive tray, which might be connected to the controller shelf.

The following figure shows a fan canister:



The following figure shows the back of a DE460C shelf with two fan canisters:



**Possible equipment damage** — If you replace a fan canister with the power turned on, you must complete the replacement procedure within 30 minutes to prevent the possibility of overheating the equipment.

### Requirements for replacing a fan canister

If you plan to replace a fan canister, keep the following requirements in mind.

- You have a replacement fan canister (fan) that is supported for your controller shelf or drive shelf model.
- You have one fan canister that is installed and running.
- You have an ESD wristband, or you have taken other antistatic precautions.
- If you perform this procedure with the power turned on, you must complete it within 30 minutes to prevent the possibility of overheating the equipment.
- You can replace a fan canister while your storage array is powered on and performing host I/O operations, as long as the following conditions are true:
  - The second fan canister in the shelf has an Optimal status.
  - The **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**, indicating that it is safe to remove this component.



If the second fan canister in the shelf does not have Optimal status or if the Recovery Guru indicates that it is not OK to remove the fan canister, contact technical support.

### Replace E5700 power supply (24-drive)

You can replace a power supply in an E5700 array with a 24-drive shelf, which include the following shelf types:

- E5724 controller shelf
- DE224C drive shelf

### About this task

Each 24-drive controller shelf or drive shelf includes two power supplies with integrated fans. These are referred to as *power-fan canisters* in SANtricity System Manager. If a power-fan canister fails, you must replace it as soon as possible to ensure that the shelf has a redundant power source and adequate cooling.

You can replace a power supply while your storage array is powered on and performing host I/O operations, as long as the second power supply in the shelf has an Optimal status and the **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**.

## Before you begin

- Review [Requirements for E5700 canister replacement](#).
- Review the details in the Recovery Guru to confirm that there is an issue with the power supply. Select **Recheck** from the Recovery Guru to ensure no other items must be addressed first.
- Check that the amber Attention LED on the power supply is on, indicating that the power supply or its integrated fan has a fault. Contact technical support for assistance if both power supplies in the shelf have their amber Attention LEDs on.

## What you'll need

- A replacement power supply that is supported for your controller shelf or drive shelf model.
- An ESD wristband, or you have taken other antistatic precautions.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace power supply

Prepare to replace a power supply in a 24-drive controller shelf or drive shelf.

#### Steps

1. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

2. From SANtricity System Manager, determine which power supply has failed. You can find this information in the Details area of the Recovery Guru, or you can review the information displayed for the shelf.
  - a. Select **Hardware**.
  - b. Look at the power  and fan  icons to the right of the **Shelf** drop-down lists to determine which shelf has the failed power supply.  
If a component has failed, either or both icons are red.
  - c. When you find the shelf with a red icon, select **Show back of shelf**.
  - d. Select either power supply.
  - e. On the **Power Supplies** and **Fans** tabs, look at the statuses of the power-fan canisters, the power supplies, and the fans to determine which power supply must be replaced.

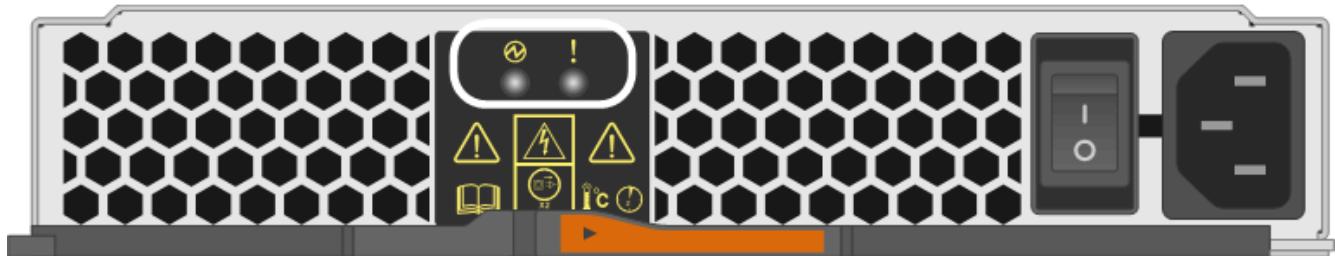
A component with a **Failed** status must be replaced.



If the second power supply canister in the shelf does not have **Optimal** status, do not attempt to hot-swap the failed power supply. Instead, contact technical support for assistance.

3. From the back of the storage array, look at the Attention LEDs to locate the power supply you need to remove.

You must replace the power supply that has its Attention LED on.



- If the Power LED is **solid green**, the power supply is functioning correctly. If it is **Off**, the power supply failed, the AC switch is turned off, the AC power cord is not properly installed, or the AC power cord input voltage is not within margin (there is a problem at the source end of the AC power cord).

If the Attention LED is **solid amber**, the power supply or its integrated fan has a fault.

## Step 2: Remove failed power supply

Remove a failed power supply so you can replace it with a new one.

### Steps

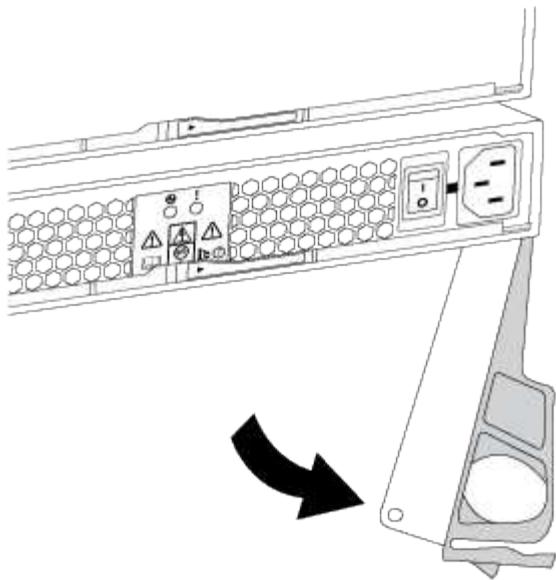
1. Unpack the new power supply, and set it on a level surface near the drive shelf.

Save all packing materials for use when returning the failed power supply.

2. Turn off the power supply and disconnect the power cables:

- a. Turn off the power switch on the power supply.
- b. Open the power cord retainer, and then unplug the power cord from the power supply.
- c. Unplug the power cord from the power source.

3. Squeeze the latch on the power supply cam handle, and then open the cam handle to fully release the power supply from the mid plane.



4. Use the cam handle to slide the power supply out of the system.



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

As you remove the power supply, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

### Step 3: Install new power supply

Install a new power supply to replace the failed one.

#### Steps

1. Make sure that the on/off switch of the new power supply is in the **Off** position.
2. Using both hands, support and align the edges of the power supply with the opening in the system chassis, and then gently push the power supply into the chassis using the cam handle.

The power supplies are keyed and can only be installed one way.



Do not use excessive force when sliding the power supply into the system; you can damage the connector.

3. Close the cam handle so that the latch clicks into the locked position and the power supply is fully seated.
4. Reconnect the power supply cabling:
  - a. Reconnect the power cord to the power supply and the power source.
  - b. Secure the power cord to the power supply using the power cord retainer.
5. Turn on the power to the new power-fan canister.

#### Step 4: Complete power supply replacement

Confirm that the new power supply is working correctly, gather support data, and resume normal operations.

#### Steps

1. On the new power supply, check that the green Power LED is on and the amber Attention LED is OFF.
2. From the Recovery Guru in SANtricity System Manager, select **Recheck** to ensure the problem has been resolved.
3. If a failed power supply is still being reported, repeat the steps in [Step 2: Remove failed power supply](#) and in [Step 3: Install new power supply](#). If the problem persists, contact technical support.
4. Remove the antistatic protection.
5. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

6. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

#### What's next?

Your power supply replacement is complete. You can resume normal operations.

### Replace E5700 power canister (60-drive)

You can replace a power supply in an E5700 array with a 60-drive shelf, which include the following shelf types:

- E5760 controller shelf
- DE460C drive shelf

#### About this task

Each 60-drive controller shelf or drive shelf includes two power canisters for power redundancy. If a power canister fails, you must replace it as soon as possible to ensure that the shelf has a redundant power source.

You can replace a power canister while your storage array is powered on and performing host I/O operations, as long as the second power canister in the shelf has an Optimal status and the **OK to remove** field in the Details area of the Recovery Guru in SANtricity System Manager displays **Yes**.

While you perform this task, the other power canister supplies power to both fans to ensure that the equipment does not overheat.

#### Before you begin

- Review [Requirements for E5700 canister replacement](#).
- Review the details in the Recovery Guru to confirm that there is an issue with a battery and to ensure no other items must be addressed first.
- Check that the amber Attention LED on the power canister is on, indicating that the canister has a fault. Contact technical support for assistance if both power canisters in the shelf have their amber Attention LEDs on.

## What you'll need

- One power canister that is installed and running.
- A replacement power canister that is supported for your controller shelf or drive shelf model.
- An ESD wristband, or you have taken other antistatic precautions.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace power canister

Prepare to replace a power canister in a 60-drive controller shelf or drive shelf.

#### Steps

1. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

2. From SANtricity System Manager, determine which power canister has failed.

- a. Select **Hardware**.
- b. Look at the power  icon to the right of the **Shelf** drop-down lists to determine which shelf has the failed power canister.  
If a component has failed, this icon is red.
- c. When you find the shelf with a red icon, select **Show back of shelf**.
- d. Select either power canister or the red power icon.
- e. On the **Power Supplies** tab, look at the statuses of the power canisters to determine which power canister must be replaced.

A component with a **Failed** status must be replaced.



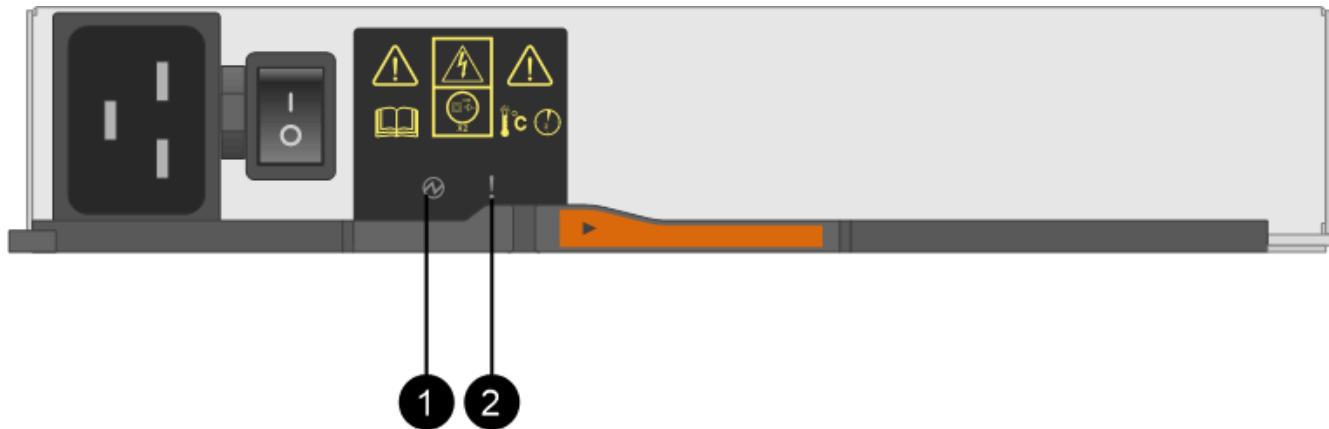
If the second power canister in the shelf does not have **Optimal** status, do not attempt to hot-swap the failed power canister. Instead, contact technical support for assistance.



You can also find information about the failed power canister in the Details area of the Recovery Guru, or you can review the information displayed for the shelf, or you can review the Event Log under Support and filter by Component Type.

3. From the back of the storage array, look at the Attention LEDs to locate the power canister you need to remove.

You must replace the power canister that has its Attention LED on.



**(1) Power LED.** If it is **Solid green**, the power canister is functioning correctly. If it is **Off**, the power canister failed, the AC switch is turned off, the AC power cord is not properly installed, or the AC power cord input voltage is not within margin (there is a problem at the source end of the AC power cord).

**(2) Attention LED.** If it is **Solid amber**, the power canister has a fault, or there is no input power to this power canister, but the other power canister is operating.

#### Step 2: Remove failed power canister

Remove a failed power canister so you can replace it with a new one.

##### Steps

1. Put on antistatic protection.
  2. Unpack the new power canister, and set it on a level surface near the shelf.
- Save all packing materials for use when returning the failed power canister.
3. Turn off the power switch on the power canister that you need to remove.
  4. Open the power cord retainer of the power canister that you need to remove, and then unplug the power cord from the power canister.
  5. Press the orange latch on the power canister cam handle, and then open the cam handle to fully release the power canister from the mid plane.
  6. Use the cam handle to slide the power canister out of the shelf.



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

#### Step 3: Install new power canister

Install a new power canister to replace the failed one.

##### Steps

1. Make sure the on/off switch of the new power canister is in the Off position.
2. Using both hands, support and align the edges of the power canister with the opening in the system chassis, and then gently push the power canister into the chassis using the cam handle until it locks into place.



Do not use excessive force when sliding the power canister into the system; you can damage the connector.

3. Close the cam handle so that the latch clicks into the locked position and the power canister is fully seated.
4. Reconnect the power cord to the power canister, and secure the power cord to the power canister using the power cord retainer.
5. Turn on the power to the new power canister.

#### Step 4: Complete power canister replacement

Confirm that the new power canister is working correctly, gather support data, and resume normal operations.

#### Steps

1. On the new power canister, check that the green Power LED is on and the amber Attention LED is OFF.
2. From the Recovery Guru in SANtricity System Manager, select **Recheck** to ensure the problem has been resolved.
3. If a failed power canister is still being reported, repeat the steps in [Step 2: Remove failed power canister](#) and in [Step 3: Install new power canister](#). If the problem persists, contact technical support.
4. Remove the antistatic protection.
5. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

6. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

#### What's next?

Your power canister replacement is complete. You can resume normal operations.

#### Replace E5700 fan canister (60-drive)

You can replace a fan canister in an E5700 array with a 60-drive shelf, which include the following shelf types:

- E5760 controller shelf
- DE460C drive shelf

#### About this task

Each 60-drive controller shelf or drive shelf includes two fan canisters. If a fan canister fails, you must replace it as soon as possible to ensure that the shelf has adequate cooling.



**Possible equipment damage**—If you perform this procedure with the power turned on, you must complete it within 30 minutes to prevent the possibility of overheating the equipment.

## Before you begin

- Review [Requirements for E5700 canister replacement](#).
- Review the details in the Recovery Guru to confirm that there is an issue with a battery and to ensure no other items must be addressed first.
- Check that the amber Attention LED on the fan canister is on, indicating that the fan has a fault. Contact technical support for assistance if both fan canisters in the shelf have their amber Attention LEDs on.

## What you'll need

- A replacement fan canister (fan) that is supported for your controller shelf or drive shelf model.
- An ESD wristband, or you have taken other antistatic precautions.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace fan canister

Prepare to replace a fan canister in a 60-drive controller shelf or drive shelf.

#### Steps

1. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

2. From SANtricity System Manager, determine which fan canister has failed.

- a. Select **Hardware**.
- b. Look at the fan  icon to the right of the **Shelf** drop-down lists to determine which shelf has the failed fan canister.

If a component has failed, this icon is red.

- c. When you find the shelf with a red icon, select **Show back of shelf**.
- d. Select either fan canister or the red fan icon.
- e. On the **Fans** tab, look at the statuses of the fan canisters to determine which fan canister must be replaced.

A component with a **Failed** status must be replaced.

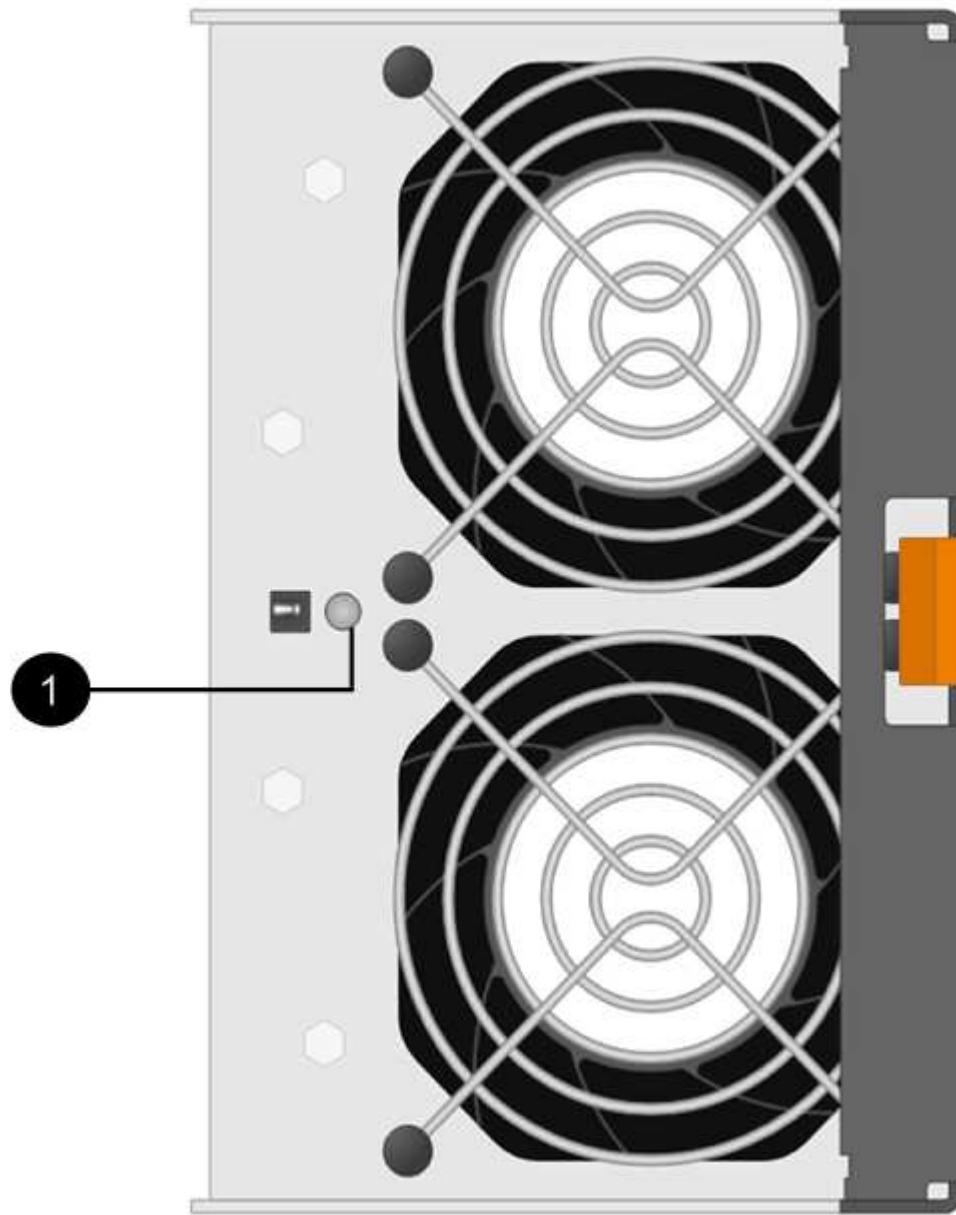


If the second fan canister in the shelf does not have **Optimal** status, do not attempt to hot-swap the failed fan canister. Instead, contact technical support for assistance.

You can also find information about the failed fan canister in the Details area of the Recovery Guru, or you can review the Event Log under Support and filter by Component Type.

3. From the back of the storage array, look at the Attention LEDs to locate the fan canister you need to remove.

You must replace the fan canister that has its Attention LED on.



**(1) Attention LED.** If this LED displays as **Solid amber**, then the fan has a fault.

#### Step 2: Remove failed fan canister and install new one

Remove a failed fan canister so you can replace it with a new one.



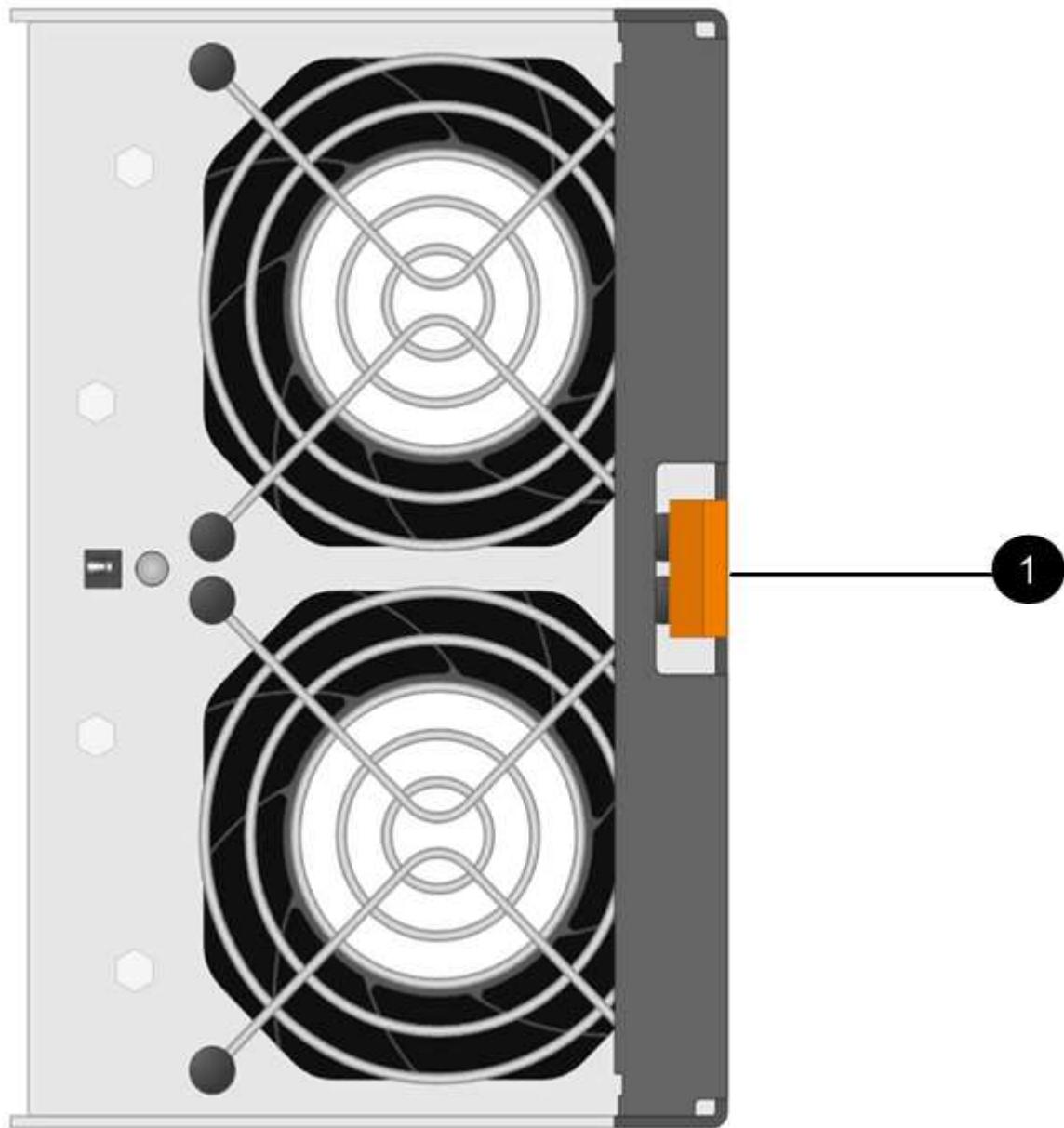
If you do not turn off the power to your storage array, ensure that you remove and replace the fan canister within 30 minutes to prevent the system from overheating.

## Steps

1. Unpack the new fan canister, and place it on a level surface near the shelf.

Save all packing material for use when returning the failed fan.

2. Press the orange tab to release the fan canister handle.



**(1)** Tab that you press to release the fan canister handle.

3. Use the fan canister handle to pull the fan canister out of the shelf.



**(1) Handle to pull the fan canister out.**

4. Slide the replacement fan canister all the way into the shelf, and then move the fan canister handle until it latches with the orange tab.

#### **Step 3: Complete fan canister replacement**

Confirm that the new fan canister is working correctly, gather support data, and resume normal operations.

##### **Steps**

1. Check the amber Attention LED on the new fan canister.



After you replace the fan canister, the Attention LED stays on (solid amber) while the firmware checks that the fan canister was installed correctly. The LED goes off after this process is complete.

2. From the Recovery Guru in SANtricity System Manager, select **Recheck** to ensure the problem has been resolved.
3. If a failed fan canister is still being reported, repeat the steps in [Step 2: Remove failed fan canister and install new one](#). If the problem persists, contact technical support.
4. Remove the antistatic protection.
5. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

6. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

## What's next?

Your fan canister replacement is complete. You can resume normal operations.

## Drives

### Requirements for E5700 drive replacement

Before you replace a drive, review the requirements and considerations.

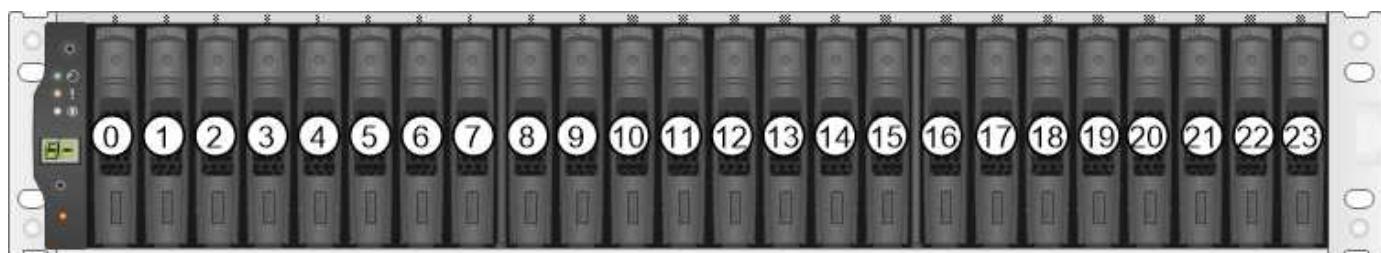
#### Shelf types

You can replace a drive in a 24-drive shelf, in a 60-drive shelf, or in a drive drawer.

#### 24-drive shelves

The figures show how the drives are numbered in each type of shelf (the shelf's front bezel or end caps have been removed).

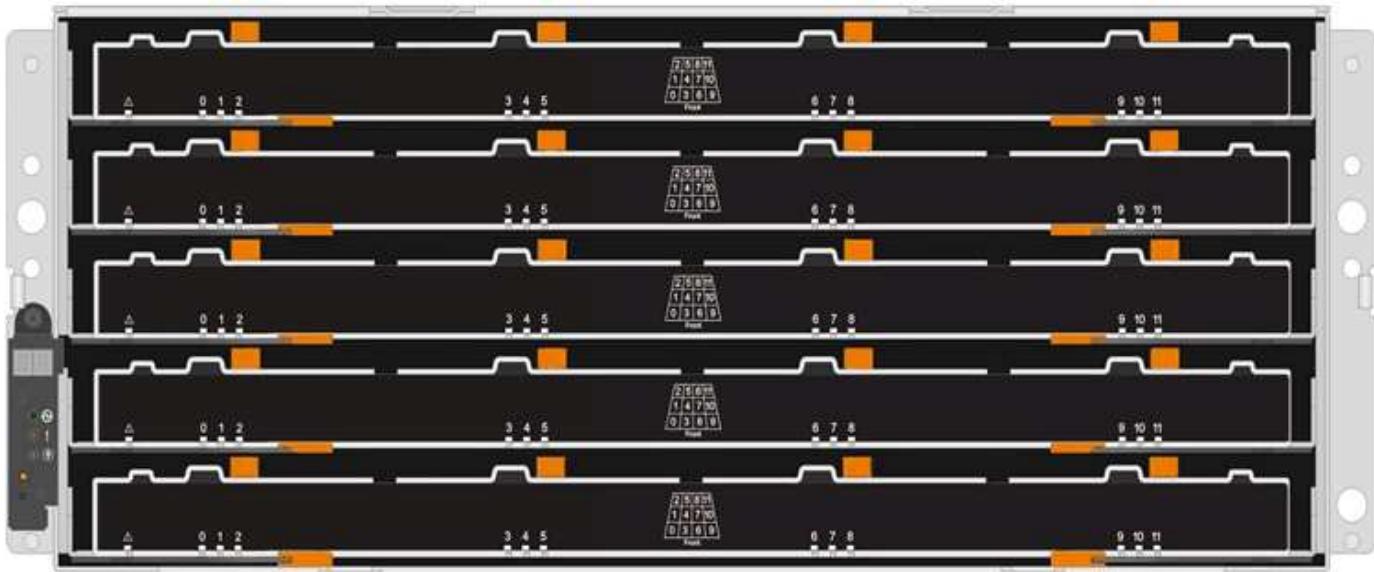
##### Drive numbering in an E5724 controller shelf or DE224C drive shelf



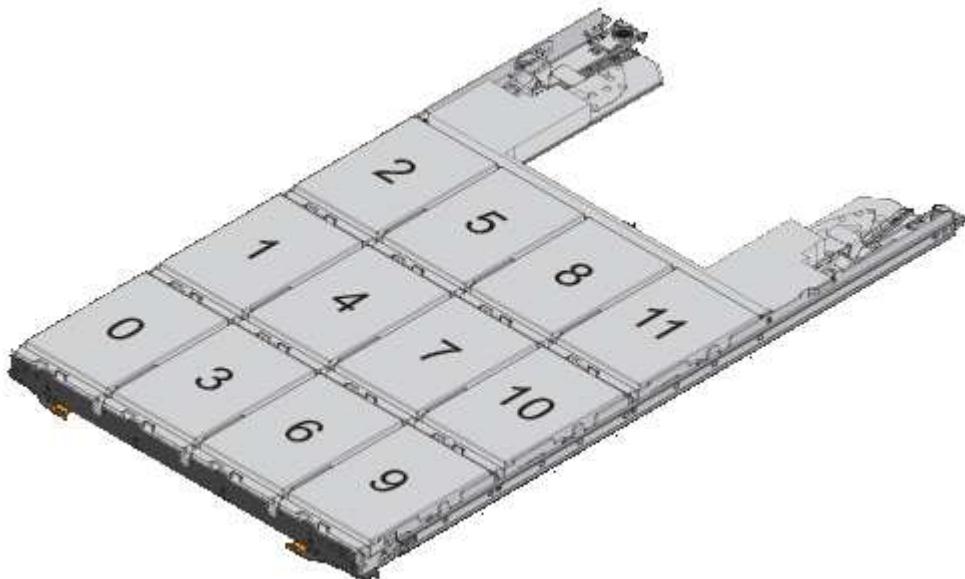
i Your E5724 storage array might include one or more SAS-2 legacy expansion drive trays, including the DE5600 24-drive tray or the DE6600 60-drive tray. For instructions for replacing a drive in one of these drive trays, see [Replacing a Drive in E2660, E2760, E5460, E5560, or E5660 Drive Trays](#) and [Replacing a Drive in E2600, E2700, E5400, E5500, and E5600 12-Drive or 24-Drive Trays](#).

