



PS6000 STORAGE ARRAYS

Hardware Maintenance

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Preface

This manual describes how to maintain the hardware for PS6000 storage arrays. Each array contains hot-swappable power supply and cooling modules, eight or sixteen RAID-protected disks, and dual hot-swappable control modules.

With one or more PS Series arrays, you can create a PS Series group—a self-managing, iSCSI storage area network (SAN) that is affordable and easy to use, regardless of scale.

Audience

This manual is designed for the administrators responsible for maintaining PS6000 hardware. Administrators are *not* required to have extensive network or storage system experience. However, it may be useful to understand:

- Basic networking concepts
- Current network environment
- User disk storage requirements
- RAID configurations
- Disk storage management

Note: Although this manual provides examples of using PS Series arrays in some common network configurations, detailed information about setting up a network is beyond its scope.

Organization

This manual is organized as follows:

- Chapter 1, *Basic Storage Array Information*, describes the array front and back panels, how to interpret LEDs, how to use an electrostatic wrist strap, and how to shut down and restart an array.
- Chapter 2, *Maintaining Disks*, describes how to install and remove disks.
- Chapter 3, *Maintaining Control Modules*, describes how to install and maintain control modules and replace the micro SD card. It also describes the best way to connect network cables to control modules for high performance and availability.
- Chapter 4, *Maintaining Power Supply Modules*, describes how to install and remove the modules that provide power and cooling to the array.

- Appendix A, *Environmental, Power, and Other Specifications*, describes the specifications for a PS6000 array.

Documentation

For detailed information about PS Series arrays, groups, and volumes, see the following documentation:

- *Release Notes*. Provides the latest information about PS Series arrays.
- *Installation and Setup*. Describes how to set up the array hardware and create a PS Series group. Use the manual specific to your array model.
- *Group Administration*. Describes how to use the Group Manager graphical user interface (GUI) to manage a PS Series group. This manual provides comprehensive information about product concepts and procedures.
- *CLI Reference*. Describes how to use the Group Manager command line interface (CLI) to manage a PS Series group and individual arrays.
- Online help. In the Group Manager GUI, expand `TOOLS` in the far left panel and then click `Online Help` for help on both the GUI and the CLI.

The Installation and Setup and Hardware Maintenance manuals and the Release Notes are printed and shipped with the product. They are also located on the PS Series documentation CD-ROM that is shipped with the product, along with the Group Administration and CLI Reference manuals and the Group Manager online help.

Documentation for Host Integration Tools for Microsoft® Windows® systems is located on the Host Integration Tools CD-ROM that is shipped with the product.

Localized documentation is available on the localization CD-ROM that is shipped with the product in certain countries.

Technical Support and Customer Service

Dell's support service is available to answer your questions about PS Series arrays. If you have an Express Service Code, have it ready when you call. The code helps Dell's automated-support telephone system direct your call more efficiently.

Contacting Dell

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

For customers in the United States, call 800-945-3355.

Note: If you do not have an Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

To contact Dell for sales, technical support, or customer service issues:

1. Visit `support.dell.com`.
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3. Click `Contact Us` on the left side of the window.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

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- `www.dell.com/`
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- `www.dell.com/jp` (Japan only)
- `www.euro.dell.com` (Europe only)
- `www.dell.com/la` (Latin American countries)
- `www.dell.ca` (Canada only)

You can access Dell Support through the following websites:

- `support.dell.com`
- `support.dell.com/EqualLogic`
- `support.jp.dell.com` (Japan only)
- `support.euro.dell.com` (Europe only)

Warranty Information

The PS6000 array warranty is included in the shipping box. For information about registering a warranty, visit support.dell.com/EqualLogic.

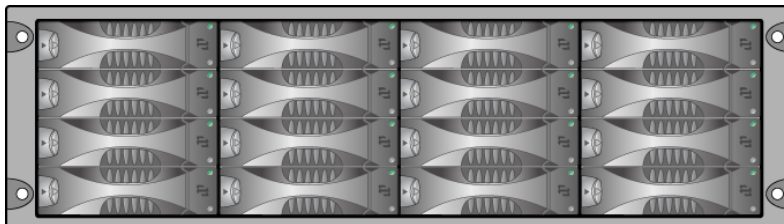
1 Basic Storage Array Information

This chapter includes basic information about PS6000 storage arrays.

Array Front and Back Panels

The front and back panels of a PS6000 array are shown in the following figures.

Figure 1-1: PS6000 Front Panel



The disk drives are accessible from the front. See Chapter 2 for detailed information about disk drives.

The components on the back of a PS6000 are shown in Figure 1-2 and described in Table 1-1.

Figure 1-2: PS6000 Back Panel

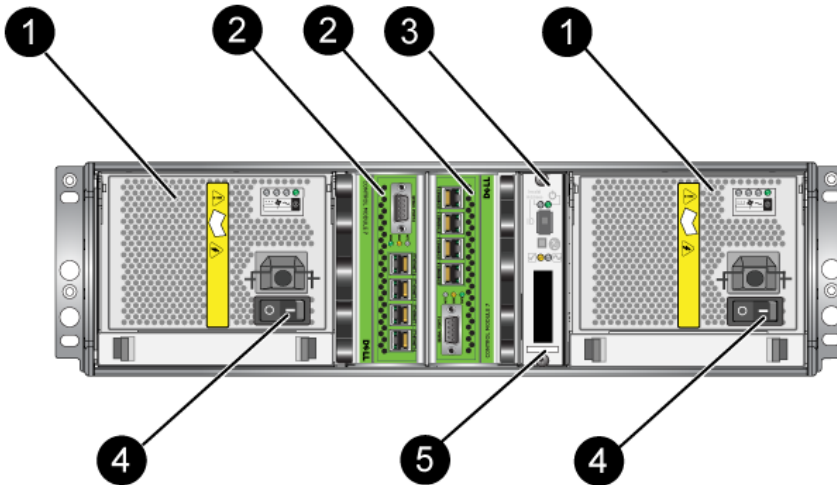


Table 1-1: Back Panel Detail Description

Part	Description
1	Power supply and cooling modules. From left to right, they are numbered 1 and 0.
2	Control modules. From left to right, they are numbered 1 and 0.
3	Operation panel LED. Includes LEDs that show the status of the array (error and warning conditions), power status, and location.
4	Power switches on the power supply and cooling modules. Turns power on and off to the array.
5	Serial number label.

Interpreting Operations Panel LEDs

The PS6000 operations panel monitors array hardware components. The panel is not redundant, but an array can continue to operate if it fails. See your array support provider for information about servicing the operations panel.

Note: The serial number for your array is on a label on the operations panel.

Figure 1-3 shows the operations panel LEDs, which can alert you to errors and conditions that require your attention. Table 1-2 describes the LEDs. Report any serious problems to your array support provider.

For information about other array LEDs, see *Interpreting Disk LEDs* on page 2-2, *Interpreting Control Module LEDs* on page 3-2, and *Interpreting the LEDs* on page 4-1.

Figure 1-3: Operations Panel

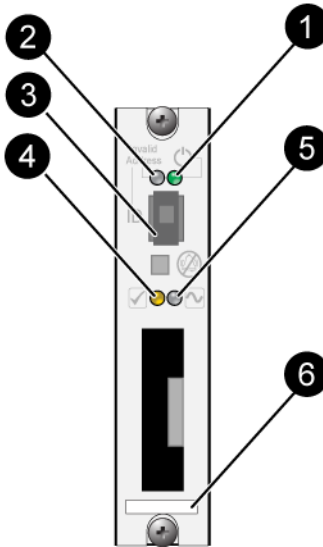


Table 1-2: Operations Panel Descriptions

Item	Status	Description
1 Power LED	Off	No power.
	Green	Power.
2 Array locator LED	Off	No power or normal condition.
	Flashing orange	Administrator enabled the array locator function.
3 Identifier switch	N/A	Not used.

