

IBM System Storage DS4000 EXP810
Storage Expansion Enclosure



Installation, User's and Maintenance Guide

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Storage Expansion Enclosure



Installation, User's and Maintenance Guide

Note:

Before using this information and the product it supports, be sure to read the general information in the "Safety" on page xi and "Notices" on page 177 sections.

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Safety

The caution and danger statements that this document contains can be referenced in the multilingual *IBM® Safety Information* document that is provided with your IBM System Storage™ EXP810 storage expansion enclosure. Each caution and danger statement is numbered for easy reference to the corresponding statements in the translated document.

- **Danger:** These statements indicate situations that can be potentially lethal or extremely hazardous to you. A danger statement is placed just before the description of a potentially lethal or extremely hazardous procedure, step, or situation.
- **Caution:** These statements indicate situations that can be potentially hazardous to you. A caution statement is placed just before the description of a potentially hazardous procedure step or situation.
- **Attention:** These notices indicate possible damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage could occur.

Before installing this product, read the following danger and caution notices.

Statement 1:



DANGER

Electrical current from power, telephone, and communication cables is hazardous.

To avoid a shock hazard:

- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- Connect all power cords to a properly wired and grounded electrical outlet.
- Connect to properly wired outlets any equipment that will be attached to this product.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
- Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.

To Connect:	To Disconnect:
<ol style="list-style-type: none">1. Turn everything OFF.2. First, attach all cables to devices.3. Attach signal cables to connectors.4. Attach power cords to outlet.5. Turn device ON.	<ol style="list-style-type: none">1. Turn everything OFF.2. First, remove power cords from outlet.3. Remove signal cables from connectors.4. Remove all cables from devices.

Statement 2:



CAUTION:

When replacing the lithium battery, use only an equivalent type battery recommended by the manufacturer. If your system has a module containing a lithium battery, replace it only with the same module type made by the same manufacturer. The battery contains lithium and can explode if not properly used, handled, or disposed of.

Do not:

- Throw or immerse into water
- Heat to more than 100° C (212° F)
- Repair or disassemble

Dispose of the battery as required by local ordinances or regulations.

Statement 3:



CAUTION:

When laser products (such as CD-ROMs, DVD drives, fibre optic devices, or transmitters) are installed, note the following:

- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.



DANGER

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following.

Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.




Class 1 Laser statement

Class 1 Laser Product
Laser Klasse 1
Laser Klass 1
Luokan 1 Laserlaite
Appareil À Laser de Calsse 1

IEC 825-11993 CENELEC EN 60 825

Statement 4:



		
≥ 18 kg (39.7 lb)	≥ 32 kg (70.5 lb)	≥ 55 kg (121.2 lb)

CAUTION:

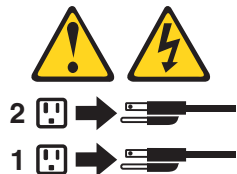
Use safe practices when lifting.

Statement 5:



CAUTION:

The power control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



Statement 8:



CAUTION:

Never remove the cover on a power supply or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

Statement 29:



CAUTION:

This equipment is designed to permit the connection of the earthed conductor of the dc supply circuit to the earthing conductor at the equipment.

This equipment is designed to permit the connection of the earthed conductor of the dc supply circuit to the earthing conductor at the equipment. If this connection is made, all of the following conditions must be met:

- This equipment shall be connected directly to the dc supply system earthing electrode conductor or to a bonding jumper from an earthing terminal bar or bus to which the dc supply system earthing electrode conductor is connected.
- This equipment shall be located in the same immediate area (such as, adjacent cabinets) as any other equipment that has a connection between the earthed conductor of the same dc supply circuit and the earthing conductor, and also the point of earthing of the dc system. The dc system shall not be earthed elsewhere.
- The dc supply source shall be located within the same premises as this equipment.
- Switching or disconnecting devices shall not be in the earthed circuit conductor between the dc source and the point of connection of the earthing electrode conductor.

Statement 30:



CAUTION:

To reduce the risk of electric shock or energy hazards:

- This equipment must be installed by trained service personnel in a restricted-access location, as defined by the NEC and IEC 60950-1, First Edition, The Standard for Safety of Information Technology Equipment.
- Connect the equipment to a reliably grounded safety extra low voltage (SELV) source. An SELV source is a secondary circuit that is designed so that normal and single fault conditions do not cause the voltages to exceed a safe level (60 V direct current).
- The branch circuit overcurrent protection must be rated 20 A.
- Use 12 American Wire Gauge (AWG) or 2.5 mm² copper conductor only, not exceeding 4.5 meters in length.
- Incorporate a readily available approved and rated disconnect device in the field wiring.



CAUTION:

This unit has more than one power source. To remove all power from the unit, all dc MAINS must be disconnected.



Cable Warning:

WARNING: Handling the cord on this product or cords associated with accessories sold with this product, will expose you to lead, a chemical known to the State of California to cause cancer, and birth defects or other reproductive harm. **Wash hands after handling.**

About this document

This document provides instructions for installing and customizing the configuration of your IBM® System Storage DS4000 EXP810 storage expansion enclosure. It also provides maintenance procedures and troubleshooting information.

Who should read this document

This document is intended for system operators and service technicians who have extensive knowledge of fibre channel and network technology.

How this document is organized

Chapter 1, “Introduction,” on page 1 describes the IBM System Storage EXP810 storage expansion enclosure. This chapter includes an inventory checklist and an overview of the storage expansion enclosure features, operating specifications, and components.

Chapter 2, “Installing the EXP810,” on page 29 contains information on how to install the EXP810.

Chapter 3, “Cabling the EXP810,” on page 41 contains information on how to cable the EXP810.

Chapter 4, “Operating the EXP810,” on page 67 contains information on how to power on and off the storage expansion enclosure, recover from an overheated power supply and fan unit, troubleshoot the storage expansion enclosure, and interpret LEDs.

Chapter 5, “Installing and replacing components,” on page 87 contains step-by-step instructions about how to install or remove customer replaceable units (CRUs), such as hard disk drives, power supply and fan units, dc power supply and fan units, bezel, filter and filter retainer, environmental services modules (ESMs), midplane, and SFP modules.

Chapter 6, “Hardware maintenance,” on page 125 describes problems and symptoms that are specific to your storage expansion enclosure. It also provides a parts list for the EXP810.

Appendix A, “Upgrading the DS4000 controller firmware,” on page 135 contains instructions for how to upgrade the existing EXP810 ESM firmware.

Appendix B, “Records,” on page 147 provides a table that you can use to record and update important information about your EXP810, including serial number and device records. Whenever you add options to your EXP810, be sure to update the information in this table.

Appendix C, “Rack mounting template,” on page 151 provides the rack mounting templates for installation of the EXP810. If you want to tear out the templates from the document for use during installation, use these copies of the templates.

Appendix D, “Power cords,” on page 155 lists power cord information for the EXP810.

Appendix E, “Additional System Storage DS documentation,” on page 159 lists additional DS4000™ documents.

Appendix F, “Accessibility,” on page 171 details accessibility information.

Appendix G, “Product Recycling and Disposal,” on page 173 details the European directive about product recycling.

DS4000 and DS5000 Storage Subsystem installation tasks - General overview

Table 1 provides a sequential list of many installation and configuration tasks that are common to most DS4000 and DS5000 configurations. When you install and configure your DS4000 or DS5000 storage subsystem, refer to this table to find the documentation that explains how to complete each task.

See also: The DS4000 or DS5000 Quick Start Guides for your storage subsystem configuration provides an excellent overview of the installation process.

Table 1. Where to find DS4000 or DS5000 installation and configuration procedures

	Installation task	Where to find information or procedures
1	Plan the installation	<ul style="list-style-type: none">• <i>IBM System Storage DS Storage Manager Installation and Host Support Guide</i>• <i>IBM System Storage DS Storage Manager Command-line Programming Guide</i>• <i>IBM System Storage Quick Start Guide</i> for the following storage subsystems:<ul style="list-style-type: none">– DS5100/DS5300– DS4800– DS4200/DS4700• <i>IBM System Storage DSxxxx Installation, User's, and Maintenance Guide</i> for the following storage subsystems:<ul style="list-style-type: none">– DS5100/DS5300– DS4800– DS4700– DS4500– DS4400– DS4300– DS4200– DS4100

Table 1. Where to find DS4000 or DS5000 installation and configuration procedures (continued)

	Installation task	Where to find information or procedures
2	Mount the DS4000 or DS5000 storage subsystem in the rack	<ul style="list-style-type: none"> • <i>IBM System Storage Quick Start Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4200/DS4700 • <i>IBM System Storage DSxxxx Installation, User's, and Maintenance Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4700 – DS4200 – DS4100 • <i>DS4400 and DS4500 Rack Mounting Instructions</i> • <i>DS4300 Rack Mounting Instructions</i>
3	Mount the DS4000 or DS5000 EXP storage expansion unit in the rack	<ul style="list-style-type: none"> • <i>IBM System Storage Quick Start Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4200/DS4700 • <i>IBM System Storage EXPxxx Installation, User's, and Maintenance Guide</i> for the following storage expansion enclosures: <ul style="list-style-type: none"> – EXP5000 – EXP810 – EXP700/EXP710 – EXP500 – EXP420 – EXP100
4	Route the storage expansion enclosure Fibre Channel cables	<ul style="list-style-type: none"> • <i>IBM System Storage Quick Start Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4200/DS4700 • <i>IBM System Storage EXPxxx Installation, User's, and Maintenance Guide</i> for the following storage expansion enclosures: <ul style="list-style-type: none"> – EXP5000 – EXP810 – EXP700/EXP710 – EXP500 – EXP420 – EXP100

Table 1. Where to find DS4000 or DS5000 installation and configuration procedures (continued)

	Installation task	Where to find information or procedures
5	Route the host server Fibre Channel cables	<ul style="list-style-type: none"> • <i>IBM System Storage Quick Start Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4200/DS4700 • <i>IBM System Storage DSxxxx Installation, User's, and Maintenance Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4700 – DS4500 – DS4300 – DS4200 – DS4100 • <i>IBM TotalStorage DS4400 Fibre Channel Cabling Instructions</i>
6	Power up the subsystem	<ul style="list-style-type: none"> • <i>IBM System Storage Quick Start Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4200/DS4700 • <i>IBM System Storage DSxxxx Installation, User's, and Maintenance Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4700 – DS4500 – DS4400 – DS4300 – DS4200 – DS4100
7	Configure DS4000/DS5000 network settings	<ul style="list-style-type: none"> • <i>IBM System Storage DSxxxx Installation, User's, and Maintenance Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4700 – DS4500 – DS4400 – DS4300 – DS4200 – DS4100

Table 1. Where to find DS4000 or DS5000 installation and configuration procedures (continued)

	Installation task	Where to find information or procedures
8	Zone the fabric switch (SAN-attached only)	<ul style="list-style-type: none"> • <i>IBM System Storage DS Storage Manager Installation and Host Support Guide</i> • <i>DS Storage Manager Copy Services Guide</i> (describes switch zoning for the Remote Mirror Option) • See also the documentation provided by the switch manufacturer
9	Install DS Storage Manager software on the management station	<ul style="list-style-type: none"> • <i>IBM System Storage DS Storage Manager Installation and Host Support Guide</i> • DS Storage Manager online help (for post-installation tasks)
10	Install host software (failover drivers) on host server	
11	Start DS Storage Manager	
12	Set the DS Storage Manager clock	
13	Set the DS Storage Manager host default type	
14	Verify DS4000/DS5000 subsystem health	<ul style="list-style-type: none"> • <i>IBM System Storage DSxxxx Installation, User's, and Maintenance Guide</i> for the following storage subsystems: <ul style="list-style-type: none"> – DS5100/DS5300 – DS4800 – DS4700 – DS4500 – DS4400 – DS4300 – DS4200 – DS4100
15	Enable DS Storage Manager premium feature keys	<p>Copy Services premium features <i>IBM System Storage DS Storage Manager Copy Services Guide</i></p> <p>FC/SATA Intermix premium feature <i>IBM System Storage DS4000/DS5000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview</i></p> <p>Storage Partitioning (and general premium features information)</p> <ul style="list-style-type: none"> • <i>IBM System Storage DS Storage Manager Installation and Host Support Guide</i>

Table 1. Where to find DS4000 or DS5000 installation and configuration procedures (continued)

	Installation task	Where to find information or procedures
16	Configure arrays and logical drives	<ul style="list-style-type: none"> • <i>IBM System Storage DS Storage Manager Installation and Host Support Guide</i> • DS4000 or DS5000 Storage Manager online help
17	Configure host partitions	
18	Verify host access to DS4000/DS5000 storage	

Getting information, help, and service

If you need help, service, or technical assistance or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This section contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your system, and whom to call for service, if it is necessary.

Before you call

Before you call, take these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system is turned on.
- Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system.
- Check for technical information, hints, tips, and new device drivers at the IBM System Storage Disk Support Web site pages that are listed in this section.
- Use an IBM discussion forum on the IBM Web site to ask questions.

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the DS Storage Manager online help or in the documents that are provided with your system and software. The information that comes with your system also describes the diagnostic tests that you can perform. Most subsystems, operating systems, and programs come with information that contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the information for the operating system or program.

Using the documentation

Information about your IBM system and preinstalled software, if any, is available in the documents that come with your system; this includes printed books, online documents, README files, and help files. See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software.

Finding Storage Manager software, controller firmware, and README files

DS Storage Manager software and controller firmware versions are available on the product CD and can also be downloaded from the Web.

Important: Before you install DS Storage Manager software, consult the README. Updated README files contain the latest device driver versions, firmware levels, limitations, and other information not found in this document.

Storage Manager README files are found on the Web, at the following address:

www.ibm.com/servers/storage/support/disk/

1. On the **Support for IBM System Storage and TotalStorage products** page, from the **Product family** drop-down menu, select **Disk systems**. From the **Product** drop-down menu, select your product (for example, **DS5100 Midrange Disk System**). Click **Go**.
2. In the **Support & downloads** box, again click **Download**. The **Software and device drivers** page opens.
3. In the **Storage Manager** section of the table, locate your operating system and version level (for example, **IBM DS5000 Storage Manager v10.xx.xx.xx for AIX - IBM System Storage**), and click on the version link in the right-hand column. The DS5000 Storage Manager download page opens.
4. On the download page, in the table under **File details**, click on the ***.txt** file link, and the README will open in your Web browser.

IBM System Storage Productivity Center

The IBM System Storage Productivity Center (SSPC) is an integrated hardware and software solution that provides a single point of entry for managing IBM System Storage DS4000 systems, DS5000 systems, DS8000 systems, IBM System Storage SAN Volume Controller clusters, and other components of your data storage infrastructure. Therefore, you can use the IBM System Storage Productivity Center to manage multiple IBM System Storage product configurations from a single management interface.

To learn how to incorporate the DS Storage Manager with the IBM System Storage Productivity Center, see the IBM System Storage Productivity Center Information Center at the following Web site:

publib.boulder.ibm.com/infocenter/tivihelp/v4r1/index.jsp

Essential Web sites for DS4000/DS5000 support information

The most up-to-date information about DS4000/DS5000 storage subsystems and DS Storage Manager, including documentation and the most recent software, firmware, and NVSRAM downloads, can be found at the following Web sites:

IBM System Storage Disk Storage Systems

Find links to software and firmware downloads, READMEs, and support pages for all IBM System Storage disk storage systems, including DS5000:

www.ibm.com/systems/support/storage/disk

IBM System Storage Interoperation Center (SSIC)

Find technical support information for your specific DS4000/DS5000 storage subsystem/host configuration, including the latest recommended firmware versions for your system, by using this interactive Web-based utility:

www.ibm.com/systems/support/storage/config/ssic/index.jsp

IBM DS3000, DS4000, DS5000, and BladeCenter Premium Feature Activation

Activate a DS5000 premium feature by using this Web-based utility:

www-912.ibm.com/PremiumFeatures

IBM System Storage Productivity Center

Find the latest documentation supporting the IBM System Storage Productivity Center, a new system that is designed to provide a central management console for IBM System Storage DS4000, DS5000, DS8000, and SAN Volume Controller:

publib.boulder.ibm.com/infocenter/tivihelp/v4r1/index.jsp

IBM System Storage Support

Find the latest support information for host operating systems, HBAs, clustering, storage area networks (SANs), DS Storage Manager software and controller firmware:

www.ibm.com/systems/support/storage

Storage Area Network (SAN) Support

Find information about using SAN switches, including links to SAN user guides and other documents:

www.ibm.com/systems/support/storage/san

Support for IBM System p AIX 5L and Linux servers

Find the latest support information for System p[®] AIX[®], Linux[®], BladeCenter, and i5/OS servers:

www.ibm.com/systems/support/supportsite.wss/brandmain?brandind=5000025

Support for IBM System x[™] servers

Find the latest support information for System x Intel[®]- and AMD-based servers:

www.ibm.com/systems/support/supportsite.wss/brandmain?brandind=5000008

@server System p and AIX Information Center

Find everything you need to know about using AIX with System p and POWER[™] servers:

publib.boulder.ibm.com/infocenter/pseries/index.jsp?

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Find fixes and updates for your system's software, hardware, and host operating system:

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www.ibm.com/systems/storage

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Through IBM Support Line, for a fee you can get telephone assistance with usage, configuration, and software problems. For information about which products are supported by Support Line in your country or region, go to the following Web site:

www.ibm.com/services/sl/products

For more information about the IBM Support Line and other IBM services, go to the following Web sites:

- www.ibm.com/services
- www.ibm.com/planetwide

Hardware service and support

You can receive hardware service through IBM Integrated Technology Services or through your IBM reseller, if your reseller is authorized by IBM to provide warranty service. Go to the following Web site for support telephone numbers:

www.ibm.com/planetwide

In the U.S. and Canada, hardware service and support is available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9 a.m. to 6 p.m.

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Chapter 1. Introduction

This chapter describes the operating specifications, features, and components for the IBM System Storage EXP810 storage expansion enclosure (hereafter referred to as *EXP810* or *storage expansion enclosure*). This chapter also includes a list of hardware that comes with the storage expansion enclosure.

Overview

The IBM System Storage DS4000 EXP810 storage expansion enclosure (Machine Type 1812, Models 81A, 81H, 81S, and 81T) provides high-capacity, fibre channel and SATA disk storage. The storage expansion enclosure delivers fast, high-volume data transfer, retrieval, and storage functions for multiple drives to multiple hosts. The storage expansion enclosure provides continuous, reliable service, using hot-swap technology for easy replacement without shutting down the system and support redundant, dual-loop configurations. External cables and Small Form-Factor Pluggable (SFP) modules connect the DS4000 storage subsystem to the storage expansion enclosure.

The EXP810 is a rack-mountable enclosure that supports up to 16 2 or 4 Gbps 300 GB fibre-channel Enhanced Disk Drive Modules (E-DDMs) or 500 GB SATA E-DDMs, offering up to 4.8 terabytes (TB) of capacity per enclosure when using 300 GB fibre-channel E-DDMs and 8.0 TB when using 500 GB SATA E-DDMs. Coupled with a DS4000 storage subsystem such as the DS4800, you can configure RAID-protected storage solutions of up to 67.2 TB, providing economical and scalable storage for your rapidly growing application needs for limited access, data reference storage capacity.

The EXP810 uses the latest fibre channel and SATA technology and is designed with redundant 2 or 4 Gbps fibre channel connections to the DS4000 storage subsystem offering reliability and performance.

Note: With this release, mixing EXP100, EXP710, and EXP810 with the following storage servers is supported:

- DS4300
- DS4500
- DS4700
- DS4800

The EXP810 supports redundant, dual drive channel/loop configurations with DS4000 storage subsystems and other EXP810, EXP100, and EXP710 enclosures. External cables and small form-factor pluggable (SFP) modules connect the controller to the storage expansion enclosure. EXP810s attached to supported DS4000 storage subsystems can be used with storage area networks to satisfy the needs of various fixed content, data reference applications that require large amounts of storage capacity but do not have the high utilization and access characteristics satisfied by fibre channel disk drive storage. The storage expansion enclosure provides continuous, reliable service and uses hot-swap technology for easy replacement without the need to shut down the system. Up to seven EXP810 units can be connected together in a redundant fibre-channel drive channel/loop pair, providing connections to a maximum of 112 hard drives.

Depending on the model, the EXP810 storage expansion enclosure is shipped with either ac or dc (-48V dc) power supply and fan unit CRUs. In addition, an EXP810 Telco bezel assembly with an integrated air filter can also be purchased for the operating environments that require it.

The EXP810 storage expansion enclosure with dc power supply and fan units (1812-81S, 81T) supports both NEBS level 3/Telco operating environments and standard Information Technology (IT) and office environments. However, not all EXP810 models with ac power supplies (1812-81A, 81H) support both NEBS level 3/Telco operating environments and standard IT and office environments. EXP810 storage expansion enclosures that shipped before the introduction of the EXP810 models with dc power supply and fan units support standard IT and office operating environments only. You can identify whether an EXP810 storage expansion enclosure is NEBS/Telco compliant by checking the serial number. Any EXP810 storage expansion enclosures with serial numbers starting at 136250A and higher are NEBS level 3/Telco compliant.

Operating system support

For supported operating systems, see the latest DS Storage Manager host software readme file and the IBM DS4000 series products System Storage Interoperation Center at the following Web site for additional host operating system support:

www.ibm.com/systems/support/storage/config/ssic/index.jsp

See “Finding Storage Manager software, controller firmware, and README files” on page xxii to learn how to access the DS4000 readme files on the Web.

Fibre channel defined

Fibre channel technology is outlined in the *SCSI-3 Fibre Channel Protocol* (SCSI-FCP) standard. Fibre channel is a high-speed data transport technology that is used for mass storage and networking.

Using a fibre-channel arbitrated loop (FC-AL), more than 100 fibre-channel devices can be supported, compared to 15 small computer system interface (SCSI) devices. The connection from the DS4000 storage subsystem to the EXP810 is a 2 or 4 Gbps fibre-channel device that supports data transfer rates up to 400 MBps half-duplex and 800 MBps full-duplex on optical interfaces.

SATA defined

The Serial Advanced Technology Attachment (SATA) interface offers increased data rate performance over Parallel Advanced Technology Attachment (ATA), while maintaining the benefits of ATA. SATA is designed to overcome the performance barriers that have been forecasted for current parallel technologies while maintaining the cost-efficiency of Parallel ATA. SATA specifications allow for thinner, more flexible cables, and lower pin counts. It also enables easier, more flexible cable routing management and the use of smaller connectors than is possible with the existing Parallel ATA technology.

The Serial ATA Working Group introduced the first SATA specification, Serial ATA 1.0, in 2001. See the following Web site:

www.serialata.org

Inventory checklist

The EXP810 ships with the following items:

- Power cables rack jumper line cords (2) (ac models only)
- Two dc power jumper cables (dc models only)
- Rack-mounting hardware kit (1), including:
 - Rails (2) (right and left assembly)
 - M5 black hex-head slotted screws (12)
 - Washers (8)
- Blank trays (16) (Your storage expansion enclosure might come with up to 16 SATA E-DDMs.)
- 4 Gbps SFPs (2) (already installed in the EXP810 ESM ports)
- Box ID labels (used to label the enclosure IDs on the front of the EXP810)
- *DS4000 Storage Server Controller Firmware Version 6.16 Support for DS4000 EXP810 Fibre-Channel Storage Expansion Enclosure CD*
- (Optional) Telco bezel

A rack mounting template and instructions for installing the support rails and the storage expansion enclosure are provided in “Installing the support rails” on page 32.

To connect your EXP810 to other devices, use the following options:

- IBM SFP module
- IBM LC-LC fibre-channel cable

Note: You must order these options separately.

EXP810 components

The EXP810 has the following removable components. These components, called customer replaceable units (CRUs), are accessible from the front or back of the EXP810.

- Up to 16 2 or 4 Gbps fibre channel or SATA Enhanced Disk Drive Modules (E-DDMs)
- Two environmental services modules (ESMs)
- Two ac power supply and fan units (Models 81A and 81H)
- Two dc power supply and fan units (Models 81S and 81T)

The hot-swap features of the EXP810 enable you to remove and replace 2 or 4 Gbps fibre-channel or SATA E-DDMs, power supply and fan units, ESMs, and dc power supply without turning off the storage expansion enclosure. You can maintain the availability of your system while a hot-swap device is removed, installed, or replaced.

Enhanced Disk Drive Modules (E-DDMs)

Attention:

- You cannot mix storage expansion enclosures with different fibre channel speed settings in the same drive channel/loop. All of the enclosures in a redundant drive channel/loop pair must have the same enclosure speed setting. In addition, the enclosure speed setting must be set at the *lowest* operating enclosure speed.
- E-DDM options and FRUs for the EXP810 and DS4700 Express Storage Subsystem are not the same as the Enhanced Value Disk Drive Modules (EV-DDMs) and FRU options for the EXP420 and DS4200 Express Storage Subsystem. Verify that the E-DDM option and FRU part numbers are correct before inserting into the EXP810 and DS4700 Express drive slots. The disk drive module CRUs for EXP420 storage expansion enclosures and DS4200 Express Storage Subsystems appear as uncertified drives when inserted into EXP810 storage expansion enclosures and DS4700 Express Storage Subsystems and vice versa.

The hot-swap drive bays that are accessible from the front of your storage expansion enclosure are shown in Figure 1.

