Replacing a faulty Solid State Disk carrier: Veritas 5150 Appliance

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Purpose
This document describes the process for replacing a faulty 480GB Solid State Disk (SSD) carrier in a Veritas appliance.

Affected Models
The instructions that are provided in this document pertain to the following Veritas appliance hardware:
- 5150 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.

About removing and replacing a faulty SSD carrier
This document describes how to remove and replace a faulty 480GB SSD carrier from the chassis of a Veritas 5150 Appliance. The SSD carriers are located above the hard disk drives on the front of the appliance. The SSD carrier slot numbers are 0 and 1. Each SSD carrier has one LED in the left hand corner. The LED will be solid green or blinking green to show drive read/write activity.
This repair can be accomplished with the appliance installed in the rack.

**Requirements**

Verify that you have the following items:

- 480GB SSD carrier
- 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**

- Verify the appliance serial number. The serial number is located on the rear panel of the appliance and begins with the letters VTAS.
You can also find the serial number in the pull out tab on the front of the appliance.

**Locating and removing the faulty SSD carrier**

To locate and then remove the faulty SSD carrier

1. Put on a grounded ESD-compliant wrist strap or take other ESD-preventive 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. If applicable, remove the front bezel. To remove the bezel, unlock the bezel with the key. Gently grasp and pull the left side of the bezel towards you, and slide it out from the right rack handle.

3. In the front panel, locate the drive to be replaced using the slot number.

4. To remove the SSD carrier, insert a flat head screw driver into the middle slot on the carrier and carefully leverage the screw driver to pop the carrier out far enough to grab the end of the carrier and pull it out.
5 Pull the SSD carrier out of the slot.
6 Place the faulty SSD carrier in an ESD-compliant bag.

Installing the SSD carrier

To install the SSD carrier

1 Put on a grounded ESD-compliant wrist strap or take other ESD-preventive 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 replacement SSD carrier from the ESD-protective wrapper.
3 Slide the SSD carrier completely into the slot.
4 Check the status of the LEDs on the drive that you replaced. The SSD carrier LED turns green when the connection is good.