

# Quantum®

## Replacing an ESM in Expansion Unit

# StorNext QD7000

Firmware 8.40.xx.xx



Replacing an ESM in Expansion Unit, 6-68685-01 Rev A, March 2018 Product of USA.

Quantum Corporation provides this publication "as is" without warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability or fitness for a particular purpose. Quantum Corporation may revise this publication from time to time without notice.

#### **COPYRIGHT STATEMENT**

© 2018 Quantum Corporation. All rights reserved.

Your right to copy this manual is limited by copyright law. Making copies or adaptations without prior written authorization of Quantum Corporation is prohibited by law and constitutes a punishable violation of the law.

#### **TRAEMARK STATEMENT**

Artico, Be Certain (and the Q brackets design), DLT, DXi, DXi Accent, DXi V1000, DXi V2000, DXi V4000, GoVault, Lattus, NDX, the Q logo, the Q Quantum logo, Q-Cloud, Quantum (and the Q brackets design), the Quantum logo, Quantum Be Certain (and the Q brackets design), Quantum Vision, Scalar, StorageCare, StorNext, SuperLoader, Symform, the Symform logo (and design), vmPRO, and Xcellis are either registered trademarks or trademarks of Quantum Corporation and its affiliates in the United States and/or other countries. All other trademarks are the property of their respective owners.

Products mentioned herein are for identification purposes only and may be registered trademarks or trademarks of their respective companies. All other brand names or trademarks are the property of their respective owners.

Quantum specifications are subject to change.



# Preface

---

---

**Note:** The 8.40.xx.xx firmware (Madrid) is used in the QD7000 (E5600, Titan RAID controller, only). Refer to the [NetApp to Quantum Naming Decoder](#) section for additional information.

---

This section provides the following information:

- [Audience](#)
- [Prerequisites](#)
- [NetApp to Quantum Naming Decoder](#)
- [Product Safety Statements](#)
- [Contacts](#)
- [Comments](#)
- [Quantum Global Services](#)

---

## Audience

---

This manual is intended for storage customers and technicians.

## Prerequisites

Prerequisites for installing and using this product include knowledge of:




- Servers and computer networks
- Network administration
- Storage system installation and configuration
- Storage area network (SAN) management and direct attach storage (DAS)
- Fibre Channel (FC) and Ethernet protocols



## NetApp to Quantum Naming Decoder

Use [Table 1](#) to correlate the NetApp product nomenclature to the equivalent Quantum-storage naming conventions.

Table 1 Product Nomenclature

<b>E-Series NetApp Product</b>	<b>Quantum-Storage</b>	<b>Description</b>
Controller-Drive Tray	Base System	Quantum uses Base System when referring to a drive tray with the RAID controllers.
Drive Tray	Expansion Unit	Quantum uses Expansion Unit when referring to a drive tray with the environmental services modules (ESMs).
E5600 (Code Name: Titan)	RAID Controller	Four 16Gb/s FC SFP+ host ports
E5500 (Code Name: Soyuz)	RAID Controller	Four 16Gb/s FC SFP+ host ports
E5400 (Code Name: Pikes Peak)	RAID Controller	Four 8Gb/s FC SFP+ host ports
DE6600 (Code Name: Wembley)	4U 60-drive enclosure	Sixty 3.5 inch disk drives

E-Series NetApp Product	Quantum-Storage	Description
<p>E5660</p> <ul style="list-style-type: none"> <li>• DE6600 4U drive enclosure</li> <li>• With E5600 RAID controllers (Titan)</li> </ul>	<p>Quantum StorNext QD7000</p>	
<p>E5560</p> <ul style="list-style-type: none"> <li>• DE6600 4U drive enclosure</li> <li>• With E5500 RAID controllers (Soyuz)</li> </ul>	<p>Quantum StorNext QD7000</p>	
<p>E5460</p> <ul style="list-style-type: none"> <li>• DE6600 4U drive enclosure</li> <li>• With E5400 RAID controllers (Pikes Peak)</li> </ul>	<p>Quantum StorNext QD6000</p>	

