



Shelf fault due to internal SAS cluster port failure

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

Updated: Wed, 22 Apr 2026 02:10:12 GMT

Applies to

- FAS2720
- Systems have internal enclosures only , no external shelves are attached.

Issue

- The controller of Node A was previously replaced due to a failure.
- Ports 0b on Node A and 0a on Node B have disabled PHY states.
 - Node A: 0b ports [4] [5] [6] disabled

```
slot 0: SAS Host Adapter 0b (PMC-Sierra PM8070 rev. C, SAS, )  
Firmware rev: 03.08.09.00
```

```
Base WWN:          5:XXXXXX:00XXXX5:34
Temperature:       Not Available
Phy State:         [4] Disabled
                   [5] Disabled
                   [6] Disabled
                   [7] Enabled, 12.0 Gb/s
```

- ◦ Node B: 0a ports [0][1][2] disabled

```
slot 0: SAS Host Adapter 0a (PMC-Sierra PM8070 rev. C, SAS, )
Firmware rev: 03.08.09.00
Base WWN:          5:XXXXXX:00XXXX9:b0
Temperature:       Not Available
Phy State:         [0] Disabled
                   [1] Disabled
                   [2] Disabled
                   [3] Enabled, 12.0 Gb/s
```

- Node B cannot see Node A's onboard IOM, resulting in DISK REDUNDANCY FAILED notification.

```
[?] Fri Jun 20 08:54:55 +0900 [Node B: dsa_disc:
shelf.config.tospha:info]: System has transitioned to single path HA
attached storage
```

```
[?] Fri Jun 20 08:54:55 +0900 [Node B: dsa_disc:
callhome.dsk.redun.fault:error]: Call home for DISK REDUNDANCY FAILED
```

- sysconfig -a on Node B no longer displays IOM12E firmware

```
Shelf 0: DS212-12  Firmware rev. IOM12E A: ██████████ IOM12E B: 0230
```

- Node A shows Multi-Path HA, but Node B shows Single-Path HA, as it cannot see 0a path disks