



SED Data Key Assignment Fails with Error 0xe Using Default Manufacturer Secure ID

https://kb.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/SED_Data_Key_Assignment_Fails_with_Erro...

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Applies to

- Ontap 9.x
- Onboard Key Manager (OKM)

Issue

- Customer lost passphrase and unable to perform `security key-manager onboard sync`
- Following [How to recover from a lost passphrase while using onboard encryption and NVE within ONTAP](#) the disk wont change from "data" to "open"
- Running `storage encryption disk show` command shows "0x0"

```
::> storage encryption disk show -fields disk,fips-key-id
```

```

disk    fips-key-id
-----
1.0.0  0x0
1.0.1  0x0
1.0.2  0x0
1.0.3  0x0
1.0.4  0x0
1.0.19 0x0
1.0.20 0x0
1.0.21 0x0
1.0.22 0x0
1.0.23 0x0
10 entries were displayed.

```

- But storage encryption disk show you still see "data" instead of "open"

```

::*> storage encryption disk show
Disk      Mode Data Key ID
-----
1.0.0     data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
1.0.1     data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
1.0.2     data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
1.0.3     data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
1.0.4     data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
1.0.19    data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
1.0.20    data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
1.0.21    data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
1.0.22    data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
1.0.23    data 000000000000000002000000000001000FC0A4132E37E3777B854E578823E6D8
10 entries were displayed.

```

- EMS logs shows below after storage encryption disk modify -data-key-id 0x0 -disk *

```

8/12/2025 15:20:16 AK-01 ERROR disk.encryptCmdFailed: Encrypting disk 0n.22
failed disk encrypt modify command with error status Could not authenticate
with disk. (0xe).

```

```

8/12/2025 15:23:00 AK-01 ERROR nse.op.failed: Control failure on self-
encrypting drive 0n.19; security provider: Locking, authority: User1, during
operation "opal_change_user1_pin_sm".

```

