

# Customer Replacement Procedure

## Dell EMC Unity™ Family

### Dell EMC Unity All Flash and Unity Hybrid

#### Replacing a faulted m.2 internal disk

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This document describes how to replace a faulted m.2 internal disk in Unity All Flash and Unity Hybrid systems.

An internal disk SSD is located on the CPU board within each storage processor (SP) assembly in the disk processor enclosure (DPE). You remove SP assembly from the rear of the DPE.

#### **NOTICE**

This procedure involves storage processor (SP) reboots coordinated to ensure that at least one SP is running at all times. During an SP reboot, data will be unavailable to front- or back-end connections that are not duplicated on the peer SP.

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## Before you start

Before you begin this procedure, ensure that you have received the new part and have correctly identified its intended location in the system. Refer to your Unisphere **Service** section for instruction on how to identify failures, order new parts and handle hardware components.

### NOTICE

This procedure involves storage processor (SP) reboots coordinated to ensure that at least one SP is running at all times. During an SP reboot, data will be unavailable to front- or back-end connections that are not duplicated on the peer SP.

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## Additional resources

As part of an improvement effort, revisions of the software and hardware are periodically released. Therefore, some functions described in this document might not be supported by all versions of the software or hardware currently in use. The product release notes provide the most up-to-date information on product features. Contact your technical support professional if a product does not function properly or does not function as described in this document.

### Where to get help

Support, product, and licensing information can be obtained as follows:

#### Product information

For product and feature documentation or release notes, go to Unity Technical Documentation at: [www.emc.com/en-us/documentation/unity-family.htm](http://www.emc.com/en-us/documentation/unity-family.htm).

#### Troubleshooting

For information about products, software updates, licensing, and service, go to Online Support (registration required) at: <https://Support.EMC.com>. After logging in, locate the appropriate **Support by Product** page.

#### Technical support

For technical support and service requests, go to Online Support at: <https://Support.EMC.com>. After logging in, locate **Create a service request**. To open a service request, you must have a valid support agreement. Contact your Sales Representative for details about obtaining a valid support agreement or to answer any questions about your account.

### Special notice conventions used in this document

#### DANGER

Indicates a hazardous situation which, if not avoided, will result in death or serious injury.

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#### WARNING

Indicates a hazardous situation which, if not avoided, could result in death or serious injury.

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**⚠ CAUTION**

Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

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**NOTICE**

Addresses practices not related to personal injury.

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**Note**

Presents information that is important, but not hazard-related.

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## Handling replaceable units

This section describes the precautions that you must take and the general procedures that you must follow when removing, installing, and storing any replaceable unit.

### Avoiding electrostatic discharge (ESD) damage

When replacing or installing hardware units, you can inadvertently damage the sensitive electronic circuits in the equipment by simply touching them. Electrostatic charge that has accumulated on your body discharges through the circuits. If the air in the work area is very dry, running a humidifier in the work area will help decrease the risk of ESD damage. Follow the procedures below to prevent damage to the equipment.

Be aware of the following requirements:

- Provide enough room to work on the equipment.
- Clear the work site of any unnecessary materials or materials that naturally build up electrostatic charge, such as foam packaging, foam cups, cellophane wrappers, and similar items.
- Do not remove replacement or upgrade units from their antistatic packaging until you are ready to install them.
- Before you begin service, gather together the ESD kit and all other materials you will need.
- Once servicing begins, avoid moving away from the work site; otherwise, you may build up an electrostatic charge.
- Use ESD anti-static gloves or an ESD wristband (with strap).
  - If using an ESD wristband with a strap:
    - Attach the clip of the ESD wristband to the ESD bracket or bare metal on a cabinet/rack or enclosure.
    - Wrap the ESD wristband around your wrist with the metal button against your skin.
    - If a tester is available, test the wristband.
- If an emergency arises and the ESD kit is not available, follow the procedures in Emergency Procedures (without an ESD kit).

### Emergency procedures (without an ESD kit)

In an emergency when an ESD kit is not available, use the following precautions to reduce the possibility of an electrostatic discharge by ensuring that your body and the subassembly are at the same electrostatic potential.

**NOTICE**

These precautions are not a substitute for the use of an ESD kit. Follow them only in the event of an emergency.

- Before touching any unit, touch a bare (unpainted) metal surface of the cabinet/rack or enclosure.
- Before removing any unit from its antistatic bag, place one hand firmly on a bare metal surface of the cabinet/rack or enclosure, and at the same time, pick up the unit while it is still sealed in the antistatic bag. Once you have done this, do not move around the room or touch other furnishings, personnel, or surfaces until you have installed the unit.
- When you remove a unit from the antistatic bag, avoid touching any electronic components and circuits on it.
- If you must move around the room or touch other surfaces before installing a unit, first place the unit back in the antistatic bag. When you are ready again to install the unit, repeat these procedures.