Table 1-2: Operations Panel Descriptions (Continued)

Item	Status	Description
4 Warning condition LED	Off	No power or normal condition.
	Flashing orange	One or more of the following has occurred: <ul style="list-style-type: none"> • RAID set is degraded but still functioning. • RAID set (volume level) has lost blocks. • Component temperature is near a limit. • Fan failed or fan RPMs exceed limit. • Power supply is not installed or has no power. • Cache battery has less than 72 hours of charge. • Only one control module installed or control module has failed over. • Control module has insufficient RAM. • Syncing active and secondary control modules. • No communication between control modules. • Installed spare disk does not have enough capacity to replace a disk in a RAID set. • A non-critical hardware component failed. • Real-time clock battery is low.
5 Critical error condition LED	Off	No power or normal condition.
	Flashing orange	One or more of the following has occurred: <ul style="list-style-type: none"> • RAID is not functioning. • Lost block table is full. • Temperature exceeds upper or lower limit. • Control module cache has lost data. • A cooling module is not installed. • Both fans on a cooling module have failed. • Cache battery temperature is too high to charge battery. • NVRAM coin cell battery failed. • Cache contains data that does not belong to any of the installed disks. • More than one valid RAID set exists in array. • Control modules are different models. • A critical hardware component has failed. • Operations panel failed or not installed. • Storage enclosure processor that monitors array components has experienced a failure.

Table 1-2: Operations Panel Descriptions (Continued)

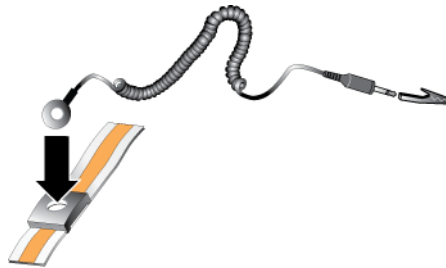
Item	Status	Description
6 Serial number label	N/A	This label contains the serial number for your array. If you contact your PS Series support provider, you may need to provide this number.

Using an Electrostatic Wrist Strap

When handling the array chassis, disks, or control modules, you must use an electrostatic protection device to prevent electrostatic discharge.

An electrostatic wrist strap is included in the shipping box.

Figure 1-4: Electrostatic Wrist Strap



Shutting Down and Restarting an Array

A PS6000 array includes redundant, hot-swappable disks, power supplies, and control modules (if a dual control module array). You can remove a redundant component without affecting operation if a functioning component is available. Otherwise, it is recommended that you *cleanly* shut down the array and turn off power before removing a component.

Note: When an array is shut down, any volumes with data on the array will be set offline until the array is successfully restarted. This may affect initiators that are connected to the volumes.

2 Maintaining Disks

A PS6000 array includes up to 16 hot-swappable disks, either Serial Attached SCSI (SAS) disks or Serial ATA (SATA) disks. Disk maintenance topics apply to both SAS and SATA disks.

Removing the Bezel

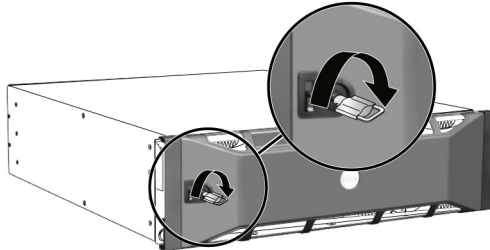
To access the disks in a PS6000, you must remove the bezel.

The bezel comes with a lock, which helps protect the disks from being tampered with or accidentally removed.

To unlock and remove the bezel:

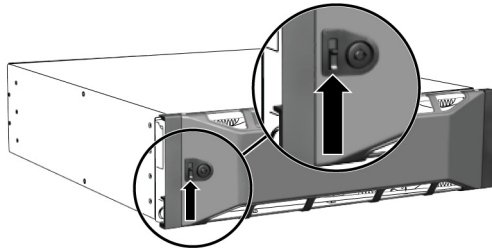
1. Insert the bezel key and turn it clockwise to unlock the bezel. See Figure 2-1.

Figure 2-1: Unlocking the Bezel



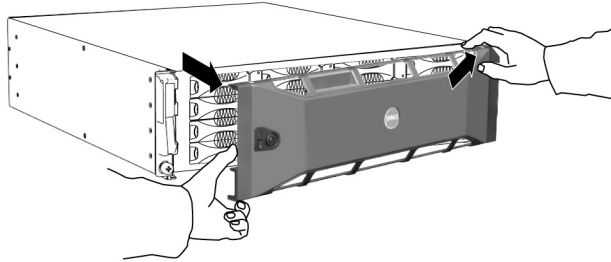
2. Push the bezel release latch up to disengage the bezel from the chassis. See Figure 2-2.

Figure 2-2: Pushing Up the Bezel Release Latch



3. Hold the bezel and pull it away from the chassis. See Figure 2-3.

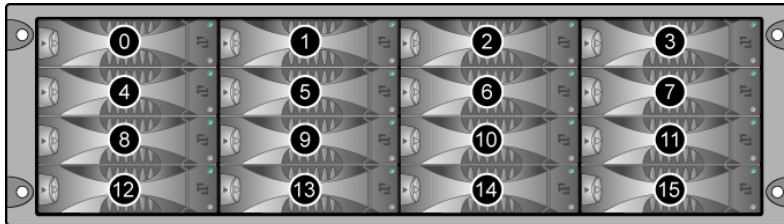
Figure 2-3: Detaching the Bezel from the Chassis



Interpreting Disk LEDs

Figure 2-4 shows how disks are oriented and numbered in a PS6000 array.

Figure 2-4: PS6000 Disk Numbering



The parts of a disk drive are shown in Figure 2-5 and described in Table 2-1.

Figure 2-5: Disk Drive Detail

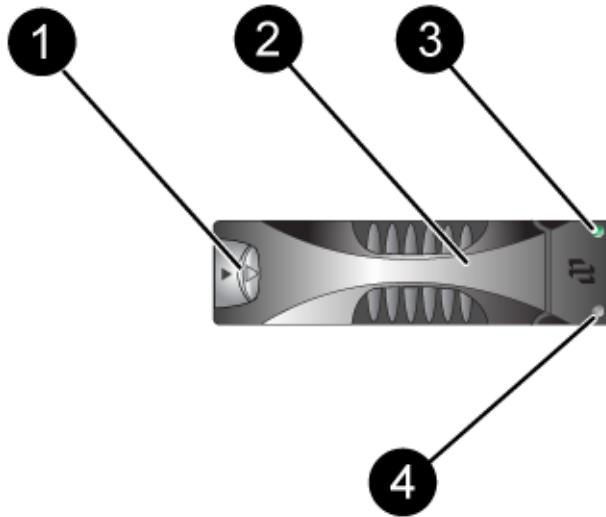


Table 2-1: Disk Detail Descriptions

Callout	Color	Description
1 Disk handle release button	Black	SAS disk.
	Gray	SATA disk.
2 Disk handle	Gray	Same for SAS and SATA disks.
3 Power and disk activity LED	Off	No power or an error condition.
	Green	Power.
	Flashing green	Disk activity.
4 Error LED	Off	No power or normal condition.
	Red	Error condition.

