



## Troubleshooting replacing motherboard with TPM chip and OKM configured

[https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Troubleshooting\\_replacing\\_motherboard\\_...](https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Troubleshooting_replacing_motherboard_...)

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### Applies to

- ONTAP 9.8 and later
- [Platforms that support Trusted Platform Module \(TPM\)](#)
- [Onboard Key Manager \(OKM\)](#)

### Issue

- The following issue will occur when the TPM motherboard is replaced on [ONTAP 9.8 and later with platforms which have TPM chip](#) and [OKM enabled](#) if the TPM chip generated seal is not updated in the OKM hierarchy.
  1. When replacing a FAS or AFF motherboard equipped with a TPM chip, TPM license installed and using

encrypted data (non-root) volumes, NVE volumes will go offline if giveback vetoes are overridden. You will see **gb.sfo.veto.kmgr.keysmismissing** events:

```
::> event log show -message-name gb.sfo.veto.kmgr.keysmismissing
<date> <time> <node-name> ERROR gb.sfo.veto.kmgr.keysmismissing:
Giveback of aggregate <aggr-name> failed due to unavailability of
volume encryption keys for the encrypted volumes of the aggregate on
the partner node <node-name>.
```

2. When replacing a FAS or AFF motherboard equipped with a TPM chip, TPM license installed and using encrypted root volumes, the system will not boot while the TPM is configured and the root volume is encrypted (Bug ID [1480977](#)). Upon boot, you will see the error:

```
Jun 08 12:05:30 [node1:crypto.okmrecovery.failed:ALERT]: ERROR:
Import of the onboard key hierarchy failed: failed to import key
hierarchy. Additional information: error: ssal unseal failed.
```

- Bug ID [1416279](#) is open as a request to automate this process.