**Hardware acclimation times**

Systems and components must acclimate to the operating environment before applying power. This requires the unpackaged system or component to reside in the operating environment for up to 16 hours in order to thermally stabilize and prevent condensation.

Refer to the table, [Table 1](#) on page 4, to determine the precise amount of stabilization time required.

**Table 1** Hardware acclimation times (systems and components)

If the last 24 hours of the TRANSIT/STORAGE environment was this:		...and the OPERATING environment is this:	... then let the system or component acclimate in the new environment this many hours:
Temperature	Humidity		
Nominal 68-72°F (20-22°C)	Nominal 40-55% RH	Nominal 68-72°F (20-22°C) 40-55% RH	0-1 hour
Cold <68°F (20°C)	Dry <30% RH	<86°F (30°C)	4 hours
Cold <68°F (20°C)	Damp ≥30% RH	<86°F (30°C)	4 hours
Hot >72°F (22°C)	Dry <30% RH	<86°F (30°C)	4 hours
Hot >72°F (22°C)	Humid 30-45% RH	<86°F (30°C)	4 hours
	Humid 45-60% RH	<86°F (30°C)	8 hours

**Table 1** Hardware acclimation times (systems and components) (continued)

If the last 24 hours of the TRANSIT/STORAGE environment was this:		...and the OPERATING environment is this:	... then let the system or component acclimate in the new environment this many hours:
	Humid ≥60% RH	<86°F (30°C)	16 hours
Unknown		<86°F (30°C)	16 hours

**NOTICE**

- If there are signs of condensation after the recommended acclimation time has passed, allow an additional eight (8) hours to stabilize.
- Systems and components must not experience changes in temperature and humidity that are likely to cause condensation to form on or in that system or component. Do not exceed the shipping and storage temperature gradient of 45°F/hr (25°C/hr).
- Do NOT apply power to the system for at least the number of hours specified in the table, [Table 1](#) on page 4. If the last 24 hours of the transit/storage environment is unknown, then you must allow the system or component 16 hours to stabilize in the new environment.

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## Removing, installing, or storing replaceable units

Use the following precautions when removing, handling, or storing replaceable units:

**CAUTION**

**Some replaceable units have the majority of their weight in the rear of the component. Ensure that the back end of the replaceable unit is supported while installing or removing it. Dropping a replaceable unit could result in personal injury or damage to the equipment.**

**NOTICE**

- For a module that must be installed into a slot in an enclosure, examine the rear connectors on the module for any damage before attempting its installation.
  - A sudden jar, drop, or even a moderate vibration can permanently damage some sensitive replaceable units.
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- Do not remove a faulted replaceable unit until you have the replacement available.
  - When handling replaceable units, avoid electrostatic discharge (ESD) by wearing ESD anti-static gloves or an ESD wristband with a strap. For additional information, refer to [Avoiding electrostatic discharge \(ESD\) damage](#) on page 3.
  - Avoid touching any exposed electronic components and circuits on the replaceable unit.

- Never use excessive force to remove or install a replaceable unit. Take time to read the instructions carefully.
- Store a replaceable unit in the antistatic bag and the specially designed shipping container in which you received it. Use the antistatic bag and special shipping container when you need to return the replaceable unit.
- Replaceable units must acclimate to the operating environment before applying power. This requires the unpackaged component to reside in the operating environment for up to 16 hours in order to thermally stabilize and prevent condensation. Refer to [Hardware acclimation times](#) on page 4 to ensure the replaceable unit has thermally stabilized to the operating environment.

**NOTICE**

Your storage system is designed to be powered on continuously. Most components are hot swappable; that is, you can replace or install these components while the storage system is running. However, the system requires that:

- Front bezels should always be attached to ensure EMI compliance. Make sure you reattach the bezel after replacing a component.
- Each slot should contain a component or filler panel to ensure proper air flow throughout the system.

## Unpacking a part

### Procedure

1. Wear ESD gloves or attach an ESD wristband to your wrist and the enclosure in which you are installing the part.
2. Unpack the part and place it on a static-free surface.
3. If the part is a replacement for a faulted part, save the packing material to return the faulted part.

## Standard touch point colors

Touch points are component locations where you can:

- Grip the hardware to remove or install a component.
- Open or close a latch.
- Turn a knob to open, close, or adjust a component.