Disk Handling Requirements

Handle disks as follows:

- **Store disks properly.** Store replacement disks in the packaging in which they were shipped. Do not stack disks or place anything on top of a disk.
- **Protect disks from electrostatic discharge.** Wear an electrostatic wrist strap when handling a disk, unless it is protected from electrostatic discharge.
- **Handle disks carefully.** Hold a disk only by the plastic part of the carrier or the handle. Do not drop or jolt a disk or force a disk into a disk slot.
- **Warm replacement disks to room temperature before installation.** For example, let a disk sit overnight before installing it in an array.
- **Do not leave disk slots empty.** Each disk slot in an array must contain a disk drive assembly or a blank carrier. Operating an array with an empty disk slot will void your warranty and support contract.
- **Do not remove a disk from its carrier.** This action will void your warranty and support contract.
- **Keep the shipping material.** Return a failed disk to your array support provider in the packaging in which the replacement disk was shipped. Shipping disks in unauthorized packaging may void your warranty.

Identifying Failed Disks

Disks in a PS6000 array are numbered from 0 to 15 (from left to right, top row to bottom row). A disk failure is indicated by:

- LEDs on the disk. See *Interpreting Disk LEDs* on page 2-2.
- A message on the console, in the event log, or in the Group Manager GUI Alarms panel describes a disk failure.
- The GUI Member Disks window or the CLI `member select show disks` command shows a disk failure.

Array Behavior When a Disk Fails

How an array handles a disk failure depends on whether a spare disk is available and whether the RAIDset containing the failed disk is degraded.

For example:

- If a spare disk is available, it replaces the failed disk. Performance is normal after reconstruction completes.
- If a spare disk is not available and the failed disk is in a RAIDset with no previous disk failure, the RAIDset becomes degraded. Performance may be impaired.
- If a spare disk is not available and the failed disk is in a RAIDset that is already degraded, data may be lost and must be recovered from a backup.
- If a disk fails, do not remove and re-install it in the array. It must be replaced.

Removing Disks



Caution: Wear electrostatic protection when handling a disk. See *Using an Electrostatic Wrist Strap* on page 1-5.

Notes: Replace a failed disk as soon as possible to provide the highest availability.

Do not remove a disk from a slot, unless you have another disk or a blank carrier to replace it. Each slot *must* contain a disk or blank carrier.

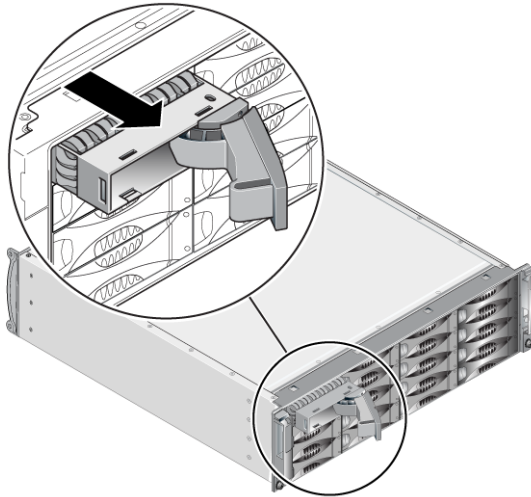
Do not remove a functioning disk from an array, unless the disk is a spare; otherwise, a RAIDset may become degraded. If you remove a spare, replace the disk as soon as possible.

Before completely removing a functioning disk from an array slot, wait 30 seconds to allow the disk to stop spinning and the heads to land.

Store replacement disks in the packaging in which they were shipped.

To remove a disk:

1. Press the handle release button to the left, in the direction of the arrow, to disengage the handle.
2. Grasp the handle and pull the disk 2.5 cm (1 inch) from the slot. See Figure 2-6.

Figure 2-6: Removing a Disk

3. Wait 30 seconds to allow the heads to land. (Does not apply when removing a blank carrier.)
4. Pull the disk further from the slot and re-engage the handle. You will hear a click. Then, pull the disk completely out of the array.

Installing Disks



Caution: Wear electrostatic protection when handling a disk. See *Using an Electrostatic Wrist Strap* on page 1-5.

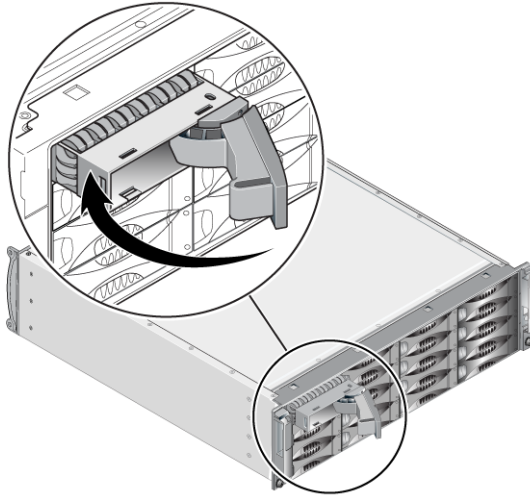
Disk Installation Guidelines and Restrictions

- Install only disks of the same type, speed, and spin rate in an array. The color of the handle release button indicates the disk type (black for SAS; gray for SATA).
- Make sure the disk is oriented in the position shown in Figure 2-4, with the handle release button to the left.
- You can use disks with different sizes in an array. However, the smallest disk in the array will determine how much space can be used on each disk. For example, if the smallest disk is 400GB, only 400GB of space will be available for use on each disk.

- Make sure to insert a disk fully in the chassis before pushing in the handle.
- When correctly installed, a disk will be level with the front of the array. If the disk is protruding from the array, reinstall the disk.
- After installation, make sure the disk power LED (top) is green or flashing green.
- There is a two-minute delay between the time you insert a disk and the time the disk is automatically configured into a RAIDset. This time interval allows multiple disks to be simultaneously configured in an array, which is more efficient than installing a single disk, configuring it, and then repeating the process. For example, when you install a disk, the timer starts. If no other disks are installed, the disk is configured after a delay of two minutes. If you install another disk before two minutes have elapsed, the timer is restarted.
- If you install a disk during RAID reconstruction or verification, the new disk will not be configured until the operation completes.

To install a disk or a blank carrier:

1. Hold the disk by the plastic carrier and slide the disk partially into a slot.
2. Press the handle release button to release the disk handle. Open the handle.
3. With the handle at an angle, slide the disk completely into the slot, simultaneously pushing in the handle until you hear a click. See Figure 2-7.

Figure 2-7: Closing the Disk Handle

Verify that the new disk is operational by examining the LEDs on the front panel, as described in *Interpreting Disk LEDs* on page 2-2.

In addition, the GUI Member Disks window and the CLI `member select show disks` command output should show that the new disk is operational.

Installing the Bezel

After you install all the replacement disks or blanks, re-install and lock the bezel.

1. Facing the front of the array, fit the right side of the bezel into the right side of the chassis.
2. Push the bezel toward the chassis until the left side of the bezel engages with the chassis.
3. Insert the bezel key and turn it counter-clockwise to lock the bezel.
4. Store the key in a safe place.

3 Maintaining Control Modules

A PS6000 array includes two hot-swappable control modules. One functioning control module is required for array operation. You access control modules from the rear of the array.

