



IOM shows "NOT INSTALLED" in enclosure after replacement

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

Updated: Wed, 22 Apr 2026 02:10:19 GMT

Applies to

- ONTAP 9
- DS224C Disk Shelf
- IOM12 module

Issue

- An IOM12 module was found to be faulty
- The module is replaced
- IOM module then shows as "**NOT INSTALLED**"

```
node1> storage show fault -v
```

```
Enclosure Status: critical
Channel: 0d
Shelf: 10
Shelf Type: DS224-12
Product Serial Number: 021919025151
Module Type: IOM12
```

```
Enclosure Electronics:
Element Status Status Bytes Status Descriptions
1 [IOM12 A] : OK 01,00,01,00 REPORT
2: NOT INSTALLED 05,00,00,00
```

```
Enclosure:
Element Status Status Bytes Status Descriptions
1: OK 01,00,02,00 FAIL
```

```
Vendor Unique Element 83-IOM12: (SAS)
Element Status Status Bytes Status Descriptions
1 [IOM12 A] : OK 01,08,00,20 MASTER, RESERVED
2: NOT INSTALLED 05,00,00,00
```

```
Vendor Unique Element 85-IOM12: (ACP)
Element Status Status Bytes Status Descriptions
1 [IOM12 A] : CRITICAL 02,18,00,40 NO ACPP, INBACP, FAIL
2 : NOT INSTALLED 05,18,00,00
```

- **Module is seen missing in the sysconfig -a output**

```
Cluster::> run -node nodel sysconfig -a

slot 0: SAS Host Adapter 0d (PMC-Sierra PM8072 rev. C, SAS, <UP>)
Firmware rev: 03.08.09.00
Base WWN: 5:00xxxx:00xxxx:xx
Temperature: Not Available
Phy State: [4] Enabled, 12.0 Gb/s
[5] Enabled, 12.0 Gb/s
[6] Enabled, 12.0 Gb/s
[7] Enabled, 12.0 Gb/s
Mini-SAS HD Vendor: Molex Inc.
Mini-SAS HD Part Number: 112-00437+A0
Mini-SAS HD Type: Passive Copper (unequalized) 2m ID:01
Mini-SAS HD Serial Number: 119631387

10.0 : NETAPP X371_SLBPE960ATE NA50 915.4GB 520B/sect
..
10.23: NETAPP X371_SLBPE960ATE NA50 915.4GB 520B/sect
Shelf 10: DS224-12 Firmware rev. IOM12 A: 0281 B: ----
```