Standard touch point colors are terra-cotta (orange) or blue.

### Note

Within this documentation, the color orange is used instead of terra-cotta for simplicity.

**Table 2** Standard touch point colors

Touch point color	Description
Terra-cotta (orange)	This color indicates that you can perform the task, such as remove a component with a terra-cotta (orange) lever, while the system remains powered (up/on).

**Table 2** Standard touch point colors (continued)

Touch point color	Description
	<hr/> <p><b>Note</b></p> <p>Some tasks may require additional steps.</p> <hr/>
<p>Blue</p> 	<p>This color indicates that a shutdown of the system or component is required before you can perform the task, such as removing a component with a blue lever.</p>

## Summary of tasks for replacing an m.2 SATA board

To replace an m.2 SATA board, you must complete the tasks below in the order in which they appear. This document provides instructions for completing each task.

1. Identify the faulted m.2 SATA board.
2. Shutdown the SP that contains the faulty m.2 SATA board.
3. Remove the SP assembly from the enclosure.
4. Remove the top cover from the SP assembly.
5. Remove the air flow baffle from the SP assembly.
6. Remove the m.2 SATA board.
7. Unpack the replacement m.2 SATA board
8. Install the replacement m.2 SATA board.
9. Install the air flow baffle in the SP assembly.
10. install the top cover on SP assembly.
11. Install the SP assembly in the enclosure.
12. Verify operation of the replacement m.2 SATA board.

## Identifying and locating the faulted m.2 internal disk

Before you replace a faulted m.2 internal disk, you must locate its placement within the storage system by using Unisphere.

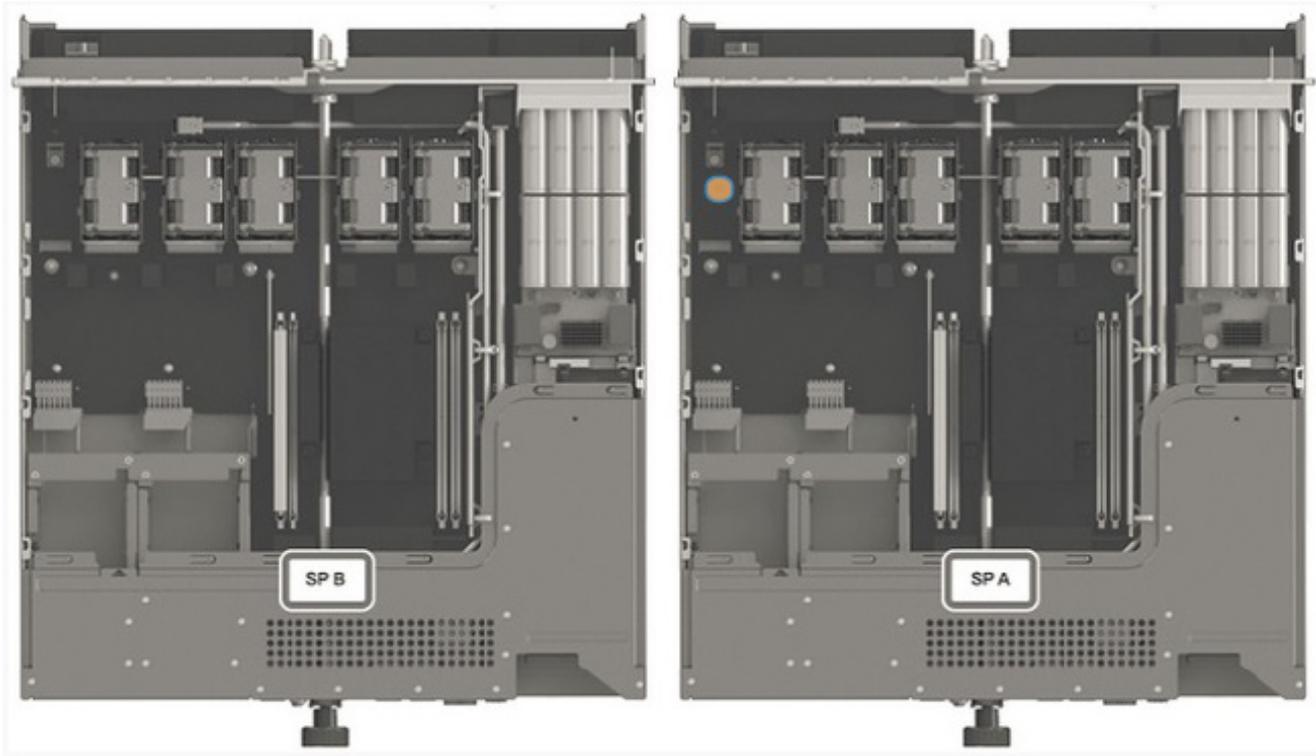
Using Unisphere, locate the faulted m.2 internal disk in the enclosure.

