



## E-Series A drawer in the tray has become degraded - AutoSupport Message

[https://kb-stage.netapp.com/on-prem/E-Series/Hardware-KBs/E-Series\\_A\\_drawer\\_in\\_the\\_tray\\_has\\_be...](https://kb-stage.netapp.com/on-prem/E-Series/Hardware-KBs/E-Series_A_drawer_in_the_tray_has_be...)

Updated: Wed, 24 Jun 2026 08:16:22 GMT

### Applies to

- NetApp E-Series
- StorageGRID appliance SG6060, SG5760

### Event Summary

- An AutoSupport messages is generated with title:

E-Series Notification from E2860 (A drawer in the tray has become degraded)  
CRITICAL.

- An associated case is generated with symptom:

```
EHWENC:E-Series Notification from E2860 (A drawer in the tray has become degraded) CRITICAL
```

## Validate

1. Login to SANtricity Storage Manager or SANtricity System Manager
2. Confirm SANtricity reports one of more of the following error messages in the Recovery  
GURU: DRAWER\_DEGRADED-Recovery Failure Type Code: 393
3. Confirm if the Major Event Log (MEL)

```
o A:12/22/21 12:07:56 PM (11:07:56) 401865 285f A drawer in the tray has become degraded -  
Tray 1, Drawer 3 <--CRITICAL
```

4. Confirm from the **Hardware** tab that the drawer shows as degraded
5. Confirm status of drawer in `Storage array profile`.

- **Example :**

```
Drawers Detected: 3
```

```
Drawer status:      Optimal  
Position:          1  
Part number:       PN 111-03261  
Serial number:     SN xxxxxxxxx  
Manufacturer:      VN NETAPP  
Date of manufacture: 11/1/16  
FRU Type:          FT SASDRWR
```

```
Drawer status:      Optimal  
Position:          2  
Part number:       PN 111-03261  
Serial number:     SN xxxxxxxxx  
Manufacturer:      VN NETAPP  
Date of manufacture: 11/1/16
```

FRU Type: FT SASDRWR

Drawer status: Degraded

Position: 3

Part number: PN 111-03261

Serial number: SN xxxxxxxx

Manufacturer: VN NETAPP

Date of manufacture: 11/1/16

FRU Type: FT SASDRWR

## Resolution

1. Ensure no other hardware issues exist, such as a degraded/failed controller which would cause this event.
2. Attempt to reseat the [flex cable\(SAS Snake cable\) between the drawer and chassis.](#)
3. Contact [NetApp Technical Support](#) as this will likely require a drawer replacement if the reseat did not work

## Additional Information

- [E-series DRAWER\\_DEGRADED status changes between Degraded and Optimal](#)
- [Replace drive drawer \(60-drive\)](#)
- [Replacing a drive drawer in E5760 and E2860 shelves](#)