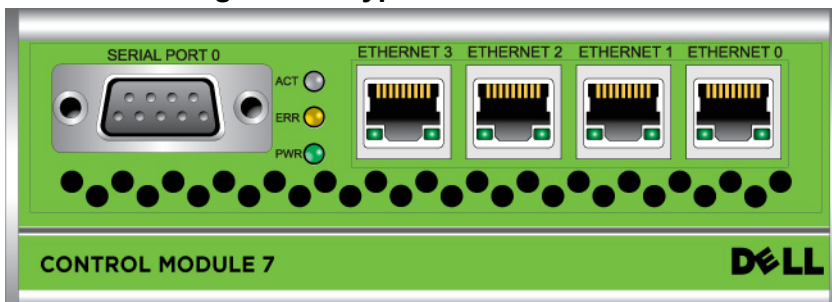
Each control module includes multiple Ethernet ports, a serial connector (for use if there is no network access to the array), and a field-replaceable micro SD card (running PS Series firmware).

Cache and NVRAM batteries are not field replaceable. For information about replacing a cache or NVRAM battery, contact your PS Series service provider.

Control Modules

A PS6000 array includes two Type 7 control modules, which have one serial port and four Ethernet ports.

Figure 3-1: Type 7 Control Module



Only one control module is active (serving network traffic) at one time. The secondary (redundant) control module mirrors cache data from the active control module. If the active control module fails, the secondary will take over network operations.

Do *not* mix control module types in an array. Always make sure both control modules are the same type and color. See the latest PS Series *Release Notes* for information about other supported control modules.

Interpreting Control Module LEDs

Control modules have the following LEDs:

- On the left side of each control module, three LEDs enable you to determine the control module status and whether the control module is active or secondary. See Figure 3-1.
- Each Ethernet port has two LEDs that show the network interface status. See Figure 3-1.

Control module LEDs are described in Table 3-1. Ethernet port LEDs are described in Table 3-2.

Table 3-1: Control Module LED Descriptions




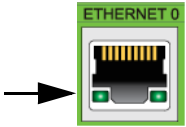
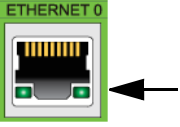
LED Location	Color	Description
ACT LED 	Off	No power, secondary control module is not synchronized with active control module, or error condition.
	Green	Active control module (serving network I/O).
	Orange	Secondary control module. Cache is synchronized with active control module.
ERR LED 	Off	Normal operation or no power.
	Red	Array is starting up or error condition.
PWR LED 	Off	No power.
	Green	Power.

Table 3-2: Ethernet Port LED Descriptions

LED Location	Color	Description
Left side of each port. 	Off	No power or not connected to network.
	Green	Connected to network.
Right side of each port. 	Off	No power, not transmitting, or not receiving.
	Green	Transmitting or receiving.

Identifying Control Module Failures

You can identify a failure in a control module by:

- **LEDs.** See *Interpreting Control Module LEDs* on page 3-2.
- **Messages.** A message on the LCD panel (located behind the bezel), on the console, in the event log, or in the Group Manager GUI Alarms panel describes a control module failure.
- **Group Manager GUI and CLI output.** The Member Controllers window or the member select show controllers command output shows the control module status not installed.

When viewed from the rear of the array and from left to right, control modules are numbered 1 and 0. See Figure 1-2.

If a control module fails, see your PS Series support provider for a replacement.

Understanding Failover Behavior

Only one control module is active (serving network traffic) at one time. Each control module includes a battery-backed write cache for storing recently-used data. For redundancy, the cache on the secondary control module mirrors the data that is stored in the cache on the active control module.

Each control module has four ports: Ethernet 0, Ethernet 1, Ethernet 2, and Ethernet 3. The active control module can use a network interface only if there is a cable connected to the port on the active control module. Therefore, you should connect a cable to the network interface port on each control module to make sure that both control modules can access an interface.

A PS series array provides two types of network failure protection:

- **Network connection failover.** If multiple network interfaces are configured and one network interface fails, iSCSI initiators that were connected to the failed interface can reconnect to the group IP address and be redirected to a functioning interface. For example, in a single control module array, if Ethernet 0 and Ethernet 1 are connected to a network, and Ethernet 0 fails, initiators that were connected to Ethernet 0 can be redirected to Ethernet 1.
- **Control module failover.** In a dual control module array, if the active control module fails, the secondary automatically takes over and becomes active. If a cable is connected to the port on the newly active control module, network I/O can continue through that interface. Control module failover is transparent to applications, but iSCSI initiators must reconnect to the group IP address.

Maintaining Control Module Firmware

A PS6000 array includes two control modules, each with a micro SD card running the array firmware. You should run the latest firmware version to take advantage of new product features and enhancements.

Caution: Both control modules *must* be running the same firmware version; otherwise, only one control module will be functional. When you use the `update` command procedure, both control modules are updated to the same firmware version.

Group members should run the same firmware version; otherwise, only the functionality common to all versions will be available in the group. See the PS Series *Release Notes* for information about mixed-firmware groups.

If you are upgrading a control module or replacing a failed micro SD card, make sure to order the correct PS Series firmware version. If you are replacing a failed control module, remove the micro SD card from the failed control module and install it in the replacement control module. This will make sure that you keep the correct firmware.

To display the firmware version running on an array, examine the GUI Member Controllers window or use the CLI `member select show controllers` command. If the firmware on a micro SD card does not match the firmware running on an array, do not install it. Instead, contact your array support provider.

Network Configuration Recommendations

Dell recommends that you follow the guidelines in the table shown next. In addition, all the usual rules for proper network configuration apply to group members. General network configuration is beyond the scope of this manual.

Table 3-3: Network Recommendations

Recommendation	Description
Switched Gigabit Ethernet network	Connect arrays and hosts to a switched network and make sure that all network connections between hosts and arrays are Gigabit Ethernet. Although an array can operate at 10 or 100 Mbits, performance will be slower than when using a Gigabit Ethernet switch.
Multiple network connections	<p>For increased bandwidth and availability, connect all the network interfaces on both control modules to multiple network switches.</p> <p>The switches must be connected using interswitch links. The links must have sufficient bandwidth to handle the iSCSI traffic.</p> <p>After connecting the network interfaces, use the Group Manager GUI or CLI to assign an IP address and netmask to each interface.</p>
Access to the group IP address	In a multi-subnet group, each configured network interface should have access to the subnet on which the group IP address resides.
Redundant network paths	Using a multipathing solution helps to make sure that no single point of failure exists between computers and arrays.
For replication, a reliable, adequately sized network link	For effective and predictable replication, make sure that the network link between the primary and secondary groups is reliable and provides sufficient bandwidth for copying data.

Table 3-3: Network Recommendations (Continued)

Recommendation	Description
No STP functionality on switch ports that connect end nodes	<p>If possible, do not use Spanning-Tree (STP) on switch ports that connect end nodes (iSCSI initiators or storage array network interfaces).</p> <p>However, if you must use STP or RSTP (preferable to STP), you should enable the port settings (available on some switches) that let the port immediately transition into STP forwarding state upon link up. This functionality can reduce network interruptions that occur when devices restart, and should only be enabled on switch ports that connect end nodes.</p> <p>You can use Spanning-Tree for a single-cable connection between switches, or trunking for multi-cable connections between switches.</p>
Flow Control enabled on switches and NICs	Enable Flow Control on each switch port and NIC that handles iSCSI traffic. PS Series arrays will correctly respond to Flow Control.
Unicast storm control disabled on switches	Disable unicast storm control on each switch that handles iSCSI traffic, if the switch provides this feature. However, the use of broadcast and multicast storm control is encouraged on switches.
Jumbo Frames enabled	Enable Jumbo Frames on each switch and NIC that handles iSCSI traffic.
VLANs	Configure switches to use VLANs to separate iSCSI SAN traffic from other network traffic.