### Procedure

1. In Unisphere, select **System View**.
2. Select the **Enclosures** page.
  - Select the DPE in the **Enclosure** dropdown menu and then select the **Top** view of the DPE. Locate the new internal disk shown in this view.

3. Locate the faulted m.2 internal disk marked orange and displayed in the **Enclosure** view shown.

**Figure 1** Faulted SP A internal disk - example location



## Preparing the storage processor (SP) for service

To protect your system from accidental data loss during this maintenance activity, you must prepare the SP for service. You prepare an SP for service by putting it in Service Mode.

Entering Service Mode stops I/O on the SP so that service tasks can be safely performed.

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### Note

Both SPs must NOT be in Service mode at the same time.

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### Procedure

1. Open Unisphere and select **Service**, then **Service Tasks**.
2. Under the name of the storage processor where you will install the new m.2 internal disk, select **Enter Service Mode** and then click **Execute**.
3. When prompted, enter the Service Password to put the SP into Service Mode.
4. (Optional) Either refresh your browser or follow the on-screen instructions to restore full-functionality to Unisphere.

When placing the primary storage processor into Service Mode, Unisphere will become momentarily unresponsive (about one minute) as the management services transfer over to the other SP.

5. Return to cabinet with the system and locate the SP in the DPE from the back of the cabinet.
6. Wait until the SP fault LED is flashing alternating amber and blue before continuing to the next task.

The SP fault LED will flash alternating amber and blue while the SP remains in Service mode and is receiving active power.

**Figure 2** SP fault LED



## Replacing the faulted m.2 internal disk

Take the following actions to remove the faulted m.2 internal disk and install the replacement m.2 internal disk into the system.

## Removing an SP assembly

This procedure describes how to remove an SP assembly from the enclosure. There are two SP assemblies. The top SP assembly is considered to be "upside-down" and will mirror the bottom SP assembly. The illustration shows removal of the top SP assembly. The procedure for removing the bottom SP assembly is the same.

### Before you begin

Locate the faulted SP assembly with the amber Fault LED.

#### NOTICE

DO NOT REMOVE an SP assembly while the "Unsafe to remove SP" LED shown below is lit.



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### Procedure

1. Rotate the power cord bail to the right (left for bottom power supply). Disconnect the AC power cord from the power supply.

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#### Note

If the I/O module and network cables are not already labeled, label them clearly for reconnecting them later.

2. Disconnect the network and all other cables from the back of the I/O modules and network ports on the SP assembly.

#### NOTICE

Do not remove any cables from the other SP assembly.

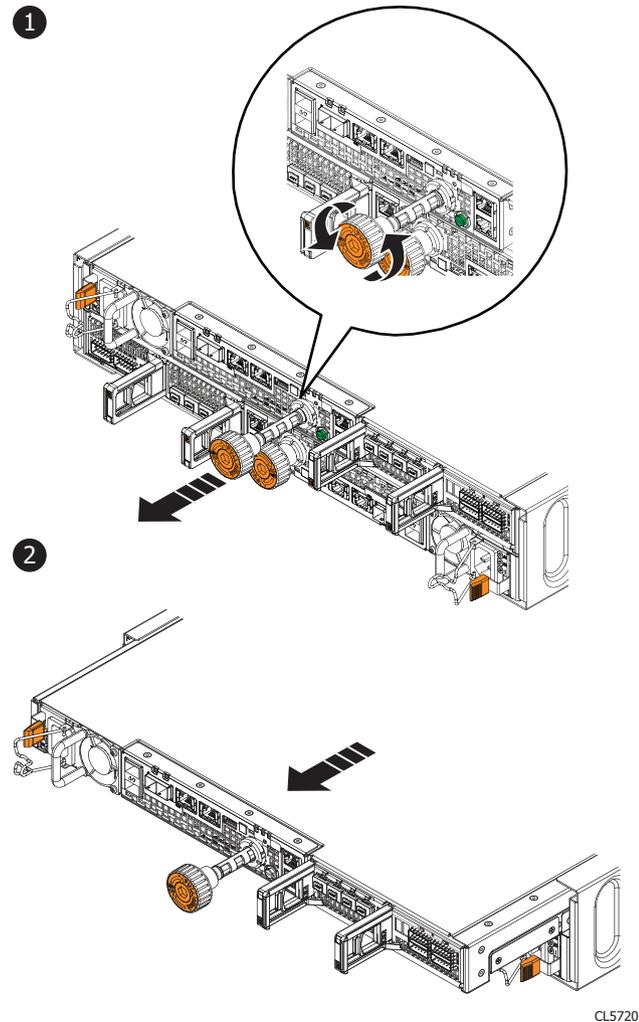
3. Pull the torque limit screw handle out of the SP assembly (1).
4. Turn the handle counterclockwise to release the SP assembly from the enclosure (1).