E-Series NetApp Product	Quantum-Storage	Description
<p>E5424</p> <ul style="list-style-type: none"> <li>• DE5600 24-drive 2U drive enclosure</li> <li>• Code Name: Camden</li> <li>• With E5400 RAID controllers (Pikes Peak)</li> </ul>	<p>Quantum StorNext QS2400</p>	
<p>E5412</p> <ul style="list-style-type: none"> <li>• DE1600 12-drive 2U drive enclosure</li> <li>• Code Name: Ebbets</li> <li>• With E5400 RAID controllers (Pikes Peak)</li> </ul>	<p>Quantum StorNext QS1200</p>	

## Product Safety Statements

Quantum will not be held liable for damage arising from unauthorized use of the product. The user assumes all risk in this aspect.

This unit is engineered and manufactured to meet all safety and regulatory requirements. Be aware that improper use may result in bodily injury, damage to the equipment, or interference with other equipment.

**WARNING:** Before operating this product, read all instructions and warnings in this document and in the system, safety, and regulatory guide.

---

**警告** 在使用本产品之前，请先阅读本文档及系统、安全和法规信息指南中所有的说明和警告信息。

---



---

**警告** 操作本产品前，请先阅读本文件及系统、安全与法规资讯指南中的指示与警告说明。

---



---

**ADVERSAL** Læs alle instruktioner og advarsler i dette dokument og i *Vejledning om system-sikkerheds- og lovgivningsoplysninger*, før produktet betjenes.

---



---

**AVERTISSEMENT** Avant d'utiliser ce produit, lisez la totalité des instructions et avertissements de ce document et du *Guide d'informations sur le système, la sécurité et la réglementation*.

---



---

**HINWEIS** Lesen Sie vor der Verwendung dieses Produkts alle Anweisungen und Warnhinweise in diesem Dokument und im System, Safety, and Regulatory Information Guide (Info-Handbuch: System, Sicherheit und Richtlinien).

---



---

**אזהרה** לפני ההפעלה של מוצר זה, קרא את כל ההוראות והאזהרות הכלולות במסמך זה וכן במדריך מידע בנושאי מערכת, בטיחות ותקינה

---



---

**警告** この製品を使用する前に、本文書、および『システム、安全、規制に関する情報ガイド』に記載しているすべての警告と指示をお読みください。

---



---

**경고** 이 제품을 작동하기 전에 이 문서 및 시스템, 안전, 및 규제 정보 안내서에 수록된 모든 지침과 경고 표지를 숙지하십시오.

---

---

**ПРЕДУПРЕЖДЕНИЕ**

Перед началом эксплуатации данного устройства ознакомьтесь во всеми инструкциями и предупреждениями, приведенными в данном документе и в *Справочном руководстве по устройству, технике безопасности и действующим нормативам*.

---

---

**ADVERTENCIA**

Antes de utilizar este producto, lea todas las instrucciones y advertencias en este documento y en la Guía informativa sobre sistema, seguridad y normas.

---

---

**WARNING**

Läs alla anvisningar och varningar i detta dokument och i *System, säkerhet och krav från myndigheter - Informationshandbok* innan denna produkt tas i bruk.

---

---

**Contacts**

---

For information about contacting Quantum, including Quantum office locations, go to:

<http://www.quantum.com/aboutus/contactus/index.aspx>

---

**Comments**

---

To provide comments or feedback about this document, or about other Quantum technical publications, send e-mail to:

[doc-comments@quantum.com](mailto:doc-comments@quantum.com)

---

**Quantum Global Services**

---

Accelerate service issue resolution with these exclusive Quantum StorageCare services:

- **Service and Support Website** - Register products, license software, browse Quantum Learning courses, check backup software and operating system support, and locate manuals, FAQs, firmware downloads, product updates and more in one convenient location. Benefit today at:

