Replacing a power supply: Veritas 5150 Appliance

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Purpose
This document describes the process for replacing a power supply 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 replacing a power supply in a Veritas appliance
This document describes how to replace a 5150 Appliance power supply while the appliance is operating. One of the power supplies must be operating at all times. If both power supplies must be removed at the same time, the shutdown procedure must be performed on the appliance before a power supply is removed. Contact the Veritas Field Service Coordinators.

This repair can be accomplished with the appliance installed in the rack.
Caution: You must complete a power supply swap within three minutes. Leaving the power supply slot open for longer than three minutes can result in the appliance overheating and cause other components to fail.

Requirements
Verify that you have the following items:

- Replacement power supply
- 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.
Removing a faulty power supply

Use the following procedure to remove a faulty power supply.

To remove a faulty power supply

1. Verify that the LED on the faulty power supply is amber.
   - If the LED is green or blinking green, the power supply is working properly. Solid green LED indicates that the power supply is currently being used to power the appliance. If the LED is amber, the power supply needs to be replaced.

2. Put on an ESD-compliant wrist strap or take other ESD-protective measures.

3. Check the following to verify that it is safe to remove the power supply before you disconnect the power:
   - The LED on the other power supply is solid green.
   - The LED on the target power supply is amber.

4. Disconnect the power cable from the faulty power supply only.
Warning: Swap one power supply at a time only. If you need to remove both power supplies, make sure the appliance is turned off before you proceed.

5 Press in and hold the green release lever on the right side of the power supply to release the module.

6 Grasp the handle and pull the power supply out of the slot.

Caution: The power supply may be hot. Be careful when handling the unit.

Installing the replacement power supply

Use the following procedure to install the replacement power supply

To install the replacement power supply
1 Remove the replacement power supply from any wrapping.
2 Insert the power supply into a power supply slot.
3 Slide the replacement power supply completely into the slot. The power supply release lever clicks into place when the power supply is properly installed.

4 Plug the power cable into the power supply. The LED should come on and turn green.