As the handle is turned, the SP assembly extracts out of the enclosure. When outward movement stops, the SP assembly is ready for removal.

#### CAUTION

**The SP assembly comes completely out of the enclosure. Be prepared to support the SP assembly to avoid dropping it.**

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**Figure 3** Remove an SP assembly

CL5720

5. Use the handle to pull the SP assembly outward enough to grasp the sides with both hands (2). Then with both hands supporting the SP assembly, pull the SP assembly fully out of the enclosure.
6. Place the SP assembly, with topside upward, on a clean, flat static-free work surface.
7. Verify that all SP assembly LEDs are off to ensure that the SP has completed its power off after the removal from the DPE.

It takes about three minutes for the SP assembly to deplete internal power once removed from the power source.

**CAUTION**

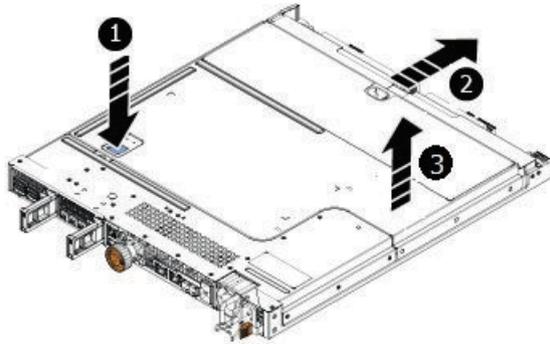
**Do not remove the SP top cover until the automatic vaulting process has completed and all SP LEDs are off. If the top cover is opened while the vaulting process is occurring, it triggers a power down of the SP and its components, interrupting the vaulting process.**

## Removing the top cover from the SP assembly

### Procedure

1. While pushing down the blue release button (1), slide the top cover rearward approximately ½ inch until it stops (2).
2. Lift the top cover upward and remove it from the SP assembly (3).

