

Veritas Appliance

Hardware Service Procedure

Replacing a power cable in a Veritas Appliance

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Purpose

This document describes the process for replacing a Veritas appliance power cable.

Affected appliance models

- 3340 Appliance
- 3350 Appliance
- 3360 Appliance
- 5330/5330 HA 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 removing and replacing appliance power cable

This document describes how to replace an appliance power cable while the appliance is operating. One of the power cables must be operating at all times. If both power cables must be removed at the same time, the shutdown procedure must be performed on the appliance before a power cable is removed.

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

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

Requirements

Verify you have the following items:

- Replacement power cable
- ESD wrist strap

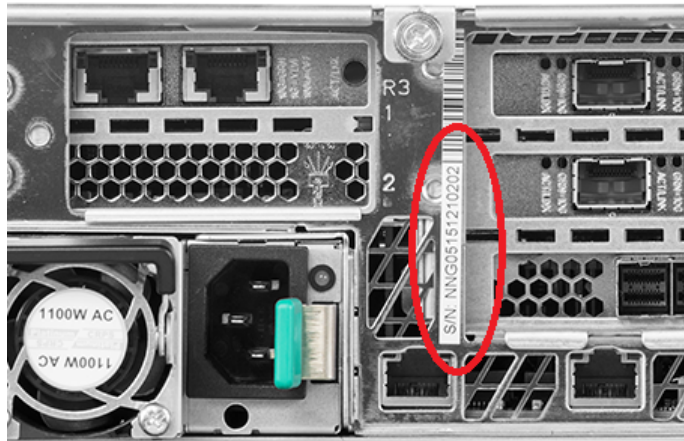
Locating the appliance with the faulty component

Use the following steps to locate the appliance with the faulty component.

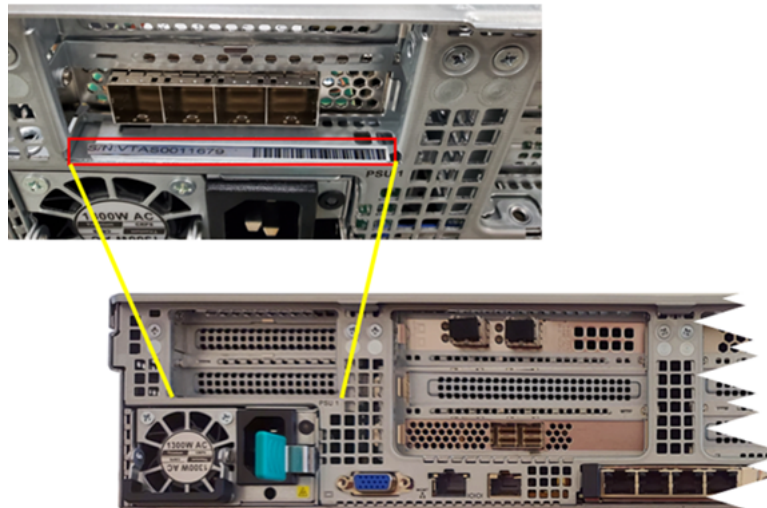
To locate the appliance with the faulty component

- 1 Contact the Veritas Field Service Coordinators to let them know that you have arrived at the customer site.
- 2 Have the customer take you to the unit with the faulty component.
- 3 Verify the appliance compute node serial number.
 - For the 3340/3350/5340/5350 Appliances, the serial number is located on the rear panel of the appliance and begins with the letters VTAS.

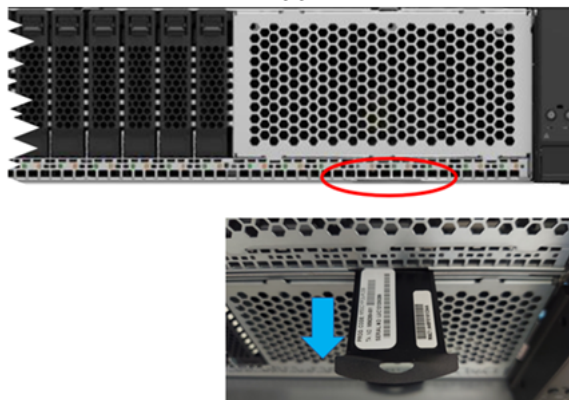
HSP #143 Replacing a faulty appliance power cable



- For the 3360/5360 Appliance, the serial number is located on the rear panel of the appliance above PSU 1 and begins with letters VTAS.



The serial number can also be found on the pull-out tab on the front of the appliance.



Removing a faulty power cable

Use the following procedure to remove a faulty power cable.

To remove a faulty power cable

- Disconnect the faulty power cable.

Warning: Swap one power cable at a time only. If you need to remove both power cables, make sure that the appliance is turned off before you proceed.

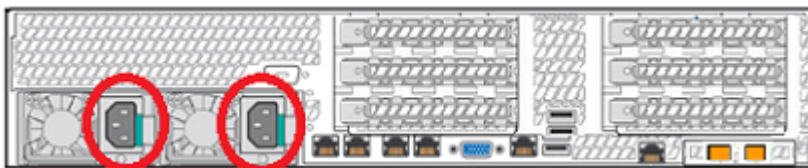
Installing the replacement power cable

Use the following procedure to install the replacement power cable.

To install the replacement power cable

- 1 Remove the replacement power cable from any wrapping.
- 2 Ensure that the AC power supply input for the appliance is within one of these ranges:
 - 100 - 127 VAC at 50/60 Hz, 8.2 A
 - 200 - 240 VAC at 50/60 Hz, 4.4 A
- 3 On the appliance, connect the power cord to the power supply socket.
Connect the other end of the cord to the appropriate AC power source.

For a 5330 Appliance, the power supply connector is highlighted as seen in the following figure:



For a 3340/3350/5340/5350 Appliance, the power supply connector is highlighted as seen in the following figure:



For a 3360/5360/5362 Appliance, the power supply connector is highlighted as seen in the following figure:

HSP #143 Replacing a faulty appliance power cable



The LED on the power supply should turn on and blink green.