Connecting Network Cables

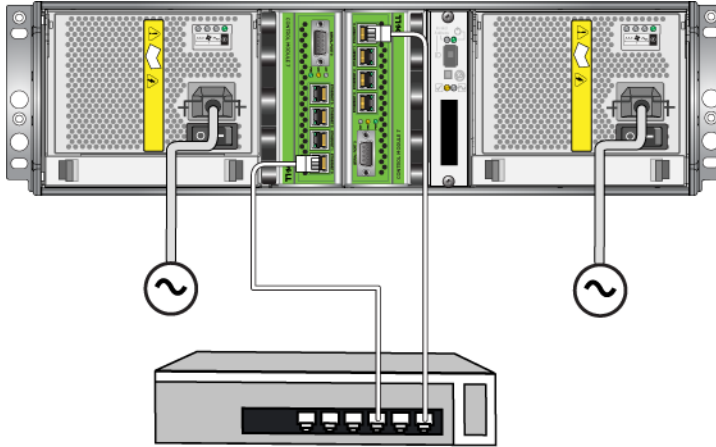
A PS6000 array must have at least one and can have up to four active network connections at one time. Multiple network connections are recommended for performance and availability.

Connect cables to network interfaces as follows:

- For copper-based networks, use Category 5E or Category 6 cables with RJ45 connectors. Use Category 5 cables if they meet the TIA/EIA TSB95 standard.
- Connect interfaces in this order: Ethernet 0, Ethernet 1, Ethernet 2, and Ethernet 3.

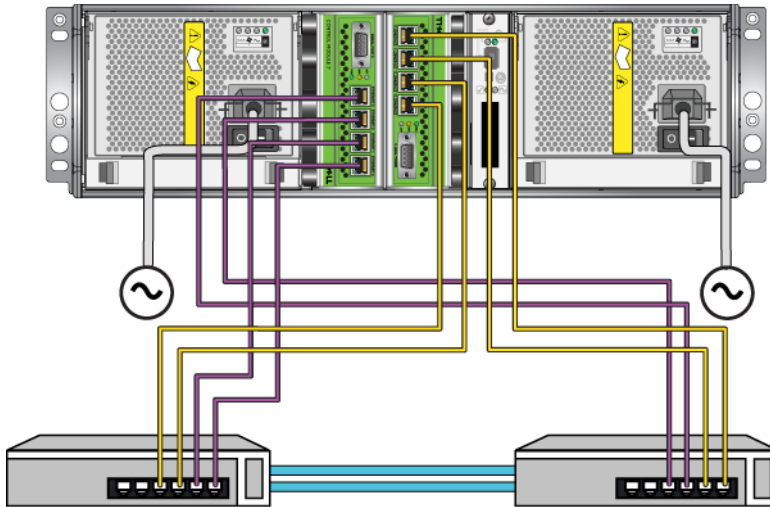
- Connect interfaces to different network switches.
- At a minimum, connect network cables to Ethernet 0 on both control modules and then connect the cables to a network switch. See Figure 3-2.

Figure 3-2: Minimum Network Configuration



Although this configuration protects against control module failover, it is still a potential point of failure (for example, if the network cable connected to the active control module is disconnected). Therefore, it is recommended that you connect multiple network interfaces to different switches.

For maximum bandwidth and availability, connect network cables to all the network interfaces on both control modules and then connect the cables to different network switches that have interswitch links. See Figure 3-3.

Figure 3-3: Recommended Network Configuration

Control Module Handling Requirements

Follow these control module handling requirements:

- **Protect control modules from electrostatic discharge.** Always wear an electrostatic wrist strap when handling a control module, as described in *Using an Electrostatic Wrist Strap* on page 1-5. When not installed, store a control module in an antistatic bag or place it on a surface protected from electrostatic discharge.
- **Do not remove a control module from an array while the control modules are synchronizing.** When synchronization completes, a console message will appear. Also, the ACT LED on the secondary control module will be orange.
- **Do not leave a control module slot empty.** In an array with one control module, always attach a blank face plate to the empty control module slot.
- **Store control modules properly.** Store a control module in its original packaging or in an antistatic bag or place the control module on a surface protected from electrostatic discharge.

Removing a Control Module

If a control module fails, remove it and replace it with a functioning control module. Do not remove a failed control module until you are ready to replace it.

You may need to temporarily remove a control module to replace a micro SD card.

Notes: For proper cooling, do not leave a control module slot empty. If an array will operate for a long time with only one control module, you must install a blank control module in the empty slot. You can order a blank control module from your PS Series array service provider.

If you remove the active control module, there will be a short interruption as failover to the secondary control module occurs.

You can partially or completely remove a control module without shutting down the array if the remaining control module has at least one connected and functioning network interface. If you remove the active control module (the LED labeled ACT will be green), there will be a short interruption as failover to the secondary control module occurs.

Otherwise, if possible, cleanly shut down the array before removing the module, as described in *Shutting Down and Restarting an Array* on page 1-5.

Caution: Do not remove a control module from an array while the control modules are still synchronizing. A message will appear on the console when synchronization completes. The ACT LED on the secondary control module will be orange when synchronization completes.

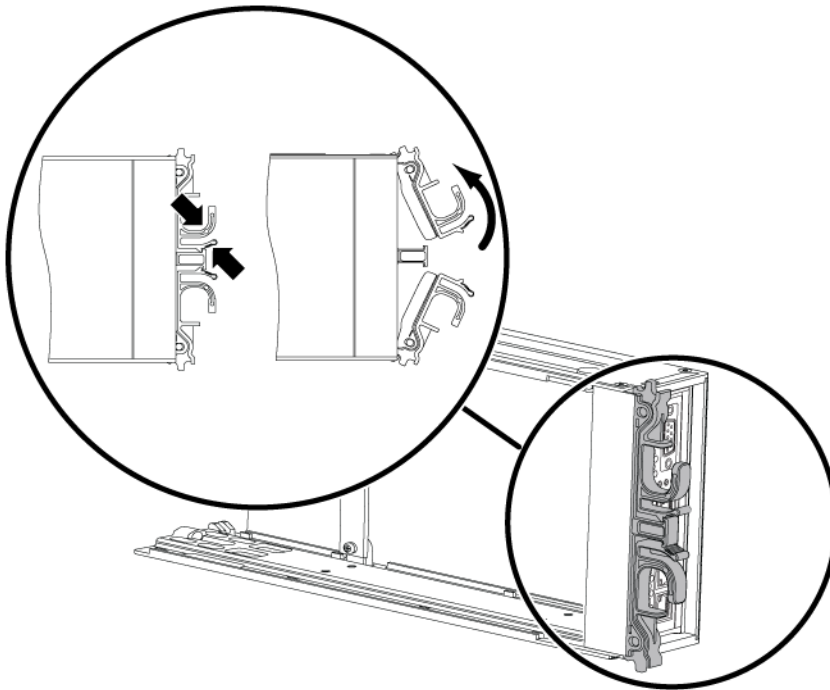
Before removing a control module:

- Attach an electrostatic wrist strap, as described in *Using an Electrostatic Wrist Strap* on page 1-5.
- Disconnect any serial or network cables attached to the control module. Optionally, re-attach the network cables to the functioning control module to provide uninterrupted data access.

