

## Replacing a failed H600S series node

You might need to replace the node if the fan, central processing unit (CPU), or dual inline memory module (DIMM) fails, or to fix overheating issues or problems with the boot process. Cluster faults in the Element UI and the blinking amber LED in the front of the node are indications of a possible need for node replacement. You must contact NetApp Support before you proceed.

### Before you begin

- You have contacted NetApp Support.  
If you are ordering a replacement, you must have a case open with NetApp Support.
- You have obtained the replacement node.
- You have an electrostatic discharge (ESD) wristband, or you have taken other antistatic protection.
- If you need to perform the Return to Factory Image (RTFI) process, you have obtained the USB key.  
NetApp Support will help you decide if RTFI is needed.
- You have a keyboard and monitor.

### Steps

1. Locate the service tag in front of the failed node.

The following figure is an example of the service tag:



2. Verify that the serial number on the service tag matches the NetApp Support case number when you ordered the replacement node.
3. Plug in the keyboard and monitor to the back of the failed node.
4. Verify the serial number of the failed node with NetApp Support.
5. Power down the node.

6. Label the drives in the front and cables at the back with their locations, so that you can put them back in the same locations in the replacement node.
7. Remove the power supply units and cables.
8. Remove the drives carefully, and place them on an antistatic, level surface.
9. Remove the node by unscrewing the thumbscrews on the mounting ears.  
You must package and return the failed node to NetApp.
10. Optional: Remove the rails and install the new rails that were shipped with your replacement node.  
You can choose to reuse the existing rails. If you are reusing the existing rails, you can skip this step.
11. Slide the replacement node on to the rails.
12. Insert the drives you removed earlier.  
**Note:** You must insert the drives in the same slots they were in before you removed them.
13. Install the power supply units.
14. Insert the power supply cables, and the network cables in their original ports.  
Small form-factor pluggable (SFP) transceivers might be inserted in the 10GbE ports of the replacement node. You should remove them before you cable the 10GbE ports.  
**Note:** Refer to your switch vendor's documentation if your switch does not recognize the cables.
15. Power on the node.  
It takes approximately five minutes and 30 seconds for the node to boot.
16. Perform the configuration steps.  
The *NetApp Element Software User Guide* provides instructions for configuration. Contact NetApp Support for assistance.

#### Related concepts

[Contacting NetApp Support](#) on page 2

#### Related information

[NetApp Element Software Documentation Library](#)

## Contacting NetApp Support

If you need help with or have questions or comments about NetApp products, contact NetApp Support.

- Web: [mysupport.netapp.com](http://mysupport.netapp.com)
- Phone:
  - 888.4.NETAPP (888.463.8277) (US and Canada)
  - 00.800.44.638277 (EMEA/Europe)
  - +800.800.80.800 (Asia/Pacific)

## Where to find additional information

You can learn more about using and managing SolidFire storage systems in NetApp's documentation library.

[\*NetApp Element Software Documentation Library\*](#)

Includes documentation for various releases of Element software.

[\*NetApp SolidFire Resources page\*](#)

Provides resources about SolidFire, including links to video content and technical reports.

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