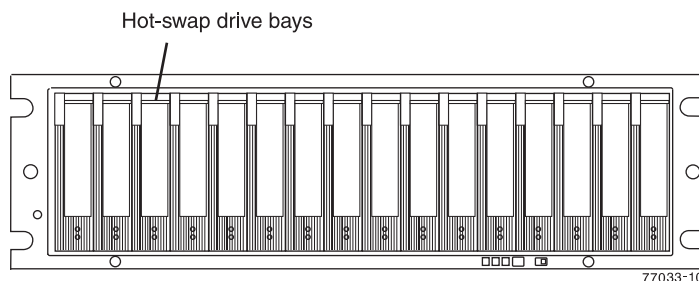


Figure 1. EXP810 hot-swap drive bays

The EXP810 supports up to 16 2 or 4 Gbps fibre channel (FC) or SATA E-DDMs. The SATA E-DDMs have an ATA translator card that converts the fibre channel protocol interface of the EXP810 drive channel/loop into the hard drive SATA protocol interface. It also provides dual paths to the SATA drive for E-DDM CRU path redundancy. Each SATA hard drive, ATA translator card (also referred to as an interposer card), and carrier assembly (drive tray) are called SATA E-DDM CRUs. The fibre channel E-DDMs consisted of the fibre channel and the carrier assembly (drive tray).

Install E-DDM CRUs in the 16 drive bays on the front of the storage expansion enclosure from the leftmost (slot 1) to rightmost (slot 16).

The EXP810 storage expansion enclosure drive channel operates at either 2 or 4 Gbps fibre channel interface speed. Ensure that the EXP810 enclosure speed switch is set correctly for the 2 Gbps or 4 Gbps fibre channel E-DDM CRUs. The EXP810 SATA E-DDM CRUs have an ATA translator card that converts E-DDM 3 Gbps SATA drive interface protocol to either 2 Gbps or 4 Gbps fibre channel interface protocol. It is recommended to operate these SATA E-DDMs at 4 Gbps fibre channel operating speed whenever the configuration allows, for example, when no 2 Gbps fibre channel devices are in the configuration. The Link Rate setting speed must be set accordingly. See “Verifying the Link Rate setting” on page 101 for more information. The enclosure speed of the DS4000 Storage Subsystem that the EXP810s are connected to must be set to the same fibre channel speed as the EXP810 enclosure ID speed switch.

There are no serviceable parts in a E-DDM CRU. If it fails, it must be replaced in its entirety. The EXP810 E-DDM option/FRU is not interchangeable with the drive tray of other DS4000 storage expansion enclosures such as the EXP100 and EXP710. When replacing a E-DDM CRU, be sure to order and install the correct E-DDM CRU.

Attention:

1. After you remove a drive CRU, wait 70 seconds before replacing or reseating the drive CRU to allow the drive to properly spin down. Failure to do so may cause undesired events.
2. Never hot-swap a drive CRU when its associated green Activity LED is flashing. Hot-swap a drive CRU only when its associated amber Fault LED lights is not flashing or when the drive is inactive and its associated green Activity LED lights is not flashing.

Note: If the E-DDM you want to remove is not in a failed or bypass state, always use the DS Storage Manager client program either to place the E-DDM in a failed state or to place the array that is associated with the E-DDM (or E-DDMs) in an offline state before you remove it from the enclosure.

Environmental Service Modules (ESMs)

The EXP810 has two hot-swappable and redundant ESM units. The ESMs are located at the back of the storage expansion enclosure. The left ESM is labeled ESM A, and the right ESM is labeled ESM B. One ESM will continue to operate if the other ESM fails.

The ESMs contain the storage expansion enclosure control logic, interface ports, and LEDs. Each ESM has four SFP module ports that you could use to connect the storage expansion enclosure to the controller. However, only the two ESM SFP ports (labeled 1A and 1B) near the center of the storage expansion enclosure are used. The SFP ports labeled 2A and 2B are reserved for future use.

The EXP810 ESMs support automatic ESM firmware synchronization. This function allows a new ESM with a different level of ESM firmware to be automatically synchronized with the ESM firmware version in the existing ESM in the EXP810 chassis. To enable automatic ESM firmware synchronization:

1. Verify that the DS Storage Manager Event Monitor is installed and running.
2. Verify that the DS4000 storage subsystem that the EXP810 is attached to is defined in the Enterprise Management window of the DS Storage Manager client (SMclient).

Although both ESM units (A and B) are identical, they are seated in the EXP810 chassis in opposite orientations. See Figure 2 on page 6. If the ESM cannot fully be inserted in the ESM bay, flip it 180 degrees and reinsert it.

Connectors, switch, and enclosure ID

The ESMs support fibre optic interfaces for both the host channels and drive channels. The two interface ports located near the enclosure ID are reserved for future use. Do not plug any SFPs into these ports.

The enclosure ID, comprised of a pair of seven-segment numbers, is located on the back of each ESM next to the ESM indicator lights. The two digits that comprise the enclosure ID are referred to as x10 and x1 digits. The enclosure ID provides a unique identifier for each enclosure in the storage subsystem. The storage management software automatically sets the enclosure ID number. You can only

change the enclosure ID setting through the DS4000 storage management software. There are no switches on the EXP810 chassis to manually set the enclosure ID. Both ESM enclosure ID numbers will be identical under normal operating conditions.

In addition to having unique enclosure IDs for each storage expansion enclosure (including the DS4000 storage subsystems with drives installed) in the DS4000 storage subsystem configuration, ensure that the single digit (x1) of the enclosure ID for every storage expansion enclosure in a redundant drive channel/loop pair is unique.

If you do not set the single digit value of the enclosure IDs to be unique among storage expansion enclosures (including the DS4000 storage subsystem with drives installed) in a redundant drive channel/loop pair, then drive loop errors might be randomly posted in the DS4000 subsystem Major Event Log (MEL) when you intermix different types of storage expansion enclosures in a redundant drive loop pair (such as an EXP100 with an EXP810). For example, with four enclosures attached to a DS4500 in a redundant drive loop pair, the correct enclosure ID settings should be x1, x2, x3, and x4 (where x can be any digits that can be set). Examples of incorrect settings would be 11, 21, 31, 41; or 12, 22, 32 62. These examples are incorrect because the x1 digits are the same in all enclosure IDs (either 1 or 2).

If the enclosure IDs in your DS4000 subsystem configuration are not currently set to have unique single digit (x1) values for the enclosures in the same redundant drive channel/loop pair, make the changes to the enclosure IDs in the next maintenance schedule if you have storage expansion enclosures or DS4000 storage subsystems with mechanical switches such as EXP100s, EXP710s or DS4300 storage subsystems in the DS4000 configuration. This will prevent unnecessary downtime when you add enclosures of different types to the existing enclosures in the redundant drive channel/loop pair. Storage expansion enclosures and DS4000 storage subsystems with mechanical enclosure ID switches require that you power cycle the configurations to activate the new enclosure ID settings. The EXP810 storage expansion enclosures do not require you to power cycle the DS4000 configuration to activate new enclosure ID settings.

Figure 2 shows the rear view of the ESMs and power supply fan units for models 81A and 81H. Figure 3 on page 7 shows the rear view of the ESMs and dc power supply fan units for model 81S and 81T.

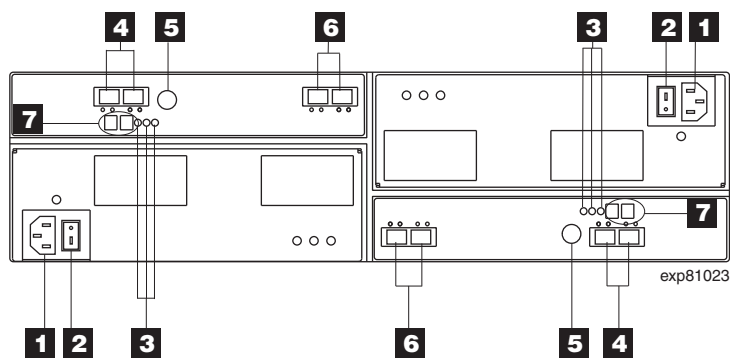


Figure 2. Back view; power switch, enclosure ID, and connectors

Table 2. Description of Figure 2 on page 6

Number	Description
1	Power connector
2	Power switch
3	ESM indicator lights
4	Reserved for future use
5	Serial port
6	SFP interface connectors
7	Enclosure ID

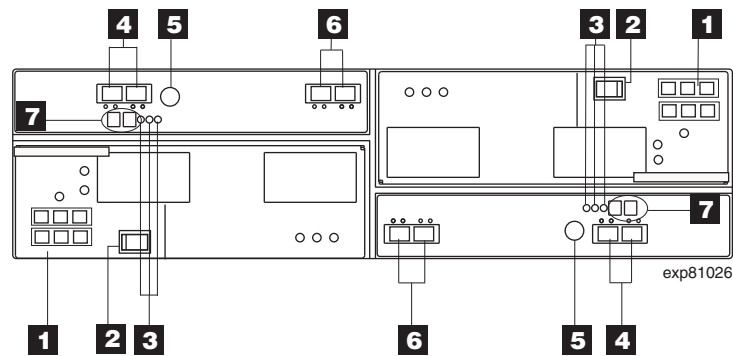


Figure 3. Back view; power switch, enclosure ID, and connectors

Table 3. Description of Figure 3

Number	Description
1	Power connector
2	Power switch
3	ESM indicator lights
4	Reserved for future use
5	Serial port
6	SFP interface connectors
7	Enclosure ID

Rear drive channel ports

Figure 4 on page 8 shows the drive channel ports on the storage expansion enclosure.

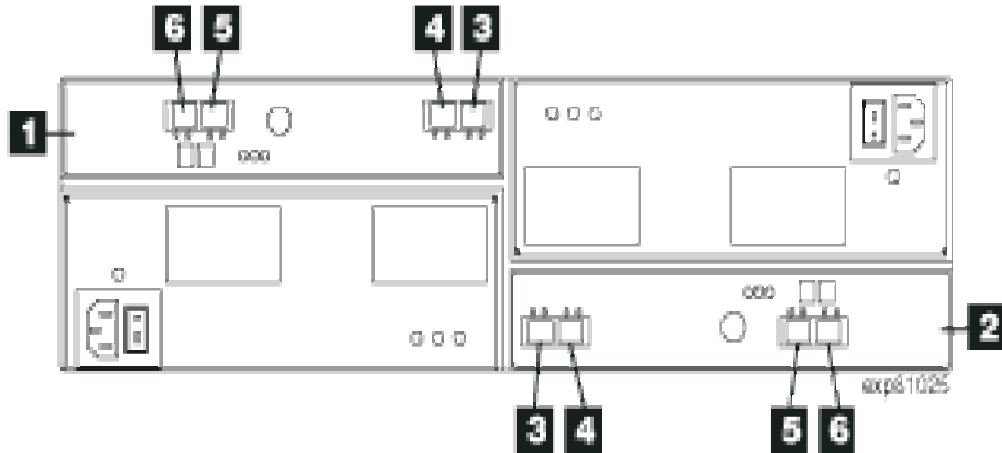


Figure 4. Rear view of drive channel ports

Table 4. Description of Figure 4

Number	Description
1	ESM A
2	ESM B
3	Port 1A
4	Port 1B
5	Port 2A (Reserved for future use)
6	Port 2B (Reserved for future use)

The ac power supply and fan units

The storage expansion enclosure has two removable power supply and fan units. Each power supply and fan unit contains one power supply and two fans. The four fans pull air through the drive from front to back across the drives.

The fans provide redundant cooling, which means that if one of the fans in either fan housing fails, the remaining fans continue to provide sufficient cooling to operate the storage expansion enclosure. The power supplies provide power to the internal components by converting incoming ac voltage to dc voltage. If one power supply is turned off or malfunctions, the other power supply maintains electrical power to the storage expansion enclosure. To preserve the optimal airflow, do not remove a failed power supply and fan unit CRU from the EXP810 chassis until you are ready to replace it with a new CRU.

Figure 5 on page 9 shows power supply and fan unit components.

Note: Although both power supply and fan units (left and right) are identical, they are seated in the EXP810 chassis in opposite orientations. If the power supply and fan unit cannot fully be inserted in the power supply and fan unit bay, flip it 180 degree and reinsert it.

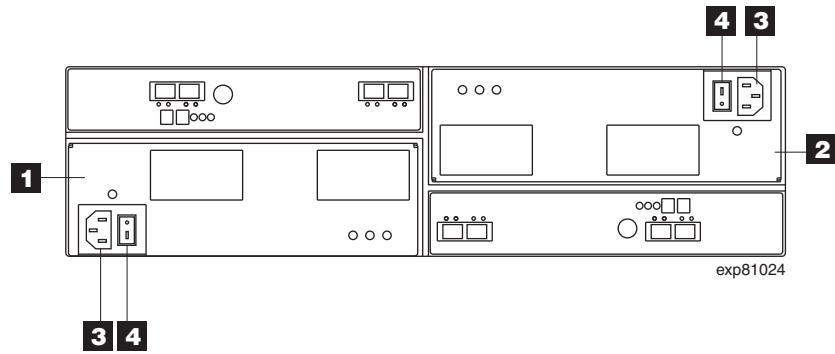


Figure 5. Power supply and fan unit components

Table 5. Description of Figure 5

Number	Description
1	Power supply and fan unit A
2	Power supply and fan unit B
3	Power connector
4	Power switch

Figure 6 on page 10 shows a power supply and fan unit and the airflow through the storage expansion enclosure.

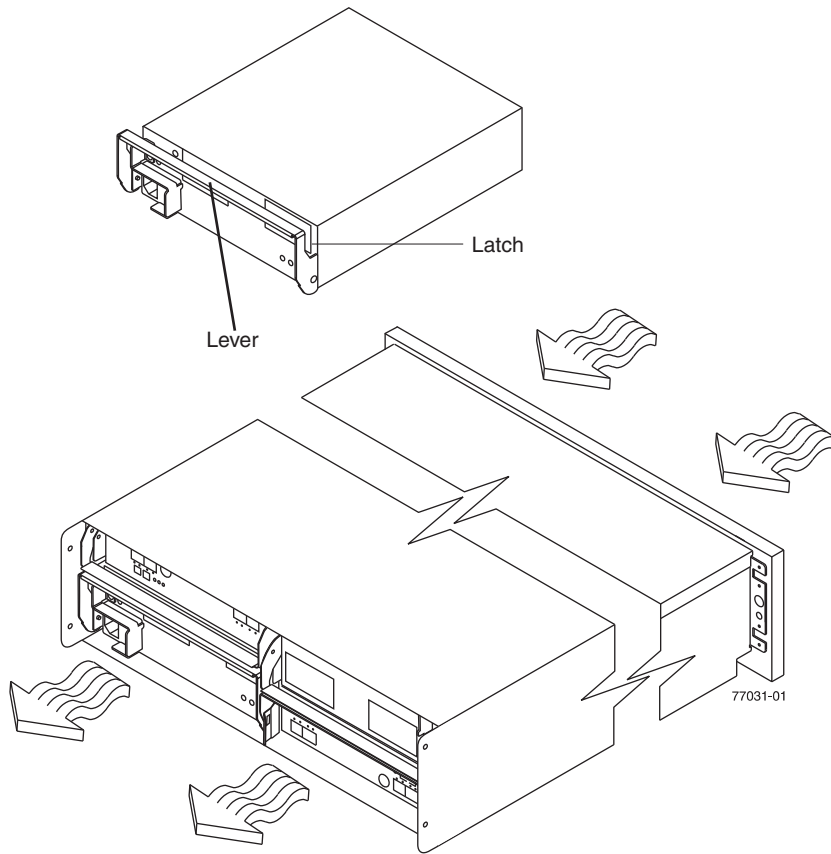


Figure 6. Power supply and fan unit and airflow

The dc power supply and fan units

EXP810 storage expansion enclosure (models 81S and 81T) has two removable dc power supply and fan units. Each dc power supply and fan unit contains one dc power supply and two fans. The four fans pull air through the drive from front to back across the drives.

The fans provide redundant cooling, which means that if one of the fans in either fan housing fails, the remaining fans continue to provide sufficient cooling to operate the storage expansion enclosure.

The power supplies provide power to the internal components. If one dc power supply is turned off or malfunctions, the other dc power supply maintains power to the storage expansion enclosure. To preserve the optimal airflow, do not remove a failed dc power supply and fan unit CRU from the EXP810 chassis until you are ready to replace it with a new CRU.

Figure 7 on page 11 shows dc power supply and fan unit components.

Note: Although both power supply and fan units (left and right) are identical, they are seated in the EXP810 chassis in opposite orientations. If the power supply and fan unit cannot fully be inserted in the power supply and fan unit bay, flip it 180 degrees and reinsert it.

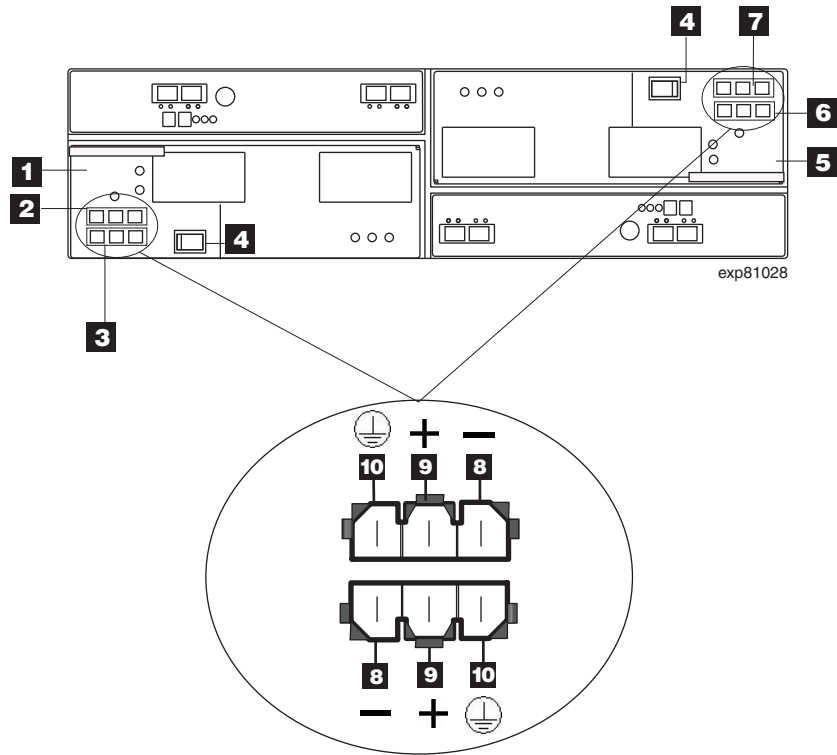


Figure 7. The dc power supply and fan unit components

Table 6. Description of Figure 7

Number	Description
1	dc power supply and fan unit A
2	dc power connector A1 ¹
3	dc power connector A2 ¹
4	dc power switch
5	dc power supply and fan unit B
6	dc power connector B1 ²
7	dc power connector B2 ²
8	Pin 1: -48 V dc
9	Pin 2: POS RTN
10	Pin 3: GND

Notes:

1. The A1 and A2 dc connectors are keyed so that the dc cables are connected to the A1 and A2 connectors in only one way and in opposite orientation from each other. If the dc cable does not fit the dc connector, flip it 180 degrees and try again. Do not force fit because you might damage the connectors and short out the power supply.
2. The B1 and B2 dc connectors are keyed so that the dc cables are connected to the B1 and B2 connectors in only one way and in opposite orientation from each other. If the dc cable does not fit the dc connector, flip it 180 degrees and try again. Do not force fit because you might damage the connectors and short out the power supply.

Figure 8 on page 12 shows a dc power supply and fan unit and the airflow through the storage expansion enclosure.

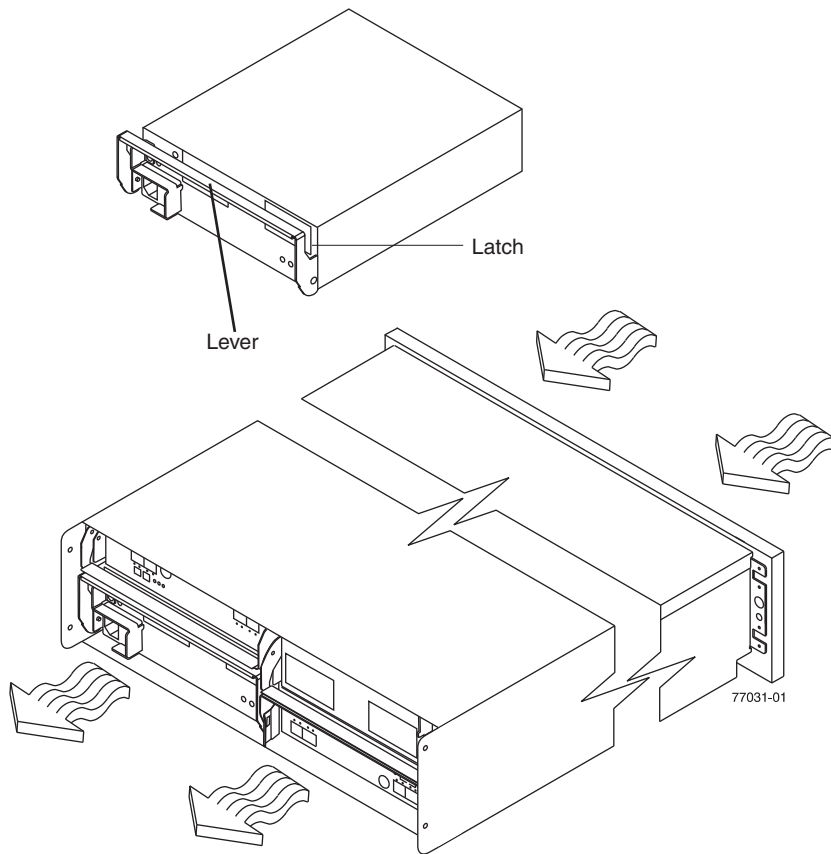


Figure 8. The dc power supply and fan unit and airflow

Small Form-Factor Pluggable (SFP) modules

The storage expansion enclosure supports fibre optic host interface cables. You must install a Small Form-factor Pluggable (SFP) module in each interface connector on the controller where a fibre optic cable is to be installed.

Attention: The maximum operating speed of the fibre channel port is determined by two factors: the speed of the SFP module that is installed and the speed of the fibre channel connection. For example, a 2-Gbps SFP that is plugged into a 4-Gbps-capable port will limit the speed of that port to a maximum of 2 Gbps. Conversely, a 4-Gbps SFP that is plugged into a 2-Gbps-capable port will limit the speed of the port to a maximum of 2 Gbps. Carefully check the SFP's IBM part number, option number, and FRU part number to identify its speed. There are no physical features that distinguish a 4 Gbps from a 2 Gbps SFP.

Figure 9 on page 13 shows an SFP module with fibre optic cable.

Note: The SFP module shown might look different from those shipped with your storage expansion enclosure. The differences does not affect transceiver performance.

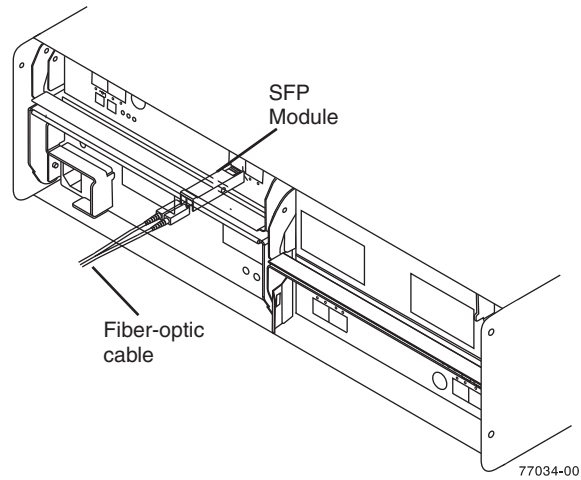


Figure 9. SFP module and fibre optic cable

Telco bezel

The EXP810 storage expansion enclosure can be ordered with a Telco bezel. The Telco bezel also contains a filter and filter retainer. The replaceable filter is fitted inside the Telco bezel and limits impurities, dust, air particles and other external contaminants from adversely impacting the chassis, electronic CRUs, and hard drive operational effectiveness. IBM recommends that you replace the filter every three months or sooner, depending on your environment. Inspect the filter periodically and replace it as required.

Figure 10 shows a front view of the bezel. Figure 11 on page 14 shows a side view of the bezel, filter, and filter retainer.

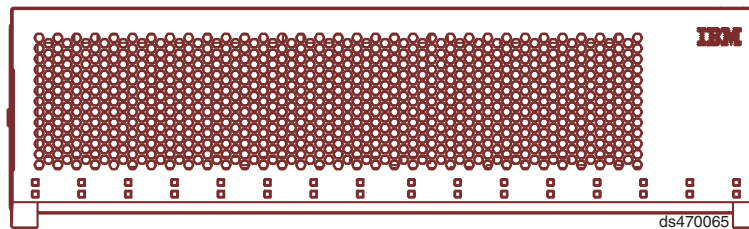


Figure 10. Bezel

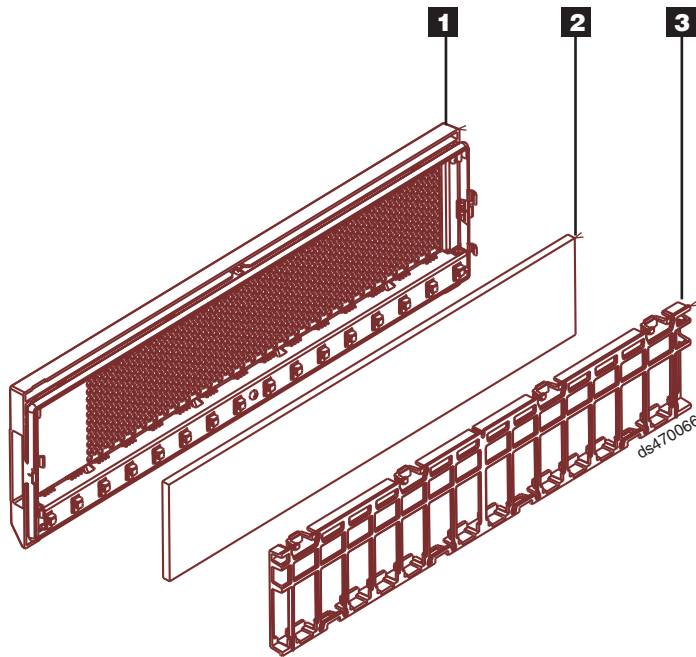


Figure 11. Filter and filter retainer

Table 7. Filter and filter retainer description

Number	Description
1	Bezel
2	Filter
3	Filter retainer

Software and hardware compatibility and upgrades

The latest DS4000 controller firmware and NVSRAM, drive enclosure ESM firmware, and the fibre channel and SATA drive CRUs firmware must be installed to ensure optimal functionality, manageability, and reliability.

