VERITAS™

Veritas Appliance
Hardware Service Procedure

Replacing a 5U84 Storage Shelf bezel

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Purpose

This document describes the process for replacing a bezel in a Veritas 5U84 Storage Shelf.

Affected appliance models

- 3340 Appliance
- 3350 Appliance
- 3360 Appliance
- 5340/5340 HA Appliance
- 5350/5350 HA Appliance
- 5360/5360 HA 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.

High availability (HA) appliance service considerations

Attention: A HA or multi-node appliance is serviced in the same manner as a single node appliance.

About replacing the Veritas 5U84 Storage Shelf bezel

This section describes how to remove and replace a bezel in a Veritas 5U84 Storage Shelf.

Along with protecting the disk drives, the bezel is also responsible for properly directing air flow to the inside of the storage shelf. This component can be replaced at any time without removing power and while the storage shelf is still located in the rack and operational.

The bezel is held in place using four 2mm hex-head screws and covers only the middle portion of each storage shelf drawer. So there are two bezels per 5U84 storage shelf. Once installed, the bezel becomes an integral part of the storage shelf. There is no need to remove the bezel in order to access the drives in any drawer.
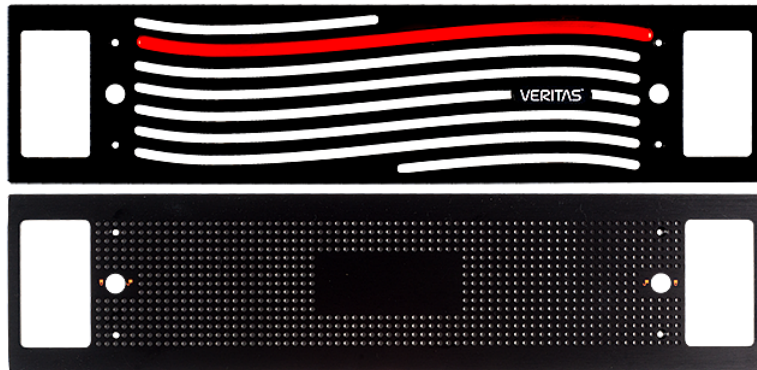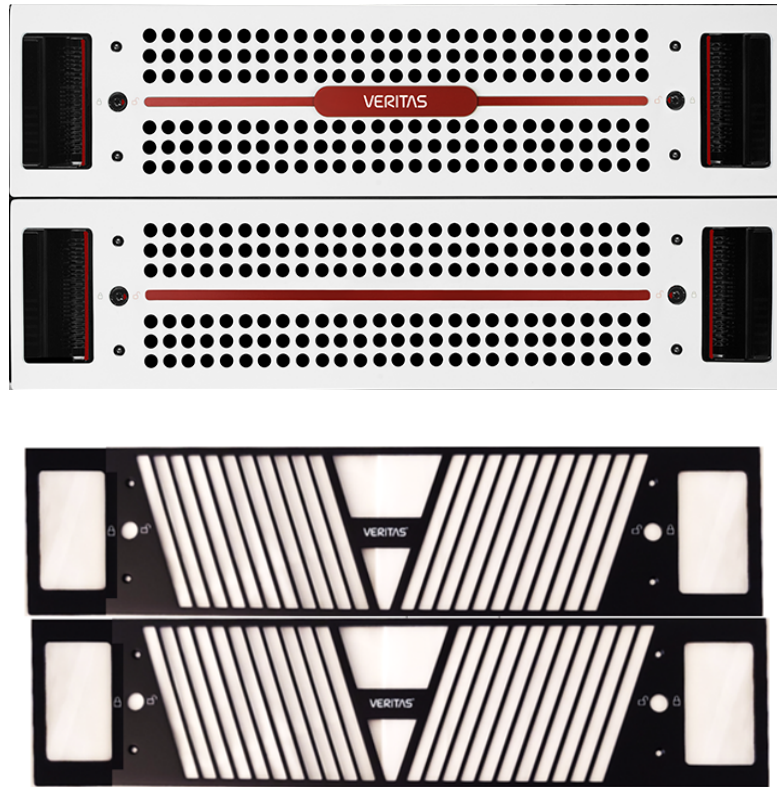
Requirements