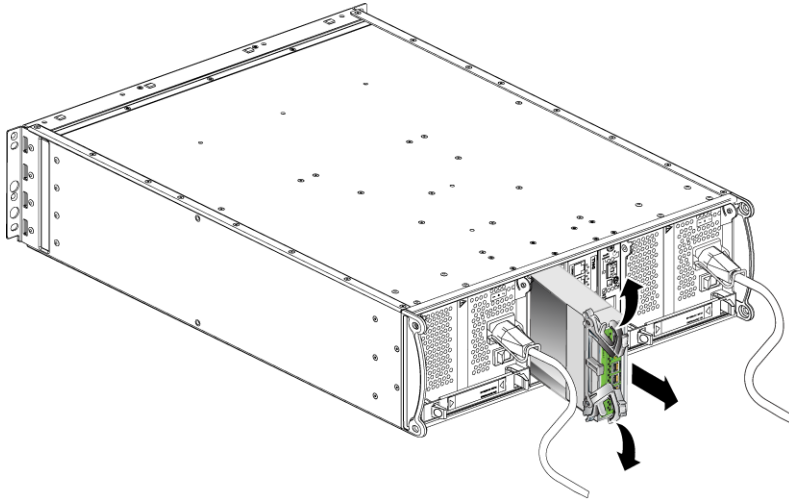
To remove a control module:

1. Open the control module latches by squeezing together the release mechanism for each latch and then rotating each latch outwards. This will disengage the control module from the array. See Figure 3-4.

Figure 3-4: Opening a Control Module Latch



2. Hold the latches and carefully slide the control module from the slot. See Figure 3-5.

Figure 3-5: Removing a Control Module

3. Place the control module on a flat surface where it will be protected from electrostatic charge.

Caution: To avoid damage, do not place anything on top of the control module.

4. If you are replacing a failed control module, remove the micro SD card from the failed control module as described in *Replacing the Micro SD Card* on page 3-14 and install it in the replacement control module. This will make sure that the new control module is running the correct firmware.

To install a replacement control module, see *Installing a Control Module* on page 3-11. Do not operate an array with an empty control module slot.

When you replace a failed control module, return the module in the packaging in which the replacement module was shipped. Contact your PS Series support provider for information about returning hardware.

Installing a Control Module

You can install a control module without shutting down the array.

Caution: Do not mix control module types in a PS6000 array.

Before installing a control module, make sure the firmware on the control module's compact flash card matches the firmware running on the functioning control module. See *Maintaining Control Module Firmware* on page 3-4.

Control modules are installed vertically in a PS6000 array, oriented as shown in Figure 3-6.

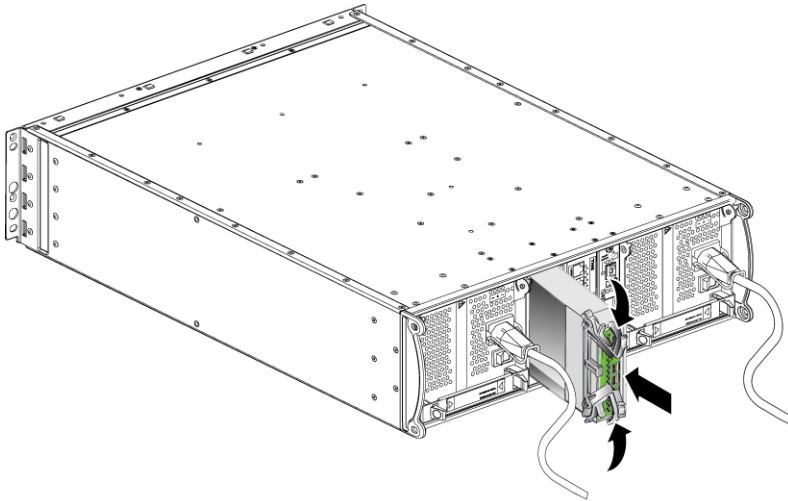
Figure 3-6: Correct Control Module Orientation



Caution: Wear electrostatic protection when handling a control module. See *Using an Electrostatic Wrist Strap* on page 1-5.

To install a control module:

1. Open the control module latches by squeezing together the release mechanism for each latch and then rotating each latch outwards. See Figure 3-4.
2. Correctly orient the control module as shown in Figure 3-6, depending on which slot you are installing it in.
3. Hold the latches and slide the control module into the slot until you feel resistance.
4. Rotate each latch inward, while pushing the control module completely into the slot. The latches will snap into place (Figure 3-7).

Figure 3-7: Installing a Control Module

5. Connect the network cables as described in *Connecting Network Cables* on page 3-6.
6. If the array was shut down, turn on power to the array.
7. Examine the LEDs, as described in *Interpreting Control Module LEDs* on page 3-2. Also, check the GUI Member Controllers window or run the CLI member select show controllers command. The control module status will be either *active* (if there is only one control module) or *secondary*.

If two control modules are installed but only one appears in the GUI or CLI, the control module may not be properly installed. Re-install the control module. If both control modules still do not appear in the GUI or CLI, they may not be running the same firmware. Contact your array support provider.

Note: When connected, a control module cache battery may begin to charge. If the low-battery-safe cache policy is enabled (the default), the array will operate in write-through mode until the cache battery is fully charged.

However, if you need optimal performance before the battery is fully charged, as soon as the battery status is *good/charging*, you can *temporarily* disable the low-battery-safe policy and force the array to operate in write-back mode. Make sure to re-enable the low-battery-safe

policy when the battery is fully charged. See the *PS Series Group Administration* manual for information about cache policies.

Replacing the Micro SD Card

Each control module includes a micro SD card running the PS Series array firmware. If a control module fails, remove the micro SD card from the failed control module and install the card in the replacement control module. This will make sure that the new control module is running the correct firmware.

You can access the micro SD card by sliding the control module *partially* from the slot. If you completely remove the control module, place it on a surface that is protected from electrostatic discharge.

You can partially or completely remove a control module without shutting down the array if the remaining control module has at least one connected and functioning network interface,. If you remove the active control module (the LED labeled ACT will be gree), there will be a short interruption as failover to the secondary control module occurs.

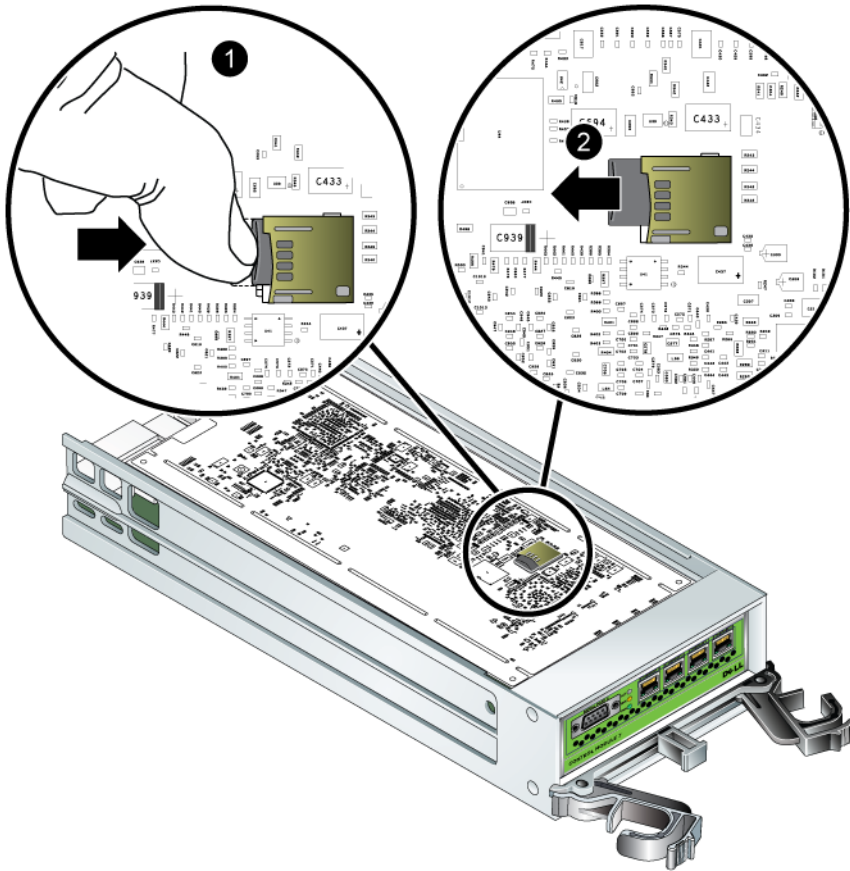
Before replacing a micro SD card:

- Attach an electrostatic wrist strap, as described in *Using an Electrostatic Wrist Strap* on page 1-5.
- See *Removing a Control Module* on page 3-8 for instructions on removing a control module.