<http://www.quantum.com/serviceandsupport/get-help/index.aspx#contact-support>

- **eSupport** - Submit online service requests, update contact information, add attachments, and receive status updates via email. Online Service accounts are free from Quantum. That account can



also be used to access Quantum’s Knowledge Base, a comprehensive repository of product support information. Get started at:

<http://www.quantum.com/customercenter/>

For further assistance, or if training is desired, contact the Quantum Customer Support Center:

<b>North America</b>	1-800-284-5101 (toll free) +1-720-249-5700
<b>EMEA</b>	+800-7826-8888 (toll free) +49-6131-324-185
<b>APAC</b>	+800-7826-8887 (toll free) +603-7953-3010

For worldwide support:

<http://www.quantum.com/serviceandsupport/get-help/index.aspx#contact-support>



This procedure is for systems running SANtricity® 10.83 and later.

---

## NetApp® E-Series Storage Systems: Replacing an ESM Canister in the DE6600 Drive Tray

To download SANtricity ES Storage Manager and related product documentation, go to the NetApp Support Site at [support.netapp.com](http://support.netapp.com).

Before you replace the environmental services module (ESM) canister in the DE6600 drive tray, gather antistatic protection and a replacement ESM canister.

---

**ATTENTION Possible equipment damage** – If you perform this procedure with the power turned on, you must complete it within 15 minutes to prevent the possibility of overheating the equipment.

---

You can determine whether you have a failed ESM canister in two ways:

- The Recovery Guru directs you to replace a failed ESM canister.
- You locate the failed ESM canister by checking the ESM Service Action Required LED.

---

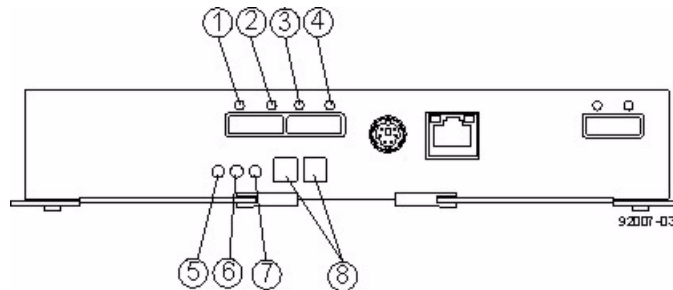
**ATTENTION Possible hardware damage** – To prevent electrostatic discharge damage to the tray, use proper antistatic protection when handling tray components.

---

1. Gather support data about your storage array by using one of these methods:
  - Use the storage management software to collect and save a support bundle of your storage array. From the Array Management Window, select **Monitor >> Health >> Collect Support Data**. Then name and specify a location on your system where you want to store the support bundle.
  - Use the command line interface (CLI) to run the `save storageArray supportData` command to gather comprehensive support data about the storage array. For more information about this command, refer to the *Command Line Interface and Script Commands*. Running this command can temporarily impact performance on your storage array.
2. Did the Recovery Guru direct you to replace a failed ESM canister?
  - **Yes** – Go to step 3.
  - **No** – Run the Recovery Guru to identify the failed component.
3. Put on antistatic protection.
4. Unpack the new ESM canister.
  - a. Set the new ESM canister on a flat, static-free surface near the drive tray.
  - b. Save all packing materials in case you need to return the ESM canister.

5. Check the ESM Service Action Required LED to locate the failed ESM canister (Figure 1).

**Figure 1 LEDs on the ESM Canister**



1. ESM Link Fault LED (Port 1A Bypass) (Green)
2. ESM Link LED (Port 1A Data Rate) (Green)
3. ESM Link LED (Port 1B Data Rate) (Green)
4. ESM Link Fault LED (Port 1B Bypass) (Green)
5. ESM Service Action Allowed LED (Blue)
6. ESM Service Action Required LED (Amber)
7. ESM Power LED (Green)
8. Seven-Segment Tray ID

If a fault is detected, the amber ESM Service Action Required LED is on. If you can safely remove the ESM canister, the blue ESM Service Action Allowed LED is on.