#### 60-drive shelves

Both the E5760 controller shelf and the DE460C drive shelf consist of five drive drawers that each contain 12 drive slots. Drive drawer 1 is at the top, and drive drawer 5 is at the bottom.



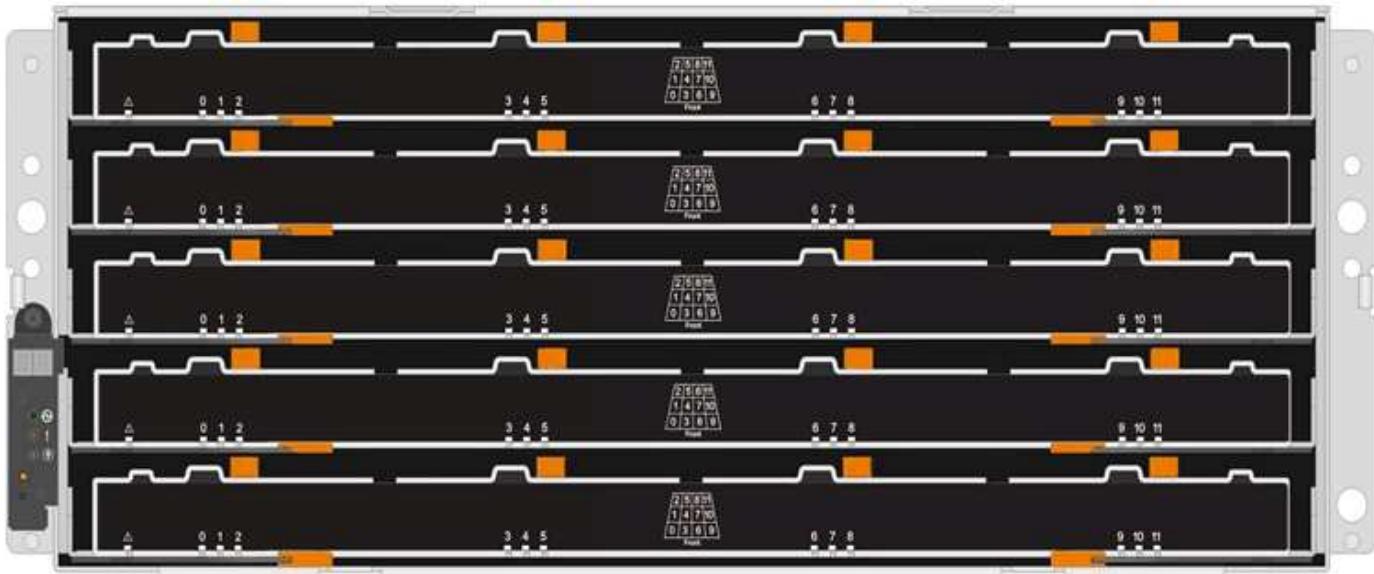
For both an E5760 controller shelf drawer and a DE460C drive shelf drawer, drives are numbered from 0 to 11 in each drive drawer within the shelf.



Your E5760 storage array might include one or more SAS-2 legacy expansion drive trays, including the DE1600 12-drive tray, the DE5600 24-drive tray, or the DE6600 60-drive tray. For instructions for replacing a drive in one of these drive trays, see [Replacing a Drive in E2660, E2760, E5460, E5560, or E5660 Drive Trays](#) and [Replacing a Drive in E2600, E2700, E5400, E5500, and E5600 12-Drive or 24-Drive Trays](#).

### Drive drawer

You can replace a drive drawer in a E5760 controller shelf and a DE460C drive shelf. Each of these 60-drive shelves has five drive drawers.



Each of the five drawers can hold up to 12 drives.



#### Requirements for handling drives



The drives in your storage array are fragile. Improper drive handling is a leading cause of drive failure.

Follow these rules to avoid damaging the drives in your storage array:

- Prevent electrostatic discharge (ESD):
    - Keep the drive in the ESD bag until you are ready to install it.
    - Do not insert a metal tool or knife into the ESD bag.
- Open the ESD bag by hand or cut the top off with a pair of scissors.
- Keep the ESD bag and any packing materials in case you must return a drive later.

- Always wear an ESD wrist strap grounded to an unpainted surface on your storage enclosure chassis. If a wrist strap is unavailable, touch an unpainted surface on your storage enclosure chassis before handling the drive.
- Handle drives carefully:
  - Always use two hands when removing, installing, or carrying a drive.
  - Never force a drive into a shelf, and use gentle, firm pressure to completely engage the drive latch.
  - Place drives on cushioned surfaces, and never stack drives on top of each other.
  - Do not bump drives against other surfaces.
  - Before removing a drive from a shelf, unlatch the handle and wait 30 seconds for the drive to spin down.
  - Always use approved packaging when shipping drives.
- Avoid magnetic fields:
  - Keep drives away from magnetic devices.

Magnetic fields can destroy all data on the drive and cause irreparable damage to the drive circuitry.

## Replace drive in E5700 (24-drive shelf)

You can replace a drive in a 24-drive shelf.

### About this task

The Recovery Guru in SANtricity System Manager monitors the drives in the storage array and can notify you of an impending drive failure or an actual drive failure. When a drive has failed, its amber Attention LED is on. You can hot-swap a failed drive while the storage array is receiving I/O.

### Before you begin

- Review drive handling requirements in [Requirements for E5700 drive replacement](#).

### What you'll need

- A replacement drive that is supported by NetApp for your controller shelf or drive shelf.
- An ESD wristband, or you have taken other antistatic precautions.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace drive (24-drive)

Prepare to replace a drive by checking the Recovery Guru in SANtricity System Manager and completing any prerequisite steps. Then, you can locate the failed component.

### Steps

1. If the Recovery Guru in SANtricity System Manager has notified you of an *impending drive failure*, but the drive has not yet failed, follow the instructions in the Recovery Guru to fail the drive.
2. If needed, use SANtricity System Manager to confirm you have a suitable replacement drive.
  - a. Select **Hardware**.
  - b. Select the failed drive on the shelf graphic.

- c. Click the drive to display its context menu, and then select **View settings**.
- d. Confirm that the replacement drive has a capacity equal to or greater than the drive you are replacing and that it has the features you expect.

For example, do not attempt to replace a hard disk drive (HDD) with a solid-state drive (SSD). Similarly, if you are replacing a secure-capable drive, make sure the replacement drive is also secure-capable.

3. If needed, use SANtricity System Manager to locate the drive within your storage array: From the drive's context menu, select **Turn on locator light**.

The drive's Attention LED (amber) blinks so you can identify which drive to replace.



If you are replacing a drive in a shelf that has a bezel, you must remove the bezel to see the drive LEDs.

### Step 2: Remove failed drive (24-drive)

Remove a failed drive to replace it with a new one.

#### Steps

1. Unpack the replacement drive, and set it on a flat, static-free surface near the shelf.

Save all packing materials.

2. Press the release button on the failed drive.



- For drives in E5724 controller shelves or DE224C drive shelves, the release button is located at the top of the drive. The cam handle on the drive springs open partially, and the drive releases from the midplane.

3. Open the cam handle, and slide out the drive slightly.
4. Wait 30 seconds.
5. Using both hands, remove the drive from the shelf.
6. Place the drive on an antistatic, cushioned surface away from magnetic fields.
7. Wait 30 seconds for the software to recognize that the drive has been removed.



If you accidentally remove an active drive, wait at least 30 seconds, and then reinstall it. For the recovery procedure, refer to the storage management software.

### Step 3: Install new drive (24-drive)

You install a new drive to replace the failed one. Install the replacement drive as soon as possible after removing the failed drive. Otherwise, there is a risk that the equipment might overheat.

## Steps

1. Open the cam handle.
2. Using two hands, insert the replacement drive into the open bay, firmly pushing until the drive stops.
3. Slowly close the cam handle until the drive is fully seated in the midplane and the handle clicks into place.

The green LED on the drive comes on when the drive is inserted correctly.



Depending on your configuration, the controller might automatically reconstruct data to the new drive. If the shelf uses hot spare drives, the controller might need to perform a complete reconstruction on the hot spare before it can copy the data to the replaced drive. This reconstruction process increases the time that is required to complete this procedure.

## Step 4: Complete drive replacement (24-drive)

Confirm that the new drive is working correctly.

## Steps

1. Check the Power LED and the Attention LED on the drive you replaced.

When you first insert a drive, its Attention LED might be on. However, the LED should go off within a minute.

- Power LED is on or blinking, and the Attention LED is off: Indicates that the new drive is working correctly.
- Power LED is off: Indicates that the drive might not be installed correctly. Remove the drive, wait 30 seconds, and then reinstall it.
- Attention LED is on: Indicates that the new drive might be defective. Replace it with another new drive.

2. If the Recovery Guru in SANtricity System Manager still shows an issue, select **Recheck** to ensure the problem has been resolved.
3. If the Recovery Guru indicates that drive reconstruction did not start automatically, start reconstruction manually, as follows:



Perform this operation only when instructed to do so by technical support or the Recovery Guru.

- a. Select **Hardware**.
- b. Click the drive that you replaced.
- c. From the drive's context menu, select **Reconstruct**.
- d. Confirm that you want to perform this operation.

When the drive reconstruction completes, the volume group is in an Optimal state.

4. As required, reinstall the bezel.
5. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

## What's next?

Your drive replacement is complete. You can resume normal operations.

## Replace drive in E5700 (60-drive shelf)

You can replace a drive in a 60-drive shelf.

### About this task

The Recovery Guru in SANtricity System Manager monitors the drives in the storage array and can notify you of an impending drive failure or an actual drive failure. When a drive has failed, its amber Attention LED is on. You can hot-swap a failed drive while the storage array is receiving I/O operations.

This task applies to DCM and DCM2 drive shelves.

### Before you begin

- Review drive handling requirements in [Requirements for E5700 drive replacement](#).

### What you'll need

- A replacement drive that is supported by NetApp for your controller shelf or drive shelf.
- An ESD wristband, or you have taken other antistatic precautions.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

### Step 1: Prepare to replace drive (60-drive)

Prepare to replace a drive in a 60-drive shelf by checking the Recovery Guru in SANtricity System Manager and completing any prerequisite steps. Then, you can locate the failed component.

### Steps

1. If the Recovery Guru in SANtricity System Manager has notified you of an *impending drive failure*, but the drive has not yet failed, follow the instructions in the Recovery Guru to fail the drive.
2. If needed, use SANtricity System Manager to confirm you have a suitable replacement drive.
  - a. Select **Hardware**.
  - b. Select the failed drive on the shelf graphic.
  - c. Click the drive to display its context menu, and then select **View settings**.
  - d. Confirm that the replacement drive has a capacity equal to or greater than the drive you are replacing and that it has the features you expect.

For example, do not attempt to replace a hard disk drive (HDD) with a solid-state disk (SSD). Similarly, if you are replacing a secure-capable drive, make sure the replacement drive is also secure-capable.

3. If needed, use SANtricity System Manager to locate the drive within the storage array.
  - a. If the shelf has a bezel, remove it so you can see the LEDs.
  - b. From the drive's context menu, select **Turn on locator light**.

The drive drawer's Attention LED (amber) blinks so you can open the correct drive drawer to identify which drive to replace.



**(1) Attention LED**

- c. Unlatch the drive drawer by pulling on both levers.
- d. Using the extended levers, carefully pull the drive drawer out until it stops.
- e. Look at the top of the drive drawer to find the Attention LED in front of each drive.



(1) Attention LED light on for the drive on the top right side

The drive drawer Attention LEDs are on the left side in front of each drive, with an attention icon on the drive handle just behind the LED.



(1) Attention icon

(2) Attention LED

#### Step 2: Remove failed drive (60-drive)

Remove a failed drive to replace it with a new one.

##### Steps

1. Unpack the replacement drive, and set it on a flat, static-free surface near the shelf.

Save all packing materials for the next time you need to send a drive back.

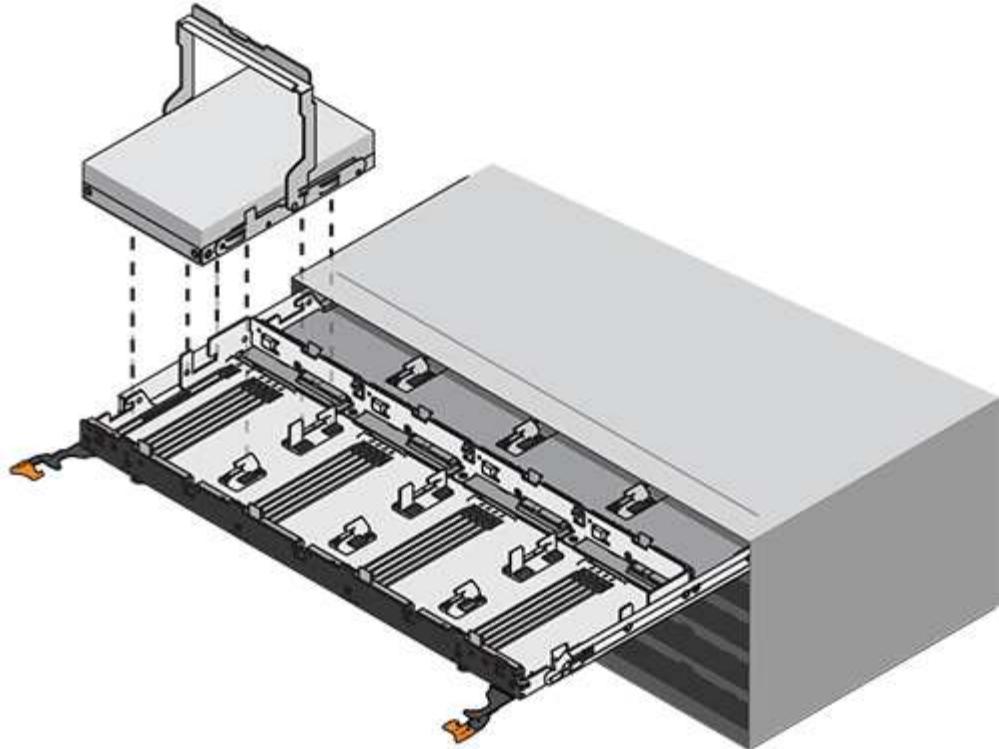
2. Release the drive drawer levers from the center of the appropriate drive drawer by pulling both towards the sides of the drawer.
3. Carefully pull on the extended drive drawer levers to pull out the drive drawer to its full extension without removing it from the enclosure.
4. Gently pull back the orange release latch that is in front of the drive you want to remove.

The cam handle on the drive springs open partially, and the drive is released from the drawer.



(1) *Orange release latch*

5. Open the cam handle, and lift out the drive slightly.
6. Wait 30 seconds.
7. Use the cam handle to lift the drive from the shelf.



8. Place the drive on an antistatic, cushioned surface away from magnetic fields.
9. Wait 30 seconds for the software to recognize that the drive has been removed.



If you accidentally remove an active drive, wait at least 30 seconds, and then reinstall it. For the recovery procedure, refer to the storage management software.

### Step 3: Install new drive (60-drive)

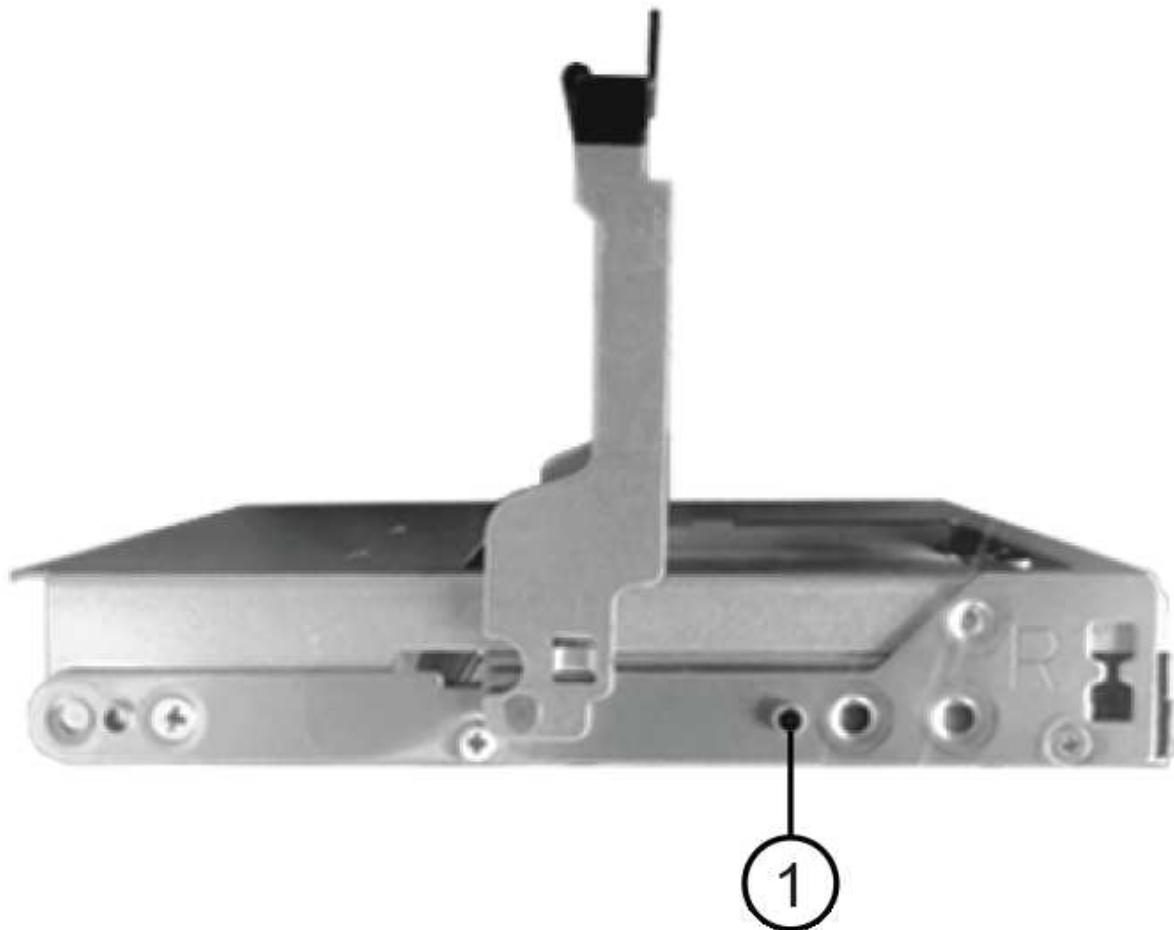
Install a new drive to replace the failed one.



**Possible loss of data access** — When pushing the drive drawer back into the enclosure, never slam the drawer shut. Push the drawer in slowly to avoid jarring the drawer and causing damage to the storage array.

#### Steps

1. Raise the cam handle on the new drive to vertical.
2. Align the two raised buttons on each side of the drive carrier with the matching gap in the drive channel on the drive drawer.



**(1) Raised button on the right side of the drive carrier**

3. Lower the drive straight down, and then rotate the cam handle down until the drive snaps into place under the orange release latch.
4. Carefully push the drive drawer back into the enclosure. Push the drawer in slowly to avoid jarring the drawer and causing damage to the storage array.
5. Close the drive drawer by pushing both levers towards the center.

The green Activity LED for the replaced drive on the front of the drive drawer comes on when the drive is inserted correctly.

Depending on your configuration, the controller might automatically reconstruct data to the new drive. If the shelf uses hot spare drives, the controller might need to perform a complete reconstruction on the hot spare before it can copy the data to the replaced drive. This reconstruction process increases the time that is required to complete this procedure.

**Step 4: Complete drive replacement (60-drive)**

Confirm that the new drive is working correctly.

**Steps**

1. Check the Power LED and the Attention LED on the drive you replaced. (When you first insert a drive, its Attention LED might be on. However, the LED should go off within a minute.)
  - Power LED is on or blinking, and the Attention LED is off: Indicates that the new drive is working correctly.
  - Power LED is off: Indicates that the drive might not be installed correctly. Remove the drive, wait 30 seconds, and then reinstall it.
  - Attention LED is on: Indicates that the new drive might be defective. Replace it with another new drive.
2. If the Recovery Guru in SANtricity System Manager still shows an issue, select **Recheck** to ensure the problem has been resolved.
3. If the Recovery Guru indicates that drive reconstruction did not start automatically, start reconstruction manually, as follows:



Perform this operation only when instructed to do so by technical support or the Recovery Guru.

- a. Select **Hardware**.
- b. Click the drive that you replaced.
- c. From the drive's context menu, select **Reconstruct**.
- d. Confirm that you want to perform this operation.

When the drive reconstruction completes, the volume group is in an Optimal state.

4. As required, reinstall the bezel.
5. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

#### What's next?

Your drive replacement is complete. You can resume normal operations.

### Replace E5700 drive drawer (60-drive)

You can replace a drive drawer in an E5700 array.

#### About this task

The steps to replace a failed drive drawer in an E5760 controller shelf or a DE460C drive shelf depend on whether the volumes in the drawer are protected by Drawer Loss Protection. If all volumes in the drive drawer are in disk pools or volume groups that have Drawer Loss Protection, you can perform this procedure online. Otherwise, you must stop all host I/O activity and power off the shelf before replacing the drive drawer.

#### Before you begin

- Review drive handling requirements in [Requirements for E5700 drive replacement](#).
- Make sure the drive shelf meets all of these conditions:
  - The drive shelf cannot be over temperature.
  - Both fans must be installed and have a status of Optimal.
  - All drive shelf components must be in place.
  - The volumes in the drive drawer cannot be in a Degraded state.



**Possible loss of data access** — If a volume is already in a Degraded state, and you remove drives from the drive drawer, the volume can fail.

## What you'll need

- A replacement drive that is supported by NetApp for your controller shelf or drive shelf.
- An ESD wristband, or you have taken other antistatic precautions.
- A flashlight.
- A permanent marker to note the exact location of each drive as you remove the drive from the drawer.
- Access to the storage array's command line interface (CLI). If you do not have access to the CLI, you can do one of the following:
  - **For SANtricity System Manager (version 11.60 and above)** — Download the CLI package (zip file) from System Manager. Go to **Settings > System > Add-ons > Command Line Interface**. You can then issue CLI commands from an operating system prompt, such as the DOS C: prompt.
  - **For SANtricity Storage Manager/Enterprise Management Window (EMW)** — Follow the instructions in the express guide to download and install the software. You can run CLI commands from the EMW by selecting **Tools > Execute Script**.

### Step 1: Prepare to replace drive drawer (60-drive)

Prepare to replace a drive drawer by determining if you can perform the replacement procedure while the drive shelf is online or if you need to stop host I/O activity and power off any of the shelves that are powered on. If you are replacing a drawer in a shelf with Drawer Loss Protection, there is no need to stop host I/O activity and power off any of the shelves.

### Steps

1. Determine if the drive shelf is powered on.
  - If the power is off, you do not need to issue the CLI command. Go to [Step 2: Remove cable chains](#).
  - If the power is on, go to the next step.
2. Type the following command on the command line, and press **Enter**:

```
SMcli <ctrlr_IP1> -p "array_password" -c "set tray [trayID] drawer  
[drawerID]  
serviceAllowedIndicator=on;"
```

where:

- <ctrlr\_IP1> is the identifier of the controller.
- array\_password is the password for the storage array. You must enclose the value for array\_password in double quotation marks ("").
- [trayID] is the identifier of the drive shelf that contains the drive drawer that you want to replace. Drive shelf ID values are 0 to 99. You must enclose the value for trayID in square brackets.
- [drawerID] is the identifier of the drive drawer that you want to replace. Drawer ID values are 1 (top drawer) to 5 (bottom drawer). You must enclose the value for drawerID in square brackets. This command ensures you can remove the top-most drawer in drive shelf 10:

```
SMcli <ctrlr_IP1> -p "safety-1" -c "set tray [10] drawer [1]  
serviceAllowedIndicator=forceOnWarning;"
```

3. Determine if you need to stop host I/O activity, as follows:

- If the command succeeds, you do not need to stop host I/O activity. All drives in the drawer are in pools or volume groups with Drawer Loss Protection. Go to [Step 2: Remove cable chains](#).



**Possible damage to drives** — Wait 30 seconds after the command completes before you open the drive drawer. Waiting 30 seconds allows the drives to spin down, which prevents possible damage to the hardware.

- If a warning is displayed indicating that this command could not be completed, you must stop host I/O activity before removing the drawer. The warning is displayed because one or more drives in the affected drawer are in pools or volume groups without Drawer Loss Protection. To avoid losing data, you must complete the next steps to stop host I/O activity and to power off the drive shelf and the controller shelf.

4. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:

- Stop all processes that involve the LUNs mapped from the storage to the hosts.
- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.

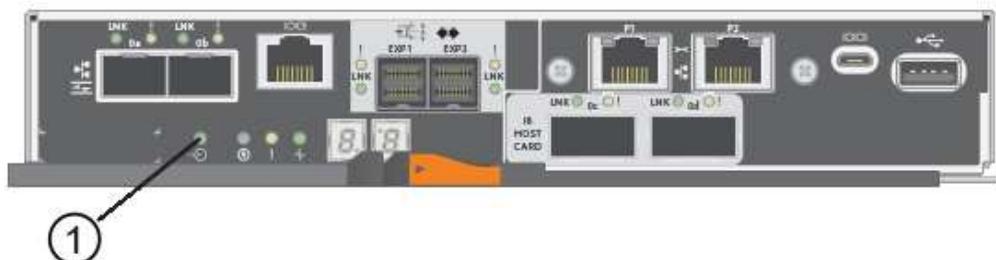
5. If the storage array participates in a mirroring relationship, stop all host I/O operations on the secondary storage array.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose data because the storage array will not be accessible.

6. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.



### (1) Cache Active LED

7. From the Home page of SANtricity System Manager, select **View Operations in Progress**.
8. Wait for all operations to complete before continuing with the next step.
9. Power off the shelves as follows:

- *If you are replacing a drawer in a shelf **with** Drawer Loss Protection:*

There is NO need to power off any of the shelves.

You can perform the replace procedure while the drive drawer is online, because the Set Drawer Service Action Allowed Indicator CLI command completed successfully.

- *If you are replacing a drawer in a **controller** shelf **without** Drawer Loss Protection:*

- a. Turn off both power switches on the controller shelf.
- b. Wait for all LEDs on the controller shelf to go dark.

- *If you are replacing a drawer in an **expansion** drive shelf **without** Drawer Loss Protection:*

- a. Turn off both power switches on the controller shelf.
- b. Wait for all LEDs on the controller shelf to go dark.
- c. Turn off both power switches on the drive shelf.
- d. Wait two minutes for drive activity to stop.

### Step 2: Remove cable chains

Remove both cable chains so you can remove and replace a failed drive drawer. The left and right cable chains allow the drawers to slide in and out.

#### About this task

Each drive drawer has left and right cable chains. The metal ends on the cable chains slide into corresponding vertical and horizontal guide rails inside the enclosure, as follows:

- The left and right vertical guide rails connect the cable chain to the enclosure's midplane.
- The left and right horizontal guide rails connect the cable chain to the individual drawer.

 **Possible hardware damage** — If the drive tray is powered on, the cable chain is energized until both ends are unplugged. To avoid shorting out the equipment, do not allow the unplugged cable chain connector to touch the metal chassis if the other end of the cable chain is still plugged in.

#### Steps

1. Make sure host I/O activity has stopped and the drive shelf or controller shelf is powered off, or issue the Set Drawer Attention Indicator CLI command.
2. From the rear of the drive shelf, remove the right fan canister:
  - a. Press the orange tab to release the fan canister handle.

The figure shows the handle for the fan canister extended and released from the orange tab on the left.



**(1) Fan canister handle**

- b. Using the handle, pull the fan canister out of the drive tray, and set it aside.
- c. If the tray is powered on, ensure that the left fan goes to its maximum speed.



**Possible equipment damage due to overheating** — If the tray is powered on, do not remove both fans at the same time. Otherwise, the equipment might overheat.

3. Determine which cable chain to disconnect:

- If the power is on, the amber Attention LED on the front of the drawer indicates the cable chain you need to disconnect.
- If the power is off, you must manually determine which of the five cable chains to disconnect. The figure shows the right side of the drive shelf with the fan canister removed. With the fan canister removed, you can see the five cable chains and the vertical and horizontal connectors for each drawer.

The top cable chain is attached to drive drawer 1. The bottom cable chain is attached to drive drawer 5. The callouts for drive drawer 1 are provided.



**(1) Vertical connector (connected to midplane)**

**(2) Cable chain**

**(3) Horizontal connector (connected to drawer)**

4. For easy access, use your finger to move the cable chain on the right side to the left.
5. Disconnect any of the right cable chains from their corresponding vertical guide rail.
  - a. Using a flashlight, locate the orange ring on the end of the cable chain that is connected to the vertical guide rail in the enclosure.



