



DISK REDUNDANCY FAILED due to faulty shelf chassis

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

Updated: Wed, 22 Apr 2026 02:10:14 GMT

Applies to

- ONTAP 9
- DS460C shelf

Issue

The system reported a “DISK REDUNDANCY FAILED” event, associated with mixed-path errors on one drawer in an expanded shelf.

```
ERROR callhome.dsk.redun.fault: Call home for DISK REDUNDANCY FAILED
```

- Disks in a drawer are visible only through one IOM , not both.

```
slot 0: SAS Host Adapter 0b (Broadcom SAS3616W rev. 2, SAS, <UP>)
  20.0 : NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
  20.1 : NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
  20.2 : NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
  20.3 : NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
  20.6 : NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
  20.9 : NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
  20.10: NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
  20.12: NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
  20.13: NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
slot 0: SAS Host Adapter 0c (Broadcom SAS3616W rev. 2, SAS, <UP>)

  20.12: NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
  20.13: NETAPP    X377_SCBPE10TA07 NA01 9324.2GB 520B/sect
```

- Replacing the IOM module or drawer did not resolve the issue.