

Veritas Appliance

Hardware Service Procedure

Replacing an OS disk drive in a 3340/3350 compute node

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Purpose

This document describes the process for replacing a operating system hard disk drive in a Veritas 3340/3350 Appliance.

Affected appliance models

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.

Overview of the OS disk drive replacement process

The 3340/3350 Appliance operating system is installed on two internal RAID 1 (mirrored) 2TB hard disks. The operating system disks are located in drive bay slots 0 and 1. A hot spare disk resides in slot 2.



Caution: For the 3340/3350 Appliance, only 2TB drives can be used in slots 0 and 1. Make sure you do not replace the faulty drive with any other size drive.

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

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.

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 2-TB hard disk drive
- ESD wrist strap

Locate the appliance with the faulty OS disk

Use the following steps to locate the appliance with the faulty OS disk.

To locate the appliance with the faulty OS disk

- 1 Go to the unit with the faulty disk drive.
- 2 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.

Drive Status LED —



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 compute node.
Unlock the bezel using the supplied key.
- 3 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.
- 4 Set the bezel aside.
- 5 Locate the drive that you want to replace. The drive must be in either Slot 0 - 3 and the Drive Status LED should be solid amber. The drive slots are shown in the figure below.

Note: Slot 2 contains a hot spare disk drive.



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 Technical Support before you proceed.

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



- 7 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.
- 8 Slide the drive carrier out of the slot.
- 9 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.