Caution: Be careful not to damage the circuit board. Do not use sharp instruments to remove the micro SD card.

Removing the Micro SD Card

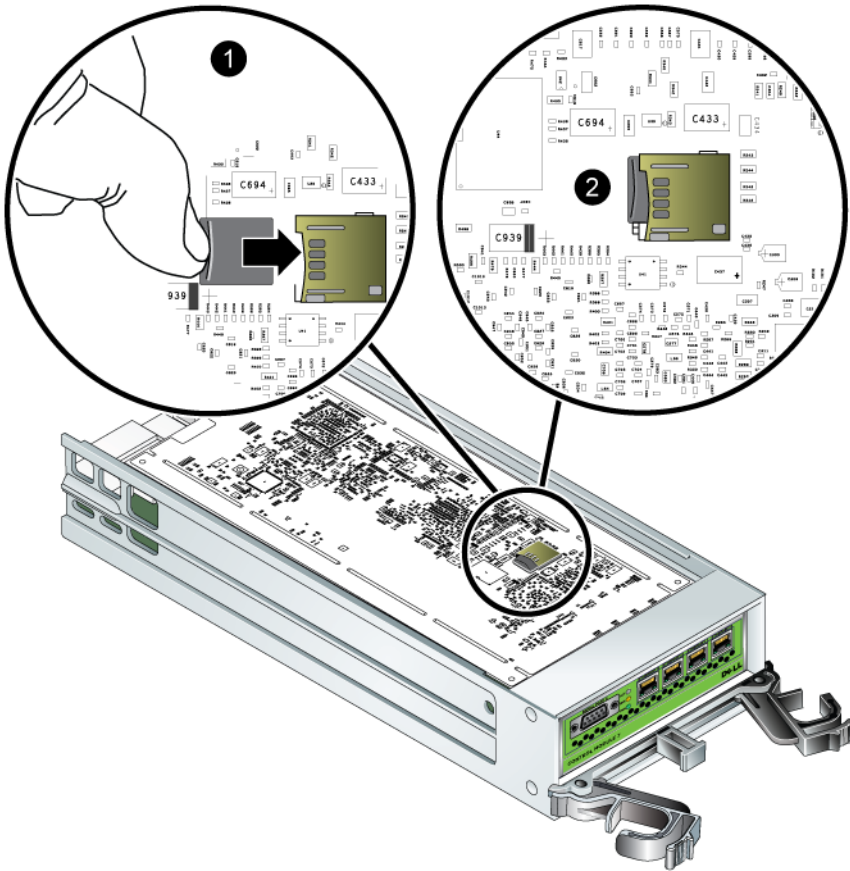
1. Firmly push the card into its housing to release the spring mechanism (Figure 3-8). The micro SD card will be partially ejected from the housing.

Figure 3-8: Ejecting the Micro SD Card

2. Gently pull the card straight out of the housing.
3. Place the micro SD card on a flat surface where it will be protected from electrostatic charge.

Inserting the Micro SD Card

1. Align the replacement micro SD card so the arrow on the card points towards the housing. See Figure 3-9.
2. Firmly press the card into the housing until it clicks into place. Make sure you cannot pull it out.

Figure 3-9: Inserting the Micro SD Card

3. Install the control module. See *Installing a Control Module* on page 3-11.

After you replace the micro SD card, make sure the control module is operational. See *Interpreting Control Module LEDs* on page 3-2.

4 Maintaining Power Supply Modules

A PS6000 array includes two hot-swappable, combination power supply and cooling modules.

Interpreting the LEDs

Use the power supply and cooling module LEDs, shown in Figure 4-1 and described in Table 4-1, to determine the module status and identify problems. The power supply and cooling module LEDs show the power, fan, and array status.

Figure 4-1: Power Supply and Cooling Module LEDs

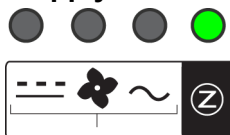




Table 4-1: Power Supply and Cooling Module LEDs

LED	Color	Description
---	Off	Normal operation.
	Orange	DC power failure.
	Off	Normal operation.
	Orange	Fan failure.
~	Off	Normal operation.
	Orange	AC power failure.
	Off	No power.
	Green	Normal operation.

Identifying Failures

You can identify a power supply and cooling module failure by any or all of the following:

- **LEDs.** See *Interpreting the LEDs* on page 4-1.
- **Messages.** A message on the console, in the event log, or in the Group Manager GUI Alarms panel describes a power supply and cooling module failure.

- **Group Manager GUI and CLI output.** The GUI Member Enclosure window or the CLI `member select show enclosure` command shows a power supply and cooling module failure.

In the Group Manager GUI, the CLI output, and the event messages, the power supply and cooling modules are identified as follows:

- Module 0 refers to the module on the right side of the array back panel (when facing the back of the array)
- Module 1 refers to the module on the left side.

See Figure 1-2 on page 1-2 for details.

Removing a Power Supply and Cooling Module

If a power supply and cooling module fails, you must replace the module as soon as possible, although an array can operate with only one working module. For proper array cooling, do not remove a failed module until you are ready to replace it.

You can remove a power supply and cooling module from an array without affecting array operation if the second module is installed and functioning. Otherwise, if possible, cleanly shut down the array before removing the module, as described in *Shutting Down and Restarting an Array* on page 1-5.

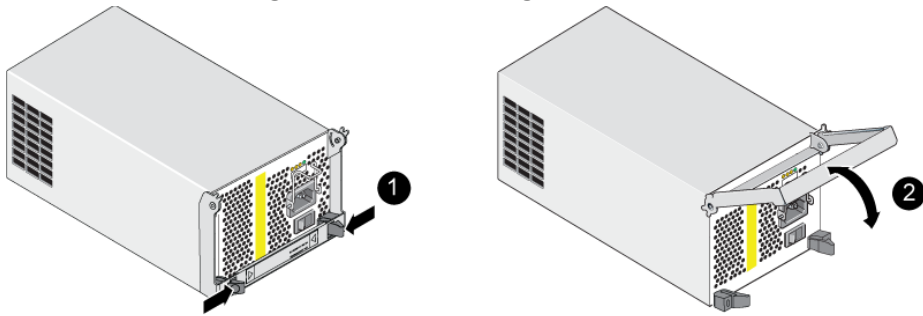


Caution: Wear electrostatic protection when handling a power supply and cooling module. See *Using an Electrostatic Wrist Strap* on page 1-5.

To remove a power supply and cooling module:

1. Turn off power to the module.
2. Disengage the power cable strain relief and disconnect the power cable.
3. See Figure 4-2. Squeeze the latches inward (❶) to release the handle and then rotate the handle upward (❷).

