



Node is unresponsive on shutdown due to Service Processor (SP) internal serial port connection

https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Node_is_unresponsive_on_shutdown_du...

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Applies to

- ONTAP 9
- FAS/AFF with a Service Processor (SP)

Issue

- When rebooting a storage controller during ONTAP upgrade or other maintenance, it becomes unresponsive and unreachable in the cluster
- Storage failover states the node is dumping core for many hours
- The SP allows logging in, but shows no prompt to run commands to check state of the node
- The storage controller is inspected physically to find an unknown device plugged into serial console port and

after removing this cable, the node becomes responsive again