

Veritas Appliance

Hardware Service Procedure

Replacing a fan canister in a Primary Storage Shelf or an Expansion Storage Shelf

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Purpose

This document describes the process for replacing a fan 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 fan canister

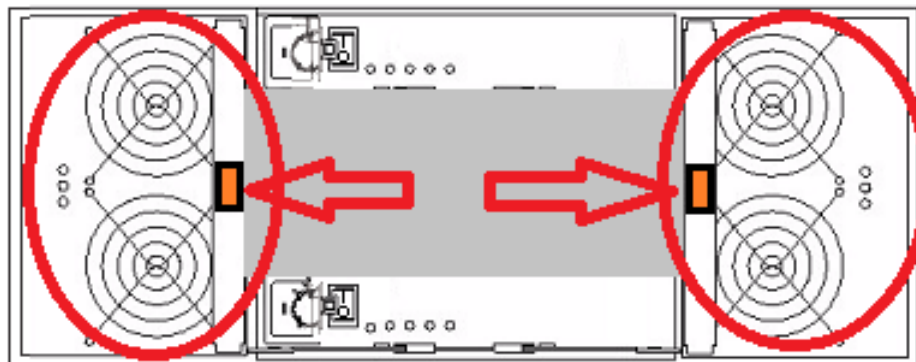
Before you start to replace a fan canister in a Primary Storage Shelf or an Expansion Storage Shelf, gather the following:

- Replacement fan canister
- ESD wrist strap

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

Fan canister locations

The fan canisters for both storage shelves are located in the rear panel of the shelf. One canister is located on the left and right sides of the shelf. Each canister has an orange tab that disengages the canister from the chassis of the storage shelf. The orange tab of the replacement fan canister latches the new canister securely.

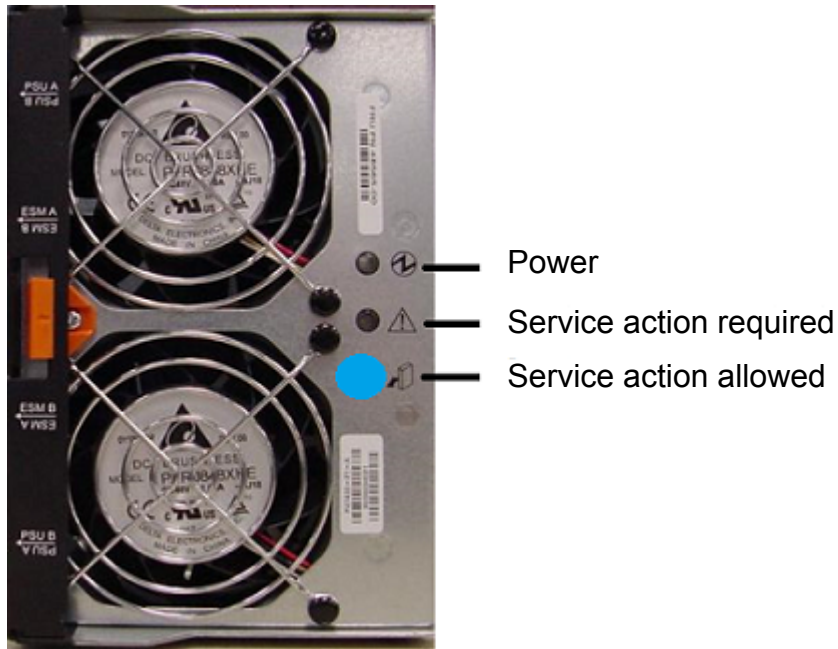


To remove a fan canister

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.**

- 1 Locate and identify the storage shelf that has the faulty fan canister.
- 2 Before you begin service on the affected canister, verify that the component is in the **Service Action Allowed** mode.

The Service Action Allowed LED is located on the rear of the fan canister and it should be glowing the color blue. Each canister contains one of these LEDs. Be sure to work on the canister that has the blue LED.

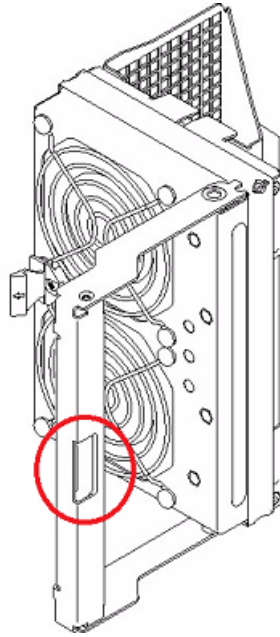


- 3 If the Service Allowed LED is not blue, access the appliance shell menu. You can use the `Support > ServiceAllowed` command to turn on the blue light. If you cannot turn on the light, contact Veritas Technical Support.

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.

- 4 Press the orange tab on the fan canister towards the center of the rear panel.
- 5 Pull the fan canister handle toward you until the entire canister is removed.



To install a fan canister

- 1 Slide the replacement fan canister all the way into the storage shelf until the orange tab on the fan canister latches.
- 2 Check the Fan Power LED and Fan Service Action Required LED on the new fan canister.
- 3 If the Fan Power LED is off or if the Fan Service Action Required LED is on – Check that the fan canister is installed correctly. Reinstall the fan canister if needed.
- 4 When the Fan Power LED is on and the Fan Service Action Required LED is off, the procedure has been successfully completed.
- 5 If the Fan Power LED is off and the Fan Service Action Required LED is on, contact Veritas Technical Support.