Unless stated otherwise, you can find the latest DS4000 publications, firmware, and host software at the IBM DS4000 System Storage Support Web site:

www.ibm.com/servers/storage/support/disk/

Software and firmware support code upgrades

To enable support for the EXP810, you *must* ensure that your system's software and firmware are at the levels shown in Table 8:

Table 8. Software and firmware levels for the EXP810

Software/firmware	Level
DS Storage Manager software	10.30

Table 8. Software and firmware levels for the EXP810 (continued)

Software/firmware	Level
DS4000 controller firmware and NVSRAM	<p>06.16.88.xx or 06.16.9x.xx for support with DS4700 and DS4800. (EXP100 not supported.)</p> <p>06.19.xx.xx for support with DS4300 and DS4500 only with support for intermix of EXP100s.</p> <p>06.23.05.xx or 06.60.02.xx supports DS4300, DS4500, DS4700, and DS4800 with support of intermix with EXP100s.</p> <p>07.10.xx.xx supports DS4700 and DS4800 with support for intermix of EXP100s.</p>
ESM firmware	98Bx or higher in a DS4000 environment.
Drive firmware	<p>You can find the latest software and firmware at the IBM DS4000 System Storage Support Web site:</p> <p>www.ibm.com/servers/storage/support/disk/</p>

The required EXP810 ESM and DS4000 storage subsystem controller firmware versions and DS Storage Manager version software packages that are required to manage DS4000 storage subsystems with controller firmware 06.16.8x.xx, 06.16.9x.xx, 06.19.xx.xx, 06,23.xx.xx, or 06.60.xx.xx installed are available for download at the DS4000 System Storage Support Web site:

www.ibm.com/servers/storage/support/disk/

See the *IBM System Storage DS® Storage Manager Version 10 Installation and Host Support Guide* for your operating system for instructions that describe how to install the DS Storage Manager host software.

If you need further assistance, please contact your IBM reseller or IBM representative to find out which controller firmware to use for EXP810 attachment.

For more information about the EXP810 ESM replacement procedure and problem troubleshooting, please refer to “Replacing an Environmental Service Module (ESM)” on page 115 and “Solving problems” on page 125.

EXP810 hardware and software compatibility

Table 9 on page 16 lists the EXP810 hardware and software compatibility. Currently, the DS4000 storage subsystems that support EXP810 attachment are the DS4300 Standard/Base and Turbo models, DS4500, DS4700 Express, and DS4800. Please contact IBM resellers or representatives for other DS4000 storage subsystem support in the future.

Note: For the latest information about supported servers and operating systems for the EXP810, refer to the System Storage Interoperation Center at this Web site:

www.ibm.com/systems/support/storage/config/ssic/index.jsp

Table 9. EXP810 hardware and software compatibility

Storage subsystem	Storage management software	Firmware
System Storage DS4300 dual-controller Standard/Base or Turbo Storage Subsystem	IBM DS Storage Manager Version 9.23 or higher	Controller firmware version 06.19.xx.xx or higher
System Storage DS4500 Storage Subsystem	IBM DS Storage Manager Version 9.23 or higher	Controller firmware version 06.19.xx.xx or higher
System Storage DS4700 Express Storage Subsystem	IBM DS Storage Manager Version 10.10 or higher	Controller firmware: version 7.10 ¹ or higher
System Storage DS4800 Storage Subsystem	IBM DS Storage Manager Version 10.10 or higher	Controller firmware: version 7.10 ² or higher

Notes:

1. Currently, the DS4700 Express Storage Subsystem is *shipped* with controller firmware version 6.16.8x.xx that supports EXP810s.
2. The DS4800 Storage Subsystem (models 82A/H, 84A/H, and 88A/H) is shipped with 6.15.xx.xx controller firmware, which does not support EXP810s. The DS4800 model 80A/H is already shipped with 6.16.xx.xx firmware and does not support 6.15.xx.xx and 6.14.xx.xx firmware versions. Follow the instructions in Appendix A, “Upgrading the DS4000 controller firmware,” on page 135 to upgrade the controller firmware in the DS4800 Storage Subsystems (models 82A/H, 84A/H, and 88A/H) to the level that supports EXP810s.

Determining firmware levels

There are two different methods to determine the DS4000 storage subsystem and the storage expansion enclosure firmware versions. Each method uses the DS Storage Manager client that manages the DS4000 storage subsystem with the attached storage expansion enclosure.

Method One:

Go to the Subsystem Management window and select **View → Storage Subsystem Profile**. When the Storage Subsystem Profile window opens, select the **All** tab and scroll through Profile For Storage Subsystem to locate the following information.

Note: The Profile For Storage Subsystem windows contains all the profile information for the entire subsystem. Therefore, it may be necessary to scroll through a large amount of information to locate the firmware version numbers.

DS4000 Storage Server

- NVSRAM version
- Firmware version

Drives

- Drive Firmware version
- ATA translator card firmware version (SATA E-DDMs only)

Note: The ATA translator card firmware and drive firmware are typically packaged together as a single drive firmware upgrade file.

ESM

- ESM card firmware version

Method Two:

Complete the appropriate procedure to obtain the specified firmware version.

To obtain the controller firmware version:

Right-click the Controller icon in the Physical View pane of the Subsystem Management window and select **Properties**. The Controller Enclosure properties window opens and displays the properties for that controller.

You must perform this step for each individual controller.

To obtain the drive firmware (and ATA translator card firmware) version:

Right-click the Drive icon in the Physical View pane of the Subsystem Management window and select **Properties**. The Drive Properties window opens and displays the properties for that drive.

You must perform this step for each individual drive.

To obtain the ESM and drive enclosure component firmware versions:

1. In the Physical View pane of the Subsystem Management window, click the Drive Enclosure Component icon (which is the icon furthest to the right). The Drive Enclosure Component Information window opens.
2. Click the ESM icon in the left pane. The ESM information displays in the right pane of the Drive Enclosure Component Information window.
3. Locate the firmware version of each ESM in the drive enclosure.

Receiving product updates and support notifications

Be sure to download the latest versions of the following packages at the time of initial installation and when product updates become available:

- DS Storage Manager host software
- DS4000 and DS5000 storage subsystem controller firmware
- DS4000 and DS5000 drive expansion enclosure ESM firmware
- Drive firmware

Important

Keep your system up-to-date with the latest firmware and other product updates by subscribing to receive support notifications.

For more information about how to register for support notifications, see the following IBM Support Web page:

www.ibm.com/systems/support/storage/subscribe/moreinfo.html

You can also check the **Stay Informed** section of the IBM Disk Support Web site, at the following address:

www.ibm.com/systems/storage/support/disk/index.html

Best practices guidelines

To ensure optimal operation of your system, always follow these best practices guidelines:

- Ensure that your system is in an optimal state before you shut it down. Never turn the power off if any Needs Attention LED is lit; be sure to resolve any error conditions before you shut down the system.
- Back up the data on your storage drives periodically.
- To maintain power redundancy, plug the EXP810 right and left power supply and fan units into two independent external power circuits through ac distribution units

inside a rack cabinet or directly into external receptacles. Similarly, the right and left power supplies of the DS4000 storage subsystem that the EXP810 storage expansion enclosures are attached to should be plugged into the same two independent external power circuits as the EXP810s. This ensures that the DS4000 storage subsystem and all its attached storage expansion enclosures will have power in the event that only one power circuit is available. In addition, having all the right or all the left power cables plugged into the same power circuit enables the DS4000 devices in the configuration to power on simultaneously during an unattended restoration of power. See Figure 34 on page 55 for an example of redundant power connections.

Note: Do not overload the circuits that power your storage subsystem and storage expansion enclosures. Use additional pairs of power distribution units (PDUs) if necessary. Refer to Table 16 on page 21 for information on storage expansion enclosure power requirements. Contact your IBM service representative for additional information if needed.

- Before any planned system shutdown or after any system additions, removals, or modifications (including firmware updates, logical drive creations, storage partitioning definitions, hardware changes, and so on), complete the following tasks:

1. Save the storage subsystem profile.
2. Save the storage subsystem configuration.

Make sure that you save the files in a location other than in the logical drives that were created for the storage subsystem.

For more information on how to complete these tasks, check the DS Storage Manager online help or the Storage Manager guide for your operating system.

- During any maintenance or attended power-up procedure, carefully follow the power-up sequence listed in “Powering on the EXP810” on page 69. Check that each component of the subsystem is powered-on in the proper order during this entire power-up procedure to ensure the controller will be able to optimally access all of your storage subsystems.
- The storage subsystem supports simultaneous power-up to the system components; however, you should always follow the power-up sequence listed in “Powering on the EXP810” on page 69 during any attended power-up procedure.
- A storage system in an optimal state should recover automatically from an unexpected shutdown and unattended simultaneous restoration of power to system components. After power is restored, call IBM support if any of the following conditions occur:
 - The storage subsystem logical drives and subsystems are not displayed in the DS Storage Manager graphical user interface (GUI).
 - The storage subsystem logical drives and subsystems do not come online.
 - The storage subsystem logical drives and subsystems seem to be degraded.

Specifications

This section provides site specifications for the storage expansion enclosure. Before installing a storage expansion enclosure, you must either verify that your planned installation site meets these requirements, or prepare the site so that it does meet these requirements. Preparations might involve meeting area requirements, environmental requirements, and electrical requirements for storage expansion enclosure installation, service, and operation.

Area requirements

The floor space at the installation site must provide enough strength to support the weight of the storage subsystem and associated equipment; sufficient space to install, operate, and service the storage subsystem; and sufficient ventilation to provide a free flow of air to the unit.

Dimensions

Figure 12 shows the dimensions of the EXP810, which conforms to the 19-inch rack standard.

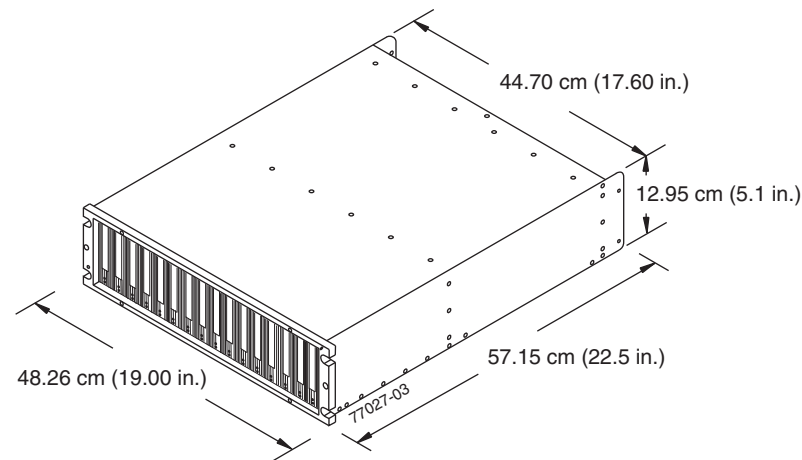


Figure 12. EXP810 dimensions

Weight

The total weight of the storage expansion enclosure depends on the number of components installed. Table 10 lists the maximum, empty, and shipping weights for the storage subsystem in different configurations. Table 11 lists the weight of each component.

Table 10. EXP810 weights

Unit	Weight		
	Maximum ¹	Empty ²	Shipping
EXP810	38.1 kg (84 lb)	16.4 kg (36.1 lb)	50.5 kg (111.0 lb)

¹ Chassis with all CRUs and 16 drives.

² Chassis without CRUs and drives but with front cage frame and midplane.

Table 11. EXP810 component weights

Unit	Weight
Drive	0.75 kg (1.65 lb)
Power supply and fan unit	3.60 kg (7.95 lb)
ESM	1.88 kg (4.15 lb)

Shipping dimensions

Table 12 on page 20 lists shipping carton dimensions. The height shown includes the height of the pallet.

Table 12. EXP810 shipping carton dimensions

Height	Width	Depth
45.7 cm (18.0 in.)	62.6 cm (24.5 in.)	80.7 cm (31.75 in.)

Environmental requirements and specifications

This section describes the environmental requirements and specifications for the storage expansion enclosure, including temperature and humidity, altitude, airflow and heat dissipation, shock and vibration requirements, and acoustic noise levels.

Temperature and humidity

Table 13 lists the acceptable temperature and humidity ranges for the EXP810 storage expansion enclosure when in storage or in transit. Table 14 lists temperature and humidity ranges for the storage expansion enclosure in typical Information Technology (IT) or office environments. Table 21 on page 26 lists temperature and humidity ranges for the storage expansion enclosure in a Telco/NEBS-3 compliant environment.

Note: Substantial deviations from the suggested operating range, in either direction, if sustained for extended periods of time, will expose the unit to greater risk of failure from external causes.

Important: The recommended operating environment air temperature is 22° C (72° F) or lower.

Table 13. Temperature and humidity requirements for storage expansion enclosure when in storage or in transit

Condition	Parameter	Requirement
Temperature	Storage range	-10° - 65° C (14° - 149° F)
	Maximum rate of change	15° C (27° F) per hour
	Transit range	-40° C to 65° C (-40° F to 149° F)
	Maximum rate of change	20° C (36° F) per hour
Relative humidity (no condensation)	Storage range	8% to 90%
	Transit range	5% to 95%
	Maximum dew point	26° C (79° F)
	Maximum gradient	10% per hour

Table 14. Temperature and humidity requirements for storage expansion enclosure in a typical Information Technology (IT) or office environment

Condition	Parameter	Requirement
Temperature	Operating range	10° - 35° C (50° - 95° F)
	Maximum rate of change	10° C (18° F) per hour
Relative humidity (no condensation)	Operating range	8% to 80%

Altitude

Table 15 on page 21 lists the acceptable altitudes for operating, storing, and shipping the EXP810.

Table 15. EXP810 altitude ranges

Environment	Altitude
Operating	30.5 m (100 ft.) below sea level to 3000 m (9842 ft.) above sea level
Storage	30.5 m (100 ft.) below sea level to 3000 m (9842 ft.) above sea level
Transit	30.5 m (100 ft.) below sea level to 12,000 m (40,000 ft.) above sea level

Airflow and heat dissipation

Figure 13 shows the intended airflow for the EXP810. Allow at least 30 inches in front of the storage subsystem and at least 24 inches behind the storage subsystem for service clearance, proper ventilation, and heat dissipation.

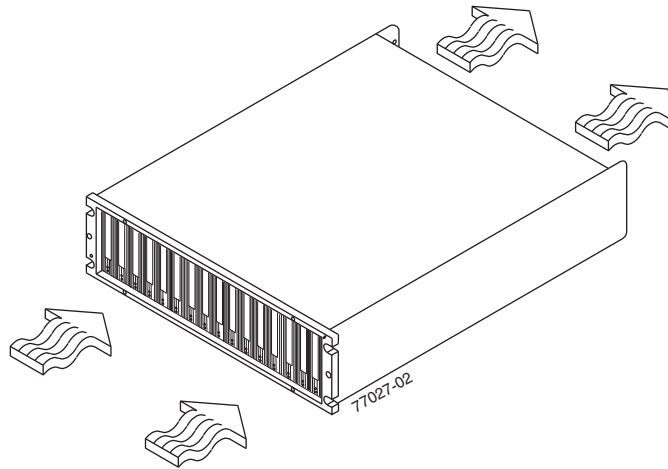


Figure 13. EXP810 airflow

Table 16 lists the KVA, watts, and Btu calculations. These values assume the power supplies have a 73 percent efficiency and a power factor of 0.99. These tabulated power and heat dissipation values are typical for the storage subsystem. Maximum configuration units are typically operated at higher data rates, have larger random access memory (RAM) capacities, or have different host interface boards.

Table 16. EXP810 power and heat dissipation

Parameter	KVA	Watts (ac)	Btu per hour
EXP810	0.454	443	1516

Shock and vibration requirements

Operational shock and operational vibration requirements are shown in this section.

Operational Shock: The EXP810 will be able to withstand the following shock. Subjecting the equipment to a single shock pulse with the following characteristics will simulate this level of shock:

- Velocity change = 20 inches per second
- Wave[®] form = Triangular, 10g @3.75 ms

Operational Vibration (Random): While in its normal operating position, the EXP810 will continue operating when subjected to a random vibration test using the criteria shown in Table 17. This test uses the indicated spectral power density for 30 minutes in each of the three axes.

Table 17. Random vibration power spectral density

Hz	5	17	45	48	62	65	150	200	500
g ² /Hz	2.0x10 ⁻⁷	2.2x10 ⁻⁵	2.2x10 ⁻⁵	2.2x10 ⁻⁵	2.2x10 ⁻⁵	2.2x10 ⁻⁵	2.2x10 ⁻⁵	2.2x10 ⁻⁵	2.2x10 ⁻⁵

Acoustic noise

Table 18 lists the maximum sound levels emitted by the storage subsystem.

Table 18. EXP810 sound levels

Measurement	Level
Sound power (normal operation)	6.5 bels
Sound pressure (normal operation)	65 dBA

These levels are measured in controlled acoustical environments according to ISO 7779 and are reported in accordance with ISO 9296. The declared sound power levels indicate an upper limit, below which a large portion of machines operate. Sound pressure levels in your location might exceed the average 1-meter values stated because of room reflections and other nearby noise.

Electrical requirements

This section provides information regarding site power and wiring, storage subsystem ac power requirements, and power cord routing instructions.

Consider the following information when preparing the installation site:

- Protective ground – Site wiring must include a protective ground connection to the ac power source.

Note: Protective ground is also known as safety ground or chassis ground.

- Circuit overloading – Power circuits and associated circuit breakers must provide sufficient power and overload protection. To prevent possible damage to the unit, isolate its power source from large switching loads (such as air conditioning motors, elevator motors, and factory loads).
- Power failures – If a total power failure occurs, the unit automatically performs a power-up recovery sequence without operator intervention after power is restored.

Table 19. EXP810 ac power requirements

	Low Range	High Range
Nominal Voltage	90 to 136 VAC	180 to 264 VAC
Frequency (Hertz)	50 to 60 Hz	50 to 60 Hz
Idle Current	3.86 A ^a	2.05 A ^b
Maximum Operating Current	4 A/4.54 A ^{a c}	2.12 A/2.41 A ^{b c}
Maximum Surge Current	5.04 A ^a	2.67 A ^b

Table 19. EXP810 ac power requirements (continued)

	Low Range	High Range
^a . Typical voltage: 115 V AC, 60 Hz, assumes 73% power-supply efficiency and 0.99 power factor		
^b . Typical voltage: 230 V AC, 60 Hz, assumes 73% power-supply efficiency and 0.99 power factor		
^c . The higher number in this range applies when all of the drives are placed in Selfseek mode.		

Table 20. EXP810 dc power requirements

	Requirement
Operating Voltage	-42 V to -60 V
Nominal Voltage	-48 V
Idle Current	11.8 A
Maximum Operating Current	15.8 A
Maximum Surge Current	16 A

Power and site wiring requirements for models with ac power supply and fan units

The storage expansion enclosure uses wide-ranging redundant power supplies that automatically accommodate voltages to the ac power source. The ac power supplies operate within the ranges specified in Table 19 on page 22. The ac power supplies meet standard voltage requirements for both domestic (inside USA) and international (outside USA) operation. They use standard industrial wiring with line-to-neutral or line-to-line power connections.

The agency ratings for the EXP810 storage expansion enclosure (ac models) are 6 amps at 100 VAC and 2.5 amps at 240 VAC. These are the overall maximum operating currents for the EXP810 storage expansion enclosure with ac power supply and fan unit CRUs.

Power recovery after an ac power failure: After a total ac power failure, after normal power is restored, the storage expansion enclosure performs power-up recovery procedures automatically without operator intervention.

Power cords and receptacles: The storage expansion enclosure ships with two jumper cords used to connect to the rack PDU. You must purchase the power cords that are appropriate for use in a typical outlet in the destination country. See Appendix D, “Power cords,” on page 155 for more information.

Power and site wiring requirements for models with dc power supply and fan units

The storage expansion enclosure uses wide-ranging redundant power supplies that automatically accommodate voltages to the dc power source. The dc power supplies operate within the ranges specified in Table 20. The dc power supplies require a reliably grounded safety extra low voltage SELV source and an approved and rated disconnect device for the -48V line.

The agency rating for the EXP810 storage expansion enclosure (dc models) is 16 amps at -42V to -60V dc. This is the overall maximum operating current for the EXP810 storage expansion enclosure with dc power supply and fan unit CRUs.

Power recovery after a dc power failure: After a total dc power failure, after normal power is restored, the storage expansion enclosure performs power-up recovery procedures automatically without operator intervention.

Power cords and receptacles: The storage expansion enclosure ships with two dc power jumper cables used to connect to the dc power source. See “Cabling the dc power supply” on page 62 for more information.

Heat output, airflow, and cooling

See “Airflow and heat dissipation” on page 21 for heat output, airflow, and cooling specifications.

Note: In general, disk subsystem reliability tends to decrease as the ambient temperature of the environment in which it is being used increases. The ambient temperature in the immediate area of the disk enclosure unit should be kept near 22° C (72° F), or lower, to provide better reliability.

When racks that contain many storage expansion enclosures are to be installed together, the following requirements must be met to ensure that the storage expansion enclosures are adequately cooled:

- Air enters at the front of the rack and leaves at the back. To prevent the air that is leaving the rack from entering the intake of another piece of equipment, you must position the racks in alternate rows, back-to-back and front-to-front. This arrangement is known as *cold aisle and hot aisle* and is shown in Figure 14 on page 25.
- Where racks are in rows, each rack must touch the rack that is next to it to reduce the amount of hot air that can flow around from the back of the rack into the intakes of the storage expansion enclosures that are in that rack. You should use Suite Attach Kits to completely seal any gaps that remain between the racks. For details about Suite Attach Kits, contact your marketing representative.
- Where racks are in rows front-to-front or back-to-back, a gap of at least 1220 mm (48 in.) must separate the rows across the cold aisle.
- To ensure correct airflow in each rack, the rack filler plates must be installed in unused positions. Also, all the gaps in the front of the racks must be sealed, including the gaps between the storage expansion enclosures.

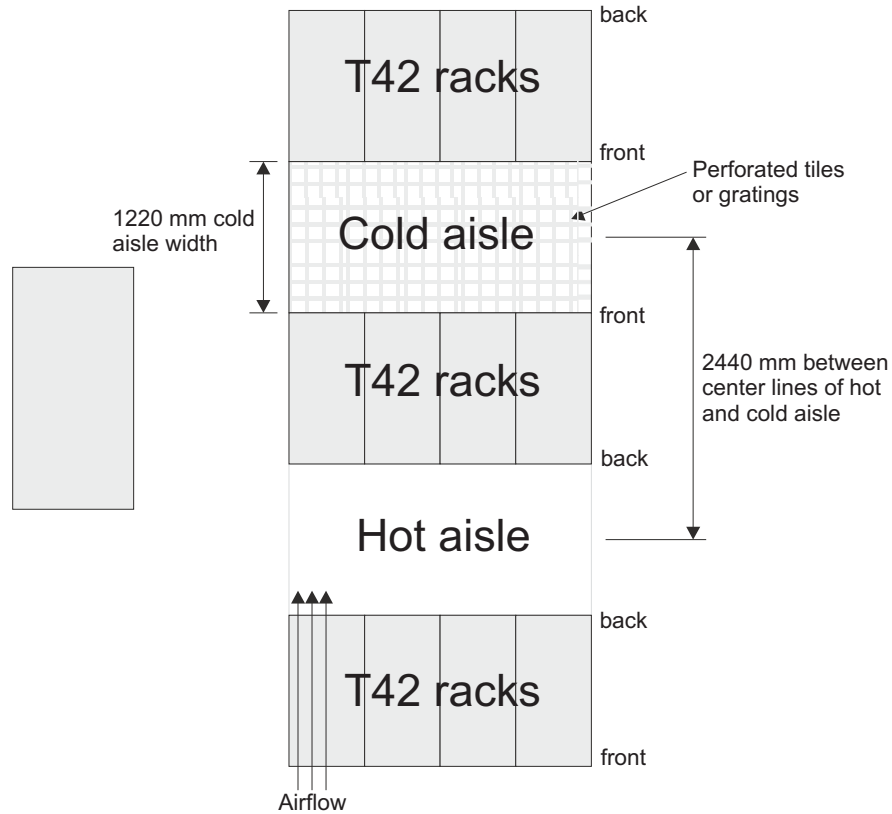


Figure 14. Example of cold aisle/hot aisle rack configuration

Network Equipment-Building System (NEBS) information for applicable Disk Systems

The following apply to the IBM Disk Systems that have been designated as conforming to the applicable sections of Telcordia Technologies GR-63-CORE and/or GR-1089-CORE.

The intrabuilding ports of this equipment are suitable for connection to intrabuilding or unexposed wiring or cabling only. The intrabuilding ports of the equipment *must not* be metallically connected to interfaces that connect to the OSP or its wiring. These interfaces are designed for use as intrabuilding interfaces only (Type 2 or Type 4 ports as described in GR-1089-CORE) and require isolation from the exposed OSP cabling. The addition of primary protectors is not sufficient protection in order to connect these interfaces metallically to OSP wiring.

Note: All Ethernet cable must be shielded and grounded at both ends.

The equipment is suitable for installation as part of a Common Bonding Network (CBN) or an Isolated Bonding Network (IBN).

The equipment is suitable for installation in one or more of the following:

- Network telecommunications facilities
- Locations where the National Electrical Code (NEC) applies

The ac-powered system does not require the use of an external surge protection device (SPD).

