

Veritas Appliance

Hardware Service Procedure

Replacing a disk drive: Veritas appliance

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Purpose

This document describes the process for replacing a hard disk drive in a Veritas appliance.

Affected appliance models

- 5260 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.

Overview of the disk drive replacement process

This section describes how to replace the disk drive in a 5260 Appliance.

The disk drives which contain internal storage are located in slots 0 through 3 and 8 through 11. These drives can be of 2TB or 8TB capacity.



The drive replacement can be completed with the appliance powered on and installed in the rack.

Note: Do not mix disk drive sizes for slots 0 through 3 and 8 through 11. Replacement drives need to match the size of the drives they are replacing.

Caution: You must complete the hard disk drive swap within **three** minutes. Leaving the disk drive 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:

- 2TB or 8TB disk drive



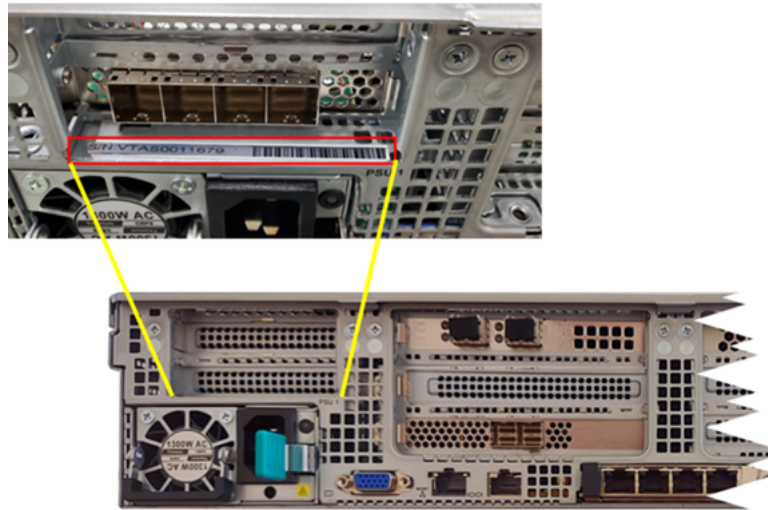
- ESD wrist strap

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 Have the customer take you to the unit with the faulty component.
- 2 Verify the appliance compute node serial number. 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.

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5260 Appliance



- 3 In the front panel, look for a solid amber Drive Status LED. The Drive Status LED is the top status light of the two LED lights that appear on the disk drive face plate. If the LED is blinking amber, the disk drive is in the process of rebuilding and must not be disturbed.



Removing the disk drive

Use the following steps to remove the disk drive.

To remove the disk drive

- 1 Put on an ESD-compliant wrist strap or take other ESD-protective measures.
- 2 If applicable, remove the front bezel on the appliance.

- 3 Unlock the bezel using the key supplied with the 5260.
- 4 After unlocking the bezel, grasp the left side of the bezel. Pull the bezel away from the appliance to dislodge the remaining two tabs that hold the bezel in place.
- 5 Set the bezel aside.
- 6 Locate the drive that you want to replace. The Drive Status LED should be solid amber. The drive slots are shown in the figure below.



Warning: The Drive Status LED must be solid amber. Solid amber indicates that the disk drive has failed. If the Drive Status LED is not solid amber, contact the Veritas Field Service Coordinators before you proceed.

- 7 Press the release tab on the left side of the drive carrier to release the disk drive carrier lever.



- 8 Pull the lever open completely but do not slide the drive out of the slot. Let the drive motor stop spinning, which takes about 30 seconds.



- 9 Slide the drive carrier out of the slot.



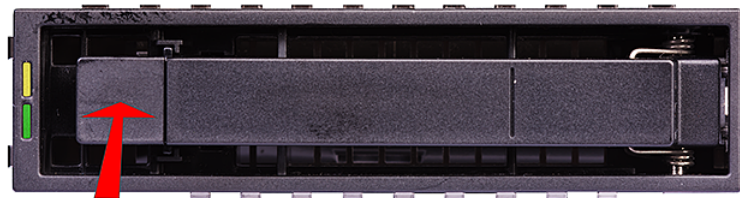
- 10 Place the drive carrier and drive in an ESD-protective bag.

Installing the disk drive

Use the following steps to install the disk drive.

To install the disk drive

- 1 Put on an ESD-compliant wrist strap or take other ESD-protective measures.
- 2 Remove the replacement disk drive from the ESD-protective wrapper.
- 3 Press the release tab on the left side of the drive to release the disk drive lever.



- 4 Pull the lever open completely.
- 5 Slide the disk drive completely into the slot.



- 6** Close the lever. Make sure that the disk drive cover is flush with the front panel. The Drive Activity LED turns green when the connection is good. After a short period, the Drive Status LED will start blinking amber to indicate that the rebuild is in progress.
- 7** If applicable, re-install the bezel.