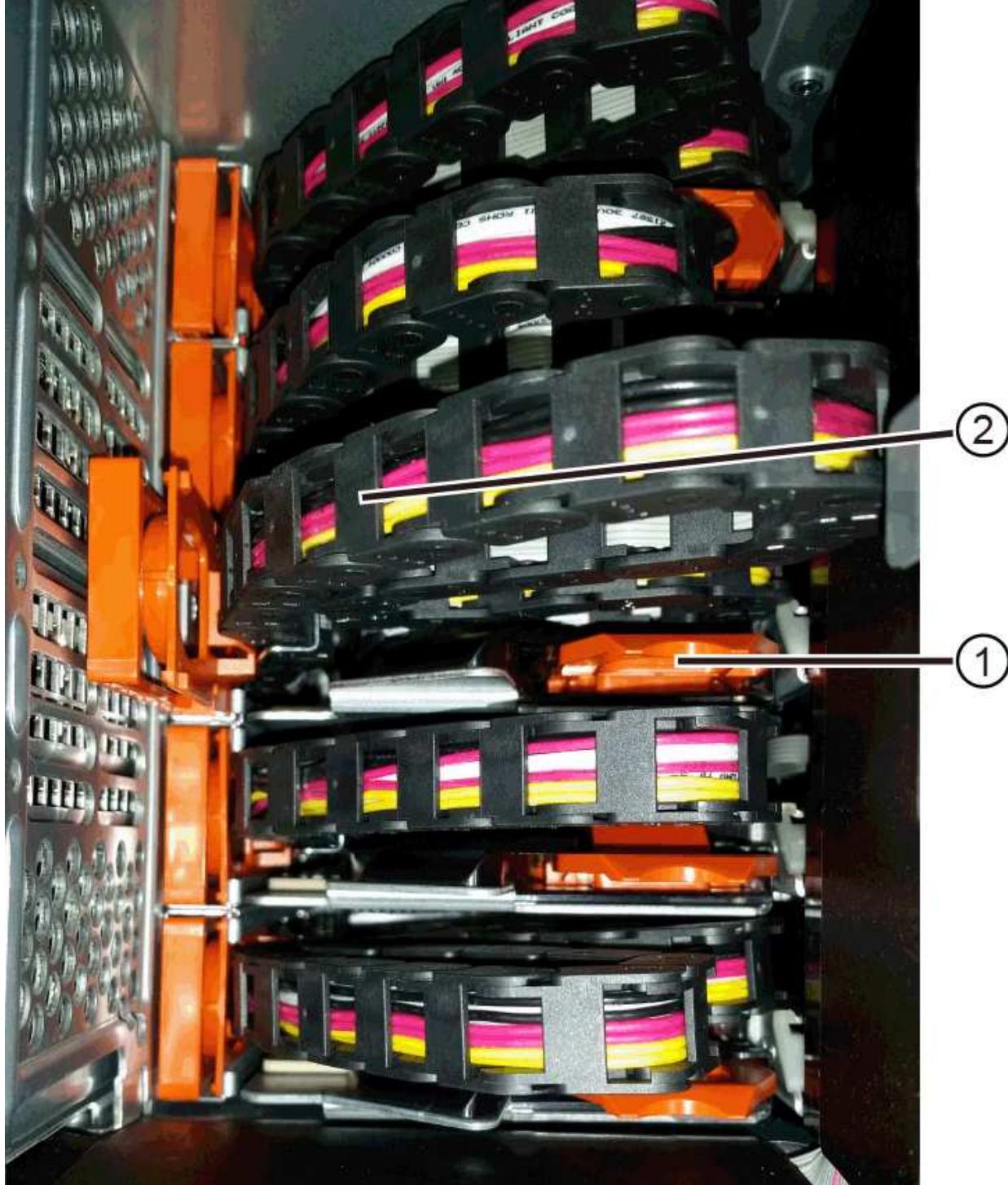
(1) Orange ring on vertical guide rail

(2) Cable chain, partially removed

- b. To unlatch the cable chain, insert your finger into the orange ring and press towards the middle of the system.

- c. To unplug the cable chain, carefully pull your finger toward you approximately 1 inch (2.5 cm). Leave the cable chain connector within the vertical guide rail. (If the drive tray is powered on, do not allow the cable chain connector to touch the metal chassis.)
6. Disconnect the other end of the cable chain:
  - a. Using a flashlight, locate the orange ring on the end of the cable chain that is attached to the horizontal guide rail in the enclosure.

The figure shows the horizontal connector on the right and the cable chain disconnected and partially pulled out on the left side.



**(1) Orange ring on horizontal guide rail**

**(2) Cable chain, partially removed**

- b. To unlatch the cable chain, gently insert your finger into the orange ring and push down.

The figure shows the orange ring on the horizontal guide rail (see item 1 in the figure above), as it is pushed down so that the rest of the cable chain can be pulled out of the enclosure.

- c. Pull your finger toward you to unplug the cable chain.

7. Carefully pull the entire cable chain out of the drive shelf.

8. Replace the right fan canister:

- a. Slide the fan canister all the way into the shelf.

- b. Move the fan canister handle until it latches with the orange tab.

- c. If the drive shelf is receiving power, confirm that the amber Attention LED on the back of the fan is not illuminated and that air is coming out the back of the fan.

The LED could remain on for as long as a minute after you reinstall the fan while both fans settle into the correct speed.

If the power is off, the fans do not run and the LED is not on.

9. From the back of the drive shelf, remove the left fan canister.

10. If the drive shelf is receiving power, ensure that the right fan goes to its maximum speed.



**Possible equipment damage due to overheating** — If the shelf is powered on, do not remove both fans at the same time. Otherwise, the equipment might overheat.

11. Disconnect the left cable chain from its vertical guide rail:

- a. Using a flashlight, locate the orange ring on the end of the cable chain attached to the vertical guide rail.
- b. To unlatch the cable chain, insert your finger into the orange ring.
- c. To unplug the cable chain, pull toward you approximately 1 inch (2.5 cm). Leave the cable chain connector within the vertical guide rail.



**Possible hardware damage** — If the drive tray is powered on, the cable chain is energized until both ends are unplugged. To avoid shorting out the equipment, do not allow the unplugged cable chain connector to touch the metal chassis if the other end of the cable chain is still plugged in.

12. Disconnect the left cable chain from the horizontal guide rail, and pull the entire cable chain out of the drive shelf.

If you are performing this procedure with the power on, all LEDs turn off when you disconnect the last cable chain connector, including the amber Attention LED.

13. Replace the left fan canister. If the drive shelf is receiving power, confirm that the amber LED on the back of the fan is not illuminated and that air is coming out the back of the fan.

The LED could remain on for as long as a minute after you reinstall the fan while both fans settle into the

correct speed.

### Step 3: Remove failed drive drawer (60-drive)

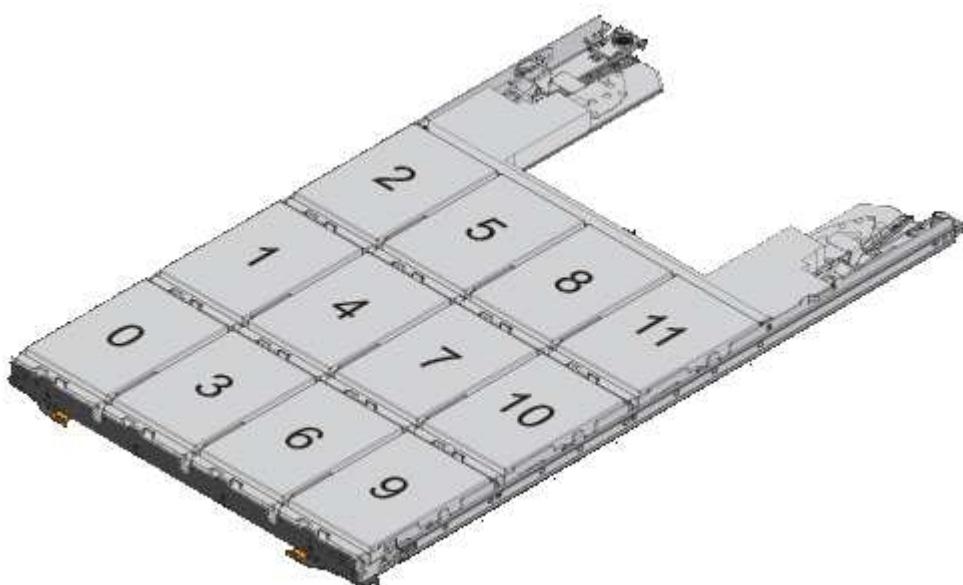
Remove a failed drive drawer to replace it with a new one.



**Possible loss of data access** — Magnetic fields can destroy all data on the drive and cause irreparable damage to the drive circuitry. To avoid loss of data access and damage to the drives, always keep drives away from magnetic devices.

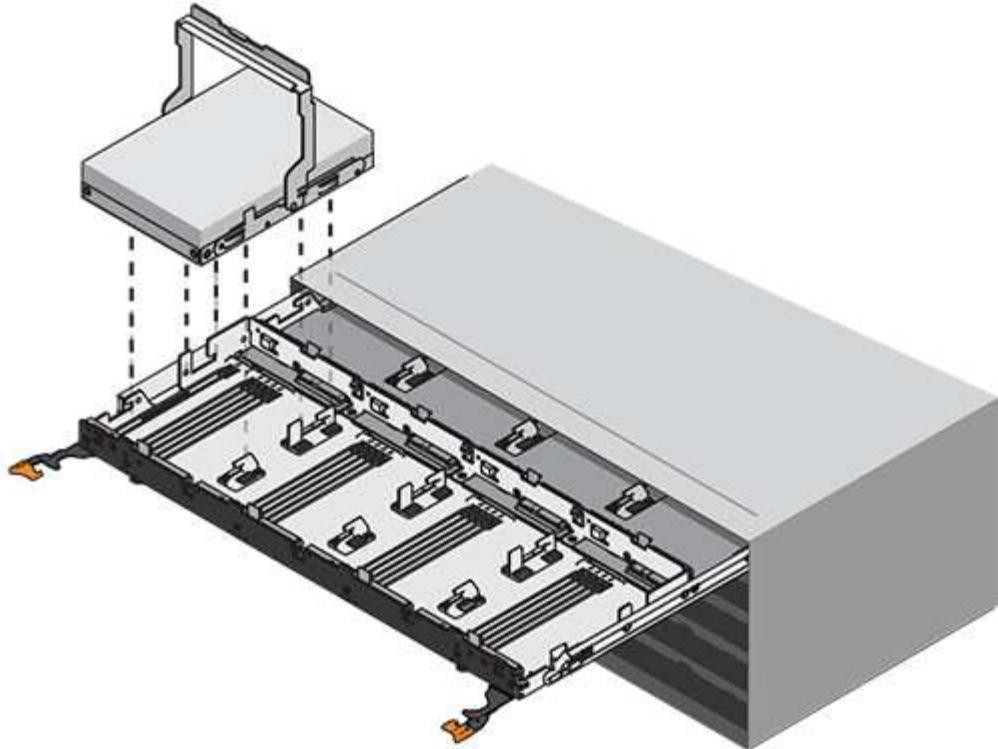
#### Steps

1. Make sure that:
  - The right and left cable chains are removed from the drive drawer.
  - The right and left fan canisters are replaced.
2. Remove the bezel from the front of the drive shelf.
3. Unlatch the drive drawer by pulling out on both levers.
4. Using the extended levers, carefully pull the drive drawer out until it stops. Do not completely remove the drive drawer from the drive shelf.
5. If volumes have already been created and assigned, use a permanent marker to note the exact location of each drive. For example, using the following drawing as a reference, write the appropriate slot number on the top of each drive.

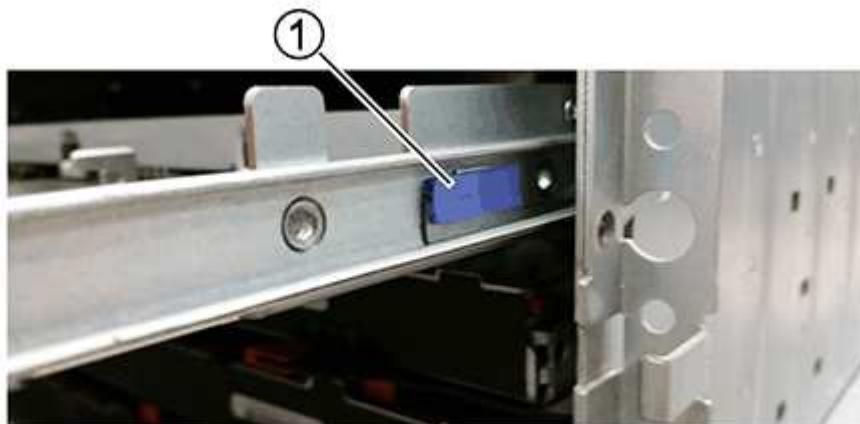


**Possible loss of data access** — Make sure to record the exact location of each drive before removing it.

6. Remove the drives from the drive drawer:
  - a. Gently pull back the orange release latch that is visible on the center front of each drive.
  - b. Raise the drive handle to vertical.
  - c. Use the handle to lift the drive from the drive drawer.



- d. Place the drive on a flat, static-free surface and away from magnetic devices.
- 7. Remove the drive drawer:
  - a. Locate the plastic release lever on each side of the drive drawer.



**(1) Drive drawer release lever**

- b. Disengage both release levers by pulling the latches toward you.
- c. While holding both release levers, pull the drive drawer toward you.
- d. Remove the drive drawer from the drive shelf.

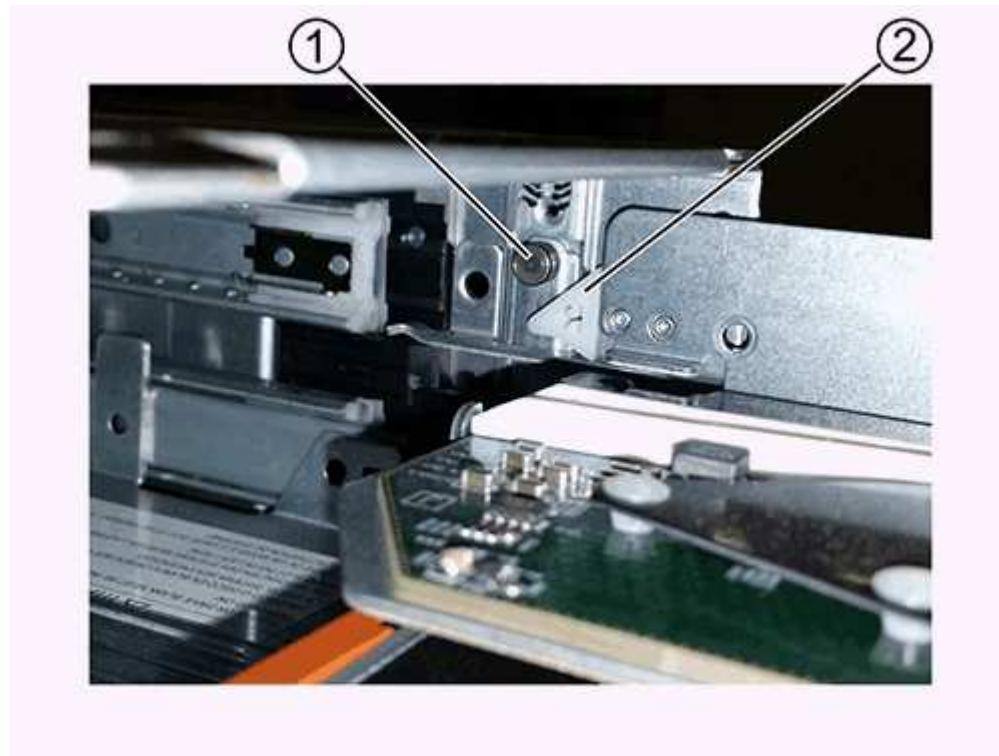
#### **Step 4: Install new drive drawer (60-drive)**

Install a new drive drawer to replace the failed one.

## Steps

1. Determine a location to install each drive.
2. From the front of the drive shelf, shine a flashlight into the empty drawer slot, and locate the lock-out tumbler for that slot.

The lock-out tumbler assembly is a safety feature that prevents you from being able to open more than one drive drawer at one time.



**(1) Lock-out tumbler**

**(2) Drawer guide**

3. Position the replacement drive drawer in front of the empty slot and slightly to the right of center.

Positioning the drawer slightly to the right of center helps to ensure that the lock-out tumbler and the drawer guide are correctly engaged.

4. Slide the drive drawer into the slot, and ensure that the drawer guide slides under the lock-out tumbler.



**Risk of equipment damage** — Damage occurs if the drawer guide does not slide under the lock-out tumbler.

5. Carefully push the drive drawer all the way in until the latch fully engages.

Experiencing a higher level of resistance is normal when pushing the drawer closed for the first time.



**Risk of equipment damage** — Stop pushing the drive drawer if you feel binding. Use the release levers at the front of the drawer to slide the drawer back out. Then, reinsert the drawer into the slot, ensure the tumbler is above the rail, and the rails are aligned correctly.

## Step 5: Attach cable chains

Attach the cable chains so you can safely re-install the drives in the drive drawer.

When attaching a cable chain, reverse the order you used when disconnecting the cable chain. You must insert the chain's horizontal connector into the horizontal guide rail in the enclosure before inserting the chain's vertical connector into the vertical guide rail in the enclosure.

### Steps

#### 1. Make sure that:

- You completed the step to install the new drive drawer.
- You have two replacement cable chains, marked as LEFT and RIGHT (on the horizontal connector next to the drive drawer).

#### 2. From the back of the drive shelf, remove the fan canister on the right side, and set it aside.

#### 3. If the shelf is powered on, ensure that the left fan goes to its maximum speed.



**Possible equipment damage due to overheating** — If the shelf is powered on, do not remove both fans at the same time. Otherwise, the equipment might overheat.

#### 4. Attach the right cable chain:

- a. Locate the horizontal and vertical connectors on the right cable chain and the corresponding horizontal guide rail and vertical guide rail inside the enclosure.
- b. Align both cable chain connectors with their corresponding guide rails.
- c. Slide the cable chain's horizontal connector onto the horizontal guide rail, and push it in as far as it can go.



**Risk of equipment malfunction** — Make sure to slide the connector into the guide rail. If the connector rests on the top of the guide rail, problems might occur when the system runs.

The figure shows the horizontal and vertical guide rails for the second drive drawer in the enclosure.



**(1) Horizontal guide rail**

**(2) Vertical guide rail**

- d. Slide the vertical connector on the right cable chain into the vertical guide rail.
- e. After you have reconnected both ends of the cable chain, carefully pull on the cable chain to verify that both connectors are latched.



**Risk of equipment malfunction** — If the connectors are not latched, the cable chain might come loose during drawer operation.

5. Reinstall the right fan canister. If the drive shelf is receiving power, confirm that the amber LED on the back of the fan is now off and that air is now coming out of the back.

The LED could remain on for as long as a minute after you reinstall the fan while the fan settles into the correct speed.

6. From the back of the drive shelf, remove the fan canister on the left side of the shelf.
7. If the shelf is powered on, ensure that the right fan goes to its maximum speed.



**Possible equipment damage due to overheating** — If the shelf is powered on, do not remove both fans at the same time. Otherwise, the equipment might overheat.

8. Reattach the left cable chain:

- a. Locate the horizontal and vertical connectors on the cable chain and their corresponding horizontal and vertical guide rails inside the enclosure.
- b. Align both cable chain connectors with their corresponding guide rails.
- c. Slide the cable chain's horizontal connector into the horizontal guide rail and push it in as far as it will go.



**Risk of equipment malfunction** — Make sure to slide the connector within the guide rail. If the connector rests on the top of the guide rail, problems might occur when the system runs.

- d. Slide the vertical connector on the left cable chain into the vertical guide rail.
- e. After you reconnect both ends of the cable chain, carefully pull on the cable chain to verify that both connectors are latched.



**Risk of equipment malfunction** — If the connectors are not latched, the cable chain might come loose during drawer operation.

9. Reinstall the left fan canister. If the drive shelf is receiving power, confirm that the amber LED on the back of the fan is now off and that air is now coming out of the back.

The LED could remain on for as long as a minute after you reinstall the fan while both fans settle into the correct speed.

## Step 6: Complete drive drawer replacement (60-drive)

Complete the drive drawer replacement by reinserting the drives and replacing the front bezel in the correct order.



**Possible loss of data access** — You must install each drive in its original location in the drive drawer.

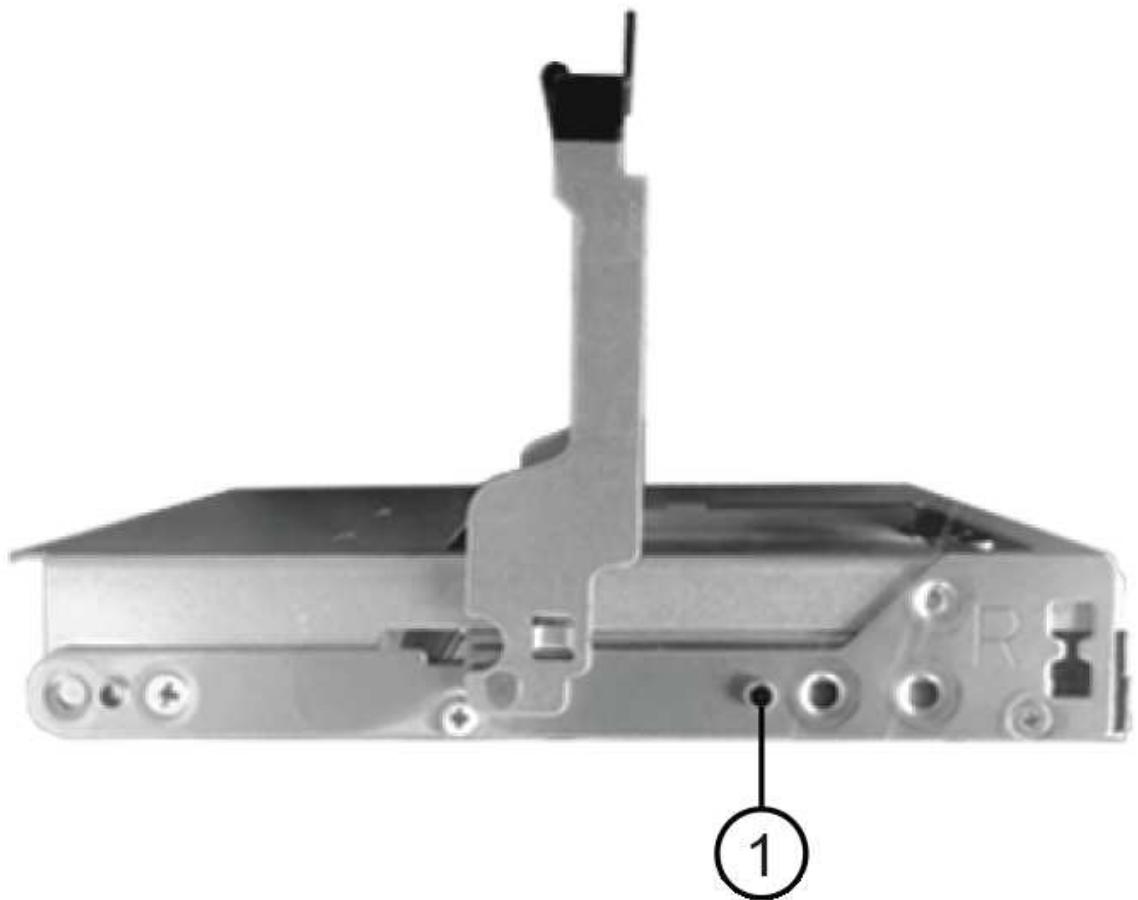
### Steps

1. Reinstall the drives in the drive drawer:
  - a. Unlatch the drive drawer by pulling out on both levers at the front of the drawer.
  - b. Using the extended levers, carefully pull the drive drawer out until it stops. Do not completely remove the drive drawer from the drive shelf.
  - c. Determine which drive to install in each slot by using the notes you made when removing the drives.



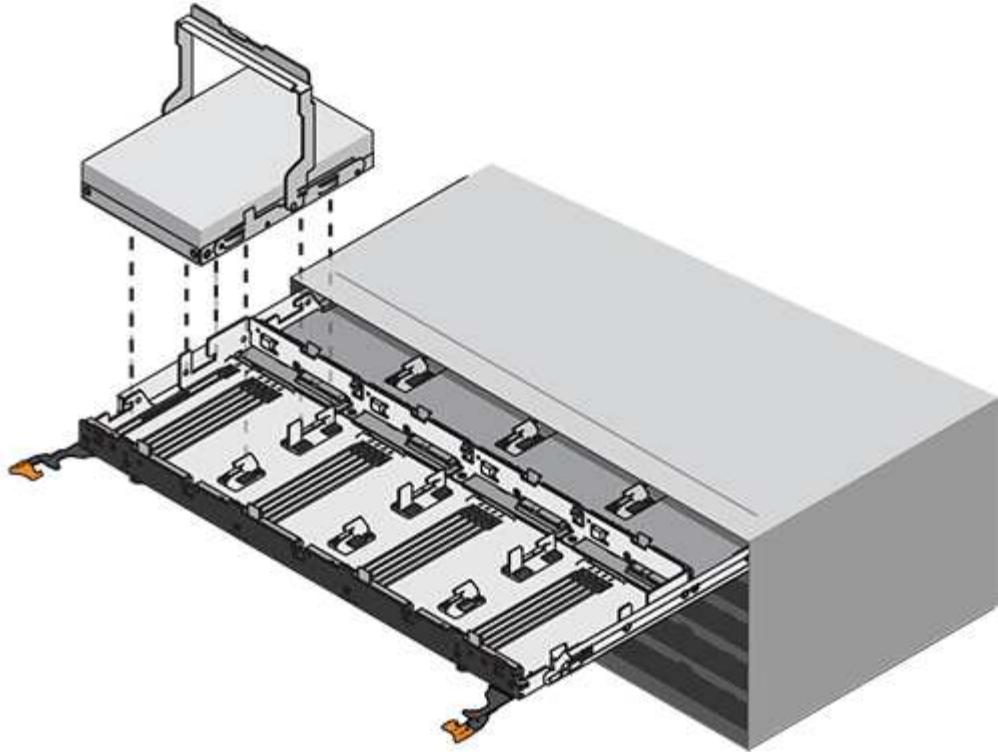
- d. Raise the handle on the drive to vertical.
- e. Align the two raised buttons on each side of the drive with the notches on the drawer.

The figure shows the right-side view of a drive, showing the location of the raised buttons.



*(1) Raised button on the right side of the drive*

- f. Lower the drive straight down, making sure the drive is pressed all the way down into the bay, and then rotate the drive handle down until the drive snaps into place.



- g. Repeat these steps to install all the drives.
2. Slide the drawer back into the drive shelf by pushing it from the center and closing both levers.



**Risk of equipment malfunction** — Make sure to completely close the drive drawer by pushing both levers. You must completely close the drive drawer to allow proper airflow and prevent overheating.

3. Attach the bezel to the front of the drive shelf.
4. If you have powered down one or more shelves, reapply power:
  - **If you replaced a drive drawer in a controller shelf without Drawer Loss Protection:**
    - a. Turn on both power switches on the controller shelf.
    - b. Wait 10 minutes for the power-on process to complete.
    - c. Confirm that both fans come on and that the amber LED on the back of the fans is off.
  - **If you replaced a drive drawer in an expansion drive shelf without Drawer Loss Protection:**
    - a. Turn on both power switches on the drive shelf.
    - b. Confirm that both fans come on and that the amber LED on the back of the fans is off.
    - c. Wait two minutes before applying power to the controller shelf.
    - d. Turn on both power switches on the controller shelf.
    - e. Wait 10 minutes for the power-on process to complete.
    - f. Confirm that both fans come on and that the amber LED on the back of the fans is off.

#### What's next?

Your drive drawer replacement is complete. You can resume normal operations.

## Hot adding a drive shelf

You can add a new drive shelf while power is still applied to the other components of the storage system. You can configure, reconfigure, add, or relocate storage system capacity without interrupting user access to data.

### Before you begin

Due to the complexity of this procedure, the following is recommended:

- Read all steps before beginning the procedure.
- Ensure hot adding a drive shelf is the procedure you need.

### About this task

This procedure applies to hot adding a DE212C, DE224C, or DE460C drive shelf to an E2800, E2800B, EF280, E5700, E5700B, EF570, EF300, or EF600 controller shelf.

This procedure applies to IOM12 and IOM12B drive shelves.



IOM12B modules are only supported on SANtricity OS 11.70.2 onward. Ensure your controller's firmware has been updated before installing or upgrading to an IOM12B.



This procedure is for like-for-like shelf IOM hot-swaps or replacements. This means you can only replace an IOM12 module with another IOM12 module or replace an IOM12B module with another IOM12B module. (Your shelf can have two IOM12 modules or have two IOM12B modules.)

If you are cabling an older controller shelf to a DE212C, DE224C, or DE460, see [Adding IOM Drive Shelves to an Existing E27XX, E56XX, or EF560 Controller Shelf](#).



To maintain system integrity, you must follow the procedure exactly in the order presented.

### Step 1: Prepare to add the drive shelf

To prepare to hot add a drive shelf, you must check for critical events and check the status of the IOMs.

### Before you begin

- The power source for your storage system must be able to accommodate the power requirements of the new drive shelf. For the power specification for your drive shelf, see the [Hardware Universe](#).
- The cabling pattern for the existing storage system must match one of the applicable schemes shown in this procedure.

### Steps

1. In SANtricity System Manager, select **Support > Support Center > Diagnostics**.
2. Select **Collect Support Data**.

The Collect Support Data dialog box appears.

3. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name support-data.7z. The data is not automatically sent to technical support.

#### 4. Select **Support > Event Log**.

The Event Log page displays the event data.

#### 5. Select the heading of the **Priority** column to sort critical events to the top of the list.

#### 6. Review the system critical events for events that have occurred in the last two to three weeks, and verify that any recent critical events have been resolved or otherwise addressed.



If unresolved critical events have occurred within the previous two to three weeks, stop the procedure and contact technical support. Continue the procedure only when the issue is resolved.

#### 7. Select **Hardware**.

#### 8. Select the **IOMs (ESMs)** icon.



The Shelf Component Settings dialog box appears with the **IOMs (ESMs)** tab selected.

#### 9. Make sure that the status shown for each IOM/ESM is *Optimal*.

#### 10. Click **Show more settings**.

#### 11. Confirm that the following conditions exist:

- The number of ESMs/IOMs detected matches the number of ESMs/IOMs installed in the system and that for each drive shelf.
- Both of the ESMs/IOMs show that communication is OK.
- The data rate is 12Gb/s for DE212C, DE224C, and DE460C drive shelves or 6 Gb/s for other drive trays.

### Step 2: Install the drive shelf and apply power

You install a new drive shelf or a previously installed drive shelf, turn on the power, and check for any LEDs that require attention.

#### Steps

#### 1. If you are installing a drive shelf that has previously been installed in a storage system, remove the drives. The drives must be installed one at a time later in this procedure.

If the installation history of the drive shelf that you are installing is unknown, you should assume that it has been previously installed in a storage system.

#### 2. Install the drive shelf in the rack that holds the storage system components.



See the installation instructions for your model for the full procedure for physical installation and power cabling. The installation instructions for your model includes notes and warnings that you must take into account to safely install a drive shelf.

#### 3. Power on the new drive shelf, and confirm that no amber attention LEDs are illuminated on the drive shelf. If possible, resolve any fault conditions before you continue with this procedure.

### Step 3: Cable your system

Select one of the following options:

- Option 1: Connect the drive shelf for E2800 or E5700
- Option 2: Connect the drive shelf for EF300 or EF600

If you are cabling an older controller shelf to a DE212C, DE224C, or DE460, see [Adding IOM Drive Shelves to an Existing E27XX, E56XX, or EF560 Controller Shelf](#).

