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## SAS disk shelf status critical

[https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SAS\\_disk\\_shelf\\_status\\_critical](https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SAS_disk_shelf_status_critical)

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### Applies to

- ONTAP 9
- SAS Disk Shelves

### Issue

- After shelf firmware upgrade the system reports multiple errors from shelf subsystems

```
> storage show fault
```

```
Enclosure Status: critical
```

```
Channel: 0a
```

```
Shelf: 3
```

```
Shelf Type: DS4246
```

Power Supplies:

Element	Status	Status Bytes	Status Descriptions
1:	CRITICAL	02,00,00,F0	OFF, RQSTED ON, FAIL
2:	NOT INSTALLED	05,00,00,20	
3:	NOT INSTALLED	05,00,00,20	
4:	CRITICAL	02,00,00,F0	OFF, RQSTED ON, FAIL

Temperature Sensors:

Element	Status	Status Bytes	Status Descriptions
1:	OK	01,00,2B,00	
2:	OK	01,00,34,00	
3:	OK	01,00,35,00	
4:	OK	01,00,3B,00	
5:	NOT INSTALLED	05,00,00,00	
6:	NOT INSTALLED	05,00,00,00	
7:	NOT INSTALLED	05,00,00,00	
8:	NOT INSTALLED	05,00,00,00	
9:	UNKNOWN	06,00,35,00	
10:	OK	01,00,3F,00	
11:	OK	01,00,33,00	
12:	OK	01,00,34,00	

Vendor Unique Element 85-IOM6: (ACP)

Element	Status	Status Bytes	Status Descriptions
1	[IOM6 A] : CRITICAL	02,00,00,40	FAIL
2	[IOM6 B] : CRITICAL	02,00,00,40	FAIL

**EMS logs file**

ses.multipath.ReqError: SAS disk shelf detected without a multipath configuration.

**cluster::> storage shelf show -instance -shelf 1.3**

Shelf Name: 1.3  
Stack ID: 1  
Shelf ID: 3  
Shelf UID: xx.xx.xx.xx.xx.xx.xx  
Serial Number: sn  
Module Type: IOM6  
Model: DS4246  
Shelf Vendor: NETAPP  
Disk Count: 24  
Connection Type: SAS  
Shelf State: Online  
**Status: Critical**

Critical condition is detected in storage shelf power supply unit "4". The unit might fail.

- Shelf IO (IOM) and PSUs reseated performed but the problem persists
- Shelf IOM or PSU replacement does not recover the status of the shelf