6. On the failed ESM canister, label all of the attached cables with information so that you can connect the cables correctly on the replacement ESM canister.

---

**ATTENTION Possible loss of hardware** – To avoid taking the wrong ESM canister offline, contact your Technical Support representative before performing step 7.

---

7. If the Recovery Guru has directed you to replace the ESM canister and the blue ESM Service Action Allowed LED is not on, type this command on the command line, and press **Enter**:

```
SMcli <ctrl_IP1> -c "Set tray [trayID] esm [top|bottom] service Allowed Indicator=on;"
```

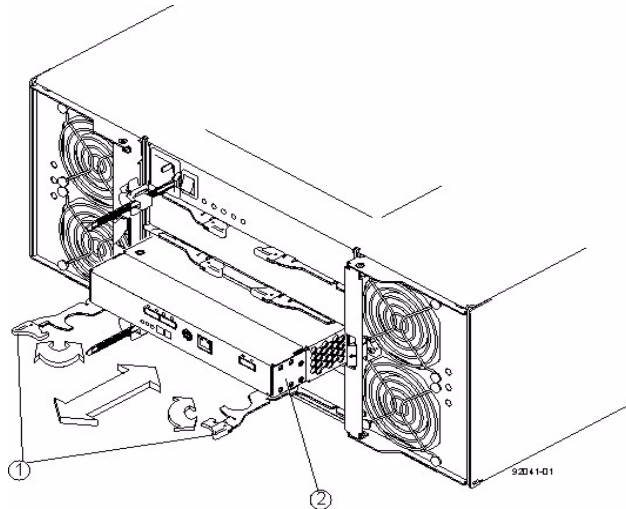
In this command:

- `<ctrl_IP1>` is the identifier of the controller to which the drive tray is assigned.
- `[trayID]` is the identifier of the drive tray that contains the ESM canister you want to replace. Drive tray ID values are 0 to 99. Be sure to type the square brackets around the identifier.
- `[top|bottom]` is the identifier of the ESM canister you want to replace. Valid values are `top` or `bottom`. Be sure to type the square brackets around the value.

8. Remove all cables attached to the ESM canister.

- Remove the ESM canister from the drive tray (Figure 2) by pressing the orange tab toward the black tab, moving the levers to the outside, and then pulling the ESM canister toward you.

**Figure 2 Removing an ESM Canister**



While removing the ESM canister, you might notice an increase in fan speed. The fan speed returns to normal after you have replaced the ESM canister.

- Slide the replacement ESM canister all the way into the drive tray until the tab on the ESM canister latches.
- Reconnect all the cables to the replacement ESM canister.
- Check the ESM Power LED and the ESM Service Action Required LED on the new ESM canister (Figure 1 on page 2).
- Based on the LED status, perform one of these actions:
  - **The ESM Power LED is on and the ESM Service Action Required LED is off** – Go to step 15.
  - **The ESM Power LED is off or the ESM Service Action Required LED is on** – Check that the ESM canister is installed correctly. Reinstall the ESM canister. Go to step 14.
- Did this action correct the problem?
  - **Yes** – Go to step 15.
  - **No** – If the problem has not been resolved, contact your Technical Support representative.
- Check the status of all of the trays in the storage array.
- Does any component have a Needs Attention status?
  - **Yes** – Click the **Recovery Guru** toolbar button in the Array Management Window, and complete the recovery procedure. If the problem has not been resolved, contact your Technical Support representative.
  - **No** – Go to step 17.

17. Remove the antistatic protection.

18. Gather support data about your updated storage array by using one of these methods:

- Use the storage management software to collect and save a support bundle of your storage array. From the Array Management Window toolbar, select **Monitor >> Health >> Collect Support Data**. Then name and specify a location on your system where you want to store the support bundle.
- Use the CLI to run the `save storageArray supportData` command to gather comprehensive support data about the storage array. For more information about this command, refer to the *Command Line Interface and Script Commands*. Running this command can temporarily impact performance on your storage array.