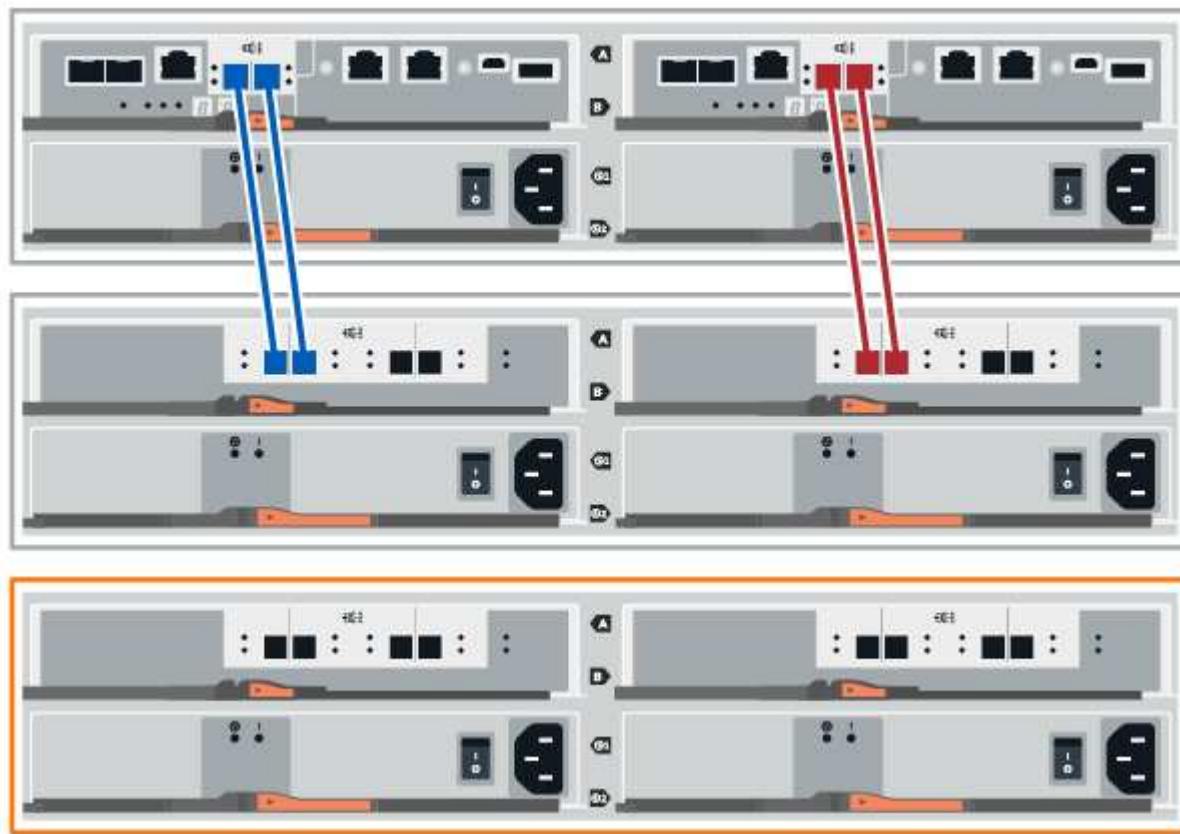
#### Option 1: Connect the drive shelf for E2800 or E5700

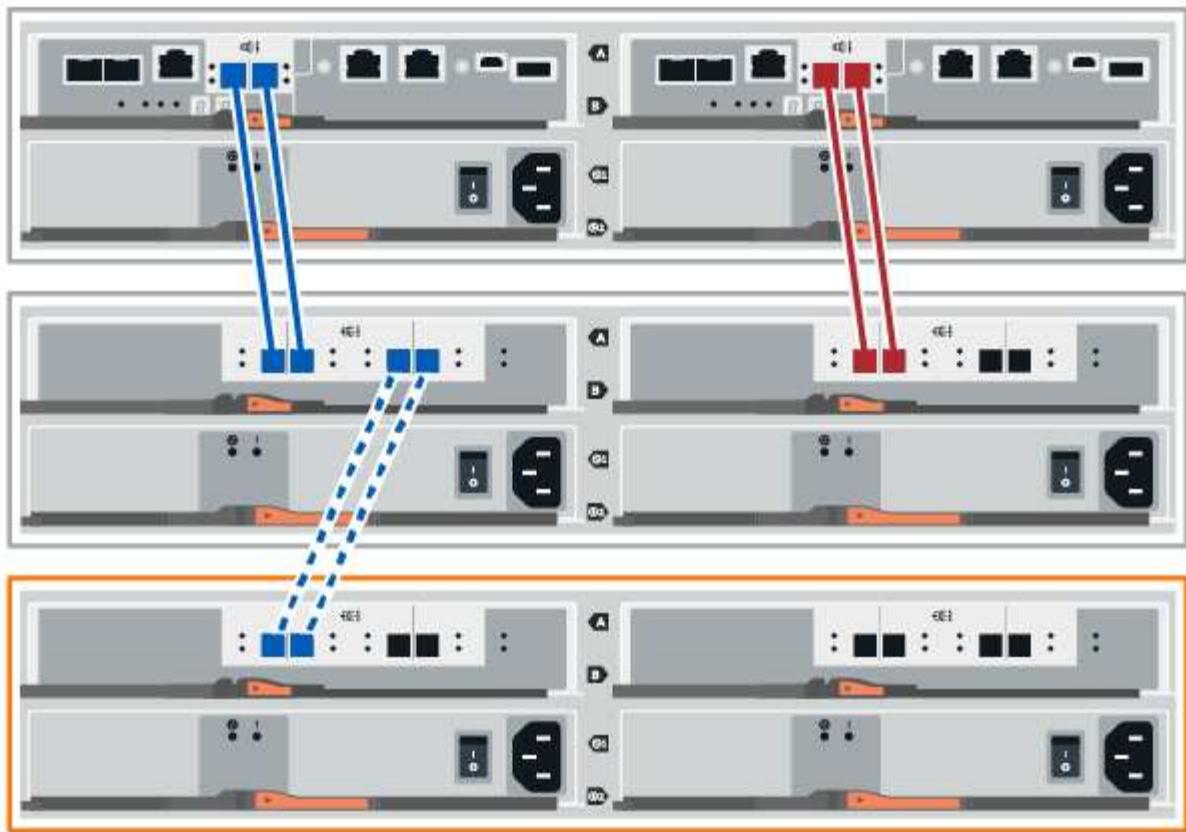
You connect the drive shelf to controller A, confirm IOM status, and then connect the drive shelf to controller B.

##### Steps

1. Connect the drive shelf to controller A.

The following figure shows an example connection between an additional drive shelf and controller A. To locate the ports on your model, see the [Hardware Universe](#).





2. In SANtricity System Manager, click **Hardware**.



At this point in the procedure, you have only one active path to the controller shelf.

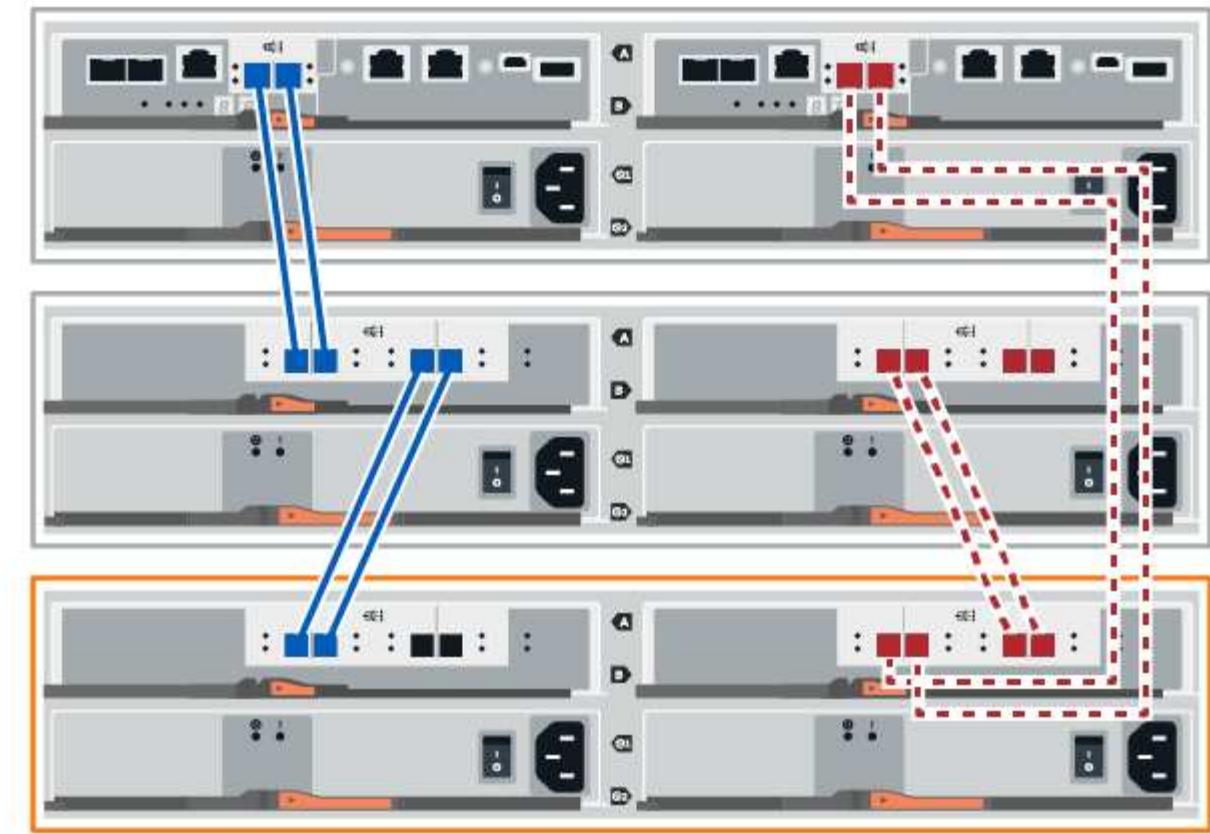
3. Scroll down, as necessary, to see all the drive shelves in the new storage system. If the new drive shelf is not displayed, resolve the connection issue.
4. Select the **ESMs/IOMs** icon for the new drive shelf.



The **Shelf Component Settings** dialog box appears.

5. Select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box.
6. Select **Show more options**, and verify the following:
  - IOM/ESM A is listed.
  - Current data rate is 12 Gbps for a SAS-3 drive shelf.
  - Card communications is OK.
7. Disconnect all expansion cables from controller B.
8. Connect the drive shelf to controller B.

The following figure shows an example connection between an additional drive shelf and controller B. To locate the ports on your model, see the [Hardware Universe](#).



9. If it is not already selected, select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box, and then select **Show more options**. Verify that Card communications is **YES**.



Optimal status indicates that the loss of redundancy error associated with the new drive shelf has been resolved and the storage system is stabilized.

#### Option 2: Connect the drive shelf for EF300 or EF600

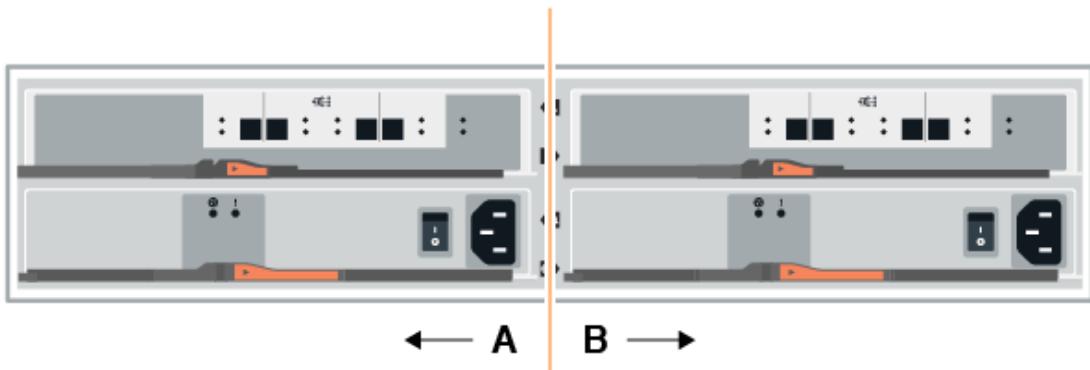
You connect the drive shelf to controller A, confirm IOM status, and then connect the drive shelf to controller B.

##### Before you begin

- You have updated your firmware to the latest version. To update your firmware, follow the instructions in the [Upgrading SANtricity OS](#).

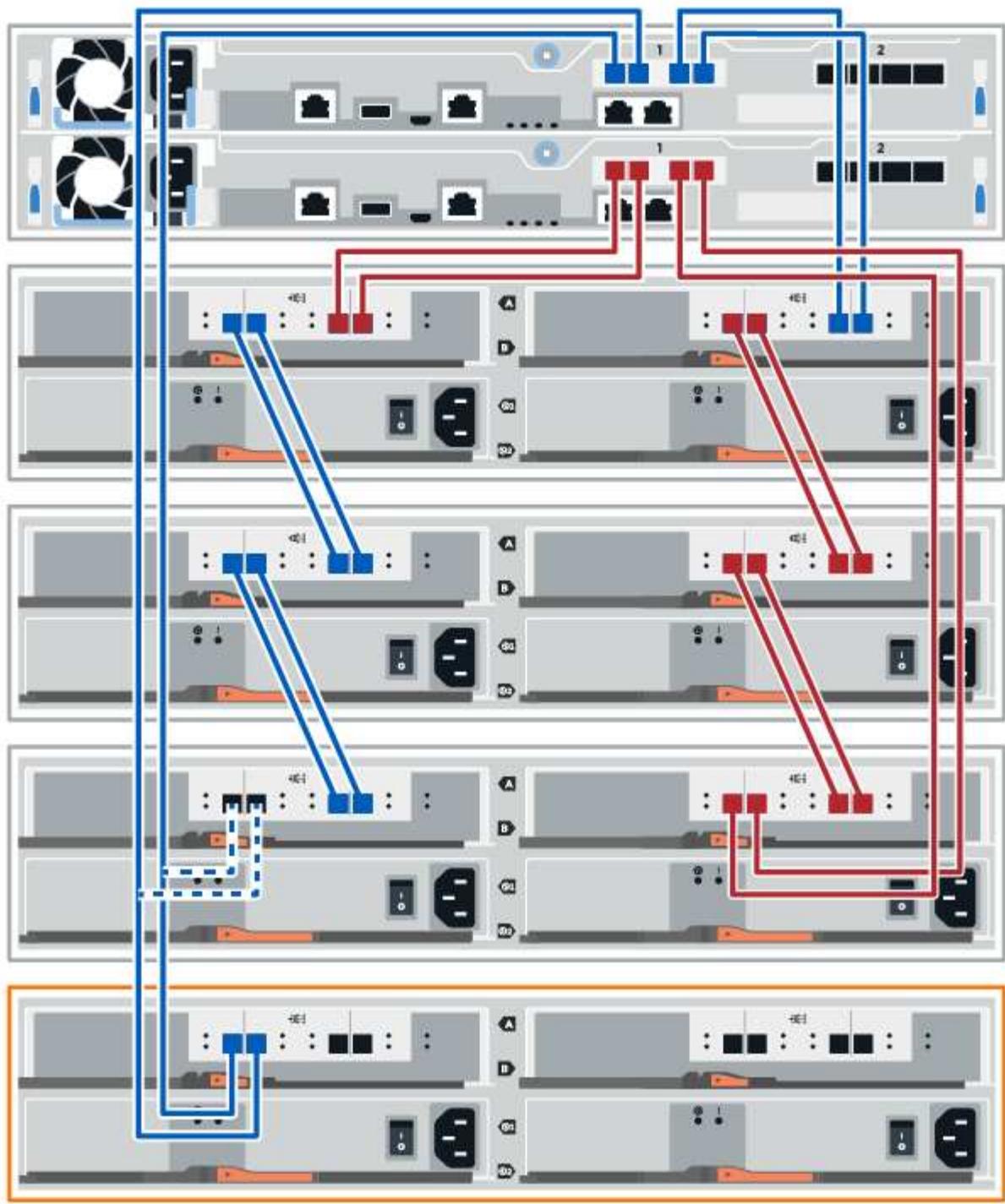
##### Steps

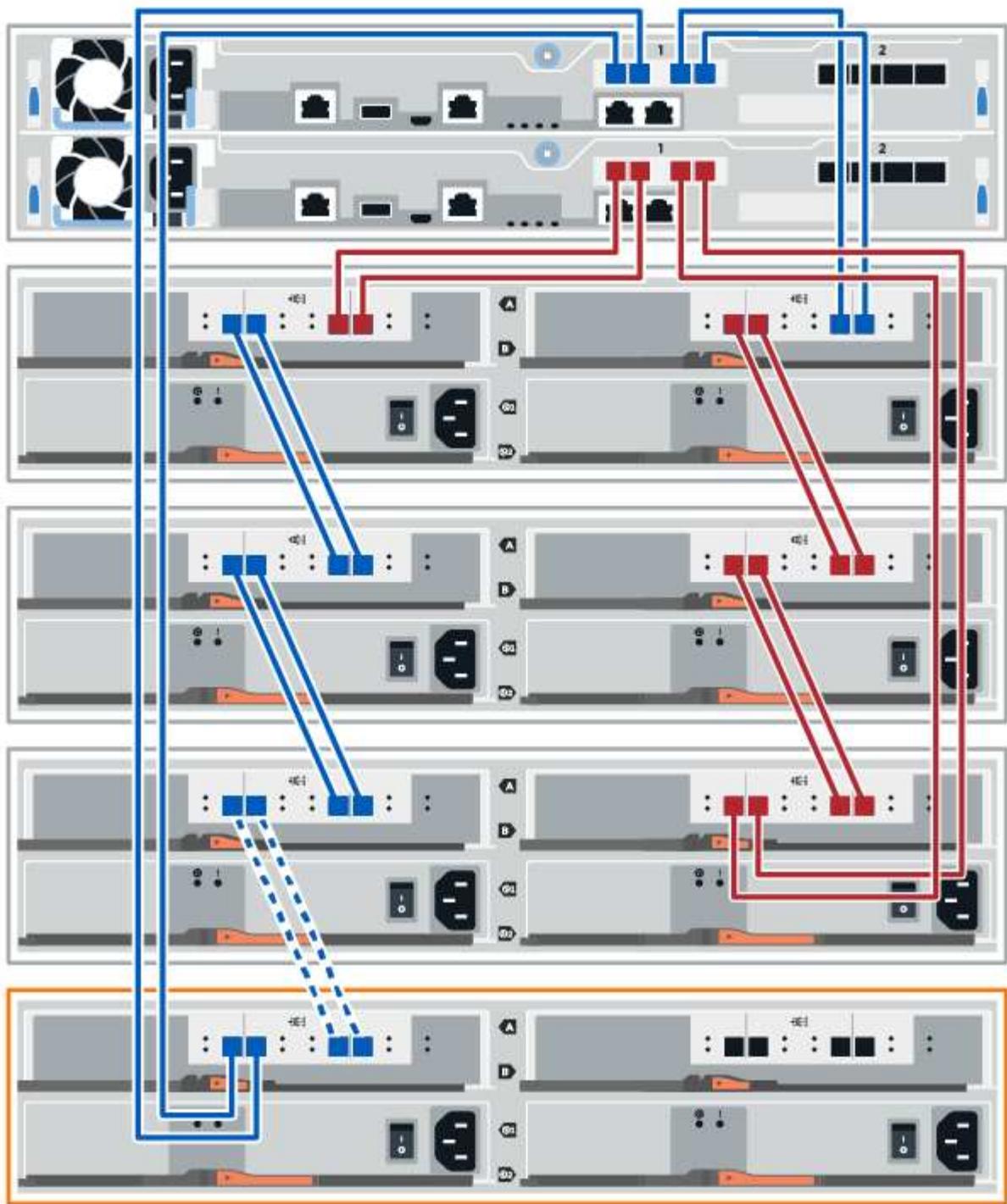
1. Disconnect both of the A-side controller cables from IOM12 ports one and two from previous last shelf in the stack and then connect them to the new shelf IOM12 ports one and two.



2. Connect the cables to A-side IOM12 ports three and four from the new shelf to previous last shelf IOM12 ports one and two.

The following figure shows an example connection for A side between an additional drive shelf and the previous last shelf. To locate the ports on your model, see the [Hardware Universe](#).





3. In SANtricity System Manager, click **Hardware**.



At this point in the procedure, you have only one active path to the controller shelf.

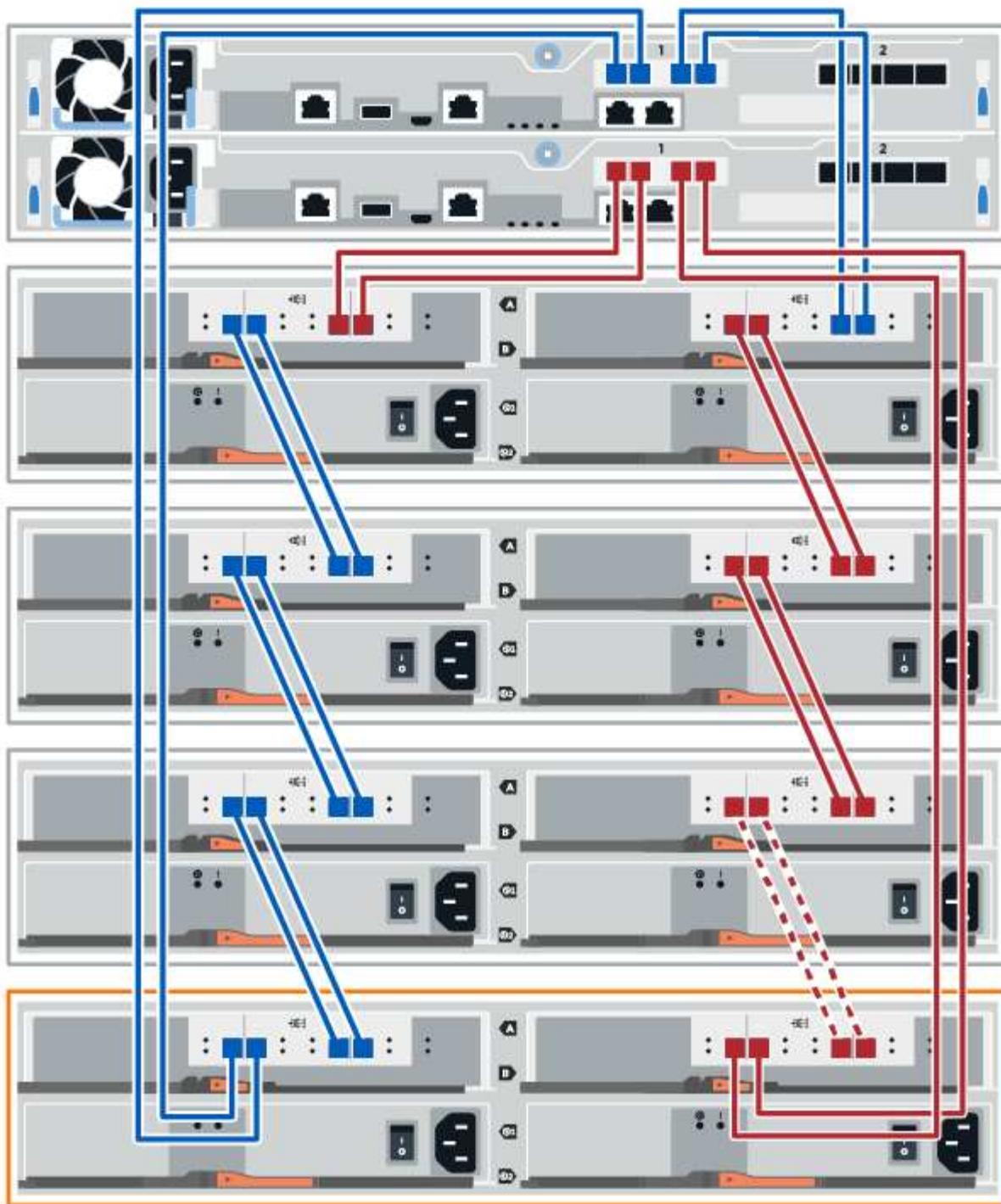
4. Scroll down, as necessary, to see all the drive shelves in the new storage system. If the new drive shelf is not displayed, resolve the connection issue.
5. Select the **ESMs/IOMs** icon for the new drive shelf.



The **Shelf Component Settings** dialog box appears.

6. Select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box.
7. Select **Show more options**, and verify the following:
  - IOM/ESM A is listed.
  - Current data rate is 12 Gbps for a SAS-3 drive shelf.
  - Card communications is OK.
8. Disconnect both the B-side controller cables from IOM12 ports one and two from the previous last shelf in the stack then connect them to the new shelf IOM12 ports one and two.
9. Connect the cables to B-side IOM12 ports three and four from the new shelf to the previous last shelf IOM12 ports one and two.

The following figure shows an example connection for B side between an additional drive shelf and the previous last shelf. To locate the ports on your model, see the [Hardware Universe](#).



- If it is not already selected, select the **ESMs/IOMs** tab in the **Shelf Component Settings** dialog box, and then select **Show more options**. Verify that Card communications is **YES**.



Optimal status indicates that the loss of redundancy error associated with the new drive shelf has been resolved and the storage system is stabilized.

#### Step 4: Complete hot add

You complete the hot add by checking for any errors and confirming that the newly added drive shelf uses the latest firmware.

##### Steps

1. In SANtricity System Manager, click **Home**.
2. If the link labeled **Recover from problems** appears at the center top of the page, click the link, and resolve any issues indicated in the Recovery Guru.
3. In SANtricity System Manager, click **Hardware**, and scroll down, as necessary, to see the newly added drive shelf.
4. For drives that were previously installed in a different storage system, add one drive at time to the newly installed drive shelf. Wait for each drive to be recognized before you insert the next drive.

When a drive is recognized by the storage system, the representation of the drive slot in the **Hardware** page displays as a blue rectangle.

5. Select **Support > Support Center > Support Resources** tab.
6. Click the **Software and Firmware Inventory** link, and check which versions of the IOM/ESM firmware and the drive firmware are installed on the new drive shelf.



You might need to scroll down the page to locate this link.

7. If necessary, upgrade the drive firmware.

IOM/ESM firmware automatically upgrades to the latest version unless you have disabled the upgrade feature.

The hot add procedure is complete. You can resume normal operations.

## Host interface cards

### Requirements for E5700 HIC replacement

Before you add, upgrade, or replace a host interface card (HIC) in an E5700, review the requirements and considerations.

### Procedure overview

You can add, upgrade, or replace a HIC in the E5724 controller shelf and the E5760 controller shelf.

The following is an overview of the steps to replace a HIC in an E5700 controllers (E5724 or E5760):

1. Take the controller offline
2. Remove the controller canister
3. Replace the battery
4. Replace the controller canister
5. Bring the controller online

## Requirements for adding, upgrading or replacing a HIC

If you plan to add, upgrade, or replace a host interface card (HIC), keep the following requirements in mind.

- You must schedule a downtime maintenance window for this procedure. The power must be off when you install HICs, so you cannot access data on the storage array until you have successfully completed this procedure. (In a duplex configuration, this is because both controllers must have the same HIC configuration when they are powered on.)
- You must have two HICs that are compatible with your controllers.

For duplex configurations (two controllers), the HICs installed in the two controller canisters must be identical. The presence of mismatched HICs causes the controller with the replacement HIC to lock down when you bring it online.

- You have all cables, transceivers, switches, and host bus adapters (HBAs) needed to connect the new host ports.

For information about compatible hardware, refer to the [NetApp Interoperability Matrix](#) or the [NetApp Hardware Universe](#).

- You have an ESD wristband, or you have taken other antistatic precautions.
- You have a #1 Phillips screwdriver.
- You have labels to identify each cable that is connected to the controller canister.
- You have a management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

## Add E5700 host interface card (HIC)

You can add a host interface card (HIC) to E5700 controller canisters with baseboard host ports. This addition increases the number of host ports in your storage array and provides additional host protocols.

### About this task

When you add HICs, you must power off the storage array, install the HIC, and reapply power.

### Before you begin

- Review [Requirements for E5700 HIC replacement](#).
- Schedule a downtime maintenance window for this procedure. The power must be off when you install HICs, so you cannot access data on the storage array until you have successfully completed this procedure. (In a duplex configuration, both controllers must have the same HIC configuration when they are powered on.)

### What you'll need

- One or two HICs, based on whether you have one or two controllers in your storage array. The HICs must be compatible with your controllers.
- New host hardware installed for the new host ports, such as switches or host bus adapters (HBAs).
- All cables, transceivers, switches, and host bus adapters (HBAs) needed to connect the new host ports.

For information about compatible hardware, refer to the [NetApp Interoperability Matrix](#) and the [NetApp Hardware Universe](#).

- Labels to identify each cable that is connected to the controller canister.
- An ESD wristband, or you have taken other antistatic precautions.
- A #1 Phillips screwdriver.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

#### **Step 1: Prepare to add HIC**

Prepare to add a HIC by backing up the storage array's configuration database, collecting support data, and stopping host I/O operations. Then, you can power down the controller shelf.

#### **Steps**

1. From the Home page of SANtricity System Manager, ensure that the storage array has Optimal status.

If the status is not Optimal, use the Recovery Guru or contact technical support to resolve the problem. Do not continue with this procedure.

2. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all
file="filename";
```

3. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

4. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:

- Stop all processes that involve the LUNs mapped from the storage to the hosts.

- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



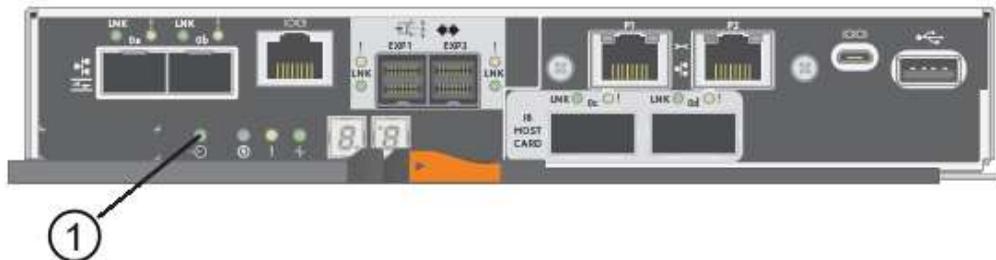
The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose access to the data because the storage is not accessible.

5. If the storage array participates in a mirroring relationship, stop all host I/O operations on the secondary storage array.
6. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.



#### (1) Cache Active LED

7. From the Home page of SANtricity System Manager, select **View Operations in Progress**. Wait for all operations to complete before continuing with the next step.
8. Power down the controller shelf.
  - a. Turn off both power switches on the controller shelf.
  - b. Wait for all LEDs on the controller shelf to turn off.

#### Step 2: Remove controller canister

Remove the controller canister so you can add the new HIC.

#### Steps

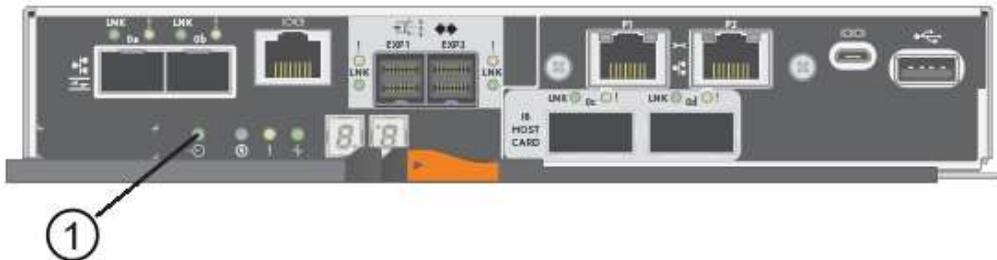
1. Label each cable that is attached to the controller canister.
2. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

3. Confirm that the Cache Active LED on the back of the controller is off.

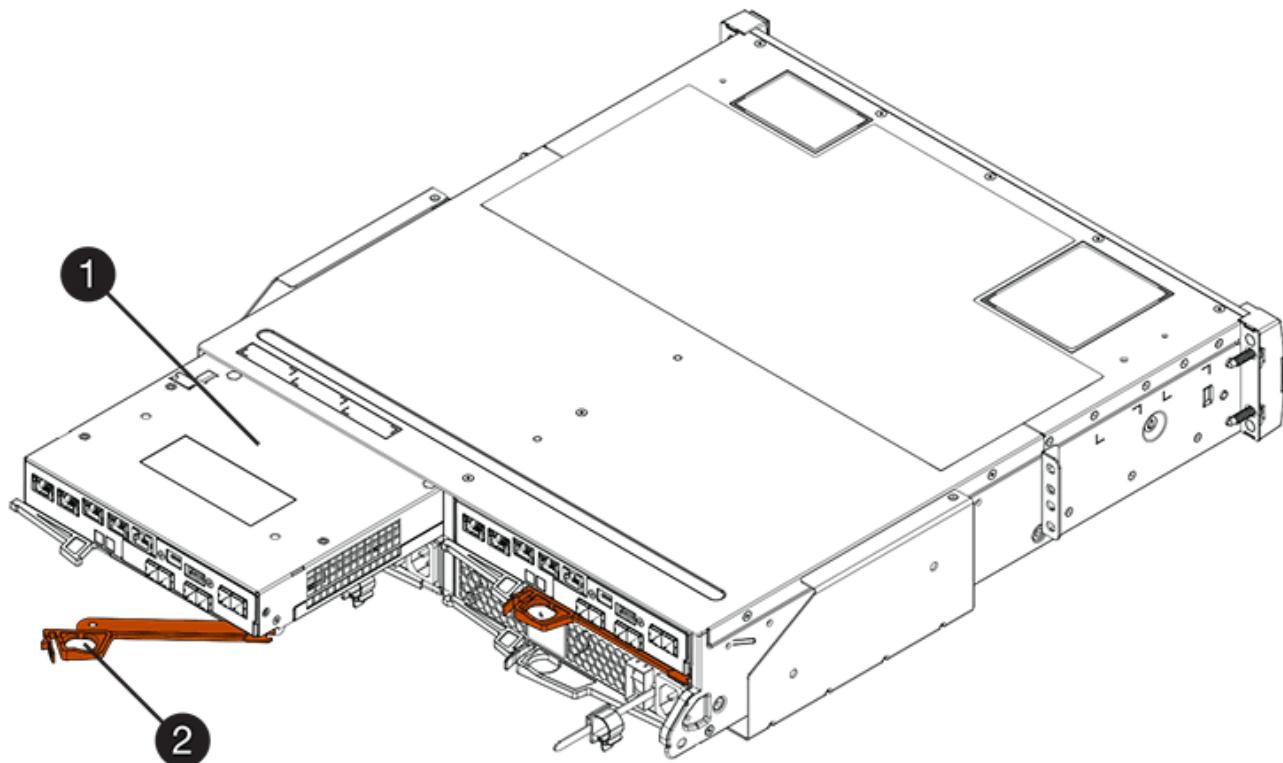
The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off before removing the controller canister.



**(1) Cache Active LED**

4. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

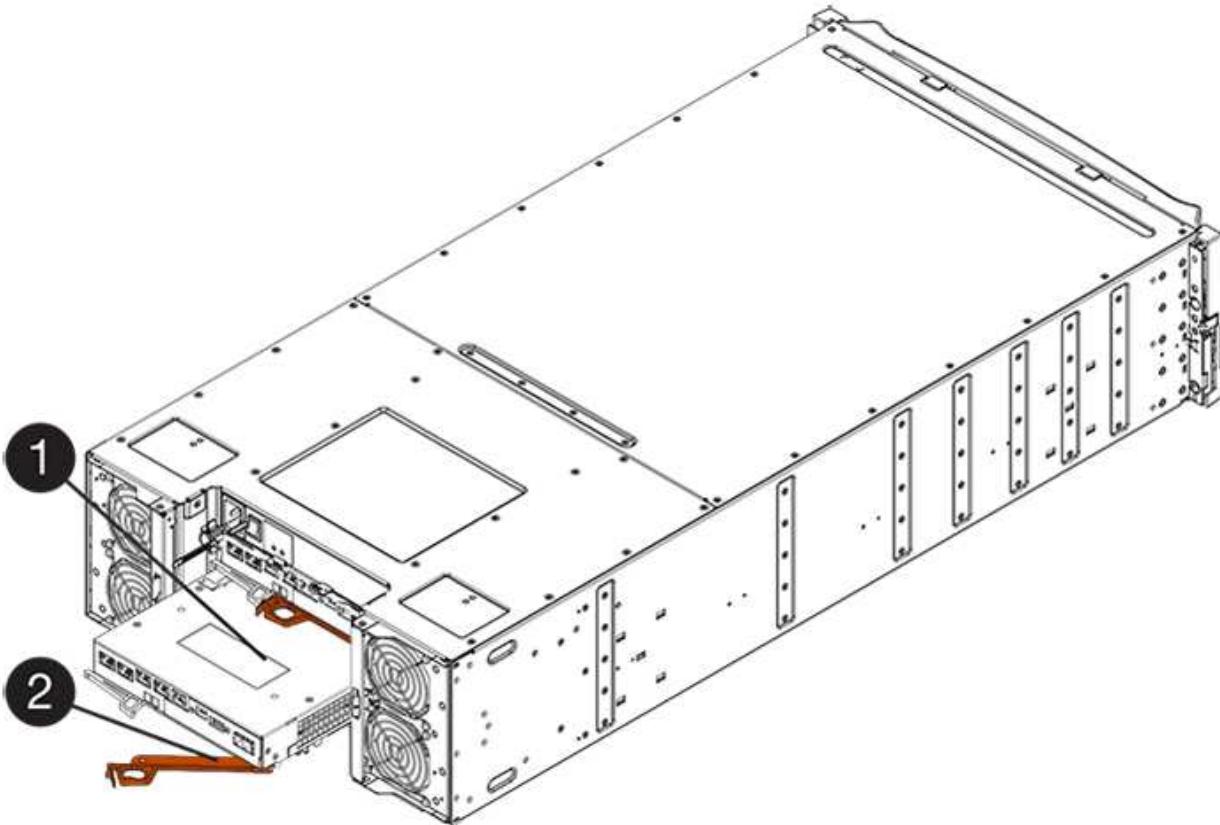
The following figure is an example of an E5724 controller shelf:



**(1) Controller canister**

**(2) Cam handle**

The following figure is an example of an E5760 controller shelf:



(1) *Controller canister*

(2) *Cam handle*

5. Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E5724 controller shelf, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

6. Turn the controller canister over, so that the removable cover faces up.
7. Place the controller canister on a flat, static-free surface.

### Step 3: Install a HIC

Install the host interface card (HIC) to increase the number of host ports in your storage array.



**Possible loss of data access** — Never install a HIC in an E5700 controller canister if that HIC was designed for another E-Series controller. In addition, if you have a duplex configuration, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs will cause the controllers to lock down when you apply power.

### Steps

1. Unpack the new HIC and the new HIC faceplate.
2. Press the button on the cover of the controller canister, and slide the cover off.
3. Confirm that the green LED inside the controller (by the DIMMs) is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



(1) Internal Cache Active

(2) Battery

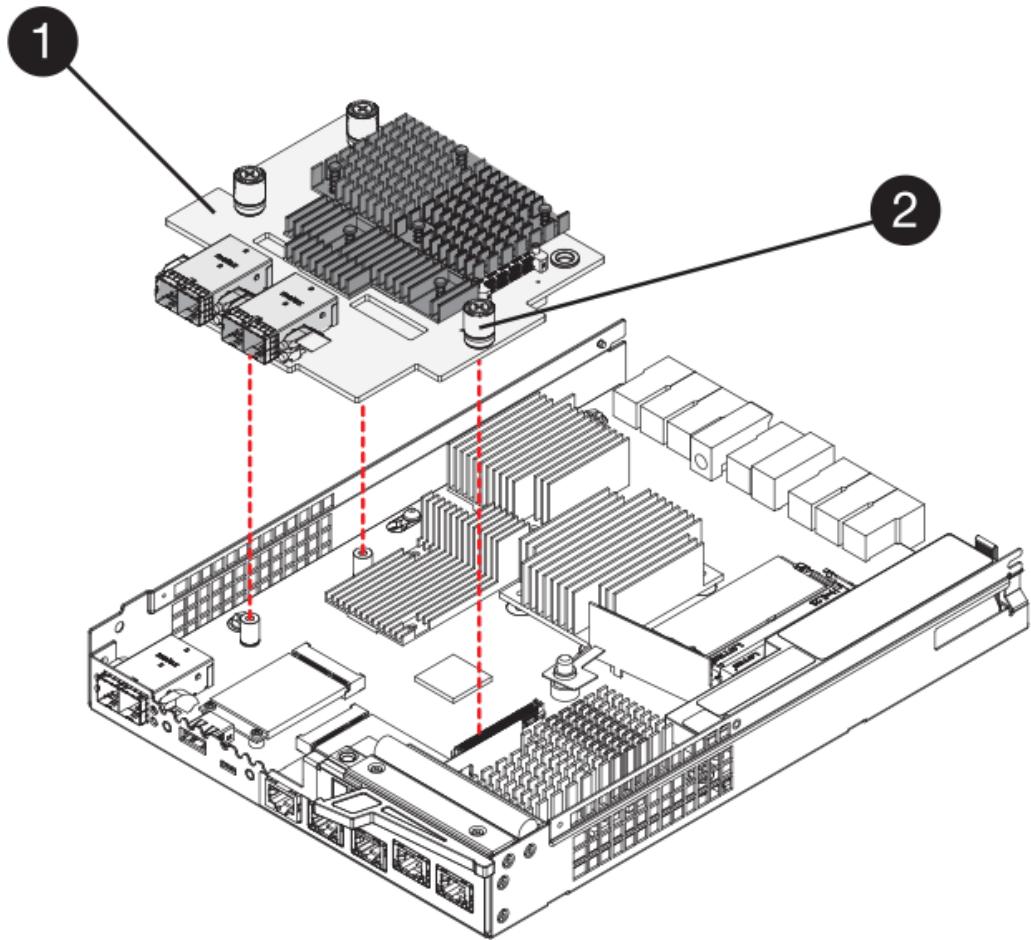
4. Using a #1 Phillips screwdriver, remove the four screws that attach the blank faceplate to the controller canister, and remove the faceplate.
5. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

6. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



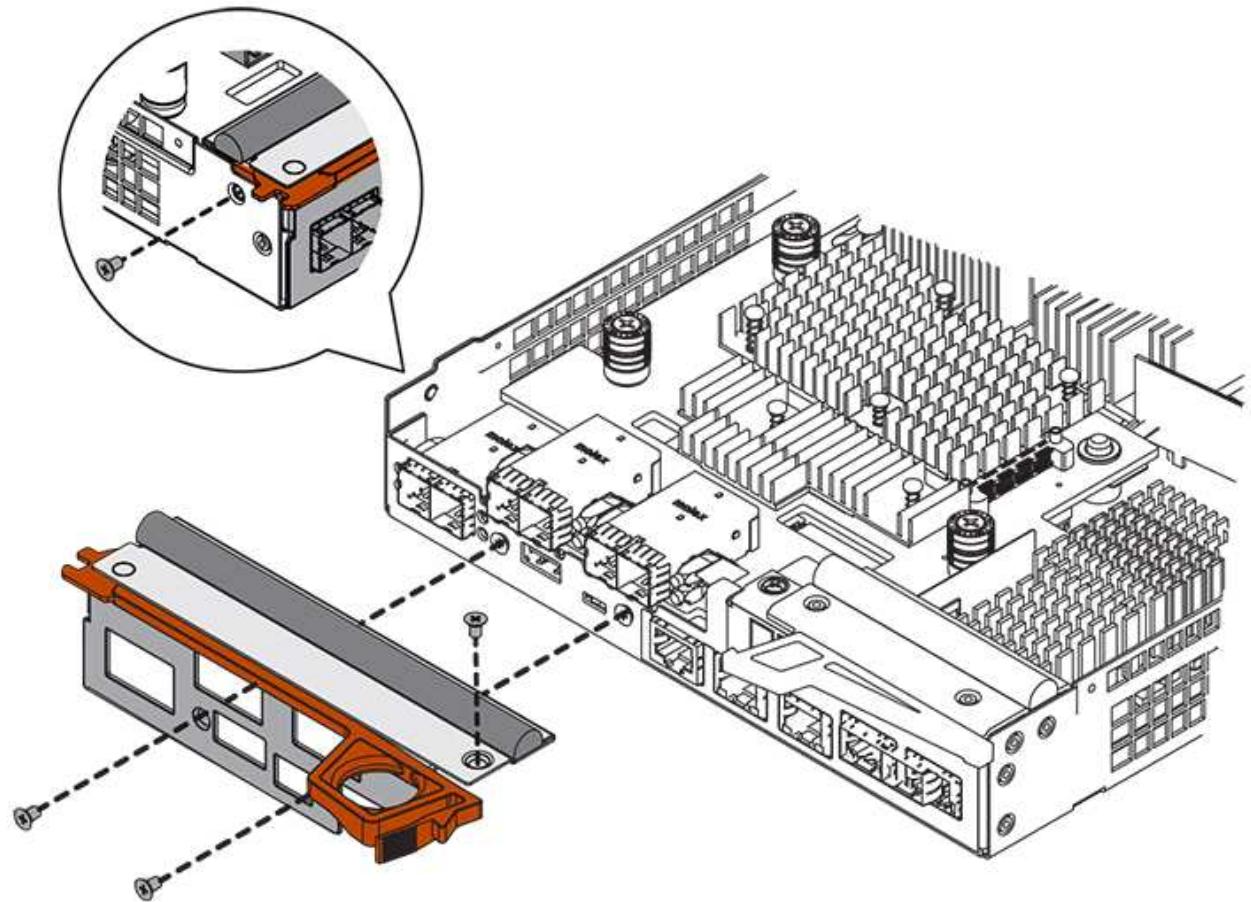
**(1)** Host interface card (HIC)

**(2)** Thumbscrews

7. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over tighten the screws.

8. Using a #1 Phillips screwdriver, attach the new HIC faceplate to the controller canister with the four screws you removed previously.



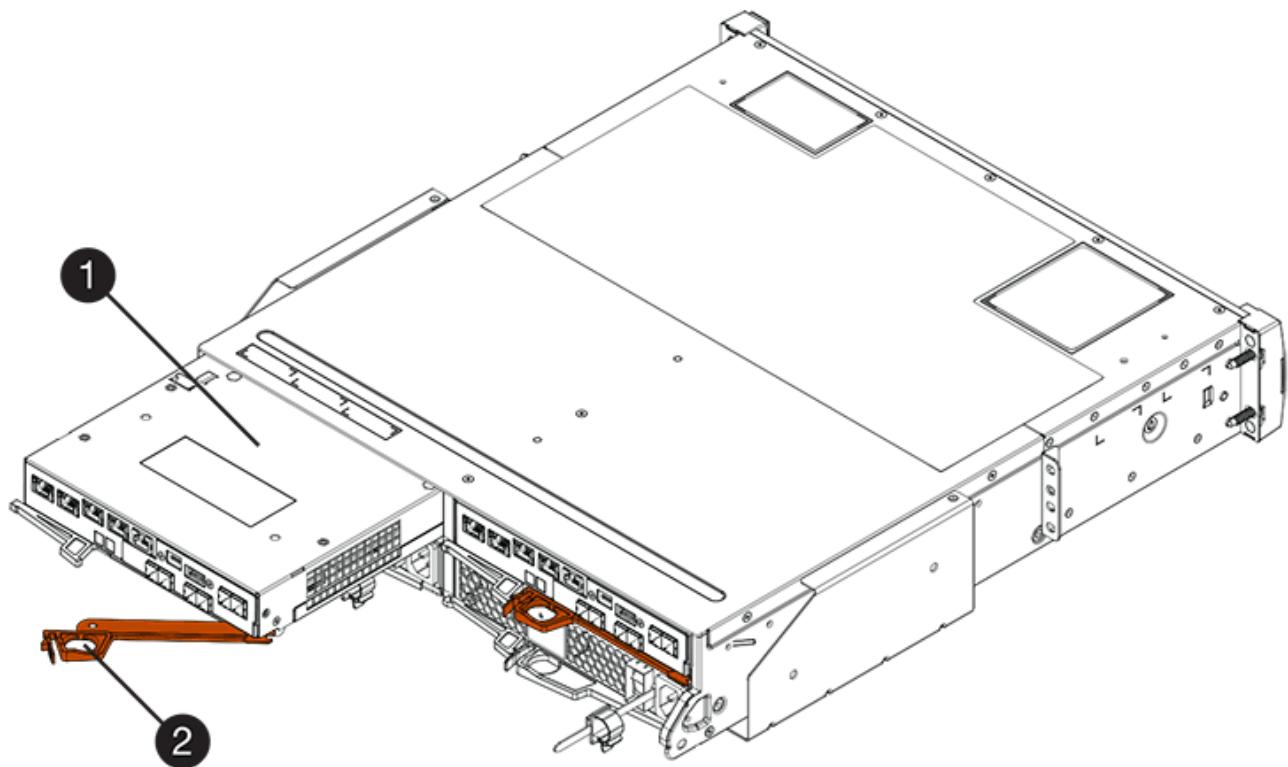
#### Step 4: Reinstall controller canister

Reinstall the controller canister into the controller shelf after installing the new HIC.

##### Steps

1. Turn the controller canister over, so that the removable cover faces down.
2. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.

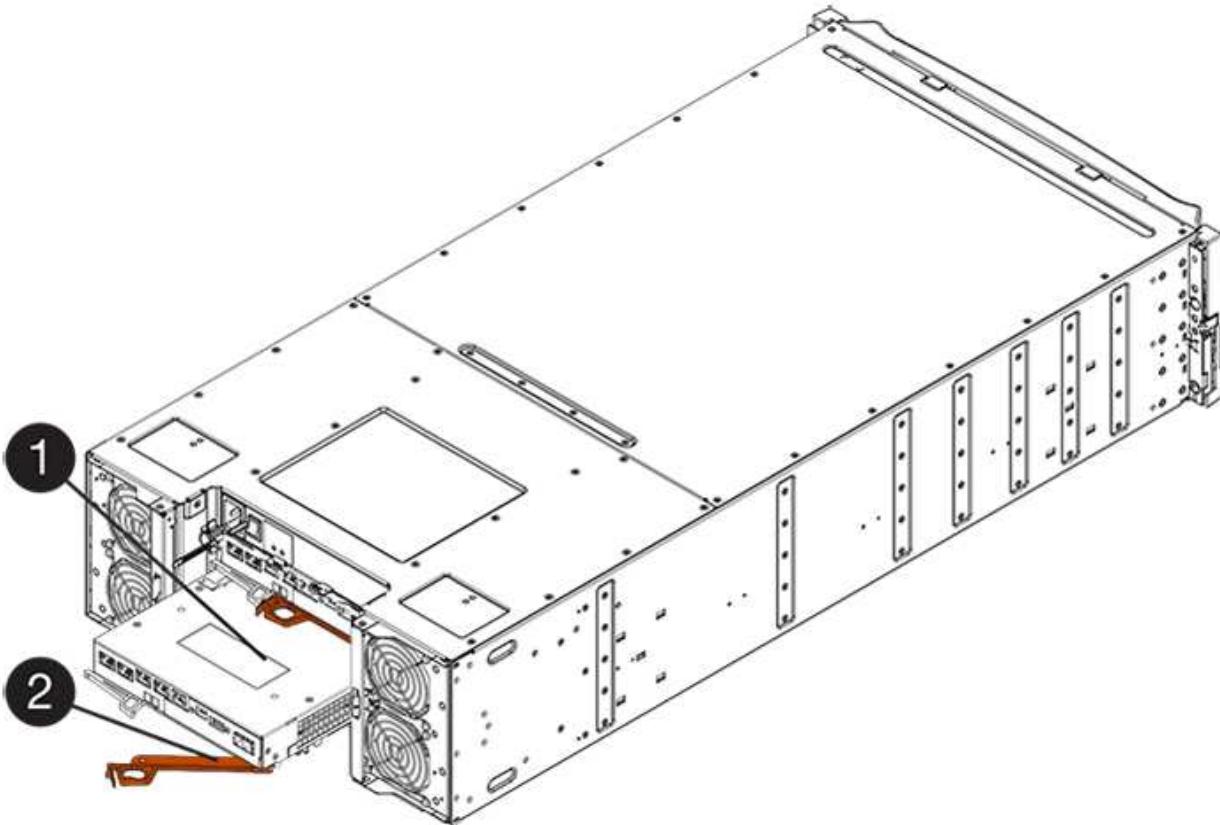
The following figure is an example of an E5724 controller shelf:



**(1) Controller canister**

**(2) Cam handle**

The following figure is an example of an E5760 controller shelf:



(1) Controller canister

(2) Cam handle

3. Move the cam handle to the left to lock the controller canister in place.
4. Reconnect all the cables you removed.



Do not connect data cables to the new HIC ports at this time.

5. (Optional) If you are adding HICs to a duplex configuration, repeat all steps to remove the second controller canister, install the second HIC, and reinstall the second controller canister.

#### Step 5: Complete HIC addition

Check the controller LEDs and seven-segment display, and then confirm that the controller's status is Optimal.

#### Steps

1. Turn on the two power switches at the back of the controller shelf.
  - Do not turn off the power switches during the power-on process, which typically takes 90 seconds or less to complete.
  - The fans in each shelf are very loud when they first start up. The loud noise during start-up is normal.
2. As the controller boots, check the controller LEDs and seven-segment display.
  - The seven-segment display shows the repeating sequence **OS, Sd, blank** to indicate that the controller is performing Start-of-day (SOD) processing. After a controller has successfully booted up, its seven-segment display should show the tray ID.
  - The amber Attention LED on the controller turns on and then turns off, unless there is an error.

- The green Host Link LEDs remain off until you connect the host cables.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.



**(1) Host Link LEDs**

**(2) Attention LED (Amber)**

**(3) Seven-segment display**

- From SANtricity System Manager, confirm that the controller's status is Optimal.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the HIC and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the HIC.



If you cannot resolve the problem, contact technical support.

- If the new HIC ports require SFP+ transceivers, install these SFPs.
- If you installed a HIC with SFP+ (optical) ports, confirm the new ports have the host protocol you expect.
  - From SANtricity System Manager, select **Hardware**.
  - If the graphic shows the drives, click **Show back of shelf**.
  - Select the graphic for either Controller A or Controller B.
  - Select **View settings** from the context menu.
  - Select the **Host Interfaces** tab.
  - Click **Show more settings**.
- Review the details shown for the HIC ports (the ports labelled **e0x** or **0x** in HIC Location **slot 1**) to determine if you are ready to connect the host ports to the data hosts:
  - If the new HIC ports have the protocol you expect:*

You are ready to connect the new HIC ports to the data hosts; go to the next step.

- If the new HIC ports do **not** have the protocol you expect:*

You must apply a software feature pack before you can connect the new HIC ports to the data hosts. See [Change E5700 host protocol](#). Then, connect the host ports to the data hosts and

resume operations.

## 6. Connect the cables from the controller's host ports to the data hosts.

If you need instructions for configuring and using a new host protocol, refer to the [Linux express configuration](#), [Windows express configuration](#), or [VMware express configuration](#).

### What's next?

The process of adding a host interface card to your storage array is complete. You can resume normal operations.

### Upgrade E5700 host interface card (HIC)

You can upgrade a host interface card (HIC) in an E5700 array to increase the number of host ports or to change host protocols.

#### About this task

When you upgrade the HICs, you must power off the storage array, remove the existing HIC from each controller, install a new HIC, and reapply power.

#### Before you begin

- Review [Requirements for E5700 HIC replacement](#).
- Schedule a downtime maintenance window for this procedure. The power must be off when you install HICs, so you cannot access data on the storage array until you have successfully completed this procedure. (In a duplex configuration, this is because both controllers must have the same HIC configuration when they are powered on.)

#### What you'll need

- One or two HICs, based on whether you have one or two controllers in your storage array. The HICs must be compatible with your controllers.
- New host hardware installed for the new host ports, such as switches or host bus adapters (HBAs).
- All cables, transceivers, switches, and host bus adapters (HBAs) needed to connect the new host ports.

For information about compatible hardware, refer to the [NetApp Interoperability Matrix](#) or the [NetApp Hardware Universe](#).

- Labels to identify each cable that is connected to the controller canister.
- An ESD wristband, or you have taken other antistatic precautions.
- A #1 Phillips screwdriver.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

#### Step 1: Prepare to upgrade HICs

Prepare to upgrade a HIC by backing up the storage array's configuration database, collecting support data, and stopping host I/O operations. Then, you can power down the controller shelf.

#### Steps

1. From the Home page of SANtricity System Manager, ensure that the storage array has Optimal status.

If the status is not Optimal, use the Recovery Guru or contact technical support to resolve the problem. Do not continue with this procedure.

## 2. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

## 3. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

- a. Select **Support > Support Center > Diagnostics**.
- b. Select **Collect Support Data**.
- c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

## 4. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:

- Stop all processes that involve the LUNs mapped from the storage to the hosts.
- Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
- Unmount all file systems associated with volumes on the array.



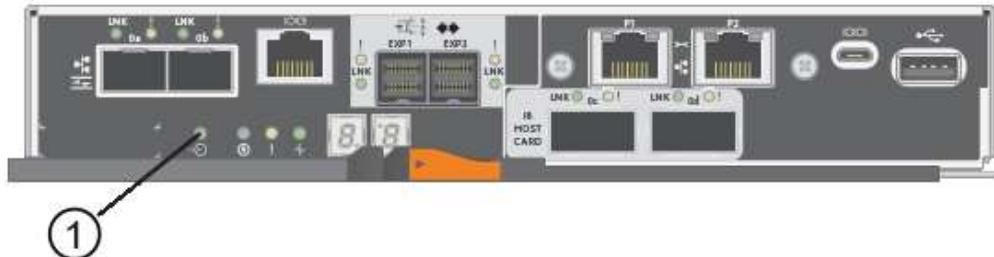
The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose access to the data because the storage is not accessible.

5. If the storage array participates in a mirroring relationship, stop all host I/O operations on the secondary storage array.
6. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.



#### (1) Cache Active LED

7. From the Home page of SANtricity System Manager, select **View Operations in Progress**. Wait for all operations to complete before continuing with the next step.
8. Power down the controller shelf.
  - a. Turn off both power switches on the controller shelf.
  - b. Wait for all LEDs on the controller shelf to turn off.

#### Step 2: Remove controller canister

Remove the controller canister so you can upgrade the new HIC.

##### Steps

1. Label each cable that is attached to the controller canister.
2. Disconnect all the cables from the controller canister.



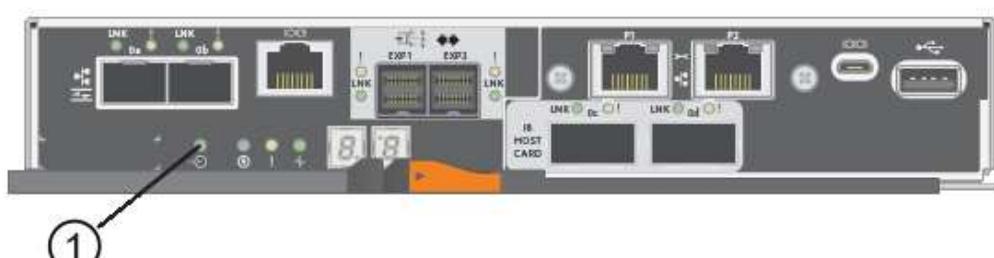
To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

3. If the HIC ports use SFP+ transceivers, remove them.

Depending on what type of HIC you are upgrading to, you might be able to reuse these SFPs.

4. Confirm that the Cache Active LED on the back of the controller is off.

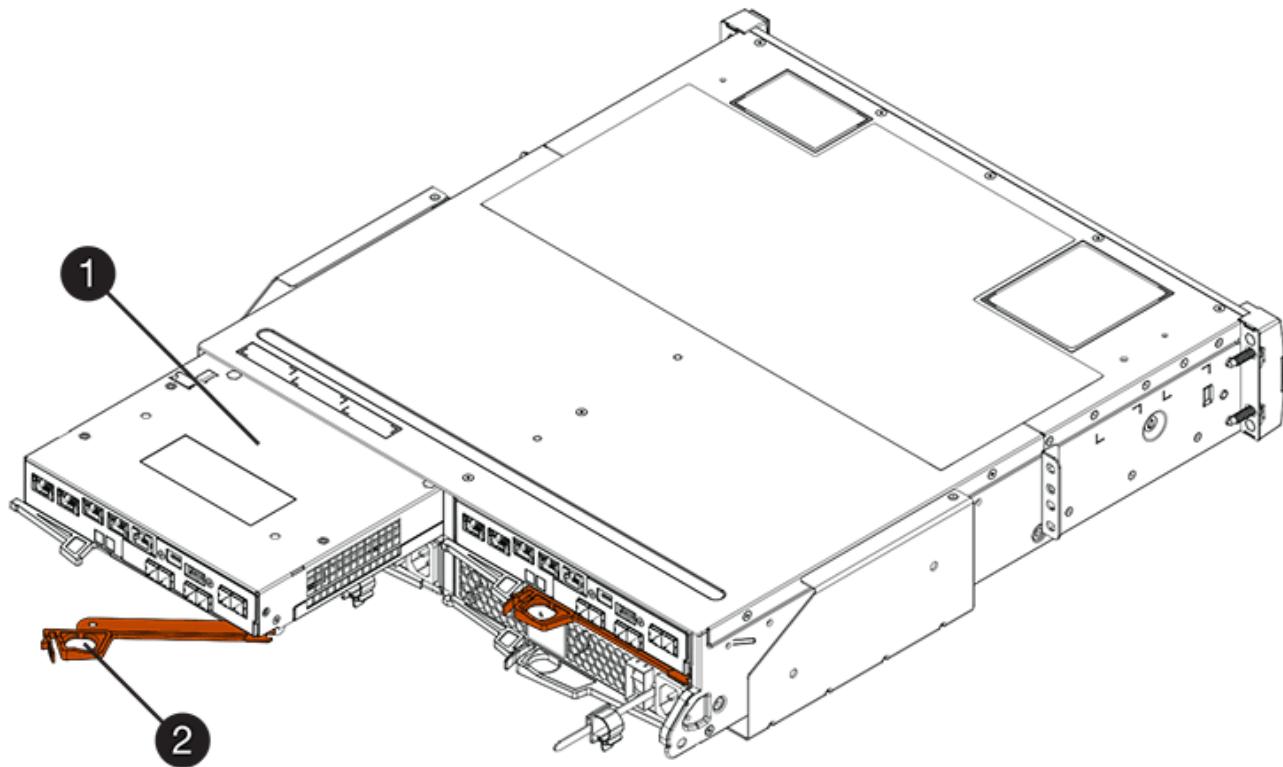
The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off before removing the controller canister.



**(1) Cache Active LED**

5. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

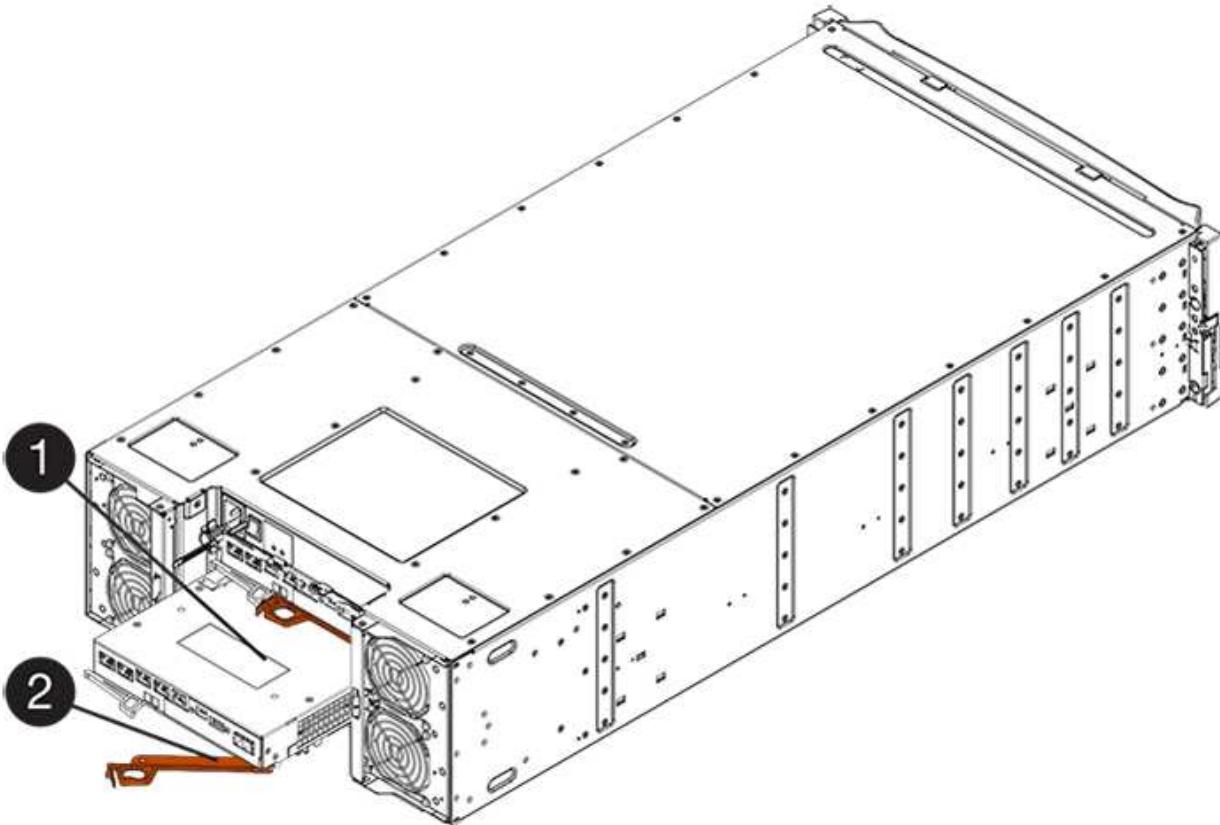
The following figure is an example of an E5724 controller shelf:



**(1) Controller canister**

**(2) Cam handle**

The following figure is an example of an E5760 controller shelf:



(1) *Controller canister*

(2) *Cam handle*

6. Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E5724 controller shelf, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

7. Turn the controller canister over, so that the removable cover faces up.
8. Place the controller canister on a flat, static-free surface.

### **Step 3: Remove a HIC**

Remove the original HIC so you can replace it with an upgraded one.

#### **Steps**

1. Remove the controller canister's cover by pressing down on the button and sliding the cover off.
2. Confirm that the green LED inside the controller (between the battery and the DIMMs) is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.

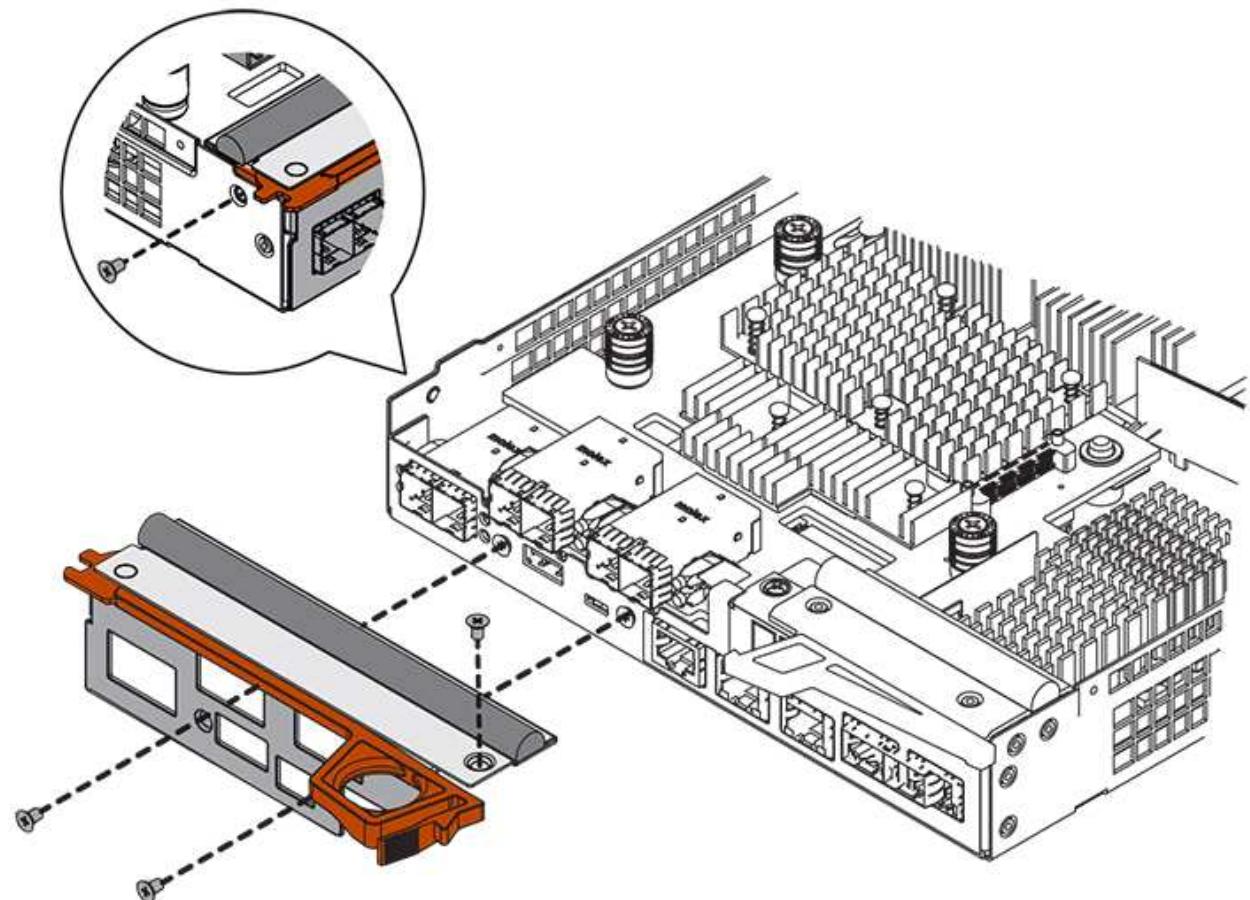


(1) Cache Active LED

(2) Battery

3. Using a #1 Phillips screwdriver, remove the screws that attach the HIC faceplate to the controller canister.

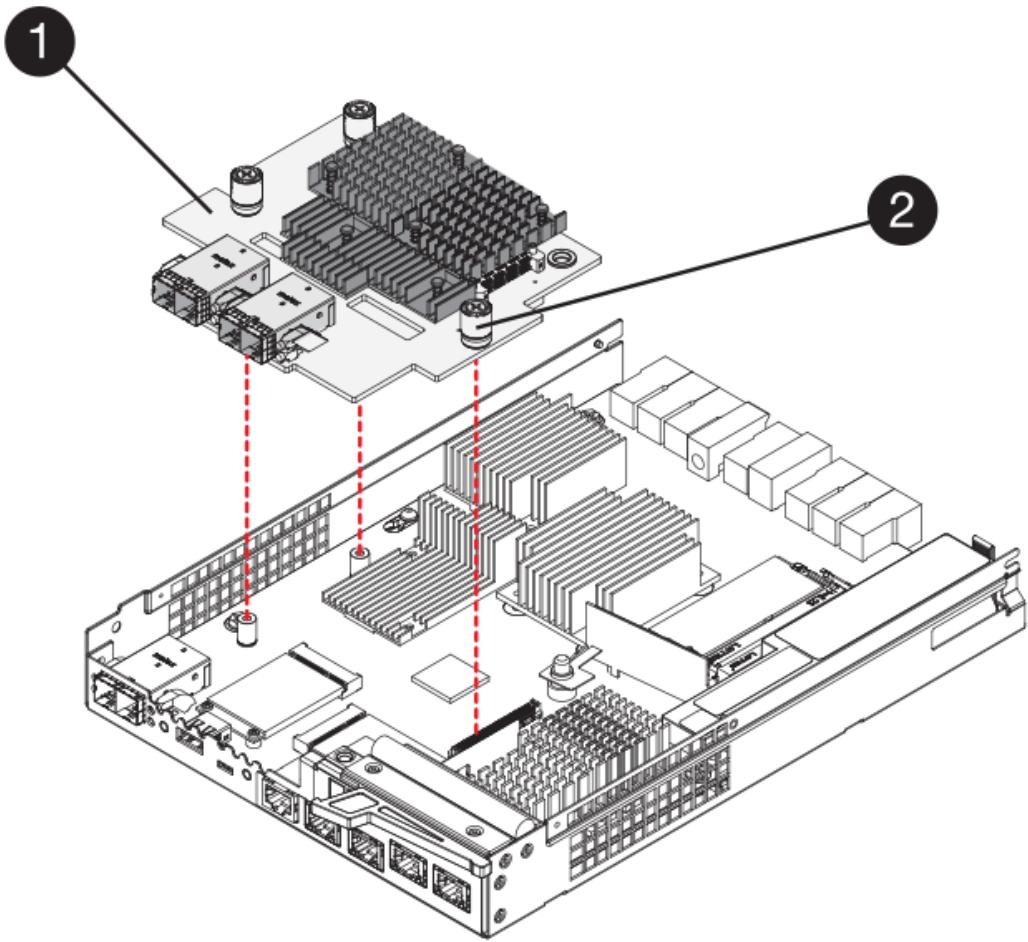
There are four screws: one on the top, one on the side, and two on the front.



4. Remove the HIC faceplate.
5. Using your fingers or a Phillips screwdriver, loosen the three thumbscrews that secure the HIC to the controller card.
6. Carefully detach the HIC from the controller card by lifting the card up and sliding it back.



Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.



(1) Host interface card (HIC)

(2) Thumbscrews

7. Place the HIC on a static-free surface.

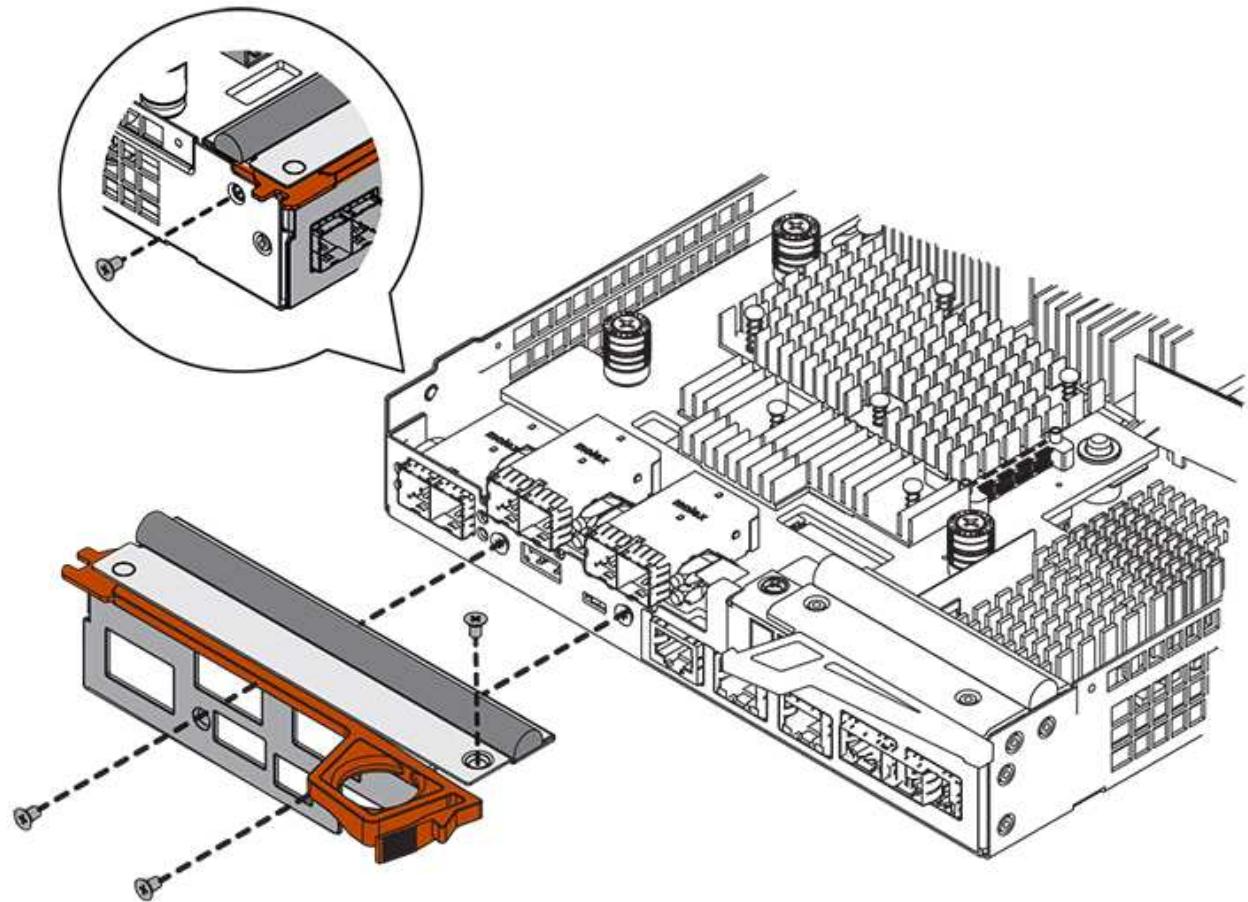
#### Step 4: Install the new HIC

Install the new host HIC.

**Possible loss of data access** — Never install a HIC in an E5700 controller canister if that HIC was designed for another E-Series controller. In addition, if you have a duplex configuration, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs will cause the controllers to lock down when you apply power.

#### Steps

1. Unpack the new HIC and the new HIC faceplate.
2. Using a #1 Phillips screwdriver, remove the four screws that attach the HIC faceplate to the controller canister, and remove the faceplate.



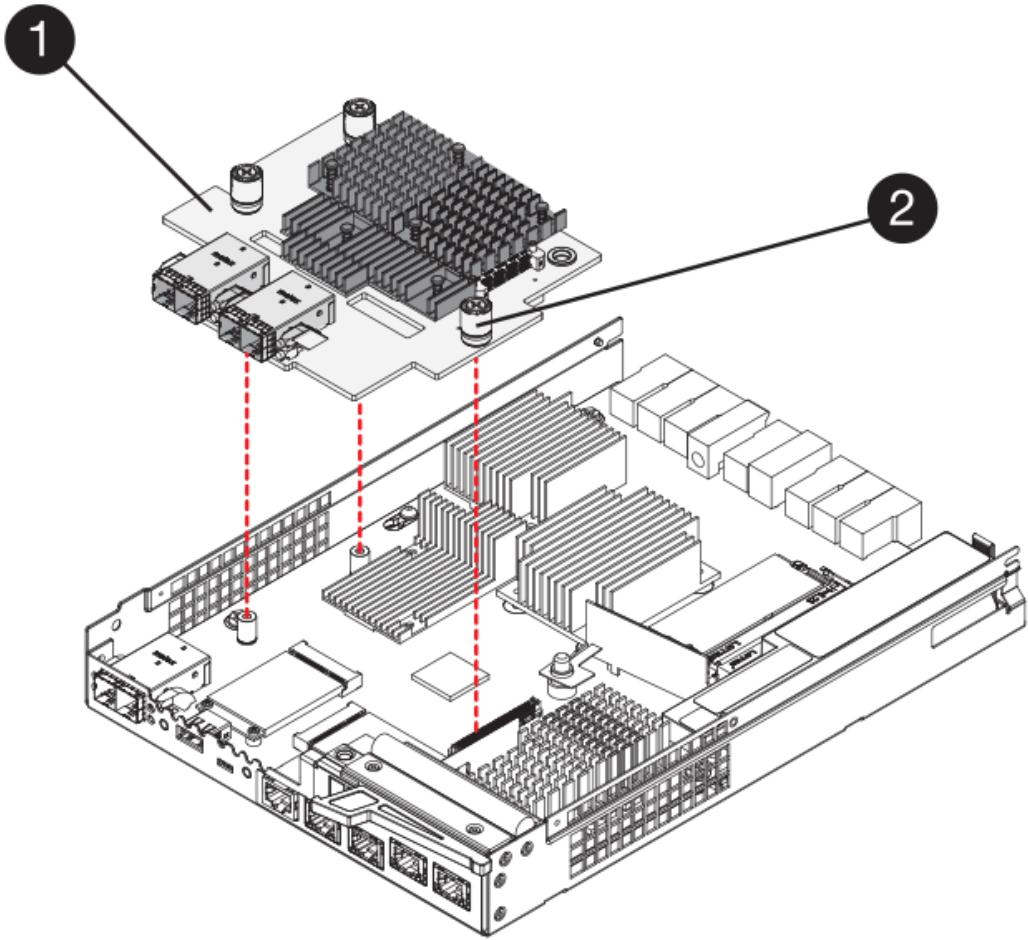
3. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

4. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



**(1)** Host interface card (HIC)

**(2)** Thumbscrews

5. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over-tighten the screws.

6. Using a #1 Phillips screwdriver, attach the new HIC faceplate to the controller canister with the four screws you removed previously.

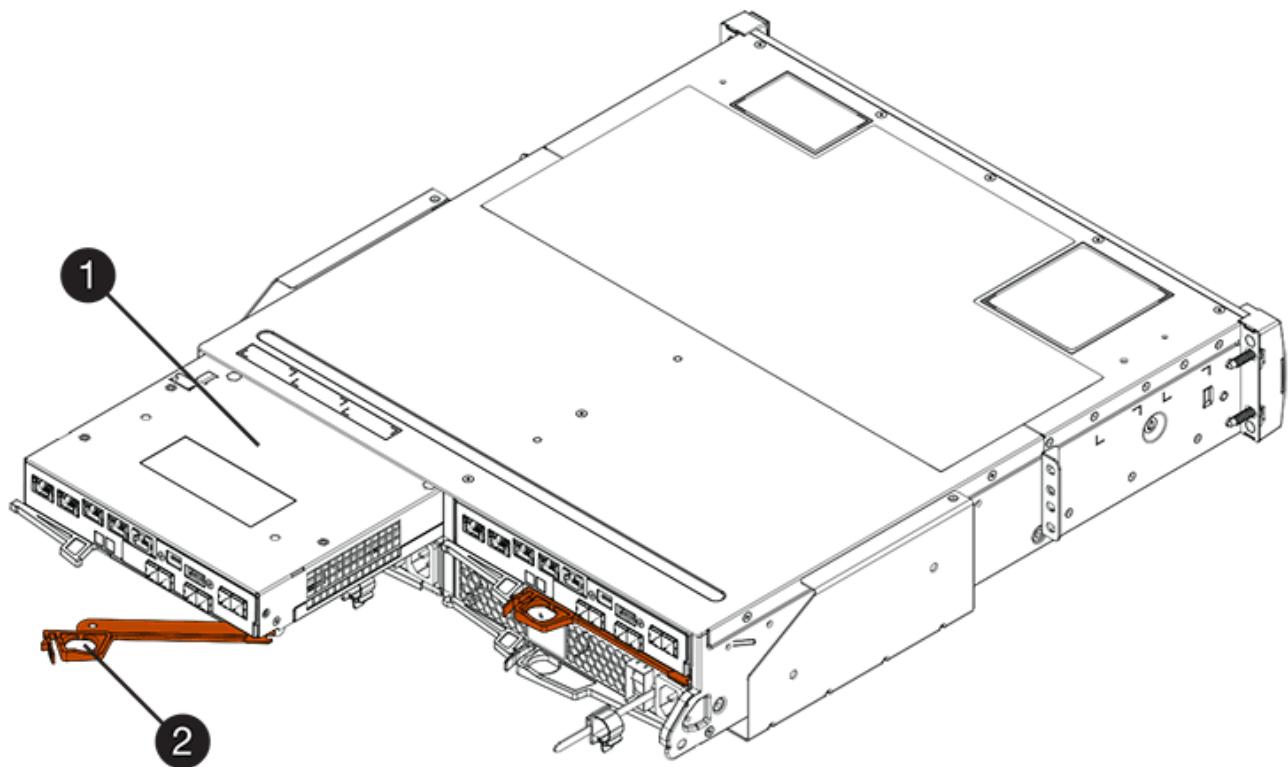
#### **Step 5: Reinstall controller canister**

After installing the new HIC, reinstall the controller canister into the controller shelf.

#### **Steps**

1. Reinstall the cover on the controller canister by sliding the cover from back to front until the button clicks.
2. Turn the controller canister over, so that the removable cover faces down.
3. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.

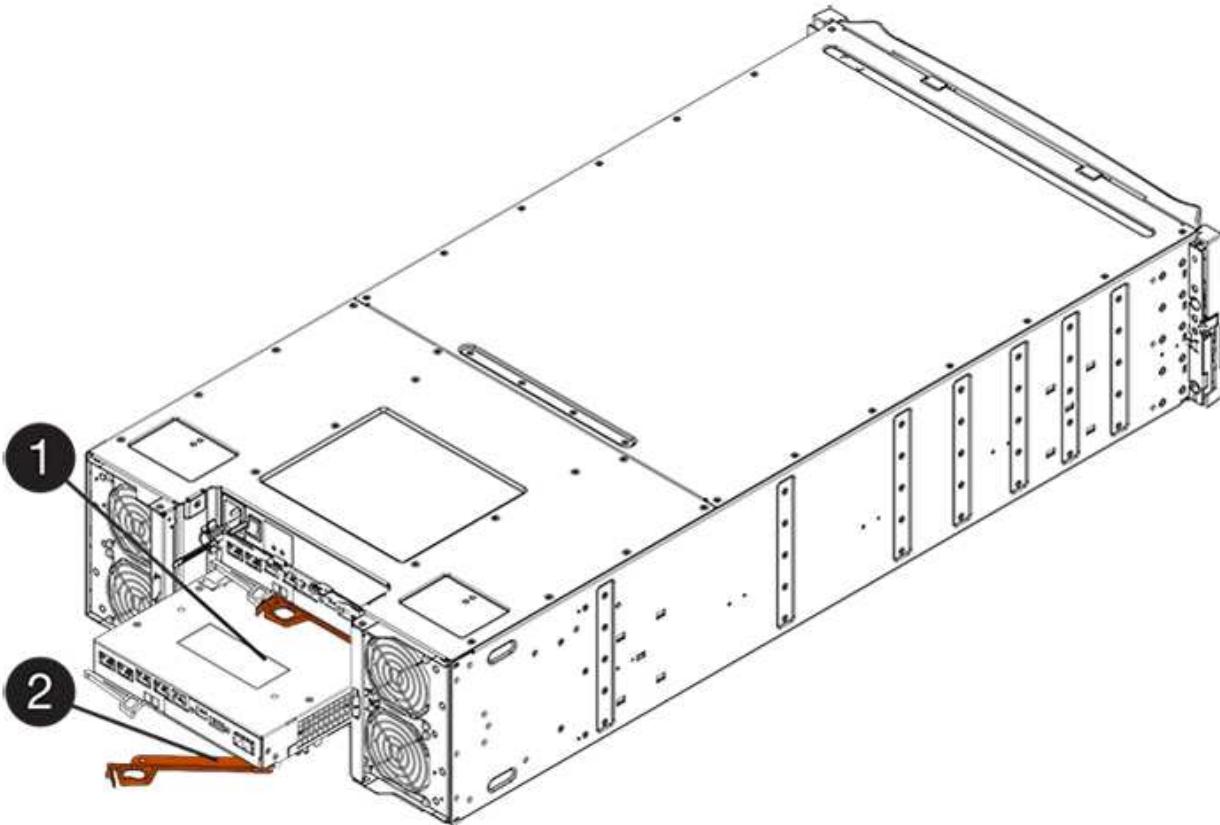
The following figure is an example of an E5724 controller shelf:



(1) *Controller canister*

(2) *Cam handle*

The following figure is an example of an E5760 controller shelf:



(1) *Controller canister*

(2) *Cam handle*

4. Move the cam handle to the left to lock the controller canister in place.
5. Reconnect all the cables you removed.



Do not connect data cables to the new HIC ports at this time.

6. (Optional) If you are upgrading HICs in a duplex configuration, repeat all steps to remove the other controller canister, remove the HIC, install the new HIC, and replace the second controller canister.

#### Step 6: Complete the HIC upgrade

Check the controller LEDs and seven-segment display and confirm that the controller's status is Optimal.

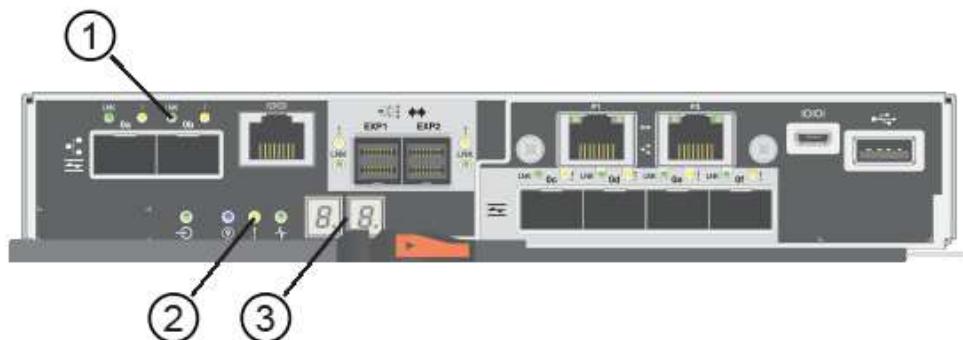
#### Steps

1. Turn on the two power switches at the back of the controller shelf.
  - Do not turn off the power switches during the power-on process, which typically takes 90 seconds or less to complete.
  - The fans in each shelf are very loud when they first start up. The loud noise during start-up is normal.
2. As the controller boots, check the controller LEDs and seven-segment display.
  - The seven-segment display shows the repeating sequence **OS, Sd, blank** to indicate that the controller is performing Start-of-day (SOD) processing. After a controller has successfully booted up, its seven-segment display should show the tray ID.
  - The amber Attention LED on the controller turns on and then turns off, unless there is an error.

- The green Host Link LEDs remain off until you connect the host cables.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.



**(1) Host Link LED (amber)**

**(2) Attention LED (amber)**

**(3) Seven-segment display**

### 3. From SANtricity System Manager, confirm that the controller's status is Optimal.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the HIC and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the HIC.



If you cannot resolve the problem, contact technical support.

### 4. If the new HIC ports require SFP+ transceivers, install these SFPs.

### 5. Connect the cables from the controller's host ports to the data hosts.

## What's next?

The process of upgrading a host interface card in your storage array is complete. You can resume normal operations.

## Replace E5700 host interface card (HIC)

You can replace a host interface card (HIC) that has failed.

### About this task

When you replace a HIC, you place the controller offline (for duplex configurations), remove the controller canister, install the new HIC, and then replace the controller canister.

### Before you begin

- Review [Requirements for E5700 HIC replacement](#).
- Schedule a downtime maintenance window for this procedure. The power must be off when you install HICs, so you cannot access data on the storage array until you have successfully completed this procedure. (In a duplex configuration, both controllers must have the same HIC configuration when they

are powered on.)

- Verify that no volumes are in use or that you have a multipath driver installed on all hosts using these volumes.
- From SANtricity System Manager, verify the details in the Recovery Guru to confirm that you have a failed HIC and to ensure no other items must be addressed before you can remove and replace the HIC.

## What you'll need

- Two HICs that are compatible with your controllers.

For duplex configurations (two controllers), the HICs installed in the two controller canisters must be identical. The presence of mismatched HICs causes the controller with the replacement HIC to lock down when you bring it online.

- An ESD wristband, or you have taken other antistatic precautions.
- A #1 Phillips screwdriver.
- Labels to identify each cable that is connected to the controller canister.
- A management station with a browser that can access SANtricity System Manager for the controller. (To open the System Manager interface, point the browser to the controller's domain name or IP address.)

## Step 1: Place controller offline (duplex)

If you have a duplex configuration, you must place the affected controller offline so you can safely remove the failed HIC.

### Steps

1. From the Details area of the Recovery Guru, determine which of the controller canisters has the failed HIC.
2. Back up the storage array's configuration database using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to restore your configuration. The system will save the current state of the RAID configuration database, which includes all data for volume groups and disk pools on the controller.

- From System Manager:
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Configuration Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **configurationData-<arrayName>-<dateTime>.7z**.

- Alternatively, you can back up the configuration database by using the following CLI command:

