

# Veritas Appliance

## Hardware Service Procedure

### Replacing a power canister in a Primary Storage Shelf or an Expansion Storage Shelf

Document Number: 136

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#### Purpose

This document describes the process for replacing a power canister in a Primary Storage Shelf or an Expansion Storage Shelf.

#### 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

## Removing and replacing a power canister

Before you start to replace a power canister in a Primary Storage Shelf or an Expansion Storage Shelf, gather the following:

- Replacement power canister
- ESD wrist strap

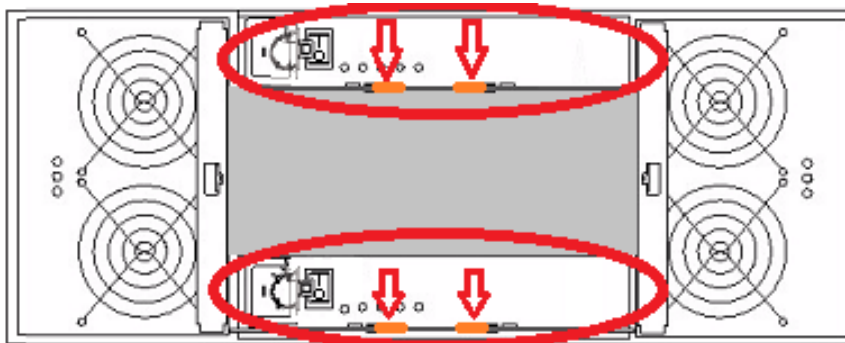
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**Caution:** To prevent electrostatic discharge damage, use proper antistatic protection when handling components.

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### Power canister locations

The power canisters for both storage shelves are located in the rear panel of the shelf. One canister is located at the top and at the bottom of the shelf. Each canister has two orange levers that disengage the canister from the chassis of the storage shelf. The levers of the replacement power canister secure the new canister in place.



### To remove a power canister

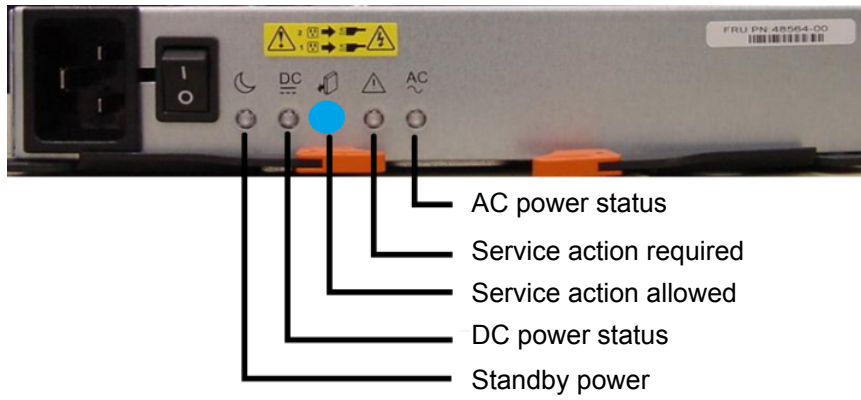
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**Warning:** If you perform this procedure with the power turned on, you must complete it within 15 minutes to prevent the possibility of overheating the equipment. **Do not remove both fan canisters from the storage shelf at the same time. One canister must be functioning at all times.**