The dc-powered system employs an isolated DC return (DC-I) design. The DC battery return terminal *shall not* be connected to the chassis or frame ground.

Table 21. Temperature and humidity requirements for storage expansion enclosure in a Telco/NEBS-3 compliant environment

Condition	Parameter	Requirement
Temperature ¹	Operating range (up to 1800 m)	5° to 40° C (41° - 104° F)
	Short-term ²	-5° to 50° C (23° - 122° F)
	Short-term with fan failure	-5° to 40° C (23° - 104° F)
	Maximum rate of change	30° C (54° F) per hour
Relative humidity ¹ (no condensation)	Operating range	5% to 85%
	Short-term ²	5% to 90% (not to exceed 0.024 kg water/kg of dry air)

Notes:

1. In a Telco/NEBS-3 compliant environment, conditions are measured at a location 1.5 m (59 in.) above the floor and 400 mm (15.8 in.) in front of the equipment.
2. Short-term refers to a period of not more than 96 consecutive hours and a total of not more than 15 days in one year. (This refers to a total of 360 hours in any given year, but no more than 15 occurrences during that one-year period.)

Table 22 applies to products that meet the altitude requirements.

Table 22. Altitude requirements

Environment	Altitude	Temperature ¹
Operating	60 m (197 ft) below sea level to 1800 m (6000 ft) above sea level	5° to 40° C (41° - 104° F)
	60 m (197 ft) below sea level to 4000 m (13000 ft) above sea level	5° to 30° C (41° - 54° F)

Notes:

1. Temperatures are aisle ambient as measured 1.5 m (59 in) above the floor and 400 mm (15.8 in) in front of the equipment.

Table 23 applies to products that meet the altitude objectives.

Table 23. Altitude objectives

Environment	Altitude	Temperature ¹
Operating	60 m (197 ft) below sea level to 1800 m (6000 ft) above sea level	5° to 50° C (41° - 122° F)
	60 m (197 ft) below sea level to 4000 m (13000 ft) above sea level	5° to 40° C (41° - 104° F)

Table 23. Altitude objectives (continued)

Environment	Altitude	Temperature ¹
<p>Notes:</p> <ol style="list-style-type: none">1. Temperatures are aisle ambient as measured 1.5 m (59 in) above the floor and 400 mm (15.8 in) in front of the equipment.		

Chapter 2. Installing the EXP810

This chapter provides the information that you need to prepare the storage expansion enclosure for installation into a rack cabinet.

Before you begin the installation, review the safety information in “Safety” on page xi.

“Installation overview” provides an overview of the storage expansion enclosure installation process. Read this overview before you begin the installation.

Installation overview

The following sequence summarizes the installation steps you will perform in this chapter.

1. Prepare the installation site and the rack cabinet. Unpack the EXP810 and other hardware from the shipping box. See “Preparing for installation” on page 30.

Statement 4:



≥ 18 kg (39.7 lb)	≥ 32 kg (70.5 lb)	≥ 55 kg (121.2 lb)

CAUTION:

Use safe practices when lifting.

Attention: The EXP810 weighs up to 40 kg (88 lb). At least two other people should help you lift the EXP810 from the shipping box.

2. Install the support rails in the rack. See “Installing the support rails” on page 32.
3. Install the EXP810. See “Installing the EXP810 into a rack” on page 36.
4. Cable the EXP810 to other EXP810s or to EXP710s. See Chapter 3, “Cabling the EXP810,” on page 41.
5. Install the DS Storage Manager host software. See “Software and hardware compatibility and upgrades” on page 14 for appropriate version. Refer to the *IBM System Storage DS Storage Manager Version 10 Installation and Host Support Guide* for your operating system for instructions on how to install the DS Storage Manager host software.
6. If this is a new DS4000 storage subsystem configuration, or an existing DS4000 configuration that includes EXP710s, upgrade the controller firmware in the DS4000 Storage Subsystem to version 06.16.xx.xx or later.

Note: If your DS4000 storage subsystem shipped preloaded with controller firmware 06.16.xx.xx, you do not need to upgrade the firmware, although

it is still recommended that you upgrade to the latest version of the firmware for your specific storage subsystem model.

Table 24. Minimum firmware levels required to support the EXP810

Storage Server	Firmware
DS4300	06.19.xx.xx or later
DS4500	06.19.xx.xx or later
DS4700	06.16.82.xx or later
DS4800	06.16.xx.xx or later

7. Turn on the EXP810 (if you have not done so already) after performing step 6 on page 29. See “Powering on the EXP810” on page 69.
8. Turn on the DS4000 Storage Subsystem if it is not already on after performing step 6 on page 29 and use the DS Storage Manager host software to verify the configuration and upgrade the controller firmware if needed. If the controller firmware is not at version 06.16.xx.xx or later, the EXP810 enclosures will be shown in the DS4000 subsystem management window with empty drive slots and enclosure ID of 99.

Handling static-sensitive devices

Attention: Static electricity can damage electronic devices and your system. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

To reduce the possibility of electrostatic discharge, observe the following precautions:

- Limit your movement. Movement can cause static electricity to build up around you.
- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed printed circuitry.
- Do not leave the device where others can handle and possibly damage the device.
- While the device is still in its static-protective package, touch it to an unpainted metal part of the system unit for at least two seconds. This drains static electricity from the package and from your body.
- Remove the device from its package and install it directly into your system unit without setting it down. If it is necessary to set the device down, place it in its static-protective package. Do not place the device on your system unit cover or on a metal table.
- Take additional care when handling devices during cold weather because heating reduces indoor humidity and increases static electricity.

Preparing for installation




Before installing the storage expansion enclosure, create a detailed plan of how this unit will be used in your storage configuration. The plan should include determining RAID levels, failover requirements, operating systems to be used, and total storage capacity requirements.

Complete the following steps to prepare the storage expansion enclosure for installation into a rack cabinet.

1. Prepare the site to meet all area, environmental, power, and site requirements. For more information, see “Specifications” on page 18.
2. Move the storage expansion enclosure to the site.

Statement 4:



		
≥ 18 kg (39.7 lb)	≥ 32 kg (70.5 lb)	≥ 55 kg (121.2 lb)

CAUTION:

Use safe practices when lifting.

3. Remove the storage expansion enclosure from its shipping container and check the contents (see “Inventory checklist” on page 3). If any items are missing, contact your IBM reseller before proceeding.
4. Verify that you have the following software:
 - The correct version of the IBM DS Storage Manager software. See “EXP810 hardware and software compatibility” on page 15.
 - DS4000 controller firmware that ships with the storage expansion enclosure. You use this software to configure the storage subsystems.

Note: Different DS4000 models may have different firmware versions.

5. Read *Storage System Product Release Notes* for any updated information about hardware, software, or firmware products.
6. Continue with “Preparing the site.”

Tools and hardware required

Gather the tools and equipment you will need for installation. These might include:

- The rack power jumper cords that are shipped with the storage expansion enclosure
- Number 2 Phillips screwdriver
- 5/16 (8 mm) hex nut driver
- Antistatic protection (such as a grounding wrist strap)
- Fibre channel (FC) and Ethernet interface cables and cable straps
- SFP modules
- Rack-mounting hardware that ships with the storage expansion enclosure

Preparing the site

This section lists the floor space requirements and weight information for the storage expansion enclosure. For information on interface cables and connections, see Chapter 3, “Cabling the EXP810,” on page 41.

Floor space: The floor area at the installation site must provide the following conditions:

- Enough stability to support the weight of the fully configured storage expansion enclosure and associated systems
- Sufficient space to install the storage expansion enclosure

Weight: The storage expansion enclosure total weight depends on the number of fibre channel hard disk drives that are installed. A fully configured storage expansion enclosure with two power supply and fan units, two ESMs, and up to 16 fibre channel hard disk drives installed weighs 40 kg (88 lbs).

Other: Consider these important preparation activities:

- Install uninterruptible power supply (UPS) devices.
- Install host bus adapters (HBAs), switches, or other devices, if applicable.
- Route interface cables from the hosts or switches to the installation area.
- Route main power cords to the installation area.

Continue with “Preparing the rack.”

Preparing the rack

Important: Before you install the storage expansion enclosure in a rack, keep in mind the following considerations:

- Review the documentation that comes with your rack enclosure for safety and cabling considerations.
- Do not extend more than one device out of the rack cabinet at the same time.
- Install the storage expansion enclosure in a maximum 35° C (95° F) environment.
- To ensure proper airflow, do not block the air vents; 15 cm (6 in.) of air space is sufficient.
- To ensure rack stability, load the rack starting at the bottom.
- If you install multiple components in the rack, do not overload the power outlets.
- Always connect the storage expansion enclosure to a properly grounded outlet.

Complete the following steps to prepare the rack before you install the storage expansion enclosure:

1. Move, unpack, and level the rack at the installation site (if needed).
2. Remove the external rack panels.
3. If necessary, stop all I/O activity to the devices in the rack.
4. If necessary, turn off all drive enclosure and rack power. Disconnect existing power, network, and other external cables.
5. Install any additional interface cables and power cables.

After you have completed these steps, continue with “Installing the support rails.”

Installing the support rails

Attention: Duplicate copies of the rack mounting templates are provided in Appendix C, “Rack mounting template,” on page 151. If you want to tear out the templates from this document for easier use, use the copies in Appendix C, “Rack mounting template,” on page 151 rather than the copies provided in this section.

Use the following templates (Figure 15 and Figure 16 on page 34) to identify the proper locations for inserting M5 screws when mounting the support rails and EXP810 to a rack. The locations for the M5 screws are highlighted in the templates.

The EXP810 is 3 U high. Align the template with the rack at a U boundary. U boundaries are shown as horizontal dashed lines in the rack mounting templates.

Note: The mounting holes that are shown in the following templates are square. The holes in your rack might be round, square, or threaded.

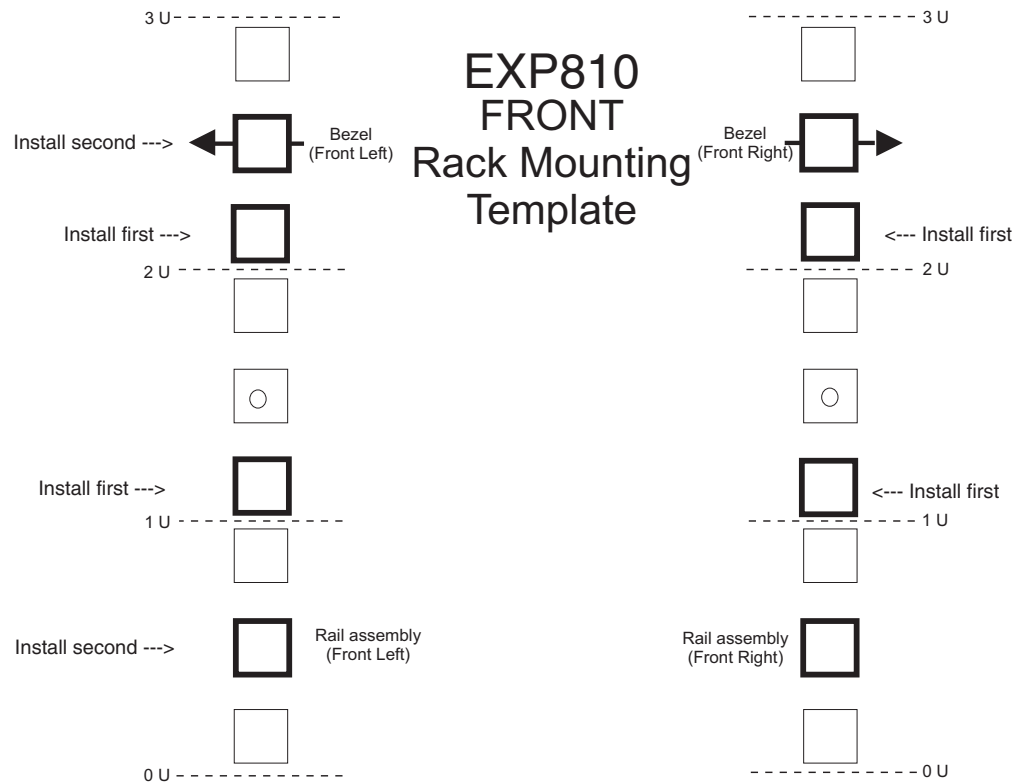


Figure 15. Front rack mounting template

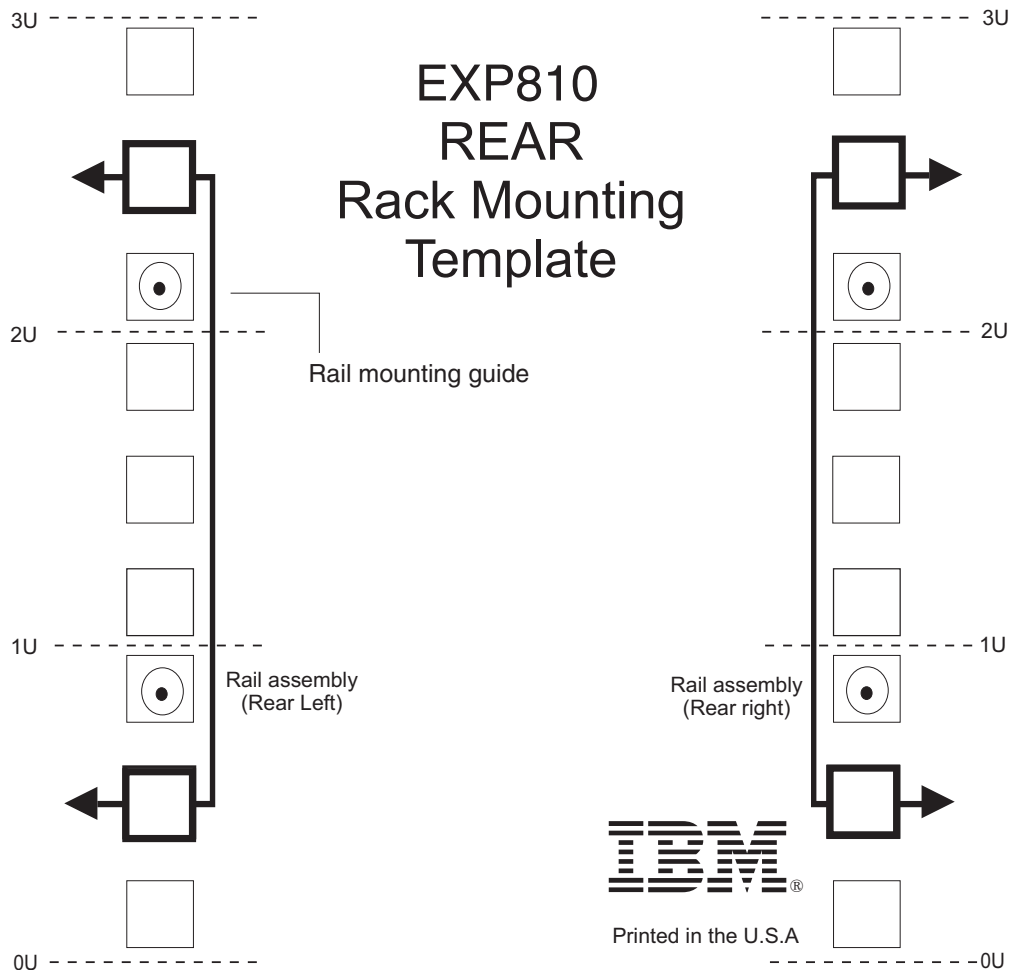


Figure 16. Rear rack mounting template

Before installing the EXP810 in a rack, you must install the rails and rack-mounting hardware that come with your storage expansion enclosure. The EXP810 requires an Electronic Industries Association (EIA) 310-D Type A 19-inch rack cabinet. The distance between EIA rails, from the front to the rear of the rack, is 60.96 cm (24 in.) minimum and 81.28 cm (32 in.) maximum. This rack conforms to the EIA standard. Where you place the support rails in the rack depends on where you intend to position the storage expansion enclosure.

Complete the following steps to install the support rails:

Note: Refer to Figure 17 on page 36 while performing these steps.

1. Ensure that the rack has already been installed.
2. Ensure that a stabilizer has been correctly attached to the bottom front of the rack to prevent the rack from tipping forward while the EXP810 is being installed.

Refer to the installation and service guide, or equivalent, for the rack as required.

3. Locate the two support rails, eight of the twelve M5 screws, and eight washers that are supplied with the EXP810.

Note: The M5 screws and washers may already be attached to the support rails. If so, remove them from the support rails.

- The rack-mounted unit is three EIA units high. Decide accordingly where you are going to install the support rails.

Attention: Use the rack mounting template provided in Figure 15 on page 33 and Figure 16 on page 34 to locate the proper rack mounting holes for installing the support rails into the rack.

Note the following considerations before you choose where to install the rails:

- If you are installing the EXP810 into an empty rack, install it into the lowest available position so that the rack does not become unstable.
 - If you are installing more than one EXP810 in the rack, start at the lowest available position, and work upward.
 - If appropriate, allow for possible later installation of other units.
 - If necessary, remove the rack power distribution unit before you install the support rails.
 - For procedures and more information, refer to the installation and service guide, or equivalent, for the rack.
- Using a #2 Phillips screwdriver, loosen the two screws on the left support rail that hold the two parts of the rail together (**5**).

Note: The support rails are not marked as Left or Right. However, each rail can be correctly mounted on only one side of the rack cabinet. The rails should be mounted with the alignment pins at the back of the rack. Figure 17 on page 36 shows the installation of the left support rail.

- Hold the back of the rail against the inside of the rack-mounting flange. Make sure the rail mounting guide pins are in the correct holes. See Figure 16 on page 34 for illustration.
- Using the 5/16 (8 mm) hex nut driver, securely tighten the two M5 screws (**2**).

Note: Make sure you use a washer when installing an M5 screw through a *square* hole on the rack-mounting flange.

- Extend the rail to the front of the rack until it makes contact with the front rack-mounting flange (**3**).
- Securely tighten the two M5 screws (**1**).

Note: Be sure to install the screws labeled *install first* in Figure 15 on page 33.

- Securely tighten the two screws on the left support rail that hold the two parts of the rail together (**5**).
- Repeat step 5 through step 10 for the right support rail.

Note: Because the mounting holes on the rack are not always the same size as the mounting screws, the lip (**6**) of each of the support rails may not line up evenly. Make minor adjustments as needed to ensure that the lip of the left and right support rails are lined up evenly on the racks. Failure to do so will cause the storage expansion enclosure to fit unevenly in the rack.

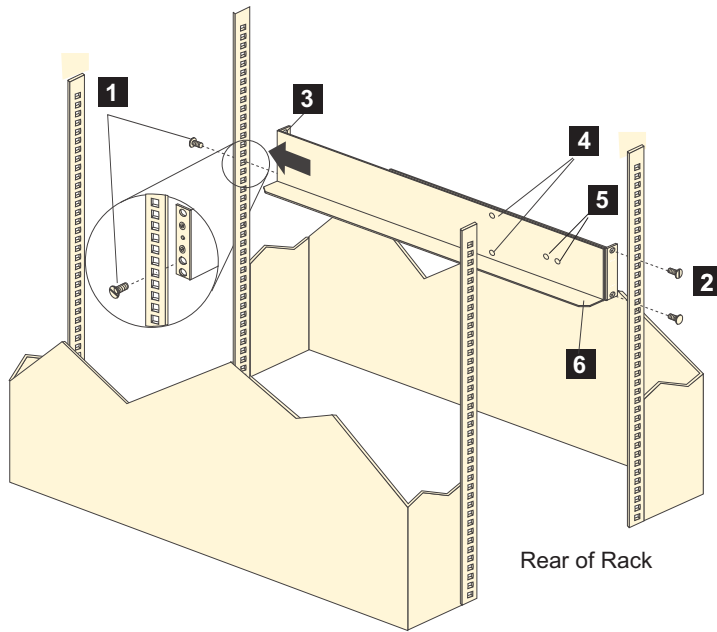


Figure 17. Installing the support rails

12. Continue with “Installing the EXP810 into a rack.”

Installing the EXP810 into a rack



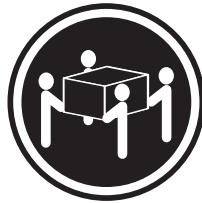
Complete the following steps to install the EXP810 in the rack.

CAUTION:

Do not install modules or other equipment in the top half of a rackmount cabinet while the bottom half is empty. Doing so can cause the cabinet to become top-heavy and tip over. Always install hardware in the lowest available position in the cabinet.

Statement 4:



		
≥ 18 kg (39.7 lb)	≥ 32 kg (70.5 lb)	≥ 55 kg (121.2 lb)

CAUTION:

Use safe practices when lifting.

1. Put on antistatic protection, and keep it on while performing all of the remaining procedures in this chapter.

2. Remove the four screws from the rails (two screws in each rail). See **4** in Figure 17 on page 36. If you do not remove these screws, the storage expansion enclosure will not fit securely.
3. Place the storage expansion enclosure in the rack.

Note: If you have removed the CRUs from the EXP810, you should be able to lift the unit into the cabinet with the help of one other person. If you have not removed the CRUs before the installation, you should have at least two other people available to help you lift the unit into the rack.

- a. Move the storage expansion enclosure to the front of the rackmount cabinet.
- b. With help from another person, place the back of the storage expansion enclosure on the support rails, and then slide the unit into the rack as shown in Figure 18.

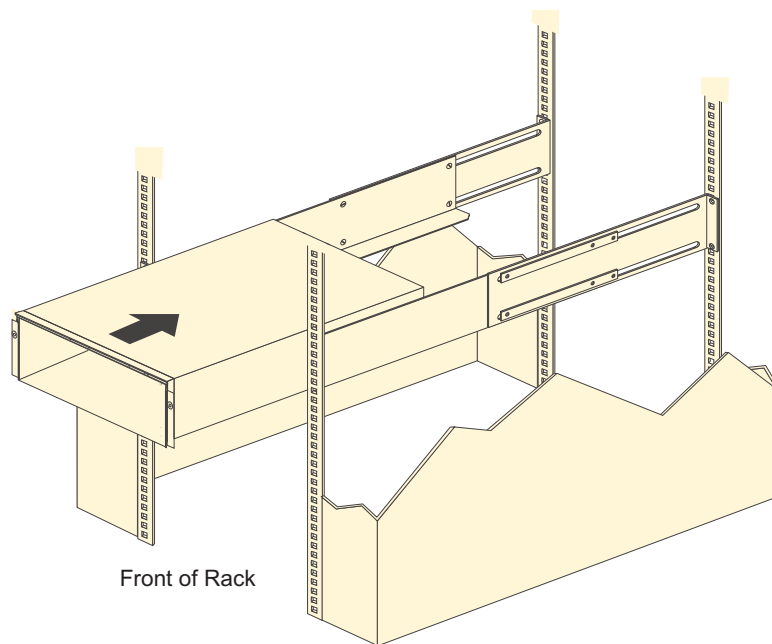


Figure 18. Installing the EXP810

4. Secure the storage expansion enclosure. Figure 19 on page 38 shows how to secure the storage expansion enclosure to the rack.
 - a. Align the front mounting holes on each side of the storage expansion enclosure with the mounting holes on the front of the support rails.
 - b. Using the screws that you removed in step 2, secure the sides in the back of the EXP810 storage expansion enclosure to the rack rails.
 - c. Secure the front of the storage expansion enclosure using the four M5 screws as shown in Figure 19 on page 38.

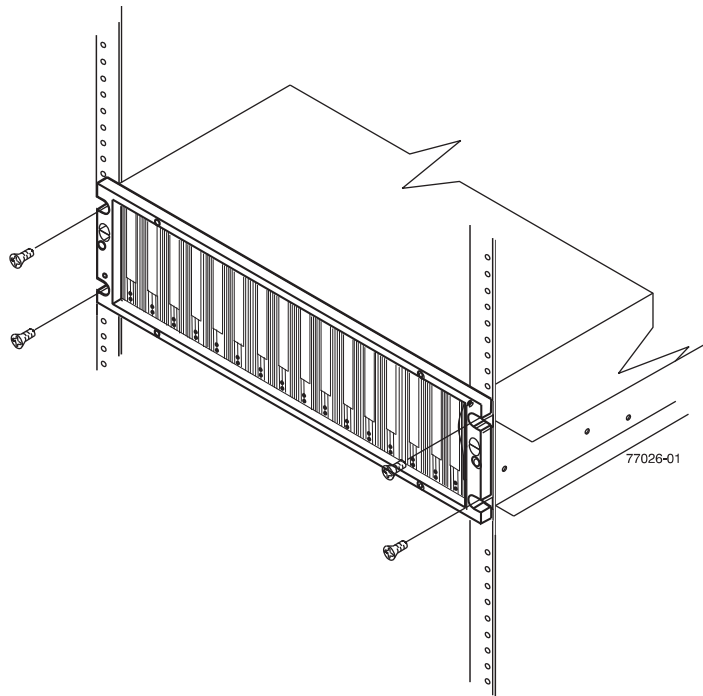


Figure 19. Securing the storage expansion enclosure to the rack

5. If the EXP810 storage expansion enclosure is shipped with a Telco bezel, continue with “Installing a Telco bezel.” Otherwise, continue with “Cabling the EXP810” on page 42.

Installing a Telco bezel

Complete the following step to install a bezel on an EXP810 storage expansion enclosure if it is shipped with one:

- Grasp the sides of the bezel and snap it onto the EXP810 chassis, as shown in Figure 20 on page 39. The bezel is self-aligned in the recessed opening in the front of the EXP810 chassis.

