



## AFF C400 shuts down due to failed 40G/100G Ethernet Controller CX5 card

[https://kb.netapp.com/on-prem/ontap/OHW/OHW-KBs/AFF\\_C400\\_is\\_down\\_due\\_to\\_failed\\_40G\\_100G...](https://kb.netapp.com/on-prem/ontap/OHW/OHW-KBs/AFF_C400_is_down_due_to_failed_40G_100G...)

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### Applies to

- AFF C400
- X1148A: 40G/100G Ethernet Controller CX5
- Network Interface Card (NIC)

### Issue

- AFF-C400 controller shuts down and is unresponsive
- SSH connection attempts to the controller fail
- Physical connection to the controller via Serial Console port shows a black screen

- BMC is accessible
- `system power status` is `off`
- `system power on` doesn't change the power status to `on`
- There is no panic are any other indication in BMC output for the controller shutdown reason
- After physically re-seating the controller, the issue persists
- Fault isolation process detected the external CX5 NIC card is preventing the controller from being responsive