```
save storageArray dbmDatabase sourceLocation=onboard contentType=all  
file="filename";
```

3. Collect support data for your storage array using SANtricity System Manager.

If a problem occurs during this procedure, you can use the saved file to troubleshoot the issue. The system will save inventory, status, and performance data about your storage array in a single file.

a. Select **Support > Support Center > Diagnostics**.

b. Select **Collect Support Data**.

c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

4. If the controller is not already offline, take it offline now using SANtricity System Manager.

◦ From SANtricity System Manager:

a. Select **Hardware**.

b. If the graphic shows the drives, select **Show back of shelf** to show the controllers.

c. Select the controller that you want to place offline.

d. From the context menu, select **Place offline**, and confirm that you want to perform the operation.



If you are accessing SANtricity System Manager using the controller you are attempting to take offline, a SANtricity System Manager Unavailable message is displayed. Select **Connect to an alternate network connection** to automatically access SANtricity System Manager using the other controller.

◦ Alternatively, you can take the controllers offline by using the following CLI commands:

**For controller A:** set controller [a] availability=offline

**For controller B:** set controller [b] availability=offline

5. Wait for SANtricity System Manager to update the controller's status to offline.



Do not begin any other operations until after the status has been updated.

## Step 2: Remove controller canister

Remove the controller canister so you can add the new HIC.

### Steps

1. Label each cable that is attached to the controller canister.

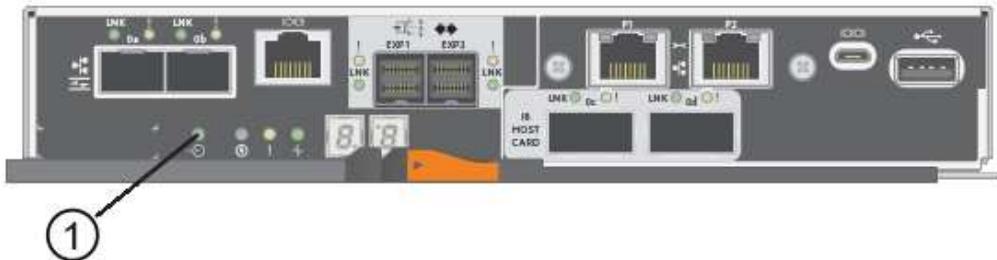
2. Disconnect all the cables from the controller canister.



To prevent degraded performance, do not twist, fold, pinch, or step on the cables.

3. Confirm that the Cache Active LED on the back of the controller is off.

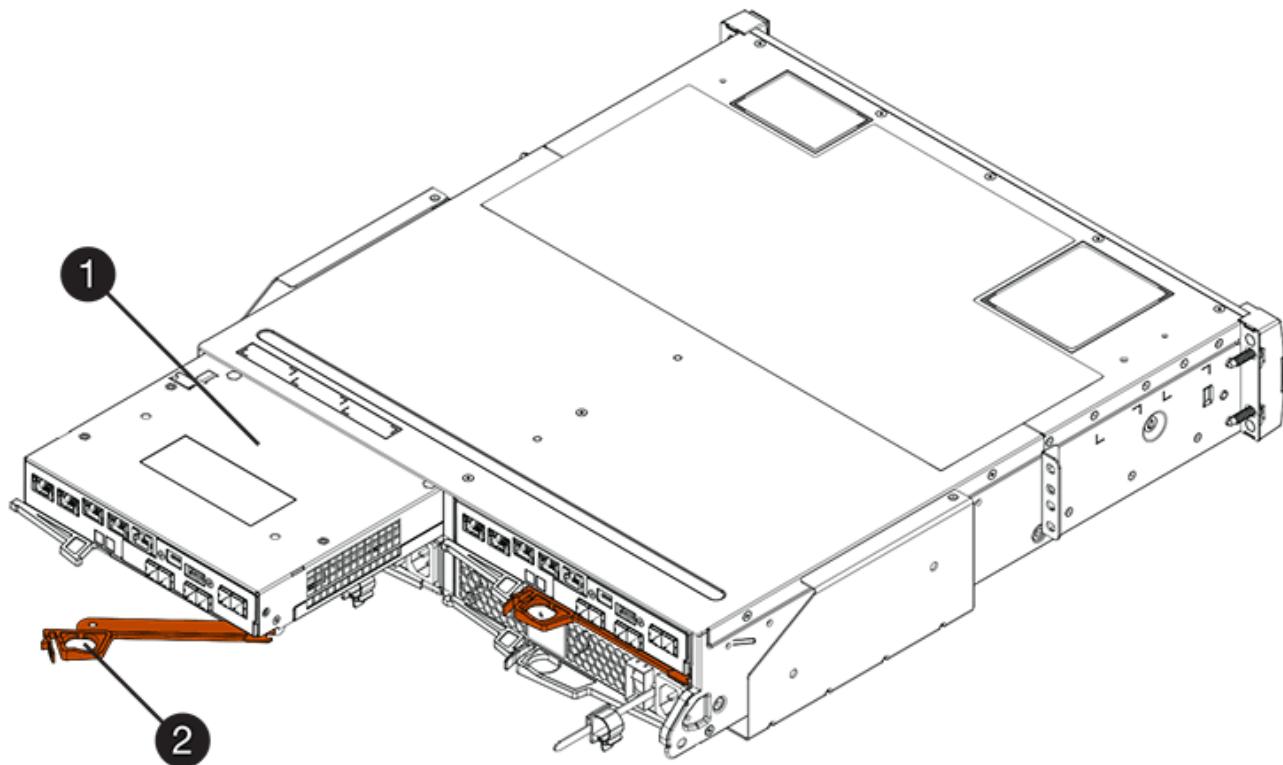
The green Cache Active LED on the back of the controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off before removing the controller canister.



**(1) Cache Active LED**

4. Squeeze the latch on the cam handle until it releases, and then open the cam handle to the right to release the controller canister from the shelf.

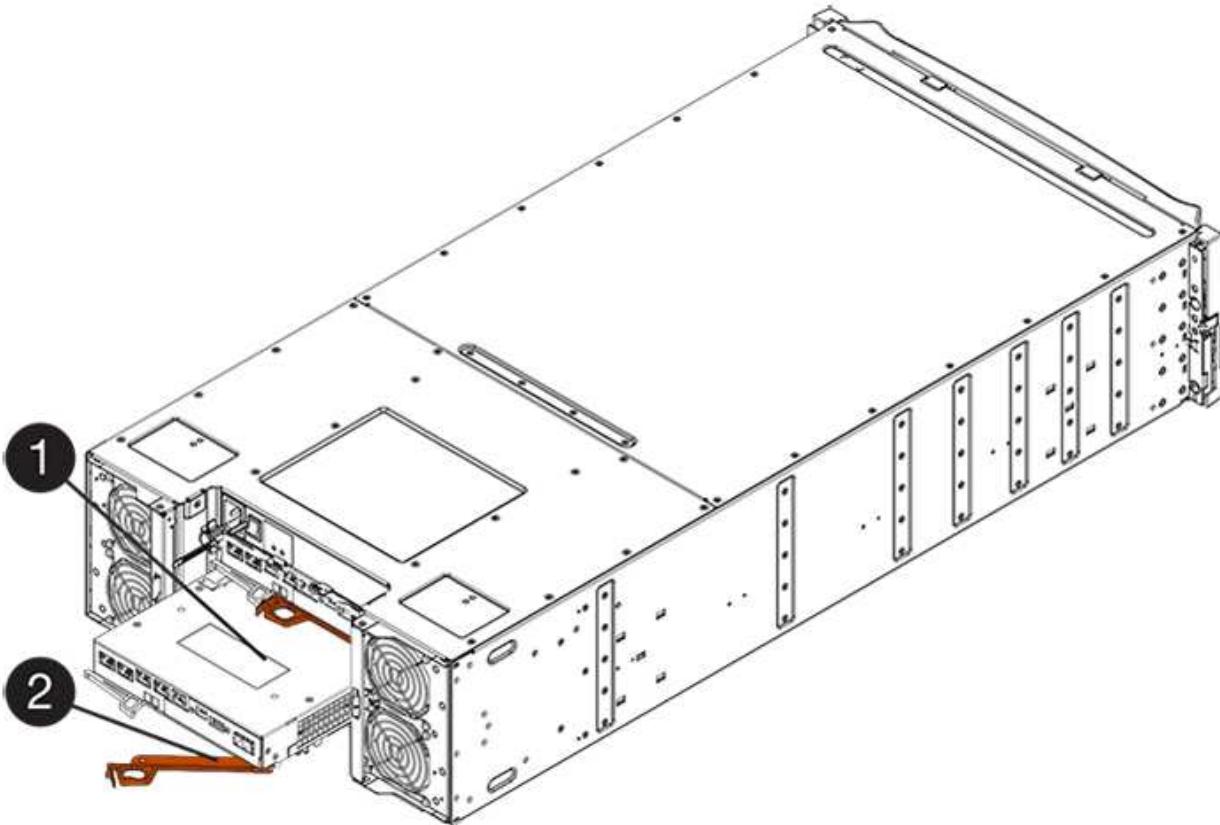
The following figure is an example of an E5724 controller shelf:



**(1) Controller canister**

**(2) Cam handle**

The following figure is an example of an E5760 controller shelf:



(1) Controller canister

(2) Cam handle

- Using two hands and the cam handle, slide the controller canister out of the shelf.



Always use two hands to support the weight of a controller canister.

If you are removing the controller canister from an E5724 controller shelf, a flap swings into place to block the empty bay, helping to maintain air flow and cooling.

- Turn the controller canister over, so that the removable cover faces up.
- Place the controller canister on a flat, static-free surface.

### Step 3: Install a HIC

Install a new HIC to replace the failed one.



**Possible loss of data access** — Never install a HIC in an E5700 controller canister if that HIC was designed for another E-Series controller. In addition, if you have a duplex configuration, both controllers and both HICs must be identical. The presence of incompatible or mismatched HICs causes the controllers to lock down when you apply power.

### Steps

- Unpack the new HIC and the new HIC faceplate.
- Press the button on the cover of the controller canister, and slide the cover off.
- Confirm that the green LED inside the controller (by the DIMMs) is off.

If this green LED is on, the controller is still using battery power. You must wait for this LED to go off before removing any components.



(1) Internal Cache Active LED

(2) Battery

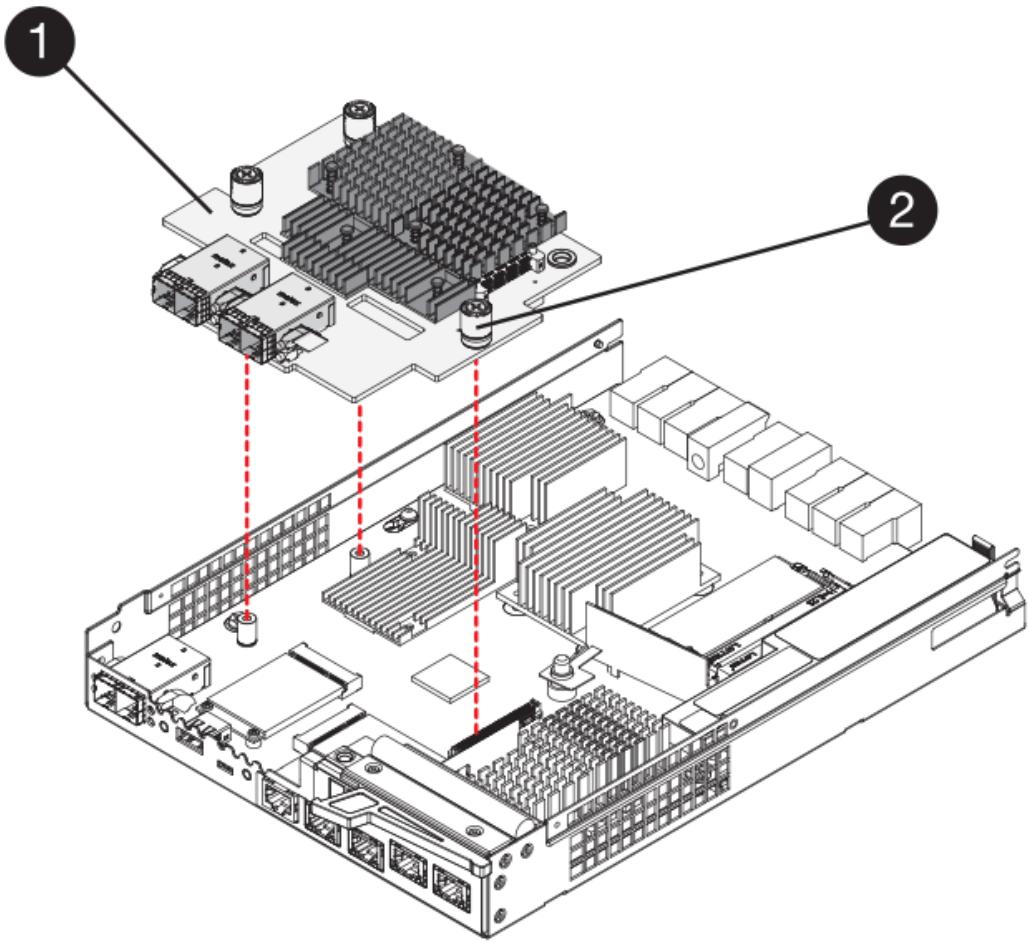
4. Using a #1 Phillips screwdriver, remove the four screws that attach the blank faceplate to the controller canister, and remove the faceplate.
5. Align the three thumbscrews on the HIC with the corresponding holes on the controller, and align the connector on the bottom of the HIC with the HIC interface connector on the controller card.

Be careful not to scratch or bump the components on the bottom of the HIC or on the top of the controller card.

6. Carefully lower the HIC into place, and seat the HIC connector by pressing gently on the HIC.



**Possible equipment damage** — Be very careful not to pinch the gold ribbon connector for the controller LEDs between the HIC and the thumbscrews.



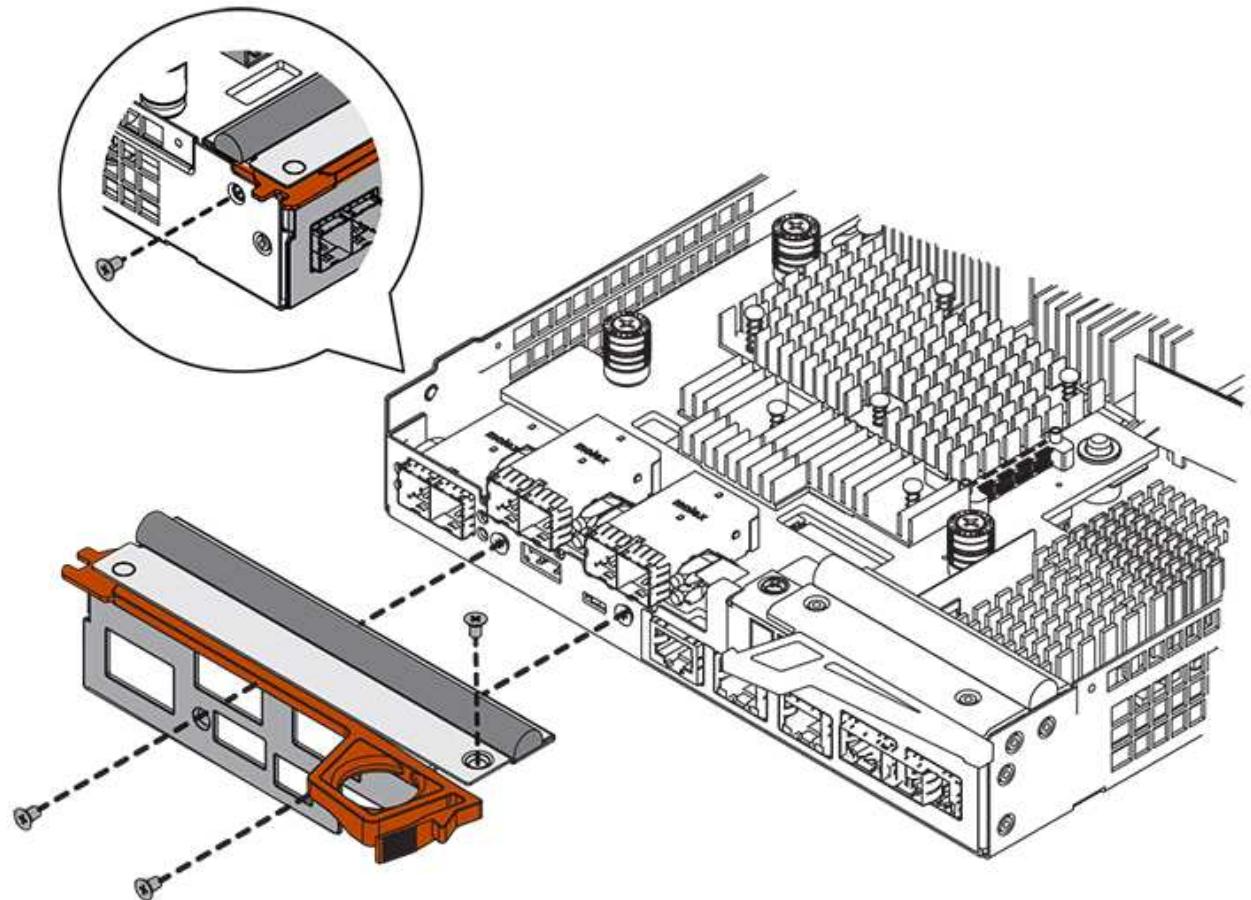
**(1)** Host interface card

**(2)** Thumbscrews

7. Hand-tighten the HIC thumbscrews.

Do not use a screwdriver, or you might over-tighten the screws.

8. Using a #1 Phillips screwdriver, attach the new HIC faceplate to the controller canister with the four screws you removed previously.



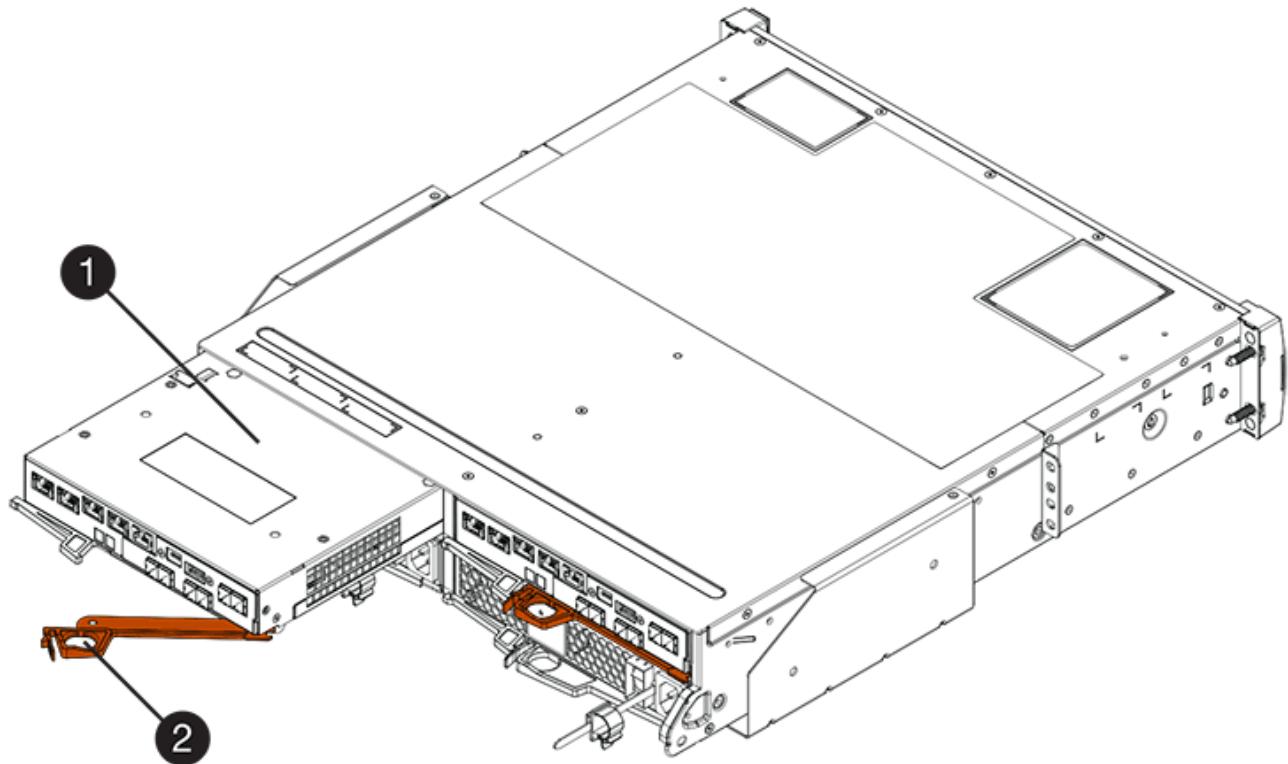
#### Step 4: Reinstall controller canister

After installing the HIC, reinstall the controller canister into the controller shelf.

##### Steps

1. Turn the controller canister over, so that the removable cover faces down.
2. With the cam handle in the open position, slide the controller canister all the way into the controller shelf.

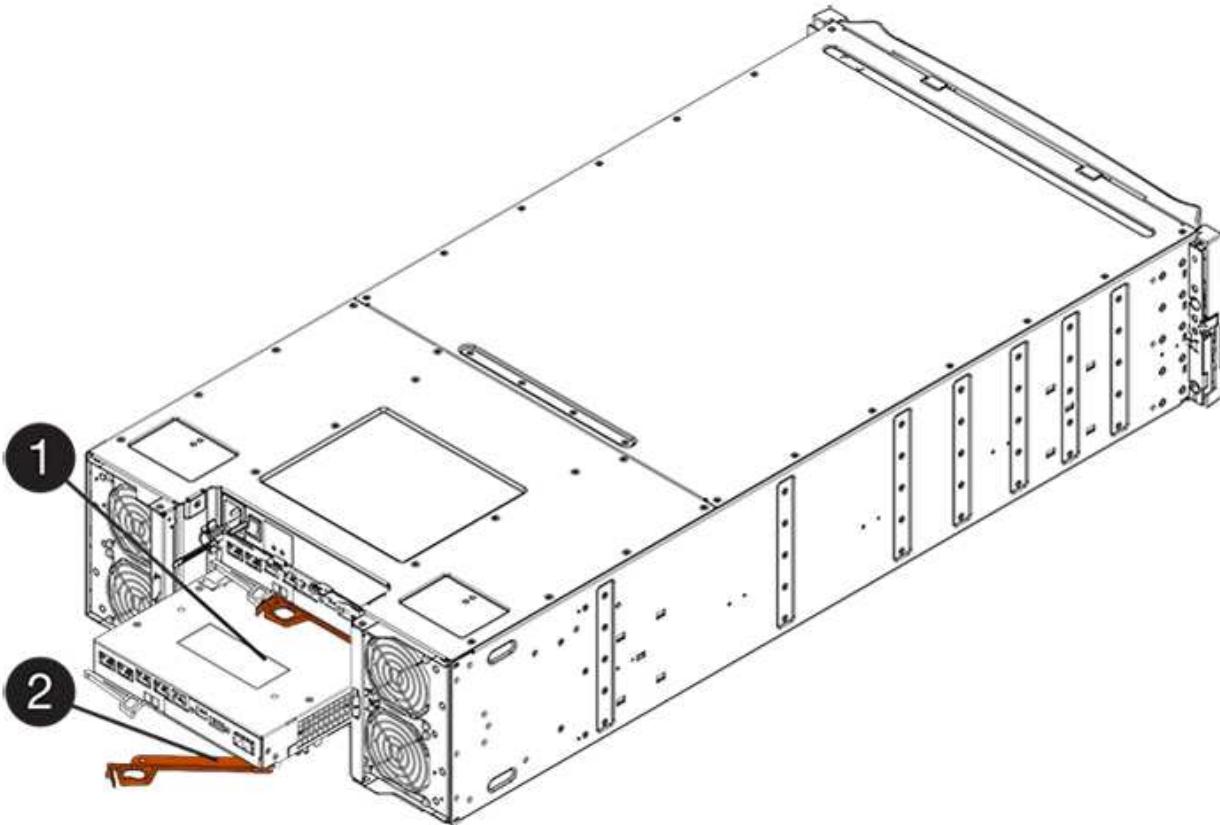
The following figure is an example of an E5724 controller shelf:



(1) *Controller canister*

(2) *Cam handle*

The following figure is an example of an E5760 controller shelf:



(1) Controller canister

(2) Cam handle

3. Move the cam handle to the left to lock the controller canister in place.
4. Reconnect all the cables you removed.



Do not connect data cables to the new HIC ports at this time.

5. (Optional) If you are adding HICs to a duplex configuration, repeat all steps to remove the second controller canister, install the second HIC, and reinstall the second controller canister.

#### Step 5: Place controller online (duplex)

If you have a duplex configuration, bring the controller online to confirm the storage array is working correctly, collect support data, and resume operations.



Perform this task only if your storage array has two controllers.

#### Steps

1. As the controller boots, check the controller LEDs and the seven-segment display.



The figure shows an example controller canister. Your controller might have a different number and a different type of host ports.

When communication with the other controller is reestablished:

- The seven-segment display shows the repeating sequence **OS**, **OL**, **blank** to indicate that the controller is offline.
- The amber Attention LED remains lit.
- The Host Link LEDs might be on, blinking, or off, depending on the host interface.



**(1) Host Link LED**

**(2) Attention LED (amber)**

**(3) Seven-segment display**

## 2. Bring the controller online using SANtricity System Manager.

- From SANtricity System Manager:
  - Select **Hardware**.
  - If the graphic shows the drives, select **Show back of shelf**.
  - Select the controller you want to place online.
  - Select **Place Online** from the context menu, and confirm that you want to perform the operation.

The system places the controller online.

- Alternatively, you can use the following CLI commands:

**For controller A:** set controller [a] availability=online;

**For controller B:** set controller [b] availability=online;

- ## 3. Check the codes on the controller's seven-segment display as it comes back online. If the display shows one of the following repeating sequences, immediately remove the controller.
- **OE, L0, blank** (mismatched controllers)
  - **OE, L6, blank** (unsupported HIC) **Attention: Possible loss of data access** — If the controller you just installed shows one of these codes, and the other controller is reset for any reason, the second controller could also lock down.
- ## 4. When the controller is back online, confirm that its status is Optimal, and check the controller shelf's Attention LEDs.

If the status is not Optimal or if any of the Attention LEDs are on, confirm that all cables are correctly seated, and check that the HIC and the controller canister are installed correctly. If necessary, remove and reinstall the controller canister and the HIC.



If you cannot resolve the problem, contact technical support.

5. Collect support data for your storage array using SANtricity System Manager.
  - a. Select **Support > Support Center > Diagnostics**.
  - b. Select **Collect Support Data**.
  - c. Click **Collect**.

The file is saved in the Downloads folder for your browser with the name, **support-data.7z**.

6. Return the failed part to NetApp, as described in the RMA instructions shipped with the kit.

Contact technical support at [NetApp Support](#), 888-463-8277 (North America), 00-800-44-638277 (Europe), or +800-800-80-800 (Asia/Pacific) if you need the RMA number.

## What's next?

Your HIC replacement is complete. You can resume normal operations.

## Host port protocol

### Requirements for changing the E5700 host port protocol

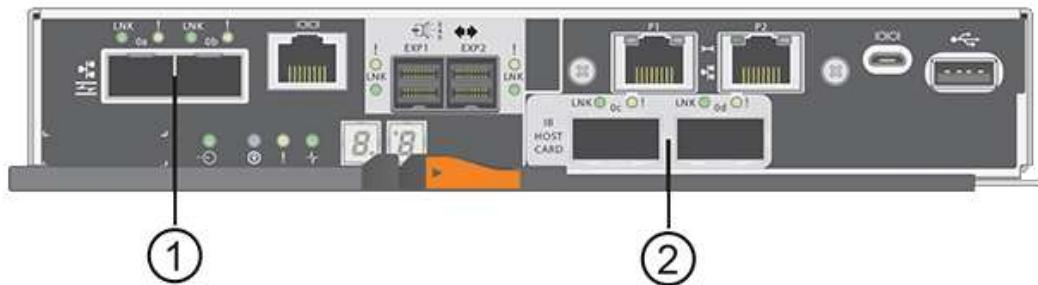
Before converting the host port protocol in the E5700, review the requirements.

#### Host ports you can change



Only the optical base ports on an E5700 controller are able to be converted.

The following figure shows the E5700 with its SFP+ (optical) baseboard host ports (1) and the optional two IB HIC ports (2).



#### Requirements

- You must schedule a downtime maintenance window for this procedure.
- You must stop host I/O operations when you perform the conversion, and you will not be able to access data on the storage array until you have successfully completed the conversion.
- You must use out-of-band management. (You cannot use in-band management to complete this procedure.)

- You have obtained the necessary hardware for the conversion. Your NetApp Sales Representative can help you determine what hardware you need and help you order the correct parts.
- If you are attempting to change the baseboard host ports of your storage array, and it currently uses dual-protocol (also referred to as *unified*) SFP transceivers that you purchased from NetApp, you do not need to change your SFP transceivers.
- Make sure that the dual-protocol SFP transceivers support both FC (at 4 Gbps, or 16 Gbps) and iSCSI (at 10 Gbps), but they do not support 1 Gbps iSCSI. See [Step 1: Determine whether you have dual-protocol SFPs](#) to determine what type of SFP transceivers are installed.

#### **Considerations for changing the host protocol**

The considerations for changing the host protocol depend on the starting and ending protocols of the baseboard host ports and the HIC ports.

If you use a Mirroring feature or the Data Assurance (DA) feature, you must understand what happens to these features when you change the host port protocol.



The following considerations apply only if you are converting a storage array that has already been in use. These considerations do not apply if you are converting a new storage array that does not yet have hosts and volumes defined.

#### **Converting from FC to iSCSI**

- Asynchronous Mirroring requires both the local storage array and the remote storage array to use the same protocol.
  - If you are currently using Asynchronous Mirroring through the baseboard, you must deactivate Asynchronous Mirroring relationships using those ports before applying the feature pack.
  - Refer to the online help for SANtricity System Manager to delete all mirror consistency groups and remove all mirrored pairs from the local and remote storage arrays. In addition, follow the instructions in the online help to deactivate Asynchronous Mirroring.



If your configuration contains SAN Boot hosts connected to the FC baseboard ports, check the [NetApp Interoperability Matrix](#) tool to ensure that the configuration is supported on iSCSI. If it is not, you cannot convert the host protocol to iSCSI.

- The Synchronous Mirroring feature is not supported for iSCSI.

- If you are currently using Synchronous Mirroring relationships via the baseboard ports, you must deactivate those Synchronous Mirroring relationships.
- Refer to the online help for SANtricity System Manager to remove all synchronous mirrored pairs, which removes mirror relationships on the local storage array and on the remote storage array. In addition, follow the instructions in the online help to deactivate Synchronous Mirroring.



If you do not deactivate Synchronous Mirroring relationships before converting to iSCSI, your system will lose data access and data loss might occur.

#### **Converting from iSCSI to FC**

- Asynchronous Mirroring requires both the local storage array and the remote storage array to use the same protocol. If you are currently using Asynchronous Mirroring with the baseboard ports, you must deactivate Asynchronous Mirroring before changing the protocol.

- Refer to the online help for SANtricity System Manager to delete all mirror consistency groups and remove all mirrored pairs from the local and remote storage arrays. In addition, follow the instructions in the online help to deactivate Asynchronous Mirroring.

## Converting IB-iSER to/from IB-SRP

- You do not have to make any changes to your hardware when you convert from/to iSER to SRP.
- The Data Assurance (DA) feature is not supported for SRP.
- The DA feature is not supported for IB-SRP. If you are currently using this feature via the IB-HIC and you want to convert those ports from iSER to SRP, you must permanently disable DA on all volumes. Refer to the online help for SANtricity System Manager to change the settings for a volume to permanently disable the data assurance setting.



After it has been disabled, DA cannot be re-enabled on the volume.

- Confirm the following:
  - SANtricity System Manager is accessible via a web browser.
  - The storage system is running SANtricity OS (controller firmware) version 08.40.11.00 or later.

## Mirroring operations need same host protocol

Mirroring operations are not affected if the host ports being used for mirroring keep the same protocol after you apply the feature pack. Even so, before applying the feature pack, you should confirm that all mirror consistency groups are synchronized. After applying the feature pack, you should test the communication between the local storage array and the remote storage array. Refer to the online help for SANtricity System Manager if you have questions on how to do this.



Asynchronous and synchronous mirroring are not supported for NVMe over Fabrics. To disable Asynchronous and Synchronous mirroring, you can use the `disable storageArray feature=asyncMirror` or `disable storageArray feature=syncMirror` commands through the command line interface. Refer to the [Disable storage array feature](#) mirroring commands under the CLI Command Reference Online Help for more information on how to disable mirroring.

## Change E5700 host protocol

For an E5700 storage array, you can convert baseboard host ports as follows:

- Fibre Channel (FC) to iSCSI
- iSCSI to FC
- iSER to InfiniBand (IB)
- SRP to IB
- NVMe to IB
- NVMe to RoCE

### Step 1: Determine whether you have dual-protocol SFPs

Use SANtricity System Manager to determine what type of SFP transceivers you have. Because these SFPs can be used with both FC and iSCSI protocols, they are referred to as *dual-protocol* or *unified* SFPs.

If your current SFPs support data rates of 16 Gbps and 10 Gbps, you can continue to use them after converting the host port protocol.

## Steps

1. From SANtricity System Manager, select **Support**.
2. Select the **Support Center** tile.
3. On the Support Resources tab, locate and select the **Storage Array Profile** link.
4. Type **SFP** in the text box, and click **Find**.
5. For each SFP listed in the Storage Array Profile, locate the entry for **Supported data rate(s)**.

<b>SFP status:</b>	Optimal
<b>Attached to:</b>	Host-side of controller B
<b>Location:</b>	Unknown
<b>Supported data rate(s):</b>	16 Gbps, 10 Gbps, 8 Gbps, 4 Gbps
<b>Link length:</b>	Short
<b>Connector:</b>	LC
<b>Transmitter type:</b>	Shortwave Laser w/o OFC
<b>Transmission media:</b>	TM Multi-mode 62.5m(M6)
<b>IEEE company ID:</b>	00 17 6a
<b>Revision:</b>	Not Available
<b>Part number:</b>	AFBR-57F5UMZ
<b>Serial number:</b>	AA1317J14X7
<b>Vendor:</b>	AVAGO
<b>Date of manufacture:</b>	4/28/13

6. Refer to the table to determine whether you can reuse the SFPs, as follows:

Supported data rate(s)	SFP type	Supported protocol
16 Gbps, 10 Gbps, 4 Gbps	Dual-protocol	<ul style="list-style-type: none"><li>• <b>FC:</b> 16 Gbps, 4 Gbps</li><li>• <b>iSCSI:</b> 10 Gbps</li></ul>
10 Gbps	10 Gbps	iSCSI only
16 Gbps, 8 Gbps, 4 Gbps	16 Gbps	FC only

- If you have dual-protocol SFPs, you can continue using them after you convert the protocol.



The dual-protocol SFPs do not support 1 Gb iSCSI. If you are converting host ports to iSCSI, be aware that the dual-protocol SFPs support only a 10 Gb link to the connected port.

- If you have 16 Gbps SFPs, and you are converting host ports to iSCSI, you must remove the SFPs and replace them with dual-protocol or 10 Gbps SFPs after converting the protocol. As needed, you can also use 10 Gbps iSCSI copper by using a special Twin-Ax cable with SFPs.



8Gbps FC SFPs are NOT supported in the E28xx or E57xx controllers. ONLY 16Gbps and 32 Gbps FC SFPs are supported.

- If you have 10 Gbps SFPs, and you are converting host ports to FC, you must remove the SFPs from these ports and replace them with dual-protocol or 16 Gbps SFPs after converting the protocol.