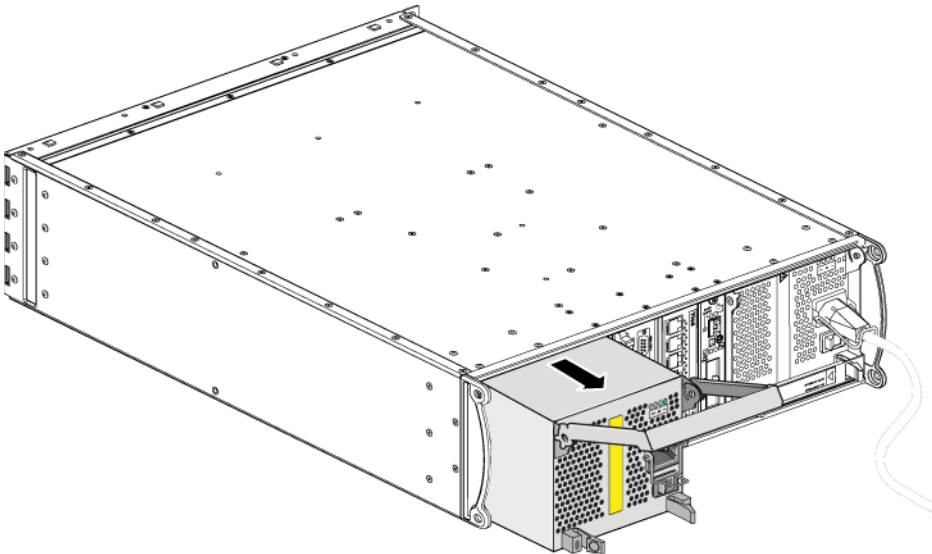
Figure 4-2: Releasing the Handle



4. Hold the handle and pull the module from the slot. See Figure 4-3.

Caution: The module is heavy; support it with two hands.

Figure 4-3: Removing a Power Supply and Cooling Module



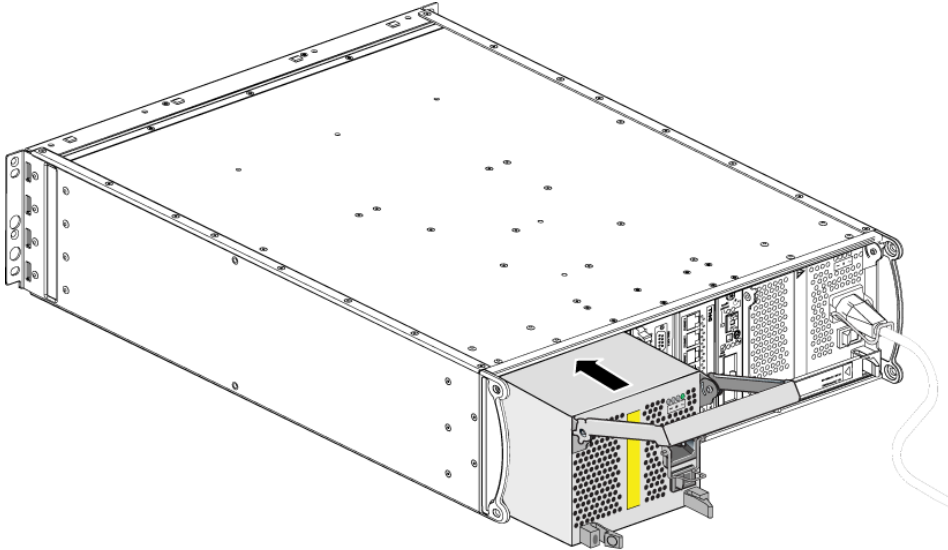
Installing a Power Supply and Cooling Module

Caution: The module is heavy; support it with two hands.

To install a power supply and cooling module in an array:

1. Attach an electrostatic wrist strap, as described in *Using an Electrostatic Wrist Strap* on page 1-5.
2. See Figure 4-2. Squeeze the latches inward (❶) to release the handle and then rotate the handle upward (❷).
3. Hold the handle and slide the module into the slot, until you feel resistance. See Figure 4-3.

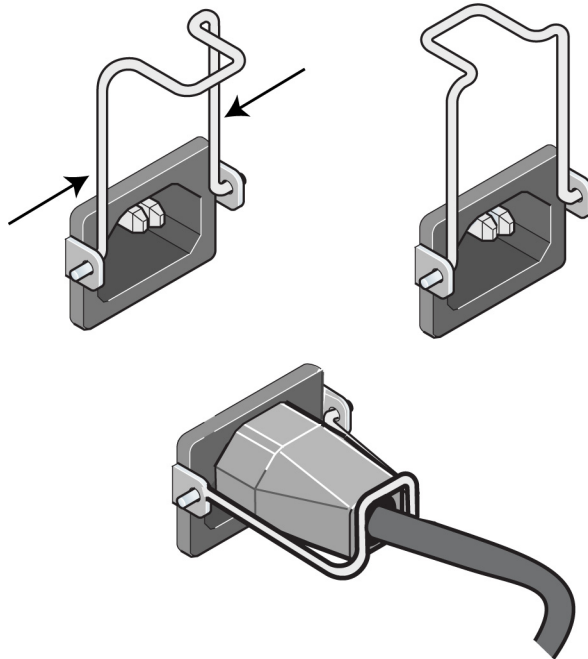
Figure 4-4: Installing a Power Supply and Cooling Module



4. Rotate the handle downward until it engages with the latches and the module is completely inserted. See Figure 4-2.
5. Attach the power cable to the module. If your PS Series array was shipped with a power cable, use this cable to meet safety requirements.
6. Use the cable strain relief to secure the power cable to the array, as shown in Figure 4-5.

Note: If you need to reverse the cable strain relief wire for your power cable configuration, press the wire ends together as shown in Figure 4-5 to disengage the wire from the power plug socket. Reverse the wire and re-attach it to the socket.

Figure 4-5: Using the Cable Strain Relief



7. Turn on power to the power supply and cooling module. Initialization generally takes from one to ten seconds. When initialization completes, the power LED is green and an event message states that fans have returned to their normal speed.
8. To make sure the new module is working, make sure there are no red LEDs. Also, examine the GUI Member Enclosure window or run the CLI `member select show enclosure` command. Make sure the status is on.

Caution: After installing a power supply and cooling module, wait until the new module initializes before removing the other module. New module initialization can take from one to ten seconds. When complete, the power LED is green and an event message states that fans have returned to their normal speed.

A Environmental, Power, and Other Specifications

Table A-2 describes the environmental, power, and physical specifications for a PS6000 array.

Table A-2: PS6000 Array Specifications

Component	Requirement
Weight of fully-loaded array	35 kg (77.6 lb)
Operating temperature	5 to 35 °C (41 to 95 °F)
Storage temperature	-30 to 60 °C (-22 to 140 °F)
Maximum operating altitude	3048 meters (10,000 feet)
Operational relative humidity	20% to 80% noncondensing
Storage relative humidity	5% to 80% noncondensing
Thermal output (fully-loaded array)	1700 BTU/hour (SAS disks) 1550 BTU/hour (SATA disks)
Operational shock	5g peak 1/2 sin, for 10ms
Operational vibration	.21 G _{rms} 5 to 500 Hz Random
Input voltage	100 to 240 VAC (auto-sensing)
Input frequency	48 - 62 Hz
System input power	530 VA (maximum)
Each power supply	450 watts DC output Maximum input power: 0.7 KVA Input current: 7 – 3.5A
Chassis dimensions	13 cm by 48.26 cm by 55.1 cm (5.12 in. by 19 in. by 21.7 in.)

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