Figure 4 Removing top cover from SP assembly

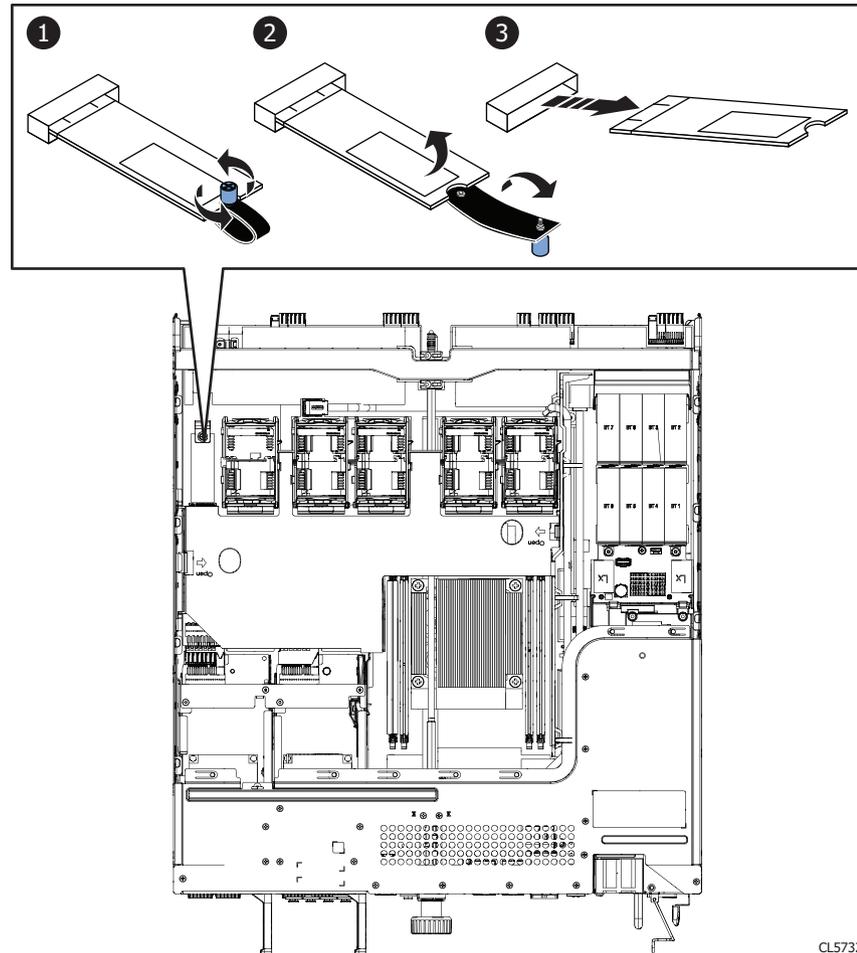


CL5723

## Removing an m.2 SATA board

### Procedure

1. Connect an ESD strap to your wrist and to the enclosure.
2. On the m.2 SATA board, rotate the retaining knob counter-clockwise until it is free from the mounting stud (1).
3. Lift the end of the m.2 SATA board at slight angle (2), then remove it completely from the slot (3)

**Figure 5** Removing the m.2 SATA board

CL5732

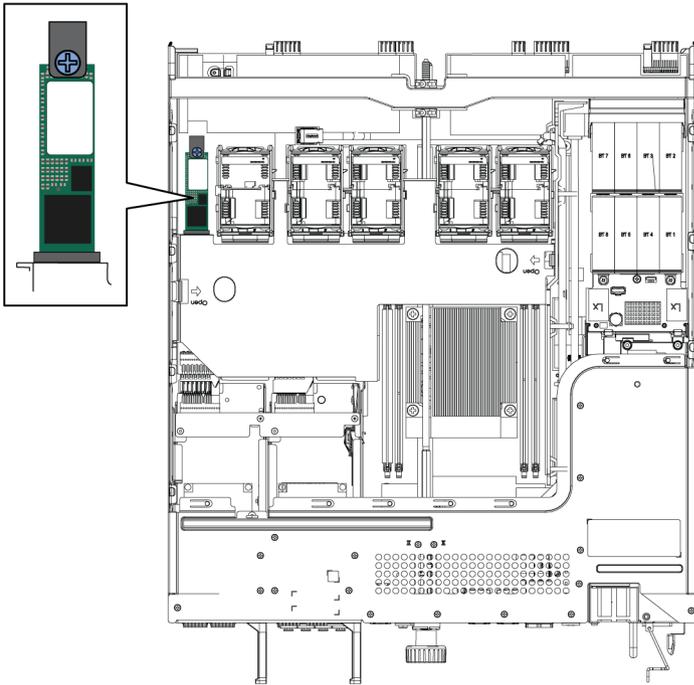
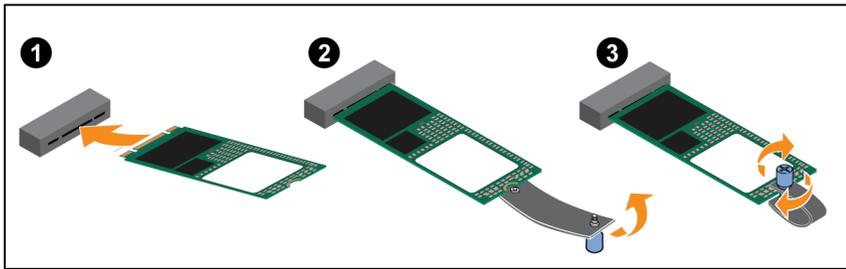
4. Place the m.2 SATA board on a static-free surface.

## Installing an m.2 SATA board

### Procedure

1. Connect an ESD strap to your wrist and to the enclosure.
2. Insert the terminal end of the m.2 SATA board into the slot on the motherboard (1).
3. Place the latch retaining screw into the mounting hole (2) and secure the m.2 Sata board to the motherboard by turning the screw clockwise.