Use the following to verify the requirements of the service.
- Replacement bezel
- 2mm hex-head screw driver
- ESD wrist strap
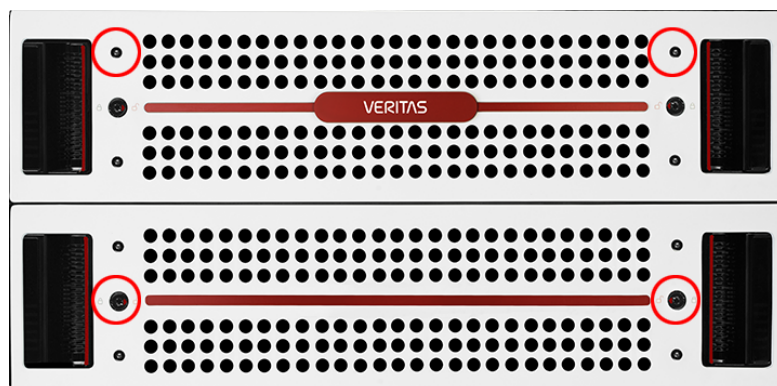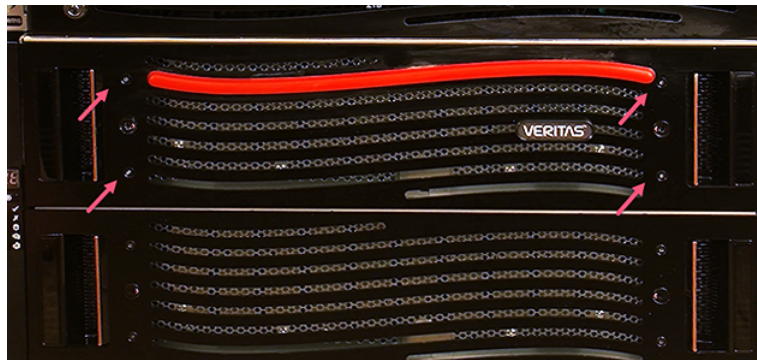
Removing the bezels on a faulty 5U84 Storage Shelf

Two bezels are installed on the front of each disk drive drawer on a 5U84 Storage Shelf. After they are installed, the bezels become an integral part of the storage shelf.
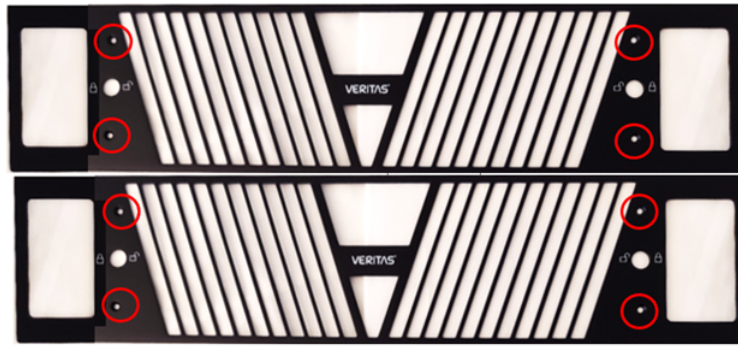
To remove storage shelf bezels

1   Locate and remove the four 2mm hex-head screws on the left and right-hand sides of the bezel that is installed on the front of the top disk drive drawer.

2   Pull the bezel away from the front of the storage shelf drawer.

3   Repeat the above steps to remove the bezel that is installed on the front of the bottom disk drive drawer.

Installing the storage shelf bezel
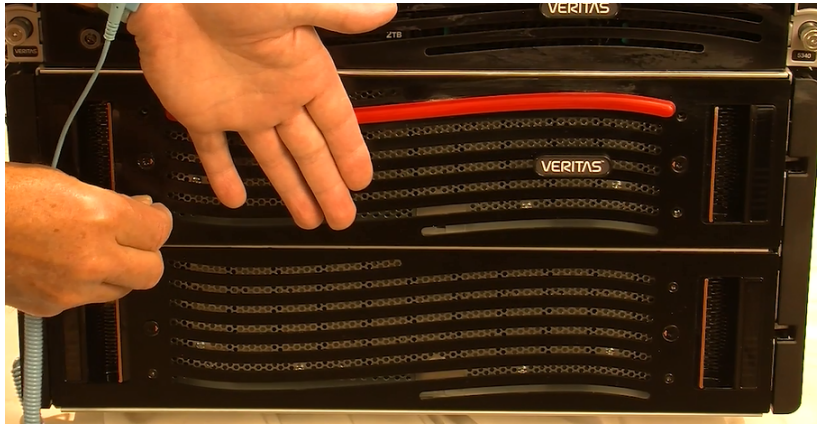
To install a single storage shelf bezel

1   Locate the new bezel and remove the bezel from its packing materials.

2   Hold the new bezel flat against the front of drawer where the bezel is to be installed and align the 4 holes in the bezel with the 4 2mm screw holes in the drawer front.

3   Insert one screw and hand-tighten the screw.

After finish inserting the first screw, insert another screw in the opposite corner of the bezel in order to hold the bezel in place. And insert the remaining two screws and tighten the screws at last.

Note: Do not over-tighten the screws.