NetApp Knowledge Base

E-Series controllers offline with 7-segment code AE after power outage

https://kb-stage.netapp.com/on-prem/E-Series/Hardware-KBs/E-Series_controllers_offline_with_7-seg…
Updated: Wed, 24 Jun 2026 06:07:10 GMT

Applies to

- NetApp E-Series
- E2800

Issue

- Both controllers fail to boot after an unexpected power outage with 7-segment reporting 'AE'
- Diagnostic LED (located at lower digit of seven-segment LED, upper left) is turned on

'NetApp provides no representations or warranties regarding the accuracy or reliability or serviceability of any information or recommendations provided in this publication or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS and the use of this information or the implementation of any recommendations or techniques herein is a customers responsibility and depends on the customers ability to evaluate and integrate them into the customers operational environment. This document and the information contained herein may be used solely in connection with the NetApp products discussed in this document.'