



## Node shuts down and fails to boot due to 'Multiple fans failed'

[https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Node\\_shuts\\_down\\_and\\_fails\\_to\\_boot\\_du...](https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Node_shuts_down_and_fails_to_boot_du...)

Updated: Wed, 24 Jun 2026 07:24:42 GMT

### Applies to

- Baseboard Management Controller firmware lower than 11.5
  - AFF C190, AFF A220, FAS2720, FAS2750
- Service Processor firmware lower than 5.8
  - AFF A300, AFF A200, FAS8200, FAS2650, FAS2620

### Issue

- Both nodes shut down and failed to boot
- The node shuts down with the following message:

```
Sat May 08 22:20:24 +0100 [node-1: env_mgr:
```

```
monitor.shutdown.emergency:EMERGENCY]: Emergency shutdown: Environmental
Reason Shutdown (Multiple fans failed)
Sat May 08 22:20:27 +0100 [node-1: mgwd: mgwd.notify.halt.result:info]:
MGWD able to notify CLAM on its HA partner node that this node is
undergoing a planned shutdown (reason: E). Error: -
Sat May 08 22:20:34 +0100 [node-1: env_mgr:
monitor.shutdown.emergency:EMERGENCY]: Emergency shutdown: Status of fans
is unknown for 90 seconds. Shutting down now.
```

- **AutoSupports may trigger alerts:**

```
HA Group Notification (CONTROLLER TAKEOVER COMPLETE HALT) NOTICE

HA Group Notification (Health Monitor process cphm:
CriticalFruMultiFaultAlert[PSQ094195000111]) ALERT
```

- **If nodes fail to boot and controller reseal is attempted, nodes may remain down/unable to boot**
- **May see the following on boot in console logs:**

```
Initializing System Memory ...
Loading Device Drivers ...
Configuring Devices ...
Waiting for SP ...

IPMI:Read midplane FRU 0 product info:timeout
IPMI:Read midplane FRU 0 product info:failed
Waiting for SP ...

IPMI:Get midplane FRU 1 inventory:timeout
SP failure. Resetting SP from primary FW. This can take a few minutes
Waiting for SP ...
SP failure. Resetting SP from backup FW. This can take a few minutes
Waiting for SP ...
Failed to recover SP
IPMI:Get midplane FRU 1 inventory:failed

IPMI:Get controller FRU inventory:failed
IPMI:Get midplane FRU 0 inventory:failed
Configuring Devices ...
IPMI PCI Slot Control failed.
```

- If boot succeeds, node may complain on different sensors and shut down again:

```
Mon May 24 10:07:52 GMT [nvram.hw.initWarn:WARNING]: NVRAM hardware
initialization: Failed to get Battery FRU info.
```

```
May 24 10:11:19 [node-1:sp.ipmi.lost.shutdown:EMERGENCY]: SP heartbeat
stopped and cannot be recovered. To prevent hardware damage and data loss,
the system will shut down in 2 minutes.
```

```
May 24 10:13:19 [node-1:monitor.shutdown.emergency:EMERGENCY]: Emergency
shutdown: Environmental Reason Shutdown (System reboot to recover the SP)
```