Figure 6 Installing the m.2 SATA board

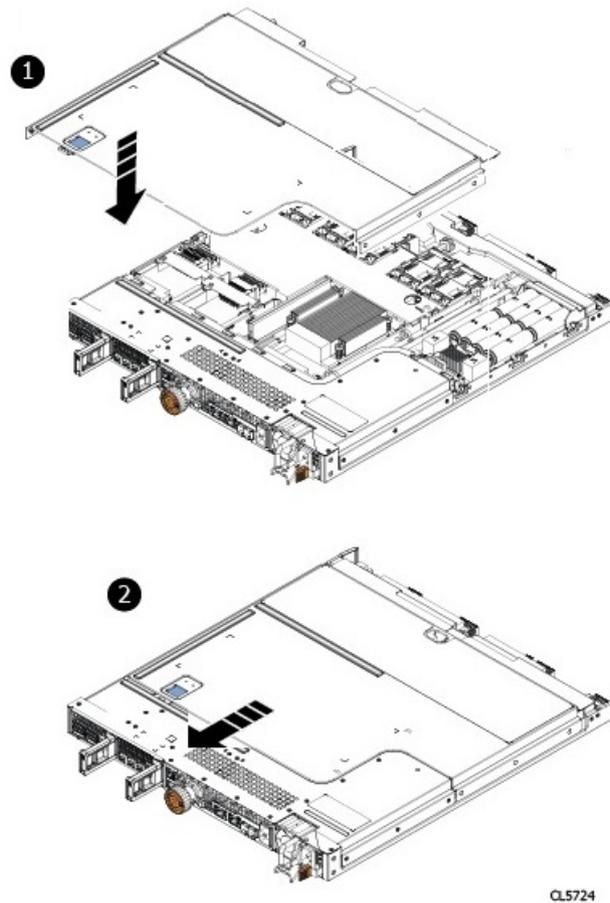


CL6281

## Installing the top cover on the SP assembly

### Procedure

1. Position the top cover over the SP assembly and align it with the slots in the sides at rear of the assembly (1).
2. Pull the top cover forward approximately ½ inch to secure it in place (2).

**Figure 7** Installing the top cover

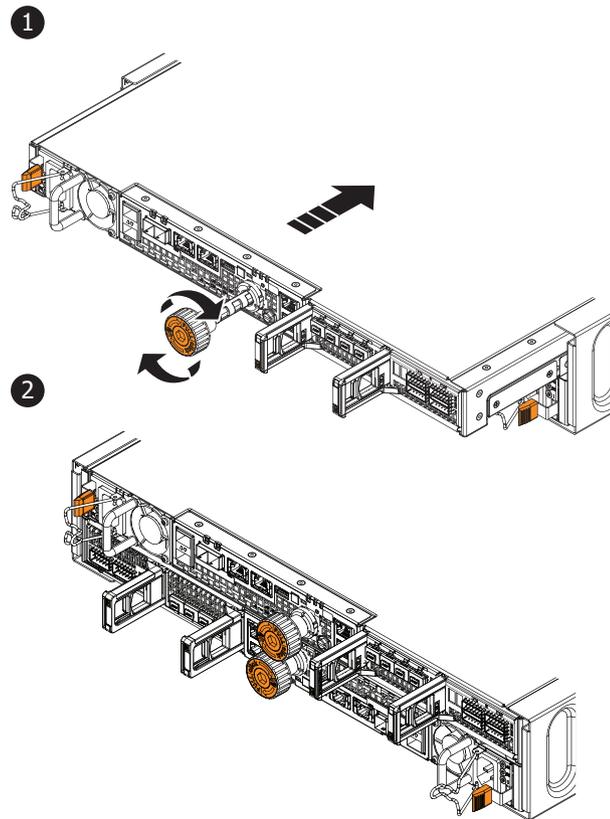
## Installing an SP assembly

This procedure describes how to install an SP assembly in the enclosure.

### Procedure

1. Align the SP assembly with the enclosure slot and slide it into the slot until it stops (1).
2. Turn the orange torque limit screw handle clockwise until you hear a click sound from the handle (1). The click sound indicates the torque limit is reached and the SP assembly is seated in the enclosure.
3. Push the orange torque limit screw handle into the SP assembly until you hear a click sound from the handle (2). The click sound indicates screw handle is secured in the assembly.

**Figure 8** Installing the SP assembly



CL5721

4. Connect each I/O module cable and network cable into the same port from which it was removed.
5. Connect the AC power cord to the power supply and secure the cord with the retention bail at the connector.

The power supply fault LED turns off after about 2 seconds.

## Rebooting an SP into Normal Mode

### Before you begin

Wait about 10-15 minutes after reinserting the SP into the system to allow the fully reboot into Service Mode and the SP fault LED is flashing alternating amber and blue (1 hz) before continuing.

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### Note

If you attempt this task before the SP has completed its automatic reboot into Service Mode the attempt to reboot into Normal mode will fail.

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Reboot the recently serviced SP into Normal Mode using the procedure that follows:

### Procedure

1. Open Unisphere and select **Service**, then **Service Tasks**.
2. Under the name of the storage processor where you installed the new m.2 internal disk, select **Reboot** and the click **Execute**.

- When prompted, enter the Service Password to put the SP into Normal Mode.  
It may take up to 20 minutes for the system to complete its reboot to return to normal mode.