## Step 2: Obtain the feature pack

To obtain the feature pack, you need the serial number from the controller shelf, a Feature Activation Code, and the Feature Enable Identifier for the storage array.

### Steps

1. Locate the serial number.
  - a. From SANtricity System Manager, select **Support > Support Center**.
  - b. With the **Support Resources** tab selected, scroll to the **View top storage array properties** section.
  - c. Locate the **Chassis Serial Number**, and copy this value to a text file.

#### **View top storage array properties**

<b>Storage array world-wide identifier (ID):</b>	600A0980006CEF9B00000000574DB18C
<b>Chassis serial number:</b>	1142FG00061
<b>Number of shelves:</b>	2
<b>Number of drives:</b>	41
<b>Drive media types:</b>	HDD
<b>Number of controllers:</b>	2
<b>Controller board ID:</b>	2806

2. Locate the **feature pack submodel ID**.
  - a. From the SANtricity System Manager, select **Support**.
  - b. Select the **Support Center** tile.
  - c. On the Support Resources tab, locate and select the **Storage Array Profile** link.
  - d. Type **feature pack submodel ID** in the text box, and click **Find**.
  - e. Locate the feature pack submodel ID for the starting configuration.

## Storage Array Profile



Feature pack submodel ID

Find

Results: 1 of 1

**Feature pack submodel ID:** 318

### Additional feature information

Snapshot groups allowed per base volume (see note below): 4  
Volume assignments per host or host cluster: 256

Note: If a volume is a member of a snapshot consistency group, that membership (member volume) counts against both the snapshot groups allowed per base volume and the volume assignments per host or host cluster.

### FIRMWARE INVENTORY

#### Storage Array

Report Date:	2/13/17 4:56:33 PM UTC
Storage Array Name:	LDAPandCLI-Cfg04-Arapaho
Current SANtricity OS Software Version:	88.40.39.74.001
Management Software Version:	11.40.0010.0051
Controller Firmware Version:	88.40.39.74
Supervisor Software Version:	88.40.39.74
IOM (ESM) Version:	81.40.0G00.0006
Current NVSRAM Version:	N280X-840834-402
Staged SANtricity OS Software Version:	None
Staged NVSRAM Version:	None

3. Using the feature pack submodel ID, locate the corresponding Controller submodel ID for the starting configuration and find the Feature Activation Code for the desired ending configuration within the table below. Then, copy that Feature Activation Code to a text file.



Baseboard ports are disabled when running an NVMe protocol on the HIC.



If you are not using the IB HIC, you can ignore the *HIC Ports* column in the following tables:

### Encryption Capable Feature Activation Codes (Baseboard Port Only Conversions)

Starting Configuration		Ending Configuration		
Controller submodel ID	Ports to Convert	Controller Submodel ID	Ports Converted To	Feature Activation Code
360	FC baseboard ports	362	iSCSI baseboard ports	SGL-2SB-ZEX13
362	iSCSI baseboard ports	360	FC baseboard ports	5GI-4TB-ZW3HL

### Encryption Capable Feature Activation Codes

Starting configuration			Ending configuration			
Controller Submodel ID	Baseboard Ports	HIC Ports	Controller Submodel ID	Baseboard Ports	HIC Ports	Feature Activation Code

Encryption Capable Feature Activation Codes						
360	FC	iSER	361	FC	SRP	UGG-XSB-ZCZKU
			362	iSCSI	iSER	SGL-2SB-ZEX13
			363	iSCSI	SRP	VGN-LTB-ZGFCT
			382	Not Available	NVMe/IB	KGI-ISB-ZDHQF
			403	Not Available	NVMe/RoCE or NVMe/FC	YGH-BHK-Z8EKB
361	FC	SRP	360	FC	iSER	JGS-0TB-ZID1V
			362	iSCSI	iSER	UGX-RTB-ZLBPV
			363	iSCSI	SRP	2G1-BTB-ZMRYN
			382	Not Available	NVMe/IB	TGV-8TB-ZKTH6
			403	Not Available	NVMe/RoCE or NVMe/FC	JGM-EIK-ZAC6Q
362	iSCSI	iSER	360	FC	iSER	5GI-4TB-ZW3HL
			361	FC	SRP	EGL-NTB-ZXKQ4
			363	iSCSI	SRP	HGP-QUB-Z1ICJ
			383	Not Available	NVMe/IB	BGS-AUB-Z2YNG
			403	Not Available	NVMe/RoCE or NVMe/FC	1GW-LIK-ZG9HN

Encryption Capable Feature Activation Codes						
	iSCSI	SRP	360	FC	iSER	SGU-TUB-Z3G2U
363			361	FC	SRP	FGX-DUB-Z5WF7
			362	iSCSI	SRP	LG3-GUB-Z7V17
			383	Not Available	NVMe/IB	NG5-ZUB-Z8C8J
			403	Not Available	NVMe/RoCE or NVMe/FC	WG2-0IK-ZI75U
			360	FC	iSER	QG6-ETB-ZPPPT
382	Not Available	NVMe/IB	361	FC	SRP	XG8-XTB-ZQ7XS
			362	iSCSI	iSER	SGB-HTB-ZS0AH
			363	iSCSI	SRP	TGD-1TB-ZT5TL
			403	Not Available	NVMe/RoCE or NVMe/FC	IGR-IIK-ZDBRB
			360	FC	iSER	LG8-JUB-ZATLD
383	Not Available	NVMe/IB	361	FC	SRP	LGA-3UB-ZBAX1
			362	iSCSI	iSER	NGF-7UB-ZE8KX
			363	iSCSI	SRP	3GI-QUB-ZFP1Y
			403	Not Available	NVMe/RoCE or NVMe/FC	5G7-RIK-ZL5PE

Encryption Capable Feature Activation Codes						
403	Not Available	NVMe/RoCE or NVMe/FC	360	FC	iSER	BGC-UIK-Z03GR
			361	FC	SRP	LGF-EIK-ZPJRX
			362	iSCSI	iSER	PGJ-HIK-ZSIDZ
			363	iSCSI	SRP	1GM-1JK-ZTYQX
			382	Not Available	NVMe/IB	JGH-XIK-ZQ142

Non-Encryption Feature Activation Codes (Baseboard Port Only Conversions)				
Starting configuration		Ending Configuration		
Controller submodel ID	Ports to Convert	Controller Submodel ID	Ports Converted To	Feature Activation Code
365	FC baseboard ports	367	iSCSI baseboard ports	BGU-GVB-ZM3KW
367	iSCSI baseboard ports	366	FC baseboard ports	9GU-2WB-Z503D

Non-Encryption Feature Activation Codes						
Starting configuration			Ending configuration			
Controller submodel ID	Baseboard ports	HIC ports	Controller submodel ID	Baseboard ports	HIC ports	Feature Activation Code

Non-Encryption Feature Activation Codes						
365	FC	iSER	366	FC	SRP	BGP-DVB-ZJ4YC
			367	iSCSI	iSER	BGU-GVB-ZM3KW
			368	iSCSI	SRP	4GX-ZVB-ZNJVD
			384	Not Available	NVMe/IB	TGS-WVB-ZKL9T
			405	Not Available	NVMe/RoCE or NVMe/FC	WGC-GJK-Z7PU2
366	FC	SRP	365	FC	iSER	WG2-3VB-ZQHLF
			367	iSCSI	iSER	QG7-6VB-ZSF8M
			368	iSCSI	SRP	PGA-PVB-ZUWMX
			384	Not Available	NVMe/IB	CG5-MVB-ZRYW1
			405	Not Available	NVMe/RoCE or NVMe/FC	3GH-JJK-ZANJQ
367	iSCSI	iSER	365	FC	iSER	PGR-IWB-Z48PC
			366	FC	SRP	9GU-2WB-Z503D
			368	iSCSI	SRP	SGJ-IWB-ZJFE4
			385	Not Available	NVMe/IB	UGM-2XB-ZKV0B
			405	Not Available	NVMe/RoCE or NVMe/FC	8GR-QKK-ZFJTP

Non-Encryption Feature Activation Codes						
368	iSCSI	SRP	365	FC	iSER	YG0-LXB-ZLD26
			366	FC	SRP	SGR-5XB-ZNTFB
			367	iSCSI	SRP	PGZ-5WB-Z8M0N
			385	Not Available	NVMe/IB	KG2-0WB-Z9477
			405	Not Available	NVMe/RoCE or NVMe/FC	2GV-TKK-ZIHI6
384	Not Available	NVMe/IB	365	FC	iSER	SGF-SVB-ZWU9M
			366	FC	SRP	7GH-CVB-ZYBGV
			367	iSCSI	iSER	6GK-VVB-ZZSRN
			368	iSCSI	SRP	RGM-FWB-Z195H
			405	Not Available	NVMe/RoCE or NVMe/FC	VGM-NKK-ZDLDK
385	Not Available	NVMe/IB	365	FC	iSER	GG5-8WB-ZBKEM
			366	FC	SRP	KG7-RWB-ZC2RZ
			367	iSCSI	iSER	NGC-VWB-ZFZEN
			368	iSCSI	SRP	4GE-FWB-ZGGQJ
			405	Not Available	NVMe/RoCE or NVMe/FC	NG1-WKK-ZLFAI

## Non-Encryption Feature Activation Codes

405	Not Available	NVMe/RoCE or NVMe/FC	365	FC	iSER	MG6-ZKK-ZNDVC
			366	FC	SRP	WG9-JKK-ZPUAR
			367	iSCSI	iSER	NGE-MKK-ZRSW9
			368	iSCSI	SRP	TGG-6KK-ZT9BU
			384	Not Available	NVMe/IB	AGB-3KK-ZQBLR



If your controller submodel ID is not listed, contact [NetApp Support](#).

### 4. In System Manager, locate the Feature Enable Identifier.

- Go to **Settings > System**.
- Scroll down to **Add-ons**.
- Under **Change Feature Pack**, locate the **Feature Enable Identifier**.
- Copy and paste this 32-digit number to a text file.

### Change Feature Pack

---

Ensure you have obtained a feature pack file from your Technical Support Engineer. After you have obtained the file, transfer it to the storage array to change your feature pack.

Feature Enable Identifier: **333030343238333030343439574DB18C**

Select the feature pack file:

Current feature pack: **SMID 261**

**Important:** Changing a feature pack is an offline operation. Verify that there are no hosts or applications accessing the storage array and back up all data before proceeding.

Type CHANGE to confirm that you want to perform this operation.

### 5. Go to [NetApp License Activation: Storage Array Premium Feature Activation](#), and enter the information

required to obtain the feature pack.

- Chassis serial number
- Feature Activation Code
- Feature Enable Identifier



The Premium Feature Activation web site includes a link to “Premium Feature Activation Instructions.” Do not attempt to use those instructions for this procedure.

6. Choose whether to receive the key file for the feature pack in an email or download it directly from the site.

### Step 3: Stop host I/O

Stop all I/O operations from the host before converting the protocol of the host ports. You cannot access data on the storage array until you successfully complete the conversion.

This task applies only if you are converting a storage array that has already been in use.

#### Steps

1. Ensure that no I/O operations are occurring between the storage array and all connected hosts. For example, you can perform these steps:
  - Stop all processes that involve the LUNs mapped from the storage to the hosts.
  - Ensure that no applications are writing data to any LUNs mapped from the storage to the hosts.
  - Unmount all file systems associated with volumes on the array.



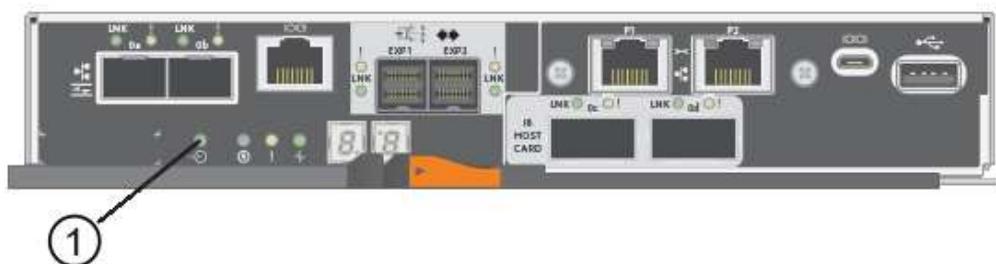
The exact steps to stop host I/O operations depend on the host operating system and the configuration, which are beyond the scope of these instructions. If you are not sure how to stop host I/O operations in your environment, consider shutting down the host.



**Possible data loss** — If you continue this procedure while I/O operations are occurring, the host application might lose data because the storage array will not be accessible.

2. If the storage array participates in a mirroring relationship, stop all host I/O operations on the secondary storage array.
3. Wait for any data in cache memory to be written to the drives.

The green Cache Active LED (1) on the back of each controller is on when cached data needs to be written to the drives. You must wait for this LED to turn off.



4. From the Home page of SANtricity System Manager, select **View Operations in Progress**.

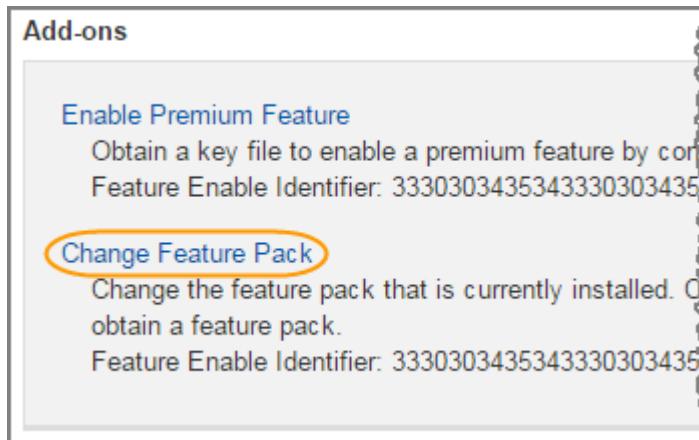
5. Wait for all operations to complete before continuing with the next step.

#### Step 4: Change the feature pack

Change the feature pack to convert the host protocol of the baseboard host ports, the IB HIC ports, or both types of ports.

#### Steps

1. From SANtricity System Manager, select **Settings > System**.
2. Under **Add-ons**, select **Change Feature Pack**.



3. Click **Browse**, and then select the feature pack you want to apply.
4. Type **CHANGE** in the field.
5. Click **Change**.

The feature pack migration begins. Both controllers automatically reboot twice to allow the new feature pack to take effect. The storage array returns to a responsive state after the reboot is complete.

6. Confirm the host ports have the protocol you expect.
  - a. From SANtricity System Manager, select **Hardware**.
  - b. Click **Show back of shelf**.
  - c. Select the graphic for either Controller A or Controller B.
  - d. Select **View settings** from the context menu.
  - e. Select the **Host Interfaces** tab.
  - f. Click **Show more settings**.
- g. Review the details shown for the baseboard ports and the HIC ports (labeled "slot 1"), and confirm that each type of port has the protocol you expect.

#### What's next?

Go to [Complete host protocol conversion](#).

#### Complete E5700 host protocol conversion

After converting the protocol of the host ports, perform additional steps to use the new protocol.

The steps you might need to complete depend on the starting and ending protocols of the baseboard host ports and the HIC ports.

#### Complete FC to iSCSI conversion

If you previously had FC host ports and you converted to iSCSI, you might need to modify your existing configuration to support iSCSI. The following procedure is only applicable if there is no iSCSI HIC present.

#### About this task

This task applies only if you are converting a storage array that has already been in use.

This task does not apply if you are converting a new storage array that does not yet have hosts and volumes defined. If you converted the host-port protocol of a new storage array, see the [Cabling procedures](#) to install cables and SFPs. Then, follow the instructions in the [Linux express configuration](#), [Windows express configuration](#), or [VMware express configuration](#) to complete the setup for each protocol.

#### Steps

1. Configure the switches.

You should configure the switches used to transport iSCSI traffic according to the vendor's recommendations for iSCSI. These recommendations might include both configuration directives as well as code updates.

2. From SANtricity System Manager, select **Hardware > Configure iSCSI ports**.

3. Select the port settings.

You can set up your iSCSI network in many ways. Consult your network administrator for tips on selecting the best configuration for your environment.

4. Update the host definitions in SANtricity System Manager.

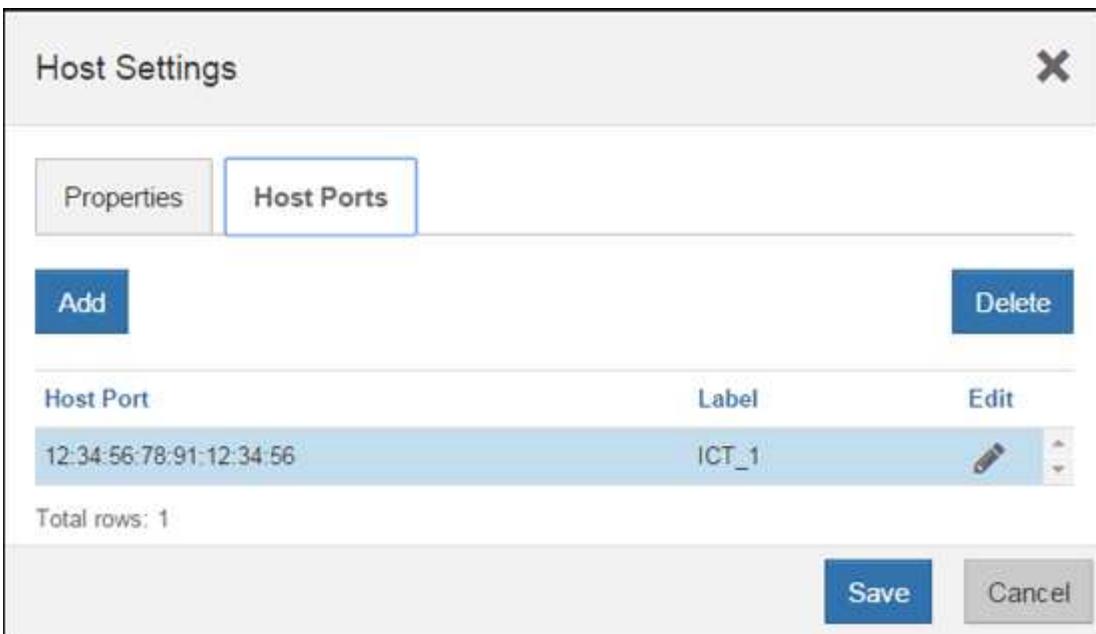


If you need instructions to add hosts or host clusters, refer to the online help for SANtricity System Manager.

- a. Select **Storage > Hosts**.
- b. Select the host to which the port will be associated, and click **View/Edit Settings**.

The Host Settings dialog box appears.

- c. Click the **Host Ports** tab.



d. Click **Add**, and use the **Add Host Port** dialog box to associate a new host port identifier to the host.

The length of the host port identifier name is determined by the host interface technology. FC host port identifier names must have 16 characters. iSCSI host port identifier names have a maximum of 223 characters. The port must be unique. A port number that has already been configured is not allowed.

e. Click **Delete**, and use the **Delete Host Port** dialog box to remove (unassociate) a host port identifier.

The **Delete** option does not physically remove the host port. This option removes the association between the host port and the host. Unless you remove the host bus adapter or the iSCSI initiator, the host port is still recognized by the controller.

f. Click **Save** to apply your changes to the host port identifier settings.

- g. Repeat these steps to add and remove any additional host port identifiers.
5. Reboot the host or perform a rescan so that the host properly discovers the LUNs.
  6. Remount volumes or start using block volume.

### What's next?

Your host protocol conversion is complete. You can resume normal operations.

#### Complete iSCSI to FC conversion

If you previously had iSCSI host ports and you converted to FC, you might need to modify your existing configuration to support FC. The following procedure is only applicable if no FC HIC is present.

This task applies only if you are converting a storage array that has already been in use.

This task does not apply if you are converting a new storage array that does not yet have hosts and volumes defined. If you converted the host-port protocol of a new storage array, see the [Cabling procedures](#) to install cables and SFPs. Then, follow the instructions in the [Linux express configuration](#), [Windows express configuration](#), or [VMware express configuration](#) to complete the setup for each protocol.

### Steps

1. Install the HBA utility and determine initiator WWPNs.

2. Zone the switches.

Zoning the switches enables the hosts to connect to the storage and limits the number of paths. You zone the switches using the management interface of the switches.

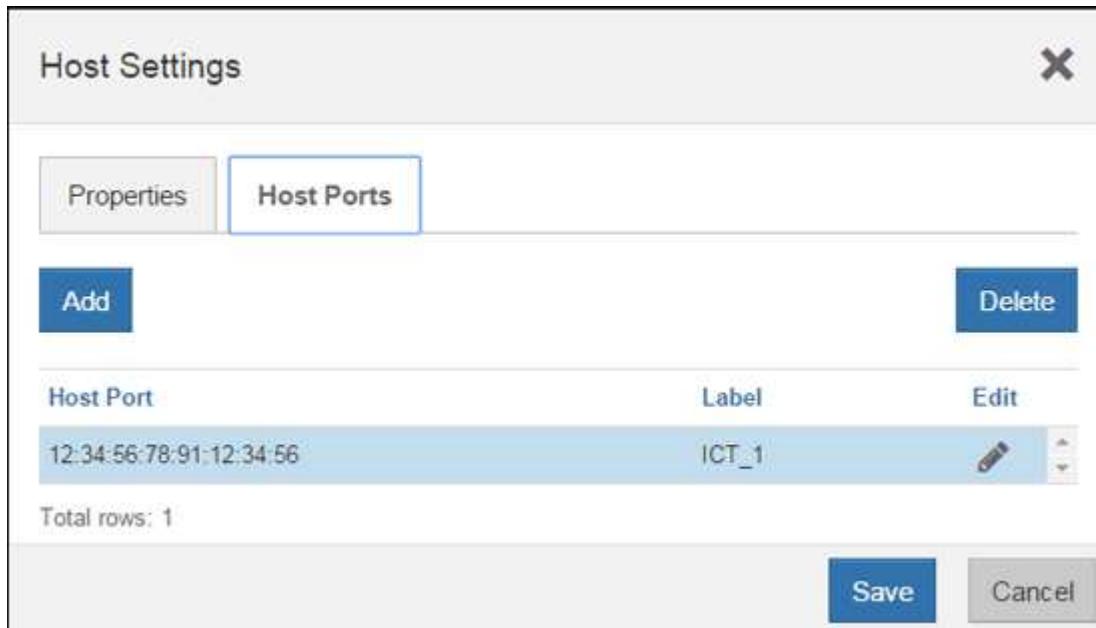
3. Update the host definitions in SANtricity System Manager.

- Select **Storage > Hosts**.

- Select the host to which the port will be associated, and click **View/Edit Settings**.

The Host Settings dialog box appears.

- Click the **Host Ports** tab.



- Click **Add**, and use the **Add Host Port** dialog box to associate a new host port identifier to the host.

The length of the host port identifier name is determined by the host interface technology. FC host port identifier names must have 16 characters. iSCSI host port identifier names have a maximum of 223 characters. The port must be unique. A port number that has already been configured is not allowed.

- Click **Delete**, and use the **Delete Host Port** dialog box to remove (unassociate) a host port identifier.

The **Delete** option does not physically remove the host port. This option removes the association between the host port and the host. Unless you remove the host bus adapter or the iSCSI initiator, the host port is still recognized by the controller.

- Click **Save** to apply your changes to the host port identifier settings.

- Repeat these steps to add and remove any additional host port identifiers.

4. Reboot the host or perform a rescan so that the host properly discovers mapped storage.

5. Remount volumes or start using block volume.

#### What's next?

Your host protocol conversion is complete. You can resume normal operations.

## **Complete conversion for IB-iSER to/from IB-SRP, NVMe over IB, NVMe over RoCE, or NVMe over FC**

After you apply the feature pack key to convert the protocol used by your InfiniBand iSER HIC port to/from SRP, NVMe over InfiniBand, NVMe over RoCE, or NVMe over Fibre Channel, you need to configure the host to use the appropriate protocol.

### **Steps**

1. Configure the host to use the SRP, iSER, or NVMe protocol.

For step-by-step instructions on how to configure the host to use SRP, iSER, or NVMe, see the [Linux express configuration](#).

2. To connect the host to the storage array for an SRP configuration, you must enable the InfiniBand driver stack with the appropriate options.

Specific settings might vary between Linux distributions. Check the [NetApp Interoperability Matrix](#) for specific instructions and additional recommended settings for your solution.

### **What's next?**

Your host protocol conversion is complete. You can resume normal operations.

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