

# Veritas Appliance

## Hardware Service Procedure

### Replacing a Veritas appliance power supply

Document Number: 122

Version: 3.2 (03/06/17)

### Purpose

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

### Affected Models

- NetBackup 5030 Appliance
- NetBackup 5230 Appliance
- 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

## Replacing a Veritas appliance power supply

This document describes how to replace a Veritas 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 Veritas Technical Support for assistance.

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

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**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.

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

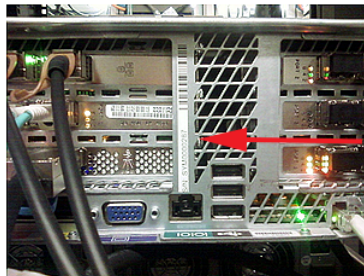
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## Requirements

- Replacement power supply
- ESD wrist strap

### To remove the power supply

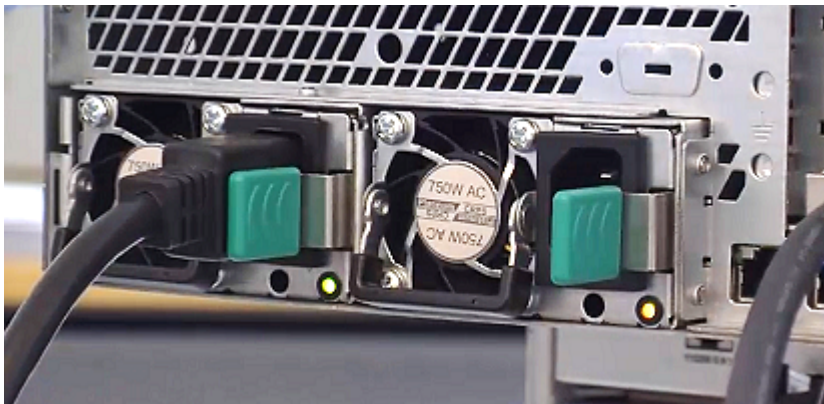
- 1 Locate and identify the appliance that has the faulty power supply as follows:
  - Locate and identify the appliance that has the failed component.
  - Verify the appliance serial number. The serial number begins with the letters SYM or VTAS, and is located on a label on the rear panel of the appliance.



- 2 Verify that the LED on the target power supply is solid or blinking amber.  
If the LED is green or blinking green, the power supply is working properly. (Blinking green indicates that the power supply is not currently being used to power the appliance.) Contact Veritas support if the LED is green.



- 3 Put on an ESD-compliant wrist strap or take other ESD-protective measures.
- 4 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 green.
  - The LED on the target power supply is amber or blinking amber or
  - The LED on the target power supply is out and the fan is off.
- 5 Disconnect the power cable from the faulty power supply only.

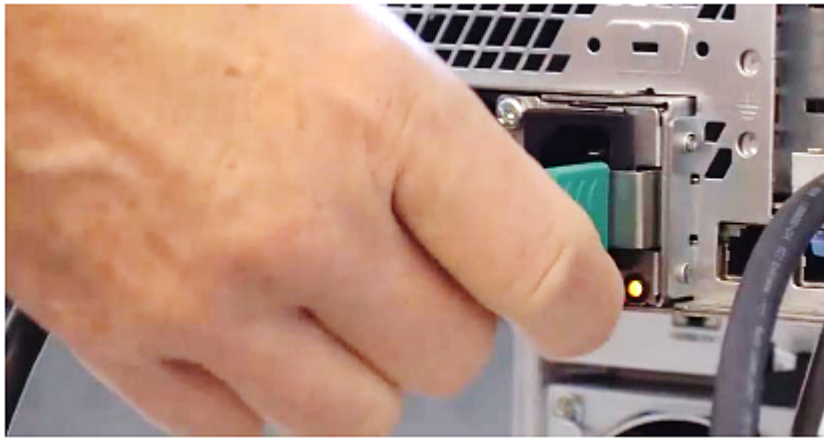


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**Warning:** Swap one power supply at a time only. If you need to remove both power supplies, make sure the appliance is turned off before you proceed.

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

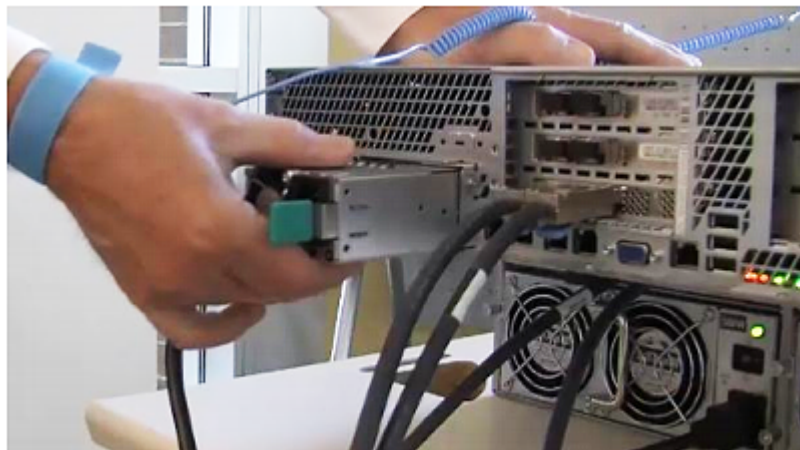


- 7 Grasp the handle and pull the power supply out of the slot.

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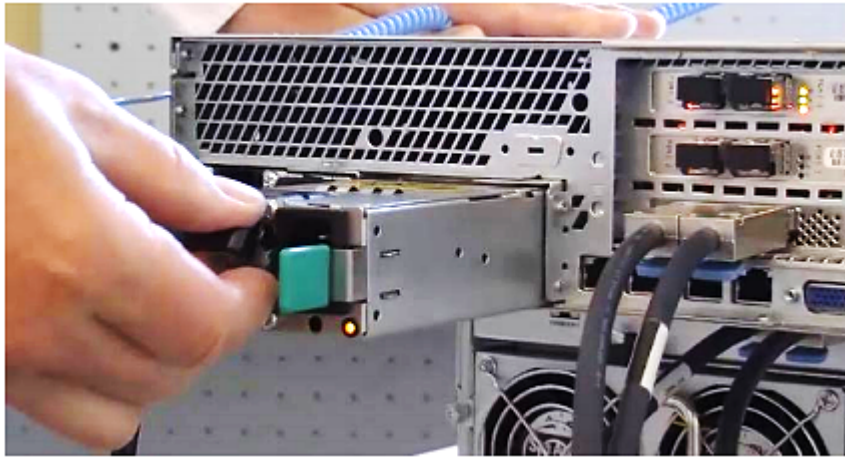
**Caution:** The power supply may be hot. Be careful when handling the unit.

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#### To install the power supply

- 1 Remove the replacement power supply from any wrapping.
- 2 Insert the power supply into a power supply slot.



- 3 Slide the power supply into the slot complete. The power supply clicks when is properly installed.
- 4 Plug the power cable into the power supply. The LED should come on and blink green.