## Verifying the new m.2 internal disk

Verify that the new m.2 internal disk is recognized by your system, and operating correctly using the procedure that follows.

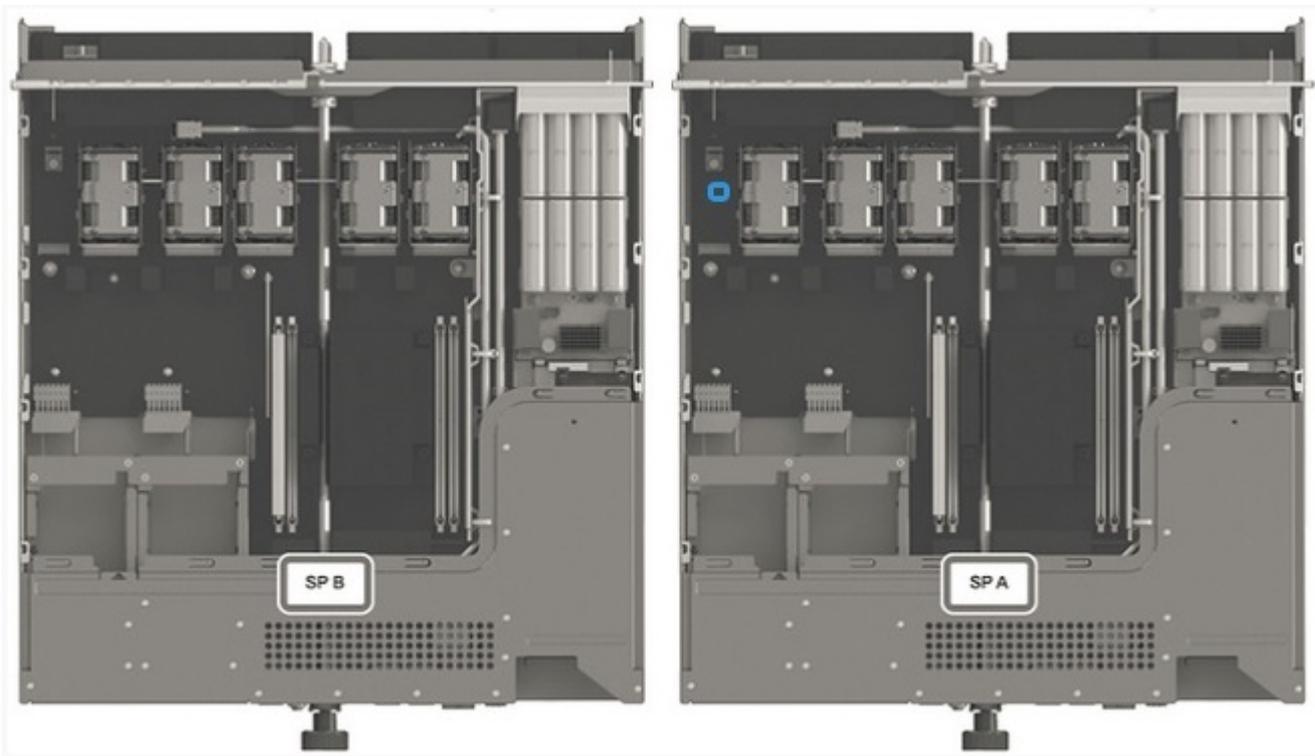
### Procedure

- In Unisphere, select **System View**.
- On the Summary page, confirm that the system status is OK.
- Select the **Enclosures** page.
- Verify that the m.2 internal disk appears with OK status in the enclosure view.

You may need to refresh Unisphere by clicking on the refresh icon next to the **Enclosures** view.

Select the DPE in the **Enclosure** dropdown menu and then select the **Top** view of the DPE. Locate the new internal disk shown in this view.

**Figure 9** Healthy SP A internal disk - example location



If the system health monitor shows the part as faulted, contact your service provider.

## Returning a faulted part

We appreciate the return of defective material within 5 business days (for US returns). For International customers, please return defective material within 5-10

business days. All instructions and material required to return your defective part were supplied with your good part shipment.

**Procedure**

1. Package the faulted part in the shipping box that contained the replacement part, and seal the box.
2. Ship the failed part to your service provider as described in the instructions that were included with the replacement part.
3. (Optional) For more information about returning customer-replaceable parts, from Unisphere, click **Support > Replace Disk Drives, Power Supplies, and Other Parts > Return a Part** to display the part return instructions.

If your screen does not show the **Return a Part** option, contact your service provider for instructions on what to do next.

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