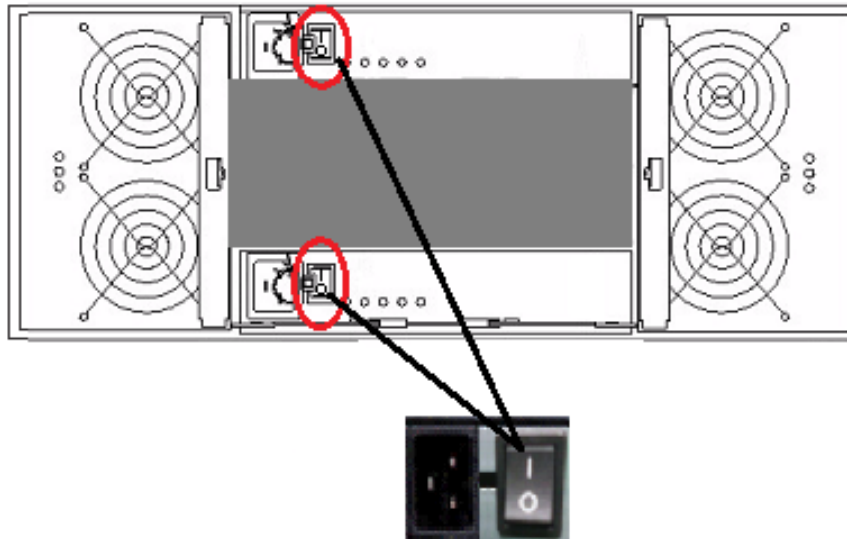
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- 1 Locate and identify the storage shelf that has the faulty power canister.
- 2 Before you begin service on the affected canister, verify that the component is in the **Service Action Allowed** mode. Check that the Service action allowed LED is blue. Each canister contains one of these LEDs. Be sure to work on the canister that has the blue LED. Check the Power Service Action Required LED to locate the failed power canister.

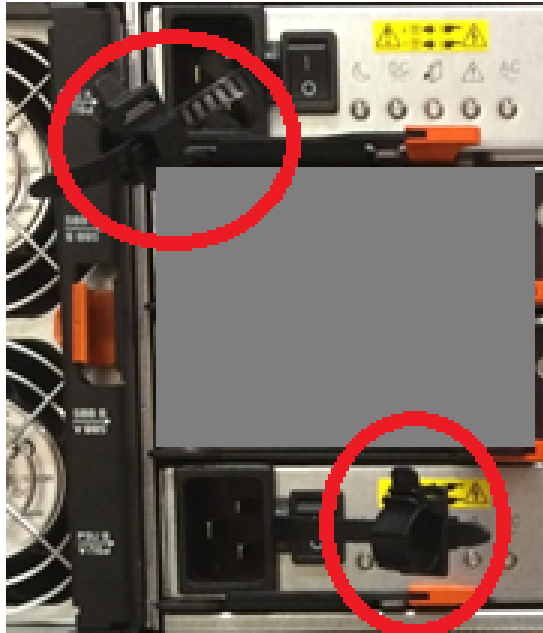
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- 3 If the Service Allowed LED is not blue, access the appliance shell menu. Use the `Support > ServiceAllowed` command to turn on the blue light. If you cannot turn on the light, contact Veritas Support.
- 4 Turn off the Power switch on the power canister that has failed.



- 5 Remove the plastic strain relief from the power cord.



- 6 Unplug the power cord from the failed power canister.
- 7 Rotate the two power canister levers outward to disengage the power canister.
- 8 Use the power canister levers as handles to pull the power canister out of the storage shelf chassis.



While removing the power canister, you might notice an increase in fan speed. The fan speed returns to normal after you have replaced the power canister.

**To install a power canister**

- 1 Unpack the new power canister. Save all packing materials in case you need to return the faulty power canister.
- 2 Pull the power canister levers toward you.
- 3 Use the levers as handles to place the canister into the chassis of the storage shelf.
- 4 Slide the canister all the way into the chassis.
- 5 Rotate the levers toward the center of the canister to lock it in place.
- 6 Be sure that the power switch on the replacement power canister is turned off.

- 7** Plug in the power cord.
- 8** Make sure that the power connector fits snugly into the canister receptacle.
- 9** Attach the plastic strain relief to the power cord.
- 10** Be sure that the other end of the power cord is attached to a 220VAC power source.
- 11** Use the power switch on the new canister to turn it on.
- 12** Check the green Input AC Power LED and the amber Power Service Action Required LED on the new power canister.
- 13** If the Input AC Power LED is on, and the Power Service Action Required LED is off the replacement procedure has been completed.
- 14** If the Input AC Power LED is off, or the Power Service Action Required LED is on, check that the power canister is installed correctly. Reinstall the power canister if needed.
- 15** If the LEDs are still not correct, contact Veritas Technical Support.