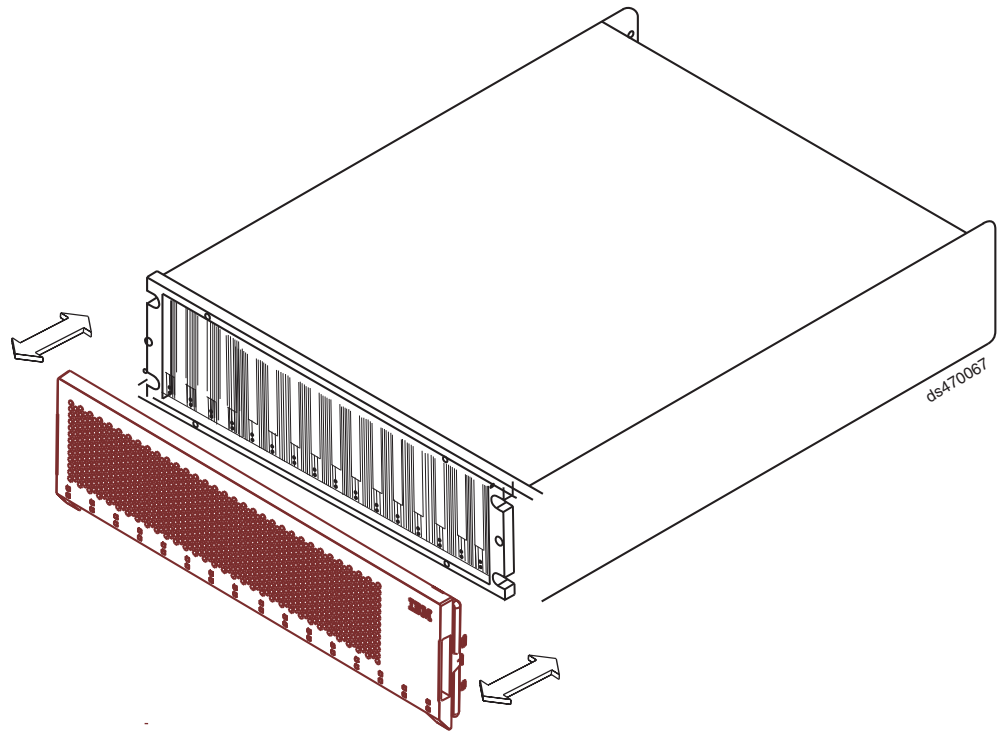


Figure 20. Installing a bezel

Chapter 3. Cabling the EXP810

After the storage expansion enclosure is installed in its permanent location, you must cable it to hosts and other storage devices, depending on your hardware configuration.

This chapter addresses the following cabling and configuration topics:

- “Enclosure ID settings ”
- “Fibre channel loop and ID settings” on page 42
- “Cabling the EXP810” on page 42
- “Installing SFP modules” on page 43
- “Removing SFP modules” on page 45
- “Handling fibre-optic cables” on page 46
- “Using LC-LC fibre-channel cables” on page 47
- “Cabling the EXP810 to a storage subsystem” on page 51
- “EXP810 loop redundancy” on page 53
- “Intermixing the EXP810, EXP710, and EXP100 in the same drive loop” on page 56
- “Cabling the ac power supply” on page 61
- “Cabling the dc power supply” on page 62

Enclosure ID settings

The enclosure ID, comprised of a pair of seven-segment numbers (referred to x10 and x1 digits), is located on the back of each ESM next to the indicator lights. It provides a unique identifier for each module in the storage subsystem. Each storage expansion enclosure (including the DS4000 storage subsystems with internal drive slots) in the DS4000 storage subsystem configuration must have a unique storage enclosure ID in the DS4000 subsystem configuration. In addition, the single digits (x1) of the Enclosure IDs of all enclosures (including the DS4000 and storage subsystems with internal drive slots) in the redundant drive channel/loop pair must be unique.

The DS4000 controller firmware and storage expansion enclosure ESM *automatically* set the enclosure ID number. You can change the setting through the storage management software if necessary. Both ESM enclosure ID numbers are identical under normal operating conditions.

Note: If the enclosure ID has not been automatically set, you have to set it manually through the software. To set the enclosure ID, see the Storage Manager Online Help.

The allowable ranges for enclosure ID settings are 0-99. However, IBM recommends that you do not set the enclosure ID to 00 or any number greater than 80 because DS4000 storage subsystem enclosure IDs are set in this range. In addition, you must ensure that the single-digit (x1) of the enclosure ID for every enclosure in a redundant drive loop pair is unique. (This also includes any storage subsystem that has drives installed.)

Figure 21 on page 42 shows the enclosure ID.

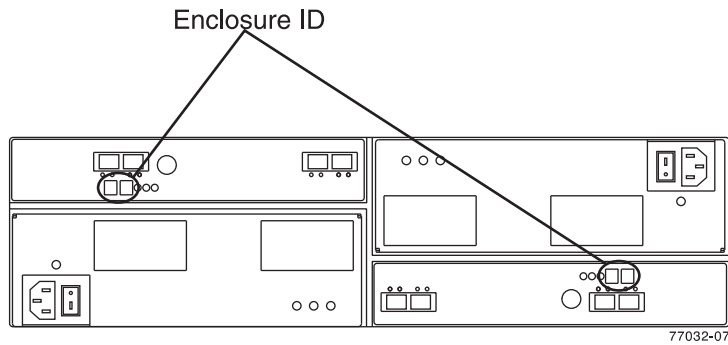


Figure 21. Storage expansion enclosure seven-segment enclosure ID

Fibre channel loop and ID settings

When you install a hard disk drive in the storage expansion enclosure, the drive tray plugs into a printed circuit board called the *midplane*. The midplane sets the fibre-channel loop ID automatically based on the enclosure ID setting and the physical location (bay) of the hard disk drive.

Cabling the EXP810

The storage expansion enclosure supports two redundant drive loops. A redundant storage expansion enclosure drive loop consists of one or more storage expansion enclosures that are connected to a storage subsystem using two sets of fibre-channel cables. If one fibre-channel drive loop fails, the storage subsystem uses the other drive loop to maintain input/output (I/O) to the storage expansion enclosure drives. Usually, there are two redundant array of independent disks (RAID) controllers in a storage subsystem. Use the *Installation, User's and Maintenance Guide* or *System Storage Quick Start Guide* that ships with your storage subsystem for the specific information about cabling the storage expansion enclosure to a storage subsystem. Before cabling the storage expansion enclosure, read the following information:

- **Fibre-channel loop/channel:** A fibre-channel loop (or fibre channel drive channel as it is called in certain DS4800 and DS4700 Express storage subsystem documentation) consists of drive expansion enclosures that are connected to each other and to one or more RAID controllers. A loop/drive channel can support multiple RAID controllers, multiple drive expansion enclosures, and other addressable entities such as system-management logic chips. Refer to your storage subsystem documentation for information about controller-dependent hardware configuration. Some controllers might have restrictions on the maximum number of disk drives that can be supported on a loop, cabling restrictions, and other requirements.
- **SFP module ports:** The storage expansion enclosure supports large, complex, and redundant disk drive loop configurations. Each ESM has two SFP module ports. Each SFP module has an input and output port. A loop is created by connecting one or more storage expansion enclosures to one or more RAID controllers.
- **Fibre-channel cable restrictions:** RAID controllers use specific IBM fibre-channel options. Refer to the *IBM System Storage DS4000 Hardware Maintenance Manual, Problem Determination Guide*, or your IBM representatives or resellers for the cable option that is required for your configuration.

- **Power cabling:** The storage expansion enclosure uses two standard power cables. You can connect the power cables to a primary power unit inside the rack, such as a properly grounded ac distribution unit or uninterruptible power supply. You can also connect the power cable to an external source, such as a properly grounded electrical outlet.

Note: To ensure maximum availability of power to your storage expansion enclosure, do not connect both the left and right power supplies to the same power circuit or power source.

Installing SFP modules

The storage expansion enclosure requires SFP modules. SFP modules convert electrical signals to optical signals that are required for fibre channel transmission to and from RAID controllers. After you install the SFP modules, you use fibre-optic cables to connect the storage expansion enclosure to a DS4000 storage subsystem or other storage expansion enclosures.

Before installing SFP modules and fibre-optic cables, read the following information:

- Do not mix long-wave SFPs and short-wave SFPs on a single storage subsystem. Use either long-wave SFPs or short-wave SFPs. You can use the DS Storage Manager client to view the Storage Subsystem Profile in order to verify that you are not mixing long-wave and short-wave SFPs.

Attention: In addition, do not use long-wave SFPs or GBICs in any of the FC ports in the FC drive loops. (Long-wave SFPs and GBICs are not supported for use in the drive ports of storage expansion enclosures.)

- The SFP module housing has an integral guide key that is designed to prevent you from inserting the SFP module improperly.
- Use minimal pressure when inserting an SFP module into an SFP port. Forcing the SFP module into a port could cause damage to the SFP module or to the port.
- You can insert or remove the SFP module while the port is powered on.
- The operational or redundant loop performance is not affected when you install or remove an SFP module.
- You must insert the SFP module into a port before you connect the fibre-optic cable.
- You must remove the fibre-optic cable from the SFP module before you remove the SFP module from the port. Refer to “Removing SFP modules” on page 45 for more information.
- The maximum operating speed of the fibre channel port is determined by two factors: the speed of the SFP module that is installed and the speed of the fibre channel connection. For example, a 2-Gbps SFP that is plugged into a 4-Gbps-capable port will limit the speed of that port to a maximum of 2 Gbps. Conversely, a 4-Gbps SFP that is plugged into a 2-Gbps-capable port will limit the speed of the port to a maximum of 2 Gbps.

Attention: Carefully check the SFP's IBM part number, option number, and FRU part number to identify its speed. There are no physical features that distinguish a 4 Gbps from a 2 Gbps SFP.

Statement 3:



CAUTION:

When laser products (such as CD-ROMs, DVD drives, fibre optic devices, or transmitters) are installed, note the following:

- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.

**DANGER**

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following.

Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

Attention: When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling static-sensitive devices, see “Handling static-sensitive devices” on page 30.

Complete the following steps to install an SFP module:

1. Remove the SFP module from its static-protective package.
2. Remove the protective cap from the SFP module, as shown in Figure 22. Save the protective cap for future use.

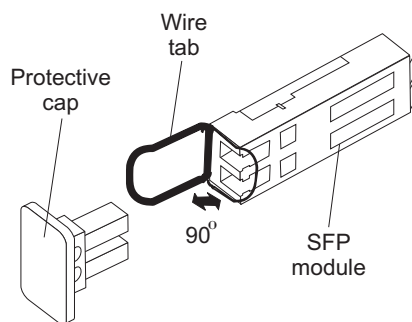


Figure 22. SFP module and protective cap

3. Remove the protective cap from the SFP port. Save the protective cap for future use.
4. Insert the SFP module into the host port until it clicks into place. See Figure 23 on page 45.

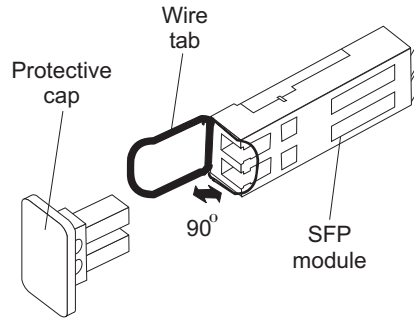


Figure 23. Installing an SFP module into the host port

5. Connect an LC-LC fibre-channel cable. For information about the LC-LC cable, see “Using LC-LC fibre-channel cables” on page 47.

Removing SFP modules

Complete the following steps to remove the SFP module from the host port:

Attention: To avoid damage to the cable or to the SFP module, make sure that you unplug the LC-LC fibre-channel cable *before* you remove the SFP module.

1. Remove the LC-LC fibre-channel cable from the SFP module. For more information, see “Handling fibre-optic cables” on page 46.
2. Unlock the SFP module latch:
 - For SFP modules that contain plastic tabs, unlock the SFP module latch by pulling the plastic tab outward 10°, as shown in Figure 24.

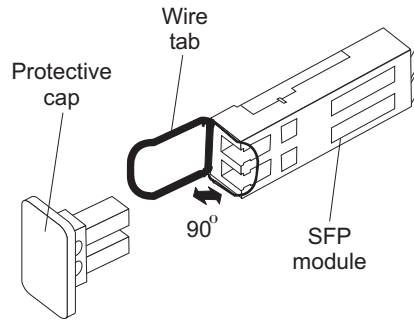


Figure 24. Unlocking the SFP module latch - plastic variety

- For SFP modules that contain wire tabs, unlock the SFP module latch by pulling the wire latch outward 90°, as shown in Figure 25 on page 46.

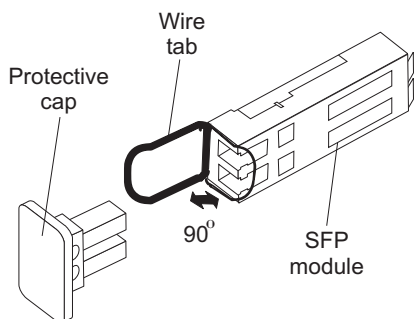


Figure 25. Unlocking the SFP module latch - wire variety

3. With the SFP latch in the unlocked position, extract the SFP module.
 - For SFP modules that contain plastic tabs, slide the SFP module out of the port.
 - For SFP modules that contain wire tabs, grasp the wire latch and pull the SFP module out of the mini-hub port.
4. Replace the protective cap on the SFP module.
5. Place the SFP module into a static-protective package.
6. Replace the protective cap on the host port.

Handling fibre-optic cables

Attention: To avoid damage to your fibre-optic cables, follow these guidelines:

- For devices on slide rails, leave enough slack in the cables so they do *not* bend to a diameter of less than 76 mm (3 in.), or a radius less than 38 mm (1.5 in.), when extended or become pinched when retracted.
- Do not overtighten the cable straps or bend the cables to a diameter of less than 76 mm (3 in.), or a radius less than 38 mm (1.5 in.).
- When storing excess or unused fibre-optic cables, do not bend the cables to a diameter of less than 76 mm (3 in.), or a radius less than 38 mm (1.5 in.) or wrap them around themselves. See Figure 26 on page 47.
- Loop diameter of 76 mm (3 in.) and bend radius of 38 mm (1.5 in.) for fibre optic cable are IBM DS4000 recommended minimums. Loops or bends smaller than this recommendation may cause damage to your fibre optic cables. It is best practice to use loop diameters and bend radii that are greater than these recommended minimums.
- Do not route the cable along a folding cable-management arm.
- Route the cable away from places where it can be damaged by other devices in the rack cabinet.
- Do not put excess weight on the cable at the connection point. Be sure that the cable is well supported.
- Do not use plastic cable ties in place of the provided cable straps.
- The following are the supported maximum cable lengths:
 - 1 Gbps: 500 meters 50/125 um fibre, 300 meters 62.5/125 um fibre
 - 2 Gbps: 300 meters 50/125 um fibre, 150 meters 62.5/125 um fibre
 - 4 Gbps: 150 meters 50/125 um fibre, 70 meters 62.5/125 um fibre

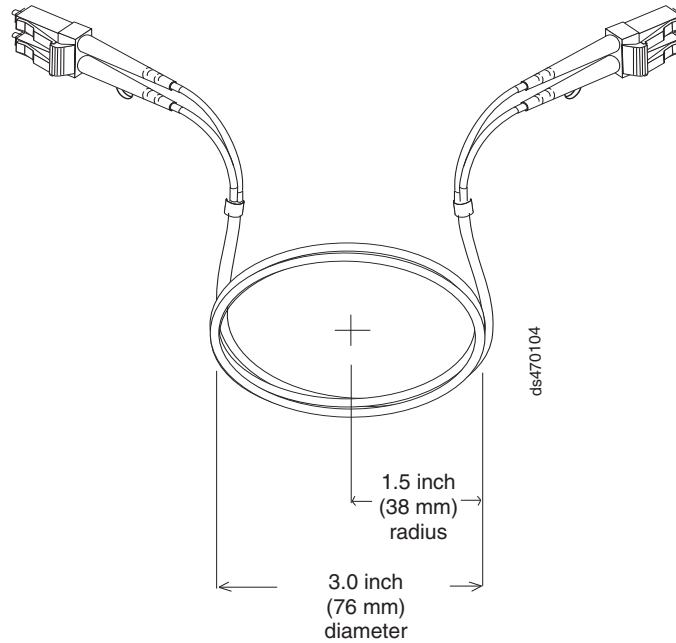


Figure 26. Recommended bending and looping specifications for fibre-optic cables

Using LC-LC fibre-channel cables

The LC-LC fibre-channel cable is a fibre-optic cable that you use to connect into one of the following devices:

- An SFP module installed in an IBM storage expansion enclosure
- An SFP module installed in a DS4200 Express, DS4300, DS4500, DS4700 Express, or DS4800 storage subsystem

See Figure 27 for an illustration of the LC-LC fibre-channel cable.

For more information about cabling these devices, see the documentation that comes with the LC-LC fibre-channel cable.

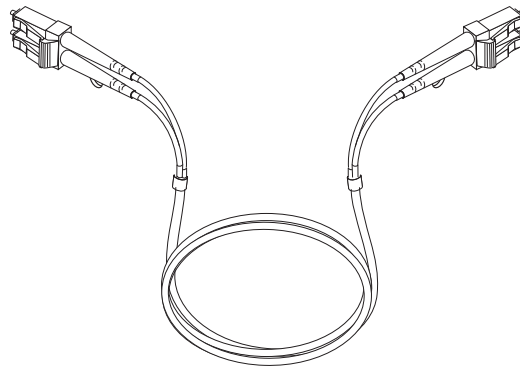


Figure 27. LC-LC fibre-channel cable

Connecting an LC-LC cable to an SFP module

Complete the following steps to connect an LC-LC fibre-channel cable to an SFP module:

Statement 3:



CAUTION:

When laser products (such as CD-ROMs, DVD drives, fibre optic devices, or transmitters) are installed, note the following:

- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.



DANGER

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following.

Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

1. Read the information in “Handling fibre-optic cables” on page 46.
2. If necessary, remove the protective cap from the SFP module, as shown in Figure 22 on page 44. Save the protective cap for future use.
3. Remove the two protective caps from one end of the LC-LC cable, as shown in Figure 28. Save the protective caps for future use.

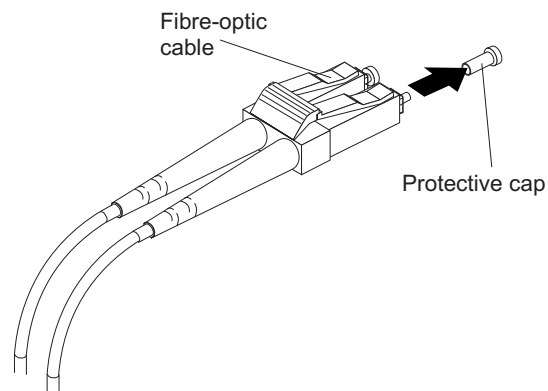


Figure 28. Removing fibre-optic cable protective caps

4. Carefully insert this end of the LC-LC cable into an SFP module that is installed in the EXP810. The cable connector is keyed to ensure it is inserted into the SFP module correctly. Holding the connector, push in the cable until it clicks into

place, as shown in Figure 29.

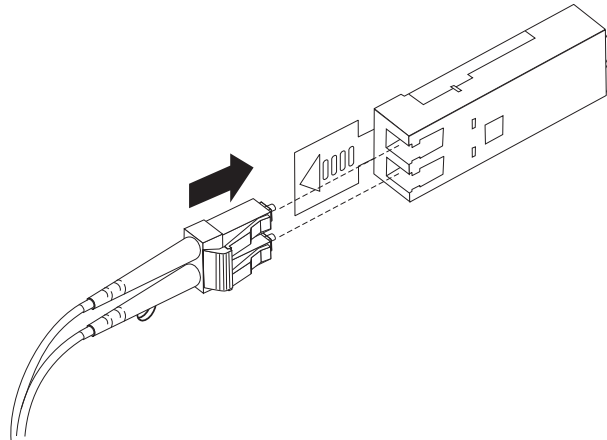


Figure 29. Inserting an LC-LC fibre-channel cable into an SFP module

5. Remove the two protective caps from the other end of the LC-LC cable. Save the protective caps for future use.
6. Connect this end of the LC-LC cable to one of the following devices:
 - An SFP module that is installed in a separate EXP810 or other DS4000 storage expansion enclosures
 - An SFP module that is installed in a DS4300, DS4500, DS4700 Express, or DS4800 storage subsystem

Removing an LC-LC fibre-channel cable

Complete the following steps to remove an LC-LC fibre-channel cable:

Attention: To avoid damaging the LC-LC cable or SFP module, make sure that you observe the following precautions:

- Press and hold the lever to release the latches before you remove the cable from the SFP module.
 - Ensure that the levers are in the released position when you remove the cable.
 - Do not grasp the SFP module plastic tab when you remove the cable.
1. On the end of the LC-LC cable that connects into the SFP module or host bus adapter, press down and hold the lever to release the latches, as shown in Figure 30.

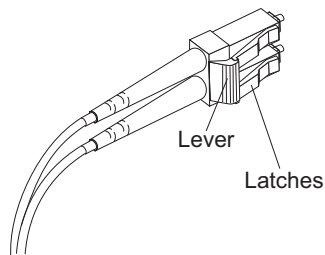


Figure 30. LC-LC fibre-channel cable lever and latches

2. Carefully pull on the connector to remove the cable from the SFP module, as shown in Figure 31.

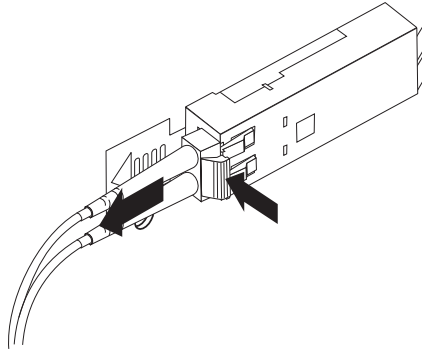


Figure 31. Removing the LC-LC fibre-channel cable

3. Replace the protective caps on the cable ends.
4. Replace the protective cap on the SFP module.

Cabling rules and recommendations

Refer to these general rules and recommendations when completing the cabling steps in “Cabling the EXP810 to a storage subsystem” on page 51.

- Do not connect a combination of more than seven EXP810 storage expansion enclosures to the two ports of a dual-ported drive channel. Failure to observe this limitation might result in loss of data availability. In the DS4700 Express Storage Subsystem environment, no more than six EXP810 storage expansion enclosures can be connected to the two ports of a dual-ported drive channel because of the internal drive slots in the DS4700 Express Storage Subsystem.
- Do not connect more than four EXP810 storage expansion enclosures to *each* port of a dual-ported drive channel.
- It is recommended that you add storage expansion enclosures to the DS4800 drive ports in a round-robin fashion. For example, if you have four EXP810s to be cabled to the DS4800, instead of cabling all four EXP810s to one drive port of a drive channel, distribute the enclosures to all drive ports, which results in one enclosure per drive port of a drive channel.
- When mixing 14-drive storage expansion enclosures (such as EXP710s) and 16-drive storage expansion enclosures (such as EXP810s), the maximum number of expansion enclosures is seven per redundant drive channel pair when attaching to the DS4000 storage subsystem with no internal drive slots (such as the DS4500 or DS4800). The maximum number of enclosures is reduced to six per redundant drive channel pair when attaching to a DS4000 storage subsystem with internal drive slots (such as the DS4300 or DS4700).
- The DS4800 Storage Subsystem supports storage expansion enclosures operating at different fibre channel speeds (2 Gbps or 4 Gbps) only when they are installed in separate redundant drive channel pairs. The DS4800 Storage Subsystem does not support a mix of storage expansion enclosures operating at different fibre channel speed in the same redundant drive channel pair.
- The DS4300, DS4500, DS4700 Express, and DS4800 support a mix of EXP100, EXP710, and EXP810 storage expansion enclosures in the same redundant drive channel pair. DS4300 dual controller Standard and Turbo model and DS4500 support this feature with firmware level 6.19.xx.xx or higher. DS4700 and DS4800 support this feature with firmware level of 6.23.xx.xx or higher. However it is

recommended that you cable storage expansion enclosures of same type together to make maintenance and troubleshooting easier in the event of failure. you must group the enclosures together by model types. The EXP100 group must be on either side of the EXP710 and EXP810 group. The reason for this grouping requirement is because the controller firmware considers EXP810s and EXP710s to be the same enclosure type (switched disk expansion unit type that have an ESM-embedded fibre channel loop switch) even though they are actually different models. These two storage expansion enclosure models must be grouped together if they are contained within a drive channel/loop. When mixing EXP100, EXP710 and EXP810 in the same redundant drive loop pair, the recommended storage expansion enclosure grouping is group of EXP710s, followed by group of EXP810s, and followed by group of EXP100s.

- The EXP810 enclosure speed switch must be set to 2 Gbps when connecting to DS4300 or DS4500 storage subsystems or EXP100 and EXP710 storage expansion enclosures.
- The controller drive ports of the DS4000 storage subsystem controllers must always be connected to the ports labeled 1B in both right and left ESMs of the EXP810s in the redundant drive channel/loop pair that is connected to the DS4000 storage subsystem. (Figure 34 on page 55 shows the location of the ports.)
- Refer to this document and the *IBM System Storage Subsystem Installation, User's, and Maintenance Guide* of your particular DS4000 storage subsystem for any special cabling requirements.

Cabling the EXP810 to a storage subsystem

In this release, you can cable the EXP810 storage expansion enclosure to a DS4300, DS4500, DS4700, and DS4800 only.

Configuring the DS5000

The EXP5000 (1818-D1A) is the expansion unit specifically designed for the DS5000 (1818-51A and 1818-53A) and is the only expansion unit supported behind the DS5000 with the exception noted below. This is a critical requirement due to the following:

- Only the EXP5000 will be supported with future enhancements of the DS5000 such as disk encryption and solid stated disks.
- Only the EXP5000 will provide clients consistent warranty and support terms and conditions (including geo-specific, SSR installation and support for the entire system, and code upgrades within the initial warranty period).

