

Veritas Appliance

Hardware Service Procedure

Replacing an appliance compute node 3-TB disk drive

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Purpose

This document describes the process for replacing a 3-TB hard disk drive in a Veritas appliance compute node.

Affected Models

- NetBackup 5330 Appliance
- Velocity 7330 Appliance

Electrical Safety

The static discharged by human bodies can damage static-sensitive components on the boards. When installing and maintaining the equipment, observe appropriate electrostatic safety precautions to prevent personnel injuries or device damage.

When operating a device in an electrostatic sensitive area, you must take electrostatic-discharge (ESD)-preventive measures. These include wearing ESD-preventive gloves, an ESD-preventive wrist strap, and ESD-preventive clothes to avoid personnel injury or device damage.

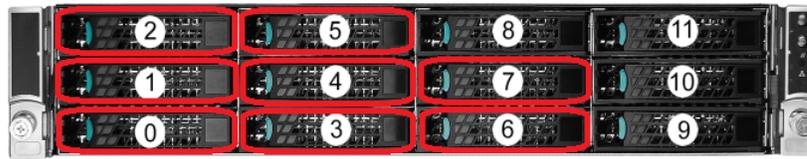
To prevent damage to the device, pay attention to the following during operations:

- Do not touch devices with bare hands because ESD from the human body may damage the electrostatically sensitive elements on a board.
- When dealing with the server or any of the internal components, wear an ESD-preventive wrist strap, ESD-preventive gloves, and ESD-preventive suit.

Hardware Part Replacement Procedure

Replacing an appliance compute node 3-TB hard disk drive

This section describes how to replace a 3-TB disk drive in the appliance compute node. The compute node disk drives can be installed in slots 0-7. The remaining slots contain blank carriers.



This repair can be accomplished with the appliance installed in the rack.

Caution: You must complete the disk drive swap within **five** minutes. Leaving the disk drive slot open for longer than five minutes can result in higher drive bay temperatures, which can shorten the life span of the remaining disk drives.

Note: If the appliance has attached storage shelves, these do not need to be powered down while the appliance is being serviced.

Requirements

- Replacement 3-TB hard disk drive
- ESD wrist strap

To locate and identify the appliance that has the faulty disk drive

- 1 Go to the unit with the failed component.
- 2 In the front panel, locate the drive to be replaced. The faulty drive can be in Slot 0-7 and the drive status LED must be a solid amber color before you disconnect the drive. The drive status LED is the top LED of the two LEDs that are located on the disk drive face plate.



If the LED is blinking amber, the disk drive is in the process of rebuilding and must not be disturbed. If the drive status LED is off, the drive is working properly.

Warning: Disconnecting the drive incorrectly can cause data loss or data corruption. Therefore, if the drive status LED is not solid amber, contact the Veritas Field Service Coordinators.

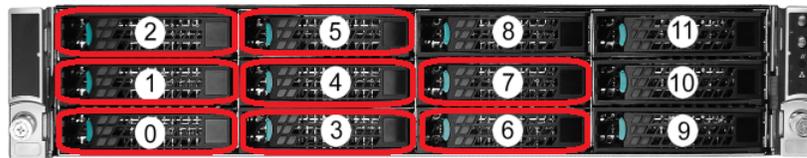
To remove the disk drive

- 1 Put on an ESD-compliant wrist strap or take other ESD-protective measures.

Note: The static discharged by human bodies can damage static-sensitive components on the boards. When installing and maintaining the equipment, you must observe appropriate electrostatic safety precautions to prevent personnel injuries or device damage.

- 2 Remove the front bezel. Grip the bezel on the sides and pull it from the appliance.
- 3 Locate the drive that you want to replace. The faulty drive can be in Slot 0-7, and the drive status LED should be solid amber. The drive slots are shown in the figure below.

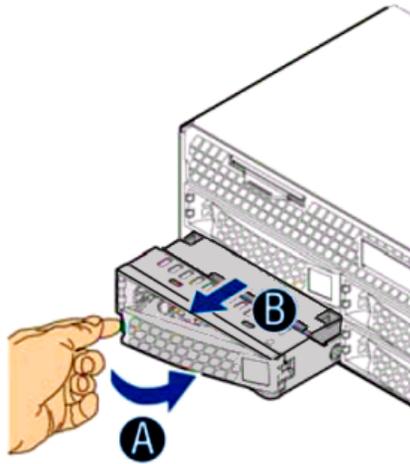
Warning: The drive status LED must be solid amber. Solid amber indicates that the disk drive has failed. If the drive status LED is not solid amber, contact Veritas Support before you proceed.



- 4 Press the green button on the left side of the drive to release the disk drive lever.



- 5 Pull the lever open completely but do not slide the drive out of the slot. Let the drive motor stop spinning. This takes about 30 seconds.
- 6 Slide the drive out of the slot.

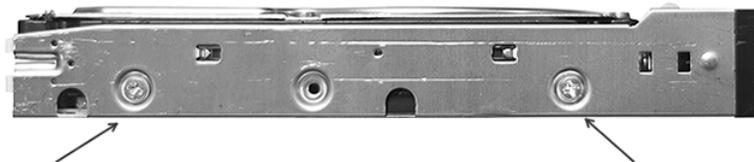


Caution: You must complete the disk drive swap within **five** minutes. Leaving the disk drive slot open for longer than five minutes can result in higher drive bay temperatures, which can shorten the life span of the remaining disk drives.

- 7 If the replacement disk drive does not have a disk drive carrier pre-installed, remove the disk drive carrier from the faulty disk drive.

Do the following in the order listed:

- Remove the four screws that secure the drive carrier to the faulty disk drive.



Note: There are two screws on each side of the drive carrier.

- Remove the driver carrier from the faulty disk drive and set the carrier aside, along with the four screws you removed.

- 8 Place the faulty disk drive in an ESD-protective bag.

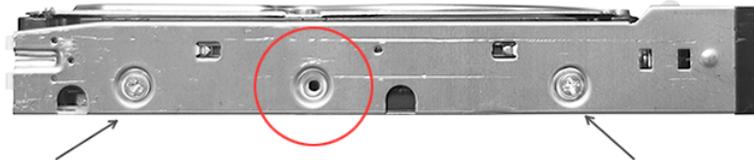
To install the disk drive

- 1 Put on an ESD-compliant wrist strap or take other ESD-protective measures.

Note: The static discharged by human bodies can damage static-sensitive components on the boards. When installing and maintaining the equipment, you must observe appropriate electrostatic safety precautions to prevent personnel injuries or device damage.

To review electrostatic safety precautions, see the topic titled Electrical safety found earlier in this document.

- 2 Remove the replacement disk drive from the ESD-protective wrapper.
- 3 If the replacement disk drive does not have a drive carrier pre-installed, do the following:
 - Locate the drive carrier that you removed earlier.
 - Insert the replacement drive into the carrier and ensure the following:
 - The drive label must be on the top and its connectors must be facing the rear.
 - The gold connectors of the replacement drive do not touch the chassis as you insert the replacement drive in the carrier.
 - Install the two screws on each side of the carrier. Skip the middle screw hole (circled).



- 4 On the front of the drive carrier, press the green button to release the lever.
- 5 Pull the lever open completely.
- 6 Slide the disk drive completely into the slot.
- 7 Close the lever. Make sure that the disk drive cover is flush with the front panel. The drive activity LED turns green when the connection is good.

After a short period, the drive status LED will start blinking amber to indicate that the rebuild is in progress.