The *only* exception is that for client investment protection, existing EXP810s can be migrated from currently installed DS4700s or DS4800s to attach to the DS5000. An RPQ approval is required for support of all migration configurations. With approved migration of EXP810s to a DS5000, special consideration needs to be made as to proper firmware levels, and careful coordination of differences in warranty and maintenance terms that will affect your customer. RPQ requests can be submitted through the normal RPQ request process.

Purchase of new EXP810s to attach to DS5000 will not be supported or configurable in eConfig.

Note: Disk drive modules that can be ordered in bulk or individually as customer installable parts for the EXP810 are not supported for use in the EXP5000. Only disk drive modules ordered as feature codes of 1818-D1A, and delivered pre-installed in the EXP5000, or as SSR-installable upgrades to EXP5000s will be supported.

Note: Connections to other storage subsystems might be supported in the future. To verify your storage subsystems compatibility with the EXP810, check the Installation, User's, and Maintenance Guide for your storage subsystem and the IBM DS4000 storage system support Web site: www.ibm.com/servers/storage/support/disk/

For cabling topologies and specific cabling schemes for the EXP810 and the DS4700 and DS4800 storage subsystems, see the *IBM System Storage DS4700 Storage Subsystem Installation, User's, and Maintenance Guide* and the *IBM System Storage DS4800 Storage Subsystem Installation, User's, and Maintenance Guide*.

Complete the following steps to cable the EXP810 to a supported DS4000 storage subsystem:

1. Install an SFP module in the drive mini hub port on the back of a DS4800 Storage Subsystem.
2. Connect an LC-LC fibre-optic cable into the SFP module, as shown in Figure 32 on page 53.

Note: Figure 32 on page 53 shows a DS4800 Storage Subsystem. The DS4800 Storage Subsystem is shown for illustrative purposes only.

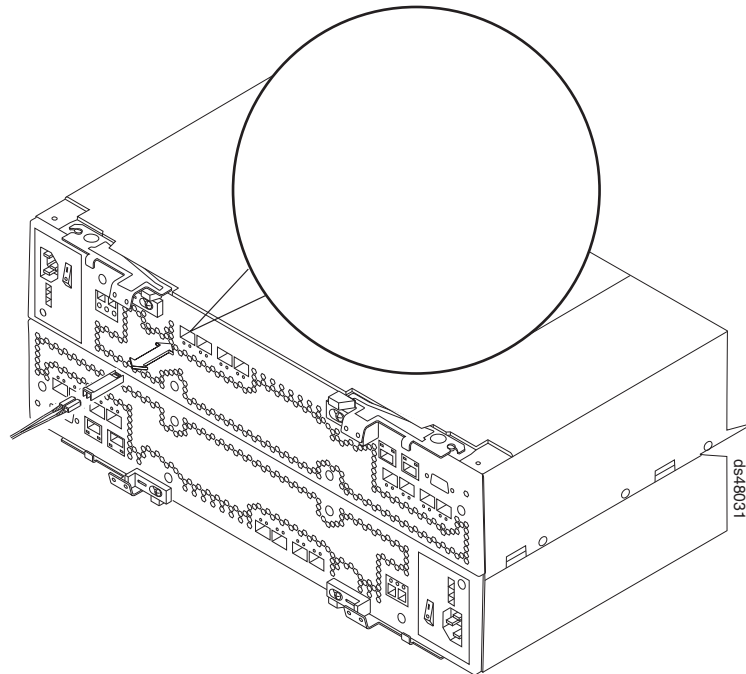


Figure 32. Installing an SFP module and LC-LC cable in a supported DS4000 storage subsystem

3. Install an SFP module in the SFP port on the back of the EXP810; then, connect the other end of the LC-LC cable into the SFP module, as shown in Figure 33.

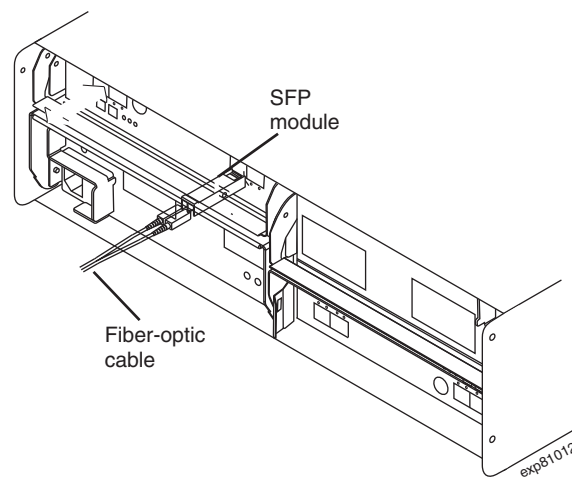


Figure 33. Installing an SFP module and connecting an LC-LC cable to the EXP810

EXP810 loop redundancy

Note: The term *drive loop* or *drive loop pair* used in this publication might be referred to as a *drive channel* or *drive channel pair* when referring to a DS4800 Storage Subsystem in the *DS4800 Storage Subsystem Installation, User's and Maintenance Guide* and other DS4800 Storage Subsystem publications. The terms have identical meanings.

The EXP810 provides redundant loop support when the second ESM is configured, and when both loops (called A and B) are connected to a DS4000 that supports redundant loops. If a cable or SFP module fails on drive loop A, drive loop B provides redundancy, which is an alternate path to your disk drives.

Notes:

1. The EXP810 supports 2 and 4 Gbps fibre channel and SATA E-DDMs.
2. When intermixing EXP810s and EXP710s in the same drive channel/loop, even though the storage expansion enclosures do not need to be grouped by drive enclosure type/model, IBM recommends that you group them by enclosure type/model in a redundant drive channel pair to simplify maintenance and troubleshooting.
3. You cannot mix storage expansion enclosures with different speed settings in the same drive loop.

Example of a correct redundant drive loop

Figure 34 on page 55 shows a redundant drive loop that you might create with a DS4800 Storage Subsystem and four EXP810s. The numbers provided in Figure 34 on page 55 show the order in which cables should be attached. Note that the controller port is connected to the port labeled 1B on both the right and left ESMs.

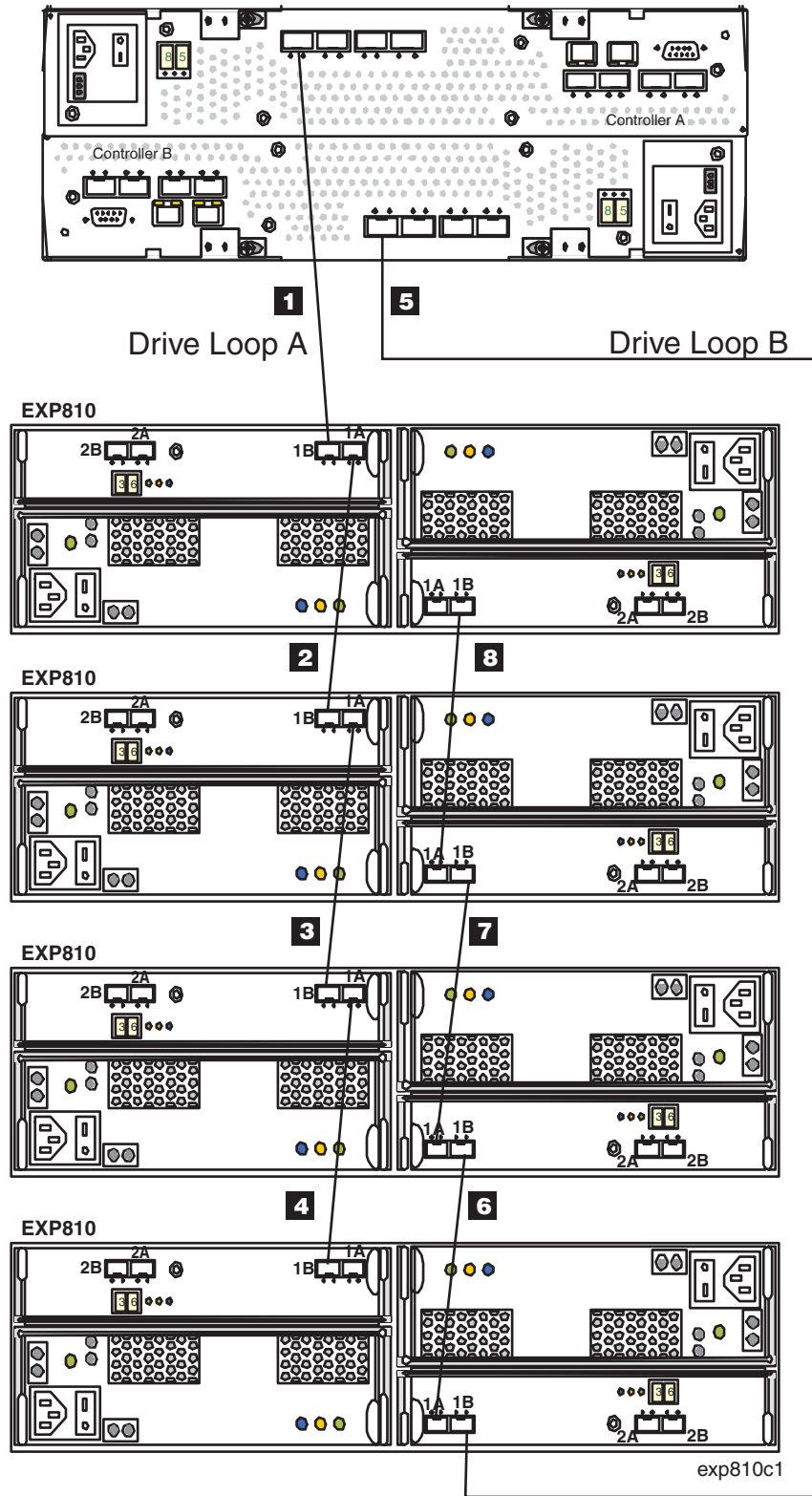


Figure 34. Correct EXP810 redundant drive loop configuration

To create drive loop A (of the DS4800 redundant drive loop) shown in Figure 34, you would perform the following steps:

1. Make a fibre-channel connection from the *DS4800 Storage Subsystem* to port 1B of the *first storage expansion enclosure* (connection **1**).
2. Make a fibre-channel connection from port 1A of the *first storage expansion enclosure* to port 1B of the *second storage expansion enclosure* (connection **2**).
3. Make a fibre-channel connection from port 1A of the *second storage expansion enclosure* to port 1B of the *third storage expansion enclosure* (connection **3**).
4. Make a fibre-channel connection from port 1A of the *third storage expansion enclosure* to port 1B of the *fourth storage expansion enclosure* (connection **4**).

To create drive loop B (of the DS4800 redundant drive loop) shown in Figure 34 on page 55, you would perform the following steps:

1. Make a fibre-channel connection from the *DS4800 Storage Subsystem* to port 1B of the *last storage expansion enclosure* (connection **5**).
2. Make a fibre-channel connection from port 1A of the *last storage expansion enclosure* to port 1B of the *third storage expansion enclosure* (connection **6**).
3. Make a fibre-channel connection from port 1A of the *third storage expansion enclosure* to port 1B of the *second storage expansion enclosure* (connection **7**).
4. Make a fibre-channel connection from port 1A of the *second storage expansion enclosure* to port 1B of the *first storage expansion enclosure* (connection **8**).

Intermixing the EXP810, EXP710, and EXP100 in the same drive loop

Intermixing storage expansion enclosures is limited by the level of controller firmware that is installed on your DS4000 Storage Servers. Table 25 shows the firmware level you will need for intermixing the different storage servers and expansion enclosures.

Table 25. Firmware levels for intermixing storage servers and expansion enclosures

Firmware	Storage Servers	Expansion Enclosures
06.16.xx.xx or higher	DS4800	EXP810, EXP710
06.16.8x.xx or higher	DS4800, DS4700	EXP810, EXP710
06.19.xx.xx or higher	DS4500, DS4300	EXP810, EXP710, EXP100
06.23.xx.xx or higher	DS4800, DS4700, DS4500, DS4300	EXP810, EXP710, EXP100
07.10.xx.xx or higher	DS4700, DS4800	EXP810, EXP710, EXP100

A FC/SATA premium feature will be required if EXP810s with fibre channel E-DDMs are intermixed with EXP100s.

There are maximum limits to the number of fibre channel hard drives that you can configure in redundant drive channel pairs. The maximum number of drives dictates a fixed number of supported 14-drive storage expansion enclosures (EXP100s and EXP710s) and 16-drive storage expansion enclosures (EXP810s) combinations. IBM does not support partially filled storage expansion enclosures in a given redundant drive loop/channel pair.

Table 26 on page 57 lists the numbers of 14-drive storage expansion enclosures (EXP100s and/or EXP710s) and 16-drive storage expansion enclosures (EXP810s) that you can combine for use in a single redundant drive channel/loop pair in a DS4000 storage subsystem with no internal drive slots as in a DS4800 or DS4500

environment. Table 26 assumes that a DS4000 storage subsystem is generally capable of addressing the maximum of 112 fibre channel hard drives for each redundant drive channel/loop pair.

Table 26. Supported EXP810, EXP710, and EXP100 enclosure combinations per redundant drive channel/loop pair in a DS4800 Storage Subsystem environment

Number of EXP810s	Number of EXP710s and/or EXP100s	Total number of drives in EXP810s	Total number of drives in EXP710s and/or EXP100s	=	Total number of drives in a mixed EXP710 and EXP810 drive loop
0	8	0	112	=	112
1	6	16	84	=	100
2	5	32	70	=	102
3	4	48	56	=	104
4	3	64	42	=	106
5	2	80	28	=	108
6	1	96	14	=	110
7	0	112	0	=	112

Table 27 lists the numbers of 14-drive storage expansion enclosures (EXP100s and/or EXP710s) and 16-drive storage expansion enclosures (EXP810s) that you can combine for use in a single redundant drive loop pair in the DS4300 dual controller Turbo model.

Note: For the DS4300 dual controller standard/base model, the maximum number of enclosures in a drive loop is three regardless of the drive enclosure types if the three storage expansion enclosure attachment is purchased.

Table 27. Possible combinations of 14-drive and 16-drive storage expansion enclosures per drive loop for DS4300 dual controller Turbo models only

Number of EXP810s	Total number of drives in EXP810s	Number of EXP710s/EXP100s	Total number of drives in EXP710s/EXP100s	Total number of drives in the DS4300	=	Total number of drives in a mixed EXP710 and EXP810 drive loop
0	0	7	98	14	=	112
1	16	5	70	14	=	100
2	32	4	56	14	=	102
3	48	3	42	14	=	104
4	64	2	28	14	=	106
5	80	1	14	14	=	108
6	96	0	0	14	=	110

Table 28 on page 58 lists the numbers of 14-drive storage expansion enclosures (EXP710s) and 16-drive storage expansion enclosures (EXP810s) that you can combine for use in a single redundant drive channel/loop pair in a DS4700 Express configuration that does *not* have controller firmware version 6.19.xx.xx (which allows intermixing EXP100s and EXP810s).

Table 28 shows the supported EXP810 and EXP710 storage expansion enclosure combinations per redundant drive channel pair in a DS4700 Express configuration. The table assumes that a DS4700 Express storage subsystem is generally capable of addressing the maximum of 112 fibre channel hard drives for each redundant drive channel pair. Note that the maximum number of storage expansion enclosures per redundant drive channel pair in a DS4700 Express Storage Subsystem configuration is six. This maximum is one less than the maximum in a DS4800 or DS4500 storage subsystem configuration because of the 16 internal drive slots in the DS4700 Express Storage Subsystem.

Table 28. Supported EXP810 and EXP710 enclosure combinations per redundant drive channel/loop pair in a DS4700 Express configuration

Number of EXP810s	Total number of drives in EXP810s	Number of EXP710s/ EXP100s	Total number of drives in EXP710s/ EXP100s	Total number of drives in the DS4700 Express	=	Total number of drives in a mixed EXP710 and EXP810 drive loop
0	0	6	84	16	=	100
1	16	5	70	16	=	102
2	32	4	56	16	=	104
3	48	3	42	16	=	106
4	64	2	28	16	=	108
5	80	1	14	16	=	110
6	96	0	0	16	=	112

When intermixing EXP100s, EXP710s and EXP810s, it is recommended that you do *not* mix different storage expansion enclosure types in the same drive loop. Figure 35 on page 59 shows an example of intermixing EXP810s and EXP710s in different drive loops.

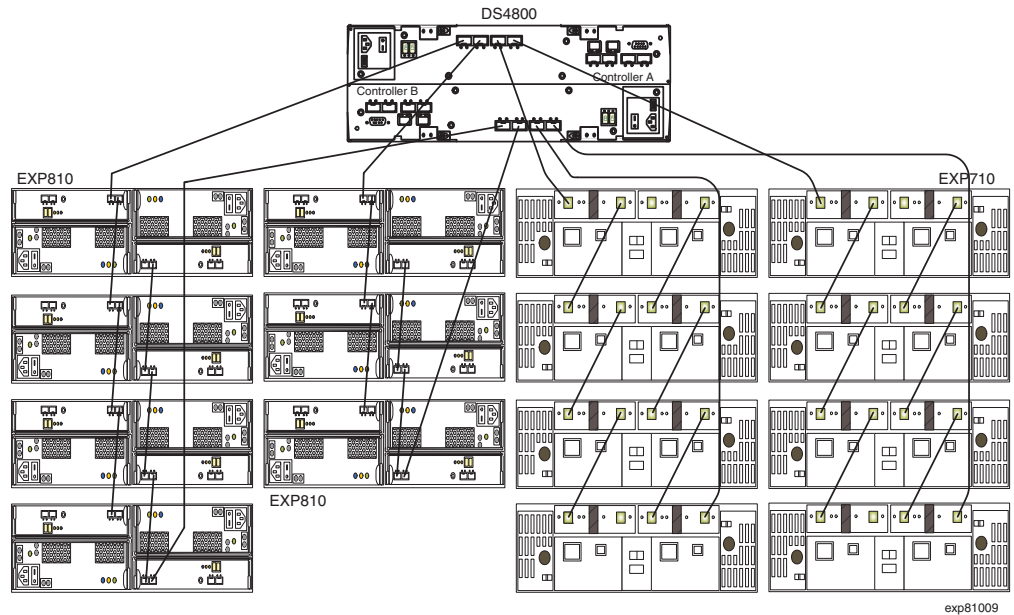


Figure 35. Intermixing EXP810 and EXP710 in different drive loops

However, based on your existing storage expansion enclosure configuration if it is not possible to separate EXP710s and EXP810s in separate drive loops, it is recommended that you group the storage expansion enclosures by model type behind each controller drive port as shown in Figure 36. Note that the first group of storage expansion enclosures (denoted in the graphic as **1**) is connected to drive port 4 of controller A and drive port 1 of controller B. Also note that within the first group, the three EXP810s are grouped together and then connected to the EXP710.

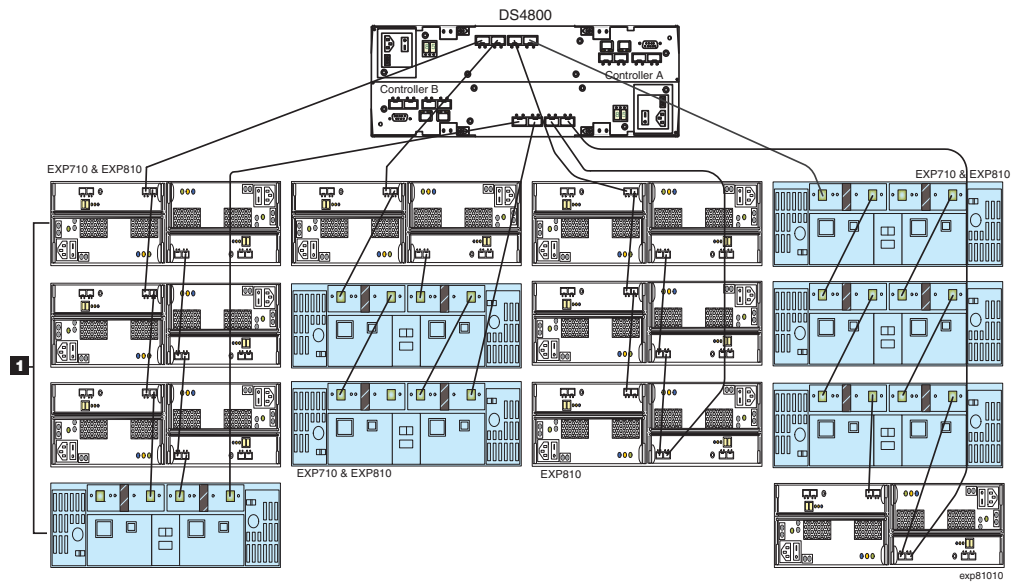


Figure 36. Intermixing EXP810 and EXP710 by model type behind each controller drive port

For more information, see the *IBM System Storage DS4000/DS5000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide*, the *IBM System*

Intermixing EXP810s with EXP710s and EXP810s in a DS4700 or DS4800 configuration

When intermixing EXP100s, EXP710s, and EXP810s in a DS4700 or DS4800 storage subsystem configuration, if it is not possible to cable each group of enclosures by model type (EXP100s, EXP710s, and EXP810s) in a separate redundant drive loop pair or behind each port of the dual-ported redundant drive channel pair, group them so that EXP810s are between EXP100s and EXP710s.

In addition, when an EXP100 is the first storage expansion enclosure cabled directly to the storage subsystem's controller drive port, follow these rules:

- Cable from the storage subsystem controller drive port to the OUT port on the left ESM (ESM A) of the EXP100.

Note: This is a change from previous cabling recommendations where you cabled from the controller drive port to the IN port on the left ESM (ESM A) of the EXP100.

- If an EXP100 follows the initial EXP100, cable from the IN port on the left ESM (ESM A) of the first EXP100 to the OUT port on the left ESM of the next EXP100. Continue this cabling pattern until you encounter an EXP710 or EXP810, then cable from the IN port on the left ESM (ESM A) of the EXP100 to the IN port of the EXP710 or EXP810.
- If an EXP710 or EXP810 follows the initial EXP100, cable from the IN port on the left ESM (ESM A) of the EXP100 to the IN port of the EXP710 or EXP810. To cable to the next storage expansion enclosure in the chain, cable from the OUT port of the left ESM of the EXP710 or EXP810 to the IN port of the next storage expansion enclosure.
- Continue the left ESM (ESM A) cabling pattern by cabling from the OUT port to the IN port on subsequent storage expansion enclosures until you complete the chain.

Figure 37 on page 61 shows an acceptable EXP710, EXP810 and EXP100 intermix configuration in a DS4700 or DS4800 environment. The cabling is acceptable because it follows the cabling recommendations.

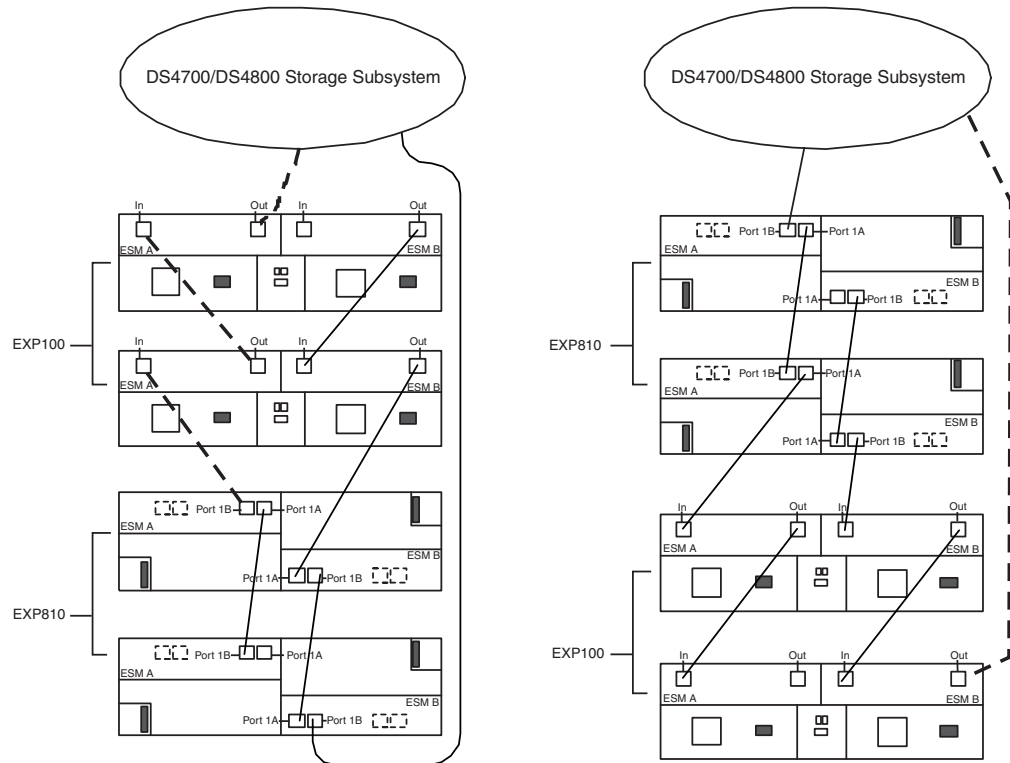


Figure 37. Acceptable EXP710, EXP810 and EXP100 intermix configuration in a DS4700 or DS4800 environment

Figure 38 shows cabling variations when intermixing EXP100, EXP710, and EXP810 storage expansion enclosures behind a DS4800 Storage Subsystem.

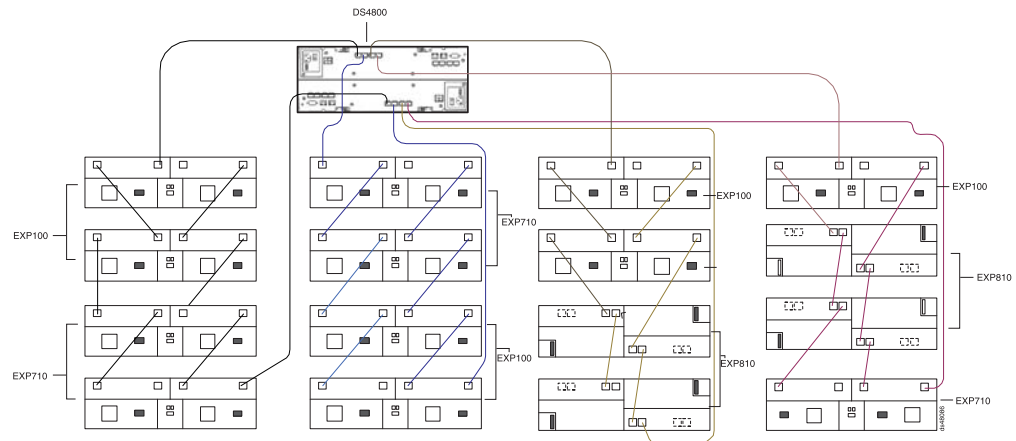


Figure 38. Cabling variations when intermixing EXP100, EXP710, and EXP810 storage expansion enclosures behind a DS4800 Storage Subsystem

Cabling the ac power supply

Complete the following steps to connect the ac power supply cable:

1. Using the supplied strap, tie the power supply cord to the rail to provide strain relief for the power cord.
2. Connect the power cable to the power supply.

3. Plug the supplied power cable into a properly grounded -48 V dc source. For maximum protection against power loss, connect each of the two dc power supplies to a different power source.
4. Continue with “Powering on the EXP810” on page 69 for the initial startup of the storage expansion enclosure.

Cabling the dc power supply

Statement 29:



CAUTION:

This equipment is designed to permit the connection of the earthed conductor of the dc supply circuit to the earthing conductor at the equipment.

This equipment is designed to permit the connection of the earthed conductor of the dc supply circuit to the earthing conductor at the equipment. If this connection is made, all of the following conditions must be met:

- This equipment shall be connected directly to the dc supply system earthing electrode conductor or to a bonding jumper from an earthing terminal bar or bus to which the dc supply system earthing electrode conductor is connected.
- This equipment shall be located in the same immediate area (such as, adjacent cabinets) as any other equipment that has a connection between the earthed conductor of the same dc supply circuit and the earthing conductor, and also the point of earthing of the dc system. The dc system shall not be earthed elsewhere.
- The dc supply source shall be located within the same premises as this equipment.
- Switching or disconnecting devices shall not be in the earthed circuit conductor between the dc source and the point of connection of the earthing electrode conductor.

Statement 30:



CAUTION:

To reduce the risk of electric shock or energy hazards:

- This equipment must be installed by trained service personnel in a restricted-access location, as defined by the NEC and IEC 60950-1, First Edition, The Standard for Safety of Information Technology Equipment.
- Connect the equipment to a reliably grounded safety extra low voltage (SELV) source. An SELV source is a secondary circuit that is designed so that normal and single fault conditions do not cause the voltages to exceed a safe level (60 V direct current).
- The branch circuit overcurrent protection must be rated 20 A.
- Use 12 American Wire Gauge (AWG) or 2.5 mm² copper conductor only, not exceeding 4.5 meters in length.
- Incorporate a readily available approved and rated disconnect device in the field wiring.



CAUTION:

This unit has more than one power source. To remove all power from the unit, all dc MAINS must be disconnected.



CAUTION:

There is current to the power supply and fan units even though the power supply switch is in the OFF position. Use a disconnect device to shut power off before unplugging the dc power jumper cable from the dc power supply connectors.

There are two ways to cable the dc power supply and fan units:

- Single-level redundant dc cabling
- Dual-level redundant dc cabling

Single-level redundant dc cabling

In a single-level redundant dc cabling scheme, the EXP810 NEBS models are connected to the dc power source using the two dc power cords that are shipped. Only one dc power connector in each of the dc power supply and fan units is connected to a dc power source. The other dc power connector in each dc power supply and fan unit is left open. The dc power connectors A1 (**5**) are connected to the left dc power source (**1**) while dc power connectors B1 (**6**) are connected to the right dc power source (**2**). This cabling scheme protects against any single failure such as failed dc source, dc power supply, or dc cable. Figure 39 on page 64 illustrates single-level redundant cabling.

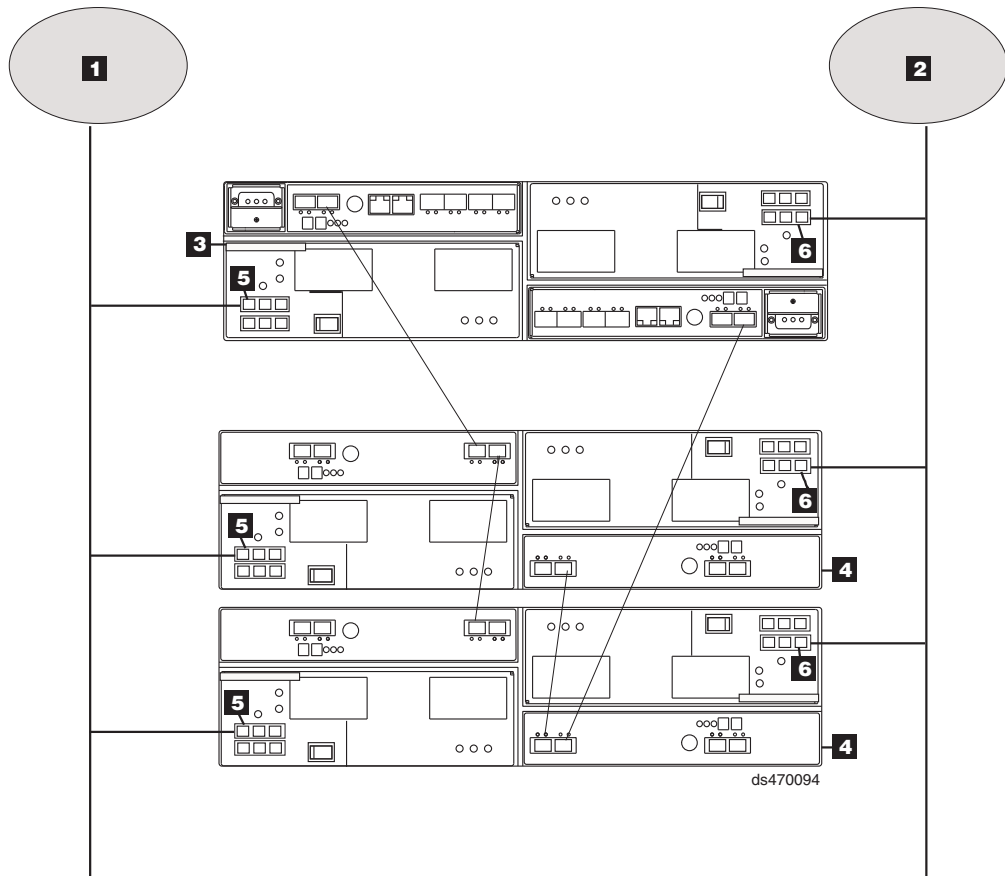


Figure 39. The dc power supply and fan unit cabling scheme - single-level redundancy

Dual-level redundant dc cabling

In a dual-level redundancy dc cabling scheme, both dc power connectors in each of the dc power supply and fan units are connected to a dc power source. You will need two additional dc power cables (IBM Option P/N 42D3329) to cable in this way. The dc power connectors A1 (5) are connected to the left dc power source (1) and dc power connectors A2 (7) are connected to the right dc power source (2). dc power connectors B1 (6) are connected to the right dc power source (2) and dc power connectors B2 (8) are connected to the left dc power source (1). For maximum protection, connect dc power connectors A2 and B2 to a different set of dc power sources than dc power connectors A1 and B1 are connected to.

This cabling scheme protects against certain combinations of dual failures in the dc power supply connections such as a failed dc source and dc power supply and fan unit. For example, if the left dc power source (1) and the right side dc power supply and fan unit failed, the EXP810 remains operational because the dc power is supplied from the right dc power source (2) through the left dc power supply connector A2 (7).

Figure 40 on page 65 illustrates dual-level cabling.

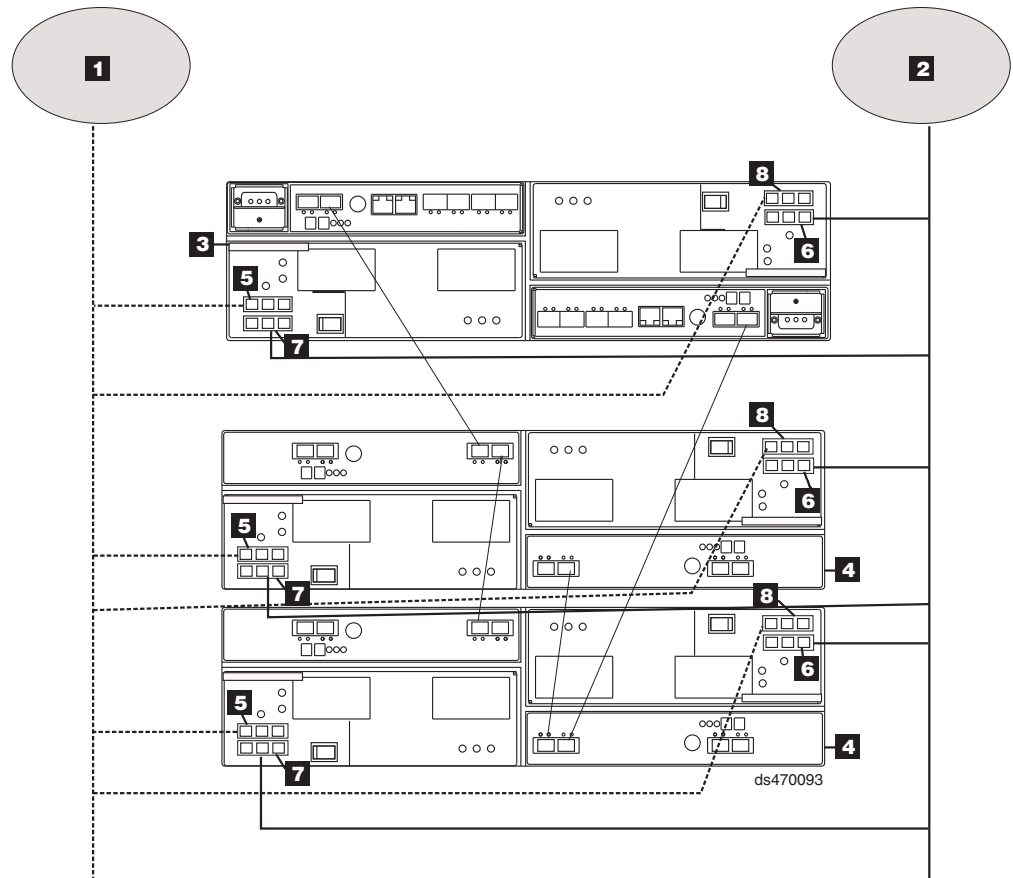


Figure 40. The dc power supply and fan unit cabling scheme - dual-level redundancy

Complete the following steps to connect the dc power supply cable:

1. Using the supplied strap, tie the power supply cord to the rail to provide strain relief for the power cord.
2. Connect the dc power cable to the power supply. See Figure 41 for the dc power supply connector PIN positions.

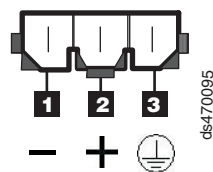


Figure 41. The dc power supply connector - PIN positions

Table 29. The dc power supply connector - PIN descriptions

Number	Description
1	Pin 1: -48 V dc
2	Pin 2: POS RTN
3	Pin 3: GND

3. Connect the - 48V line of the dc power cable to an approved and rated disconnect device. The disconnect device must be easily accessible from the back of the EXP810 storage expansion enclosure.

4. Complete the wiring from the disconnect device to the terminal marked -48V of the Reliably grounded safety extra low voltage (SELV) dc power source. Connect the POS RTN and ground lines of the dc power cable to the terminals marked POS RTN and GND on the dc power source, as shown in Figure 42. For maximum protection against power loss, connect each of the two dc power supplies to a different power source.

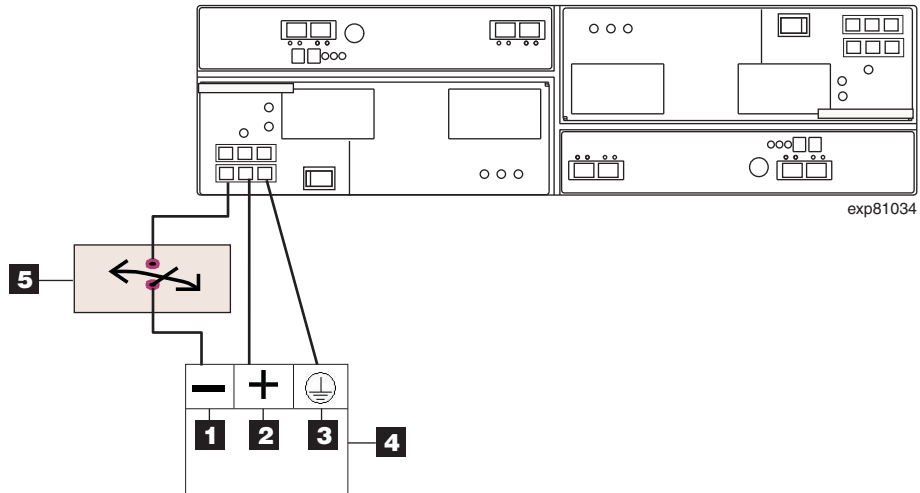


Figure 42. The dc wiring from EXP810 to disconnect device and dc power source

Table 30. The dc power source wiring descriptions

Number	Description
1	Pin 1: -48 V DC
2	Pin 2: POS RTN
3	Pin 3: GND
4	dc power source
5	Disconnect device

5. Continue with “Powering on the EXP810” on page 69 for the initial startup of the storage expansion enclosure.

Chapter 4. Operating the EXP810

This chapter describes operating procedures for the storage expansion enclosure.

To ensure optimal operation of your system, see “Best practices guidelines” on page 17.

Performing the DS4000 Health Check process

The DS4000 Health Check process is a sequence of suggested actions developed by IBM to help users verify and maintain the optimal performance of their DS4000 storage configurations. The information that you collect in these steps also helps provide IBM Service with important information needed for problem troubleshooting during IBM Service calls.

Perform the following Health Check tasks after the initial configuration of your DS4000 Storage Subsystem, and after all configuration sessions. It is also recommended that you set a regular schedule of periodic Health Check evaluations in order to keep your DS4000 code current and to preserve optimal data access and performance.

1. Monitor the Recovery Guru in the DS Storage Manager client for any obvious storage subsystem errors or problem conditions.
2. Gather and save the following DS4000 storage subsystem event logs for review by IBM Service. These event logs should be gathered periodically for regular Health Check monitoring regardless of the state of the Recovery Guru. (You can collect all these logs at once and zip them into a single file by clicking **Advanced ► Troubleshooting ► Collect All Support Data** in the DS Storage Manager Subsystem Management window.)
 - DS4000 storage subsystem management event log (MEL)
 - Storage Subsystem Profile or DS4000 Profile
 - Read-Link Status (RLS) data

In addition, you should also collect event logs for the host servers that have mapped logical drives from the storage subsystem.

Attention: Save these event log files to a server disk that will remain accessible in the event of a DS4000 storage configuration failure. Do not save these event log files only to a LUN in the DS4000 Storage Subsystem.

3. Use the Storage Subsystem Profile or DS4000 Profile to verify that the following firmware levels are at the latest versions supported for your DS4000 Storage Subsystem:
 - Controller firmware
 - ESM firmware
 - Drive firmware

If you discover your firmware is not up-to-date, upgrade the firmware and software to the latest level appropriate to your DS4000 storage configuration. See “Web pages” on page 68 for information about where to find the latest firmware and software.

Attention: You must resolve Recovery Guru errors or problems before upgrading firmware.

Save the storage subsystem profile before performing any controller or ESM firmware upgrades. Save the storage subsystem profile and all *.cfg files to a server disk that will remain accessible in the event of a DS4000 storage configuration failure.

Note: When you upgrade firmware, you must upgrade all client package components to the same release level. For example, if you are upgrading your controller firmware from version 5.x to version 6.x, you must also upgrade your DS Storage Manager client to version 9.x or higher. If your host system uses RDAC, upgrading controller firmware from version 5.x to version 6.x might also require host software updates, such as RDAC updates and HBA driver updates. Refer to the IBM DS4000 Web site for detailed instructions.

4. Use the Storage Subsystem Profile or DS4000 Profile to verify that the following functions are enabled:
 - For all DS4000 models, Media Scan should be enabled both at the controller level and at the LUN level.
 - For all DS4000 models, the read/write cache should be enabled. In addition, use the Storage Subsystem Profile to verify that cache is matched between the controllers.

Web pages

IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates.

For DS4000 information, go to the following Web site:

www.ibm.com/servers/storage/support/disk/

For the latest information about operating system and HBA support, clustering support, SAN fabric support, and DS Storage Manager feature support, see the System Storage DS4000 System Storage Interoperation Center at the following Web site:

www.ibm.com/systems/support/storage/config/ssic/index.jsp

Hardware responsibilities

In addition to the Health Check steps described above, regular hardware inspection and maintenance helps to support the optimal performance of your DS4000 storage configuration. You should periodically inspect the fibre channel components of your DS4000 storage configuration.

IBM suggests you follow these guidelines:

- Maintain an up-to-date storage subsystem profile for your DS4000 storage configuration. Save the profile to a server disk that will remain accessible in case of a DS4000 storage configuration failure. Do not save the profile only to a LUN in the DS4000 Storage Subsystem.
- Develop a Change Management plan. The plan should include schedules for updating subsystem firmware and server host software.

Note: Some updates might require storage subsystem downtime.

- Use IBM-approved fibre channel cables for all situations. Note in your configuration documentation whether any cables are not IBM-approved.

- Create and maintain a cabling diagram of the current SAN configuration. Keep this diagram updated as you make configuration changes, and keep the cabling diagram available for review.
- Create and maintain a list of other components that are being used within the cabling diagram (such as the host system, fibre channel switches, and other SAN attachments).
- Ensure that all ESMs are properly seated.
- Ensure that all drives are properly seated.
- Ensure that all SFP modules are properly seated.
- Confirm fibre channel cable loop size. (IBM specifications call for at least 3-inch cable loops, but it is recommended that you use 6-inch cable loops or longer.)
- Ensure proper fibre channel cable management.
- Ensure proper air flow and temperature for all components in your EXP810 storage configuration.

Note: You can find details on many of these inspection and maintenance responsibilities in the appropriate sections of this document.

In addition to these inspection and maintenance responsibilities, IBM also strongly recommends DS4000 training for staff that supports DS4000 storage configurations. Although training is not a part of the Health Check process, DS4000 training reduces the potential for configuration problems and contributes to the overall health of the system.

Powering on the EXP810

When you turn on and turn off the EXP810, be sure to use the startup sequence in this section.

Attention: *Before* you first power on the DS4000 storage subsystem with a newly installed EXP810, you *must* perform the DS4000 controller firmware upgrade described in Appendix A, “Upgrading the DS4000 controller firmware,” on page 135. In addition, you might have to regenerate the premium feature key files to re-enable the premium feature key that is enabled from the factory after the controller firmware upgrade.

Turning on the EXP810

This section contains instructions for turning the EXP810 on and off under normal and emergency situations.

The following procedure covers two situations:

- The entire storage subsystem has been shut down. (The main circuit breakers for the cabinet are off.)
- Some storage expansion enclosures are being powered on while others remain online. (The main circuit breakers for the cabinet are on.) You might encounter this if you are adding an additional storage expansion enclosure to increase storage capacity.

Attention:

1. **Potential damage to E-DDMs** - Repeatedly turning the power off and on without waiting for the E-DDMs to spin down can damage them. Always wait at least 70 seconds from when you turn off the power until you turn it on again.
2. If you are connecting a power cord to a storage expansion enclosure, turn off both of its power switches first. If the main circuit breaker is off, be sure both power switches are off on each storage expansion enclosure in the cabinet before turning on the main circuit breakers.

To turn the EXP810 on and off complete the following steps:

1. Are the main circuit breakers turned on?
 - **Yes** - Turn off *both* power switches on each storage expansion enclosure that you intend to connect to the power.
 - **No** - Turn off *both* power switches on **all** storage expansion enclosures in the storage subsystem. For dc power supply and fan units only, turn off the disconnect devices for all of the dc power supply and fan units.
2. Connect the power cords to the power supplies on each storage expansion enclosure. See “Cabling the ac power supply” on page 61 or “Cabling the dc power supply” on page 62 for details, depending on your model.
3. If the main circuit breakers are turned off, turn them on.
4. Verify that the link rate setting on the front of the storage expansion enclosure matches the speed of the drives in the subsystem.

Attention: You must turn on power to each attached storage expansion enclosure before turning on power to the storage subsystem to ensure that the controllers complete the startup process. If the controllers do not find any drives present during the initial power on sequence, the storage subsystem will not complete the startup process. This will prevent controllers from communicating with each other, and any factory-installed premium features will not be activated correctly.

5. (For models with dc power supply and fan units only.) Verify that any attached disconnect devices are turned ON.
6. Turn on both power switches on each storage expansion enclosure attached to the storage subsystem. While each storage expansion enclosure powers up, the green and amber LEDs on the front and back of the storage expansion enclosure turn on and off intermittently. Depending on your configuration, it can take several minutes for each storage expansion enclosure to power up. Check the LEDs on the front and back of all the storage expansion enclosures. Verify that no Needs Attention or enclosure ID LEDs light on any of the storage expansion enclosures. To verify the fibre channel connections between the drive expansion enclosures, make sure that no Port Bypass LEDs for connections to other storage expansion enclosures are lit. Only the Port Bypass LED of the ESM port that connects directly to the storage subsystem drive port should be lit.
7. Turn on both power switches on the back of the DS4000 storage subsystem. See Figure 5 on page 9 or Figure 7 on page 11 for location of power switches, depending on your model.

Depending on the number of storage expansion enclosures in the configuration, the storage subsystem might take several minutes to power up. The battery self-test might take an additional 15 minutes. The LEDs will blink intermittently until the storage subsystem powers up and completes the battery self-test. Before attempting any operations, wait at least five minutes for the

storage subsystem to completely power up. A storage subsystem can take up to 10 minutes to power on and up to 15 minutes to complete its controller battery self-test. During this time, the indicator lights on the front and back of the module blink intermittently.

8. Determine the status of all storage subsystems and components in the configuration by completing the following steps:
 - a. Check all LEDs on each component in the storage expansion enclosures. Ensure that all the LEDs show normal status. For more information on LED status for storage expansion enclosures, see “Checking the LEDs” on page 73 or the *Installation, User’s, and Maintenance Guide* for your DS4000 storage expansion enclosure.
 - b. Check all LEDs on each component in the storage subsystem. Ensure that all the LEDs show normal status. For information about LED status, see “Solving problems” on page 125.
 - c. Open the DS Storage Manager Subsystem Management Window, and display the Physical View for the configuration.
The status for each component will be either Optimal or Needs Attention.
 - d. Review the status of the configuration components shown in the Subsystem Management Window by selecting the appropriate component button for each storage subsystem.
9. Are the LEDs indicating normal operation, and is the status Optimal on all the configuration components?
 - Yes — End of procedure.
 - No — Go to step 10.
10. Diagnose and correct the fault by completing the following steps:
 - a. Run the DS Storage Manager Recovery Guru by selecting the Recovery Guru toolbar button in the Subsystem Management Window.
 - b. Complete the recovery procedure.
If the Recovery Guru directs you to replace a failed component, use the individual LEDs on the storage subsystem to locate the specific failed component. For troubleshooting procedures, see Chapter 6, “Hardware maintenance,” on page 125.
 - c. When the recovery procedure is completed, select **Recheck** in the Recovery Guru. This action reruns the Recovery Guru to ensure that the problem has been corrected.
 - d. If the problem persists, contact your IBM service representative.

Firmware updates

Attention: Save the storage subsystem profile before performing any controller or ESM firmware upgrades. Save the DS4000 storage subsystem profile and all configuration (*.cfg) files to a server disk that will remain accessible in the event of a DS4000 storage configuration failure. Do not save these files only to a LUN in the DS4000 Storage Subsystem.

To ensure the optimal operation of the DS4000 storage subsystem and its attached storage expansion enclosures, the storage expansion enclosure ESM firmware, the DS4000 controller firmware, the hard drive firmware, and the NVSRAM (for controllers only) must be up-to-date. Go to the following Web site to get the latest updates:

www.ibm.com/servers/storage/support/disk/

Refer to “Software and hardware compatibility and upgrades” on page 14 for software and hardware compatibility information and requirements.

Apply the necessary updates before configuring the storage subsystem arrays and logical drives. Subscribe to My Support for automatic notifications of firmware or DS Storage Manager software updates or any important information about your DS4000 subsystems (see “Receiving product updates and support notifications” on page 17).

Attention: Read the readme file that is included in each firmware or DS Storage Manager software package for any limitations, subsystem firmware prerequisites, or download-sequence information. For example, the controller firmware code might require the storage expansion enclosure ESM firmware to be upgraded first to a particular version, or the controller firmware download might require the halting of I/Os to the DS4000’s logical drives. Failure to observe the limitations, prerequisites, and dependencies in the Readme file might result in a loss of data access. See “Finding Storage Manager software, controller firmware, and README files” on page xxii to learn how to access the DS4000 readme files on the Web.

Unless the readme file contains special requirements for the sequence in which you upgrade firmware, you should perform firmware upgrades in the following sequence:

1. ESM firmware for the storage expansion enclosures
2. Controller firmware
3. Controller NVSRAM
4. Drive firmware

Finding controller, storage expansion enclosure, and drive information

You can view a Storage Subsystem Profile to find controller, enclosure, and drive information for the storage expansion enclosures and DS4000 storage subsystems to which it is attached. To view a Storage System Profile, perform the following steps:

1. Open the DS4000 Storage Subsystem Management window from the DS Storage Manager Enterprise Management window.
2. Select **Storage Subsystem** → **View** → **Profile**.
A Storage Subsystem Profile window opens.
3. Select the Controllers tab.
4. Scroll through the list to find Board ID, Submodel ID, Product ID, and Product revision for the DS4000 storage subsystem.
5. Select the Enclosures tab.
6. Scroll through the list to find the Product ID for supported storage expansion enclosures.
7. Select the Drives tab.
8. Scroll through the list to find the drive values such as Product ID.

Troubleshooting the storage expansion enclosure

The DS Storage Manager is the best way to monitor the storage expansion enclosure, diagnose a problem, and recover from a hardware failure. You should run the DS Storage Manager continuously, and check the status of the storage array frequently.

Use the following procedure to check the status of and identify a problem with the storage expansion enclosure.

1. Open the Subsystem Management Window.
2. Select the component button for each storage expansion enclosure in this storage subsystem, and view the status of each of the components.
The status for each component is either Optimal or Needs Attention.
3. Does any component have a Needs Attention status?
 - **Yes** - Go to step 4.
 - **No** - All components are Optimal. Go to step 6.
4. Select the Recovery Guru toolbar button. Perform the procedure in the Recovery Guru to correct the problem. The Recovery Guru might direct you to replace the failed component. If so, go to step 5.
Attention: If the fault requires you to power off an attached storage expansion enclosure, you might need to cycle the power on the DS4000 storage subsystem and all remaining storage expansion enclosures in the storage subsystem. Contact IBM Customer and Technical Support before powering off any attached storage expansion enclosures.
5. Mute the alarm, if needed.
6. Check the indicator LEDs on the front and the back of the storage expansion enclosure.
A green LED denotes a normal status; an amber LED denotes a hardware fault.
7. Is an amber LED on?
 - **Yes** - Locate and troubleshoot the failed components. See “Checking the LEDs.”
 - **No** - You are finished with this procedure. If you are still experiencing a problem with this storage subsystem, create, save, and print a storage subsystem profile. This information might be helpful when troubleshooting. Contact IBM Customer and Technical Support for assistance. When the recovery procedure is completed, select **Recheck** in the Recovery Guru to rerun the Recovery Guru and to ensure that the problem has been corrected.

Checking the LEDs

The LEDs display the status of the storage expansion enclosure and components. Green LEDs indicate a normal operating status; amber LEDs (Needs Attention) indicate a possible failure; a blue LED indicates that it is safe to remove a component. The blue LED also indicates that the storage expansion enclosure is being identified or located.

It is important to check all the LEDs on the front and back of the storage expansion enclosure when you turn on the power. During power up, the indicator LEDs blink intermittently as the storage expansion enclosure and components complete the power-up process. In addition to checking for faults, you can use the LEDs on the front of the storage expansion enclosures to determine if the drives are responding to I/O transmissions from the host.

The ac power supply and fan unit LEDs

This section describes the primary ac power supply and fan unit LEDs on the storage expansion enclosure.

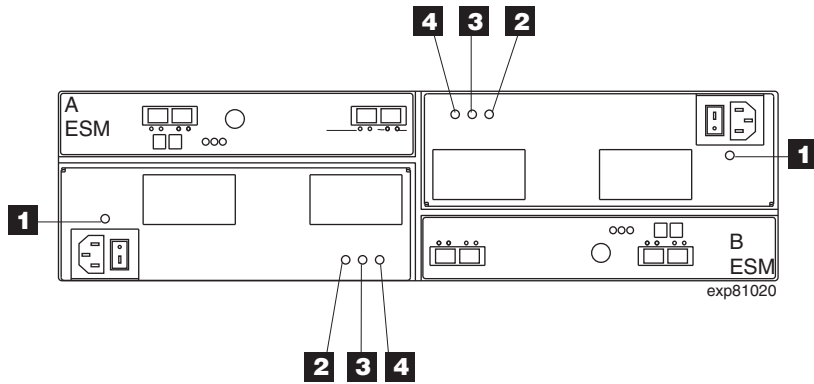


Figure 43. The ac power supply and fan unit LEDs

Table 31. The ac power supply and fan unit LEDs

Number	LED	Normal Status	Problem Status
1	Power supply and fan unit Power AC ~	On	Off
2	Service Action Allowed (OK to Remove) OK	Off	On
3	Service Action Required (Fault) !	Off	On
4	Direct Current Enabled DC —	On	Off

The dc power supply and fan unit LEDs

This section describes the primary dc power supply and fan unit LEDs on the storage expansion enclosure.

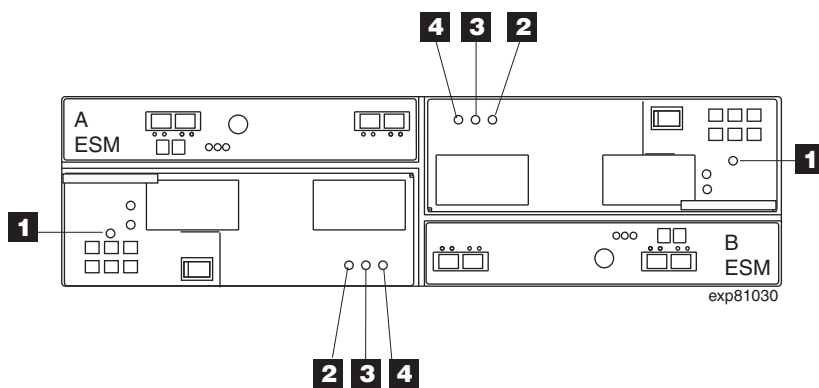






Figure 44. The dc power supply and fan unit LEDs

Table 32. The dc power supply and fan unit LEDs

Number	LED	Normal Status	Problem Status
1 ¹	The dc power supply and fan unit power 	On	Off
2	Service Action Allowed (OK to Remove) 	Off	On ²
3	Service Action Required (Fault) 	Off	On ²
4 ¹	Direct Current Enabled 	On	Off

Notes:

1. Although the symbols for dc power supply and fan unit power and Direct Current Enabled LEDs are the same, the LEDs serve different purposes. The dc power supply and fan unit power LED indicates that dc inputs to the dc power supply and fan unit are present and good. The Direct Current Enabled LED indicates that the dc output from the dc power supply and fan unit to the internal circuitry is good.
2. Verify that any attached disconnect device is set to On and the power switch is in the On position when these LEDs are lit. If the disconnect device switch is at the On position, flip it to the Off position, wait at least 15 seconds and flip it again to the On position. If these LEDs did not change to an unlit state in 30 seconds, replace the dc power supply and fan unit CRU.

Front LEDs

This section describes the primary LEDs and controls on the front of the storage expansion enclosure for all models. The front view shows the following components:

- Front Frame - Metal cage frame containing global indicator lights and a link rate switch.
- Drives - Up to 16 removable drives, which are numbered 1 through 16 from left to right. When a drive is installed, the drive and tray slot designation is set automatically. The hardware addresses are based on the enclosure ID setting on the ESM and on the drive's physical location in the storage expansion enclosure.

Note: The drives in your storage expansion enclosure might differ slightly in appearance from those shown. The variation does not affect the function of the drives.

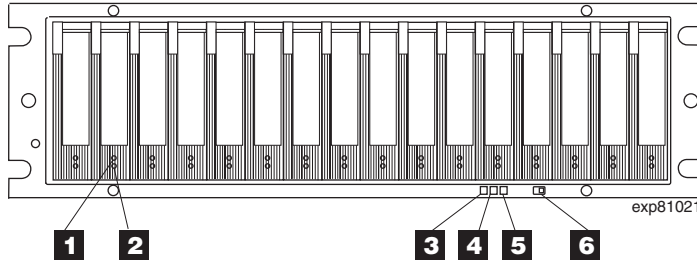





Figure 45. Front LEDs

Table 33. Front LEDs and controls

Number	LED	Normal Status	Problem Status
1	Drive Activity LED	On (not blinking) - No data is being processed Blinking - data is being processed	Off
2	Drive Fault LED	Off Blinking - Drive, volume, or storage array locate function	On (not blinking) Note: In certain ESM firmware versions, the Drive Fault LED is lit when no drive is inserted in the drive slot.
3	Global Locate 	On	N/A
4	Global Summary Fault 	Off	On
5	Global Power 	On	Off
6	Link Rate Switch	The Link Rate switch should be set to 2 Gbps or 4 Gbps, depending on your configuration.	N/A

Rear LEDs

This section describes the primary LEDs, controls, and connectors on the rear of the storage expansion enclosure for all models. The back view shows the following components:

- Fans and power supplies - Two removable power supply and fan unit CRUs, each containing one power supply and two fans
- ESMs - Two removable environmental services monitors (ESMs)

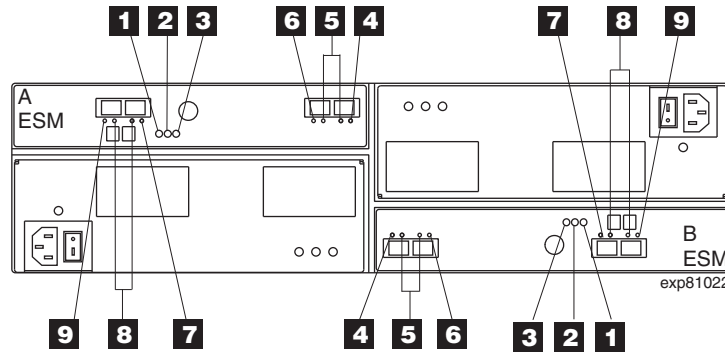





Figure 46. Rear LEDs, controls, and connectors

Table 34. Rear LEDs, controls, and connectors

Number	LED	Normal Status	Problem Status
1	ESM Power 	On	Off
2	ESM Fault 	Off	On
3	ESM Service Action Allowed (OK to Remove) 	Off	On
4	ESM Port 1 In Bypass (This port is labeled 1A)	Off - Cable connected On - No cable connected	On, when a fibre channel cable is connected
5	ESM Ports 1 & 2 2 or 4 Gbps Data Rate	One LED is lit if 2 Gbps Both LEDs are lit if 4 Gbps	N/A
6	ESM Port 2 In Bypass (This port is labeled 1B)	Off - Cable connected On - No cable connected	On, when a fibre channel cable is connected
7	ESM Port 3 In Bypass (This port is labeled 2A)	This port is reserved for future use	On, blinking for 30 seconds
8	ESM Ports 3 & 4 2 or 4 Gbps data rate	One LED is lit if 2 Gbps Both LEDs are lit if 4 Gbps	N/A
9	ESM Port 4 In Bypass (This port is labeled 2B)	This port is reserved for future use	On, blinking for 30 seconds

Seven-segment numeric display

The numeric display consists of two seven-segment LEDs that provide information about enclosure identification and diagnostics. Figure 47 on page 78 shows the numeric display and the diagnostic LED.

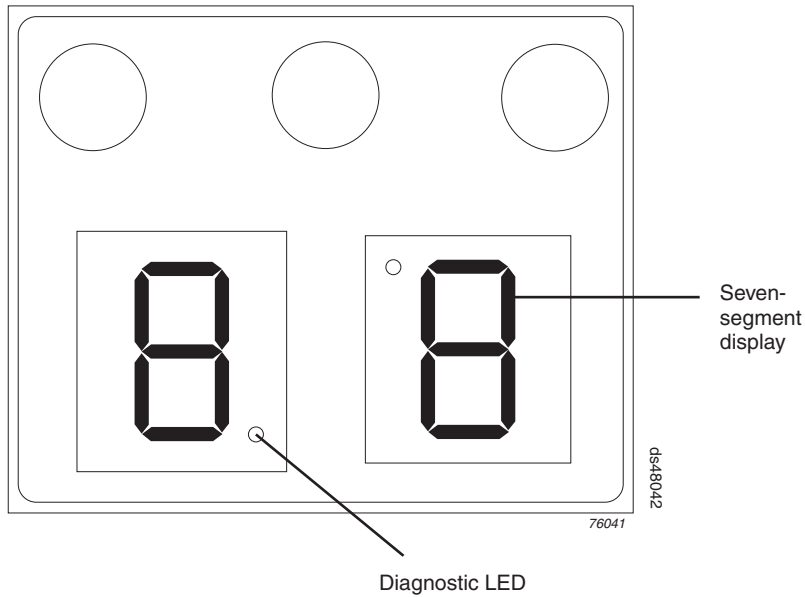


Figure 47. Numeric display LEDs

When you power on the storage expansion enclosures, the seven-segment LEDs show 88 before the boot firmware starts to run. After the boot code starts, - - is displayed.

When the application code starts, the ESMs display either aa or bb depending on whether it is ESM A or B.

When the storage expansion enclosure is operating normally, the numeric display shows the enclosure identification (enclosure ID) of the storage expansion enclosure.

If an error has occurred and the Needs Attention LED is on, the numeric display shows diagnostic information. The numeric display indicates the information is diagnostic by illuminating an LED that appears as a decimal point between the display numbers. The diagnostic LED turns off when the numeric display shows the storage subsystem enclosure ID. The numeric display shows various diagnostic codes as the enclosures perform the startup process after each power cycle or reset. After diagnostics are complete, the current storage subsystem enclosure ID is displayed.

Diagnostic codes in the form of Lx or Hx, where x is a hexadecimal digit, indicate storage expansion enclosure state information. In general, these codes are displayed only when the storage expansion enclosure is in a non-operational state. The storage expansion enclosure might be non-operational due to a configuration problem (such as mismatched types), or it might be non-operational due to hardware faults. If the storage expansion enclosure is non-operational due to system configuration, the storage expansion enclosure Needs Attention LED is off. If the storage expansion enclosure is non-operational due to a hardware fault, the storage expansion enclosure Needs Attention LED is on. The definitions for Lx diagnostic codes are listed in Table 35 on page 79.

Table 35. Numeric display diagnostic codes

Value	Storage expansion enclosure State	Description	SANtricity View
L0	Suspend	Mismatched ESM types	Needs Attention condition for board type mismatch
L2	Suspend	Persistent memory errors	Needs Attention condition for offline ESM
L3	Suspend	Persistent hardware errors	Needs Attention condition for offline ESM
L9	Suspend	Over temperature	
H0	Suspend	SOC Fibre Channel Interface Failure	
H1	Suspend	SFP Speed Mismatch	
H2	Suspend	Invalid/Incomplete Configuration	Needs Attention condition for offline ESM
H3	Suspend	Maximum Reboot Attempts Exceeded	Needs Attention condition for offline ESM
H4	Suspend	Cannot Communicate with other ESM	Needs Attention condition for offline ESM
H5	Suspend	Midplane Harness Failure	Needs Attention condition for offline ESM
H6	Suspend	Firmware Failure	Needs Attention condition for offline ESM
H7	Operational	Current enclosure Fibre Channel rate is different than the rate switch setting. Power cycle required for new rate to take effect.	Needs Attention condition for Fibre Channel rate is different than enclosure data rate setting.
H8	Suspend	SFP(s) Present in Currently Unsupported Slot	
88	Reset	ESM is held in reset by the other ESMs	

Powering off the storage expansion enclosure

The storage expansion enclosure is designed to run continuously. After you turn it on, do not turn it off. Turn off the power only in the following situations:

- Instructions in a hardware or software procedure require that you turn off the power.
- An IBM technical support representative instructs you to turn off the power.

- A power outage or emergency situation occurs, see “Restoring power after an unexpected shutdown” on page 83.

Turning off the EXP810

Use the following procedure to turn off the power for the EXP810.

Attention: Except in an emergency, never turn off the power if any Needs Attention LEDs are on. Correct the fault before you turn off the power. Use the DS Storage Manager client and the Needs Attention LEDs to check the overall status of the EXP810. All LEDs should be green on the front of the storage expansion enclosure. If they are not, use the DS Storage Manager client to diagnose the problem. This ensures that the EXP810 will power up correctly later.

The EXP810 is designed to run continuously. After you turn on the EXP810, do not turn it off. Turn off the power only in the following situations:

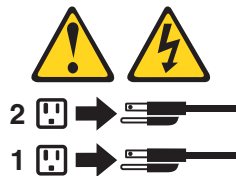
- Instructions in a hardware or software procedure require that you turn off the power.
- An IBM technical support representative instructs you to turn off the power.
- A power outage or emergency situation occurs, see “Restoring power after an unexpected shutdown” on page 83.

Statement 5:



CAUTION:

The power control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



CAUTION:

This unit has more than one power source. To remove all power from the unit, all dc MAINS must be disconnected.



Attention: Turning off and turning on power without waiting for the storage expansion enclosure disk drives to spin down can damage the drives and might cause data loss. Always let at least 70 seconds elapse from when you turn off the power until you turn on the power again.

Power-off overview

Review the following information before you continue with the power-off procedure below.

Turn off the power to each device based on the following shutdown sequence:

1. Turn off power to the host before the storage subsystem. If the host must stay powered on to support an existing network, see the operating system documentation for information about disconnecting the storage subsystem logical drives from the host before the storage subsystem is powered off.
2. Turn off power to the storage subsystem before you turn off power to the storage expansion enclosures. Turn off both power supply switches on the back of the storage subsystem.
3. (Models with dc power supply and fan units only.) Turn off power to any attached disconnect devices.
4. Turn off power to other supporting devices (for example, management stations, fibre-channel switches, or Ethernet switches).

Note: You do not need to perform this step if you are servicing only the storage subsystem.

Use the following procedure to turn off power to one or more storage expansion enclosures for a planned shutdown. To turn off power for an unplanned shutdown, see “Restoring power after an unexpected shutdown” on page 83.

Before proceeding, use the DS Storage Manager client to determine the status of the system components and special instructions. The operating system software might require you to perform other procedures before you turn off the power. To turn off the EXP810, complete the following steps:

1. Stop all I/O activity to each storage expansion enclosure.
2. Remove the front cover from the storage expansion enclosure, if applicable.
3. Determine the status of all storage expansion enclosures and components in the configuration by completing the following steps:
 - a. Check all LEDs on each component in the storage expansion enclosures. Ensure that all the LEDs show normal status.
 - b. Check all LEDs on each component in the storage subsystem. Ensure that all the LEDs show normal status.
 - c. Open the Subsystem Management Window for the configuration and display the Physical View for the configuration.
 - d. Review the status of the configuration components shown in the Subsystem Management Window by selecting the appropriate component button for each storage subsystem.

The status for each component will be either Optimal or Needs Attention.

4. Are the LEDs indicating normal operation, and is the status Optimal on all configuration components?
 - **Yes** - Go to step 6 on page 82.
 - **No** - Go to step 5.
5. To diagnose and correct the fault, complete the following steps:
 - a. Run the Recovery Guru by selecting the Recovery Guru toolbar button in the Subsystem Management Window.

- b. Complete the recovery procedure.
If the Recovery Guru directs you to replace a failed component, use the individual LEDs to locate the failed component.
 - c. When the recovery procedure is completed, select **Recheck** in the Recovery Guru. This action reruns the Recovery Guru to ensure that the problem has been fixed.
 - d. If the problem has not been fixed, contact your IBM service representative. Do not turn off power until all problems are corrected.
6. Check the Cache Active LED, and verify that it is off.
If the Cache Active LED is on steady, the cache contains data. Wait for the data to clear from cache memory before turning off the power.
 7. Check the LEDs on the storage expansion enclosures to verify that all Drive Active LEDs are on steady (not blinking).
If one or more LEDs are blinking, data is being written to or from the drives. Wait for all active LEDs to stop blinking.
 8. Turn off the power switch on the back of each controller in the storage subsystem.

Note: Until the power switch on each controller is turned off, power still remains turned on for the both controllers; therefore, the seven-segment display on each controller stays on until the power switch on each controller is turned off.
 9. Turn off both power switches on the back of each storage expansion enclosure in the configuration.
CAUTION:
The power control button on the device and the power switch power supply do not turn off the electrical current supplied to the device. The device might also have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.
 10. (Models with dc power supplies and fan units only) Flip all of the disconnect devices to the OFF position.
 11. Remove (unplug) all of the power cords from the EXP810 power supply connectors.
 12. After you perform the necessary maintenance procedures, turn on the power using the procedure in “Turning on the EXP810 ” on page 69.

Performing an emergency shutdown

Attention: Emergency situations might include fire, flood, extreme weather conditions, or other hazardous circumstances. If a power outage or emergency situation occurs, always turn off all power switches on all computing equipment. This helps to safeguard your equipment from potential damage due to electrical surges when power is restored. If the EXP810 loses power unexpectedly, it might be due to a hardware failure in the power system or in the midplane of the EXP810.

Complete the following steps to shut down the system during an emergency:

1. If you have time, stop all I/O activity to the storage expansion enclosure.
2. Check the LEDs. Make note of any Needs Attention LEDs that are on so you can correct the problem when you turn on the power again.

3. Turn off all power supply switches, starting with the DS4000 storage subsystem first, and followed by the storage expansion enclosures. Then, unplug the power cables from the EXP810.

CAUTION:

The power control button on the device and the power switch power supply do not turn off the electrical current supplied to the device. The device might also have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.

Restoring power after an unexpected shutdown

Complete the following steps to restart the EXP810 if you turned off the power supply switches during an emergency shutdown, or if a power failure or power outage occurred:

1. After the emergency situation is over or power is restored, check the EXP810 for damage. If there is no visible damage, continue with step 2. Otherwise, have your system serviced.
2. After you check the EXP810 for damage, ensure that the power switches are in the off position; then plug in the EXP810 power cables, if required.
3. Check the system documentation of the hardware devices that you want to turn on and determine the proper startup sequence.

Note: Be sure to turn on all of the storage expansion enclosures and verify that there are not any ESM or power supply and fan unit fault LEDs lit before you turn on the DS4000 storage subsystem.

In addition, consider the following items:

- The storage subsystem supports simultaneous power-up of the system components; however, you should always follow the power-up sequence listed in the “Turning on the storage subsystem section” of the appropriate *DS4000 Storage Subsystem Installation, User’s, and Maintenance Guide* during any attended power-up procedure.
 - A storage subsystem in an optimal state should recover automatically from an unexpected shutdown and unattended simultaneous restoration of power to system components. After power is restored, contact IBM technical support if any of the following conditions occur:
 - The storage subsystem logical drives and subsystems do not display in the DS Storage Manager graphical user interface (GUI).
 - The storage subsystem logical drives and subsystems do not come online.
 - The storage subsystem logical drives and subsystems seem to be degraded.
4. Turn on the power to each device, based on the startup sequence.

Note: All of the EXP810 storage expansion enclosures must be powered on before the DS4000 storage subsystem.

5. (Models with dc power supply and fan units only) Turn off power to any attached disconnect devices.
6. The green LEDs on the front and the back of the EXP810 and DS4000 storage subsystem should remain lit. If other amber Fault LEDs light, see “Solving problems” on page 125.

Recovering from an overheated power supply and fan unit

Each EXP810 storage expansion enclosure contains two power supply and fan units. Each power supply and fan unit contains a built-in temperature sensor designed to prevent it from overheating. Under normal operating conditions, with an ambient air temperature range of 10° C to 35° C (50° F to 95° F), the fans in the power supply and fan units maintain a proper operating temperature inside the module.

If the internal temperature reaches 65° C (149° F), the power supply shuts down automatically. If both power supplies shut down because of overheating, the module has no power, and all indicator lights are off.

The following factors can cause the power supplies to overheat:

- An unusually high room temperature
- Fan failures in the power supply and fan units
- Defective circuitry in the power supply
- Blocked air vents
- Failures in other devices in the configuration or cabinet

If a fan failure causes overheating or the operating environment becomes too hot (greater than 55° C), the Global Fault LED on the storage expansion enclosure turns on. The power supply and fan unit Fault and Service Action Allowed (SAA[®]) LEDs on the back of the storage expansion enclosure also turn on. “Rear LEDs” on page 76 shows the location of these LEDs.

Attention: Because the power supply and fan unit CRU Fault and SAA LEDs are lit when the operating environment temperature is too hot (greater than 55° C), do not assume the power supply and fan unit CRU is bad. Take action to cool down the environment first. When the operating environment temperature is within the specified operating environment range, the power supply and fan unit Fault and SAA LEDs will be unlit if there are no problems with the power supply and fan unit CRU.

If the module temperature exceeds 45° C (113° F), the storage management software displays a Needs Attention icon in the Subsystem Management Window. If event monitoring is enabled, and event notification is configured, the software issues the following two critical problem notifications:

- If *one* power supply shuts down, the storage management software displays a Needs Attention status in the Subsystem Management Window.
- If *both* power supplies shut down, the module shuts down, and the storage management software displays a Not Responding status in the Array Management Window.

Use the following procedure to resume normal operation after a power supply shutdown.

Attention: Risk of damage from overheating - The power supplies automatically shut down when the air temperature inside the cabinet reaches 68° C (154° F). If the power supplies shut down, immediately remove all cabinet panels to help cool the cabinet air temperature and to prevent damage to the DS4000 storage subsystem configuration components.

1. Remove the front cover.
2. If applicable, mute the alarm.

3. Did you use the procedure “Troubleshooting the storage expansion enclosure ” on page 72 to identify an overheating problem?
 - **Yes** - Go to step 4.
 - **No** - Perform the procedure “Troubleshooting the storage expansion enclosure ” on page 72 to verify that the power supplies have shut down because of an overheating problem, and then go to step 4.
4. Stop I/O activity to all attached storage expansion enclosures.
5. Take all or some of the following measures to alleviate the overheating problem:
 - Removing all panels from the cabinet immediately.
 - Using external fans to cool the area.
 - Shutting down the power to the storage expansion enclosure, using the procedure described in “Performing an emergency shutdown” on page 82.
6. Wait for the air temperature in and around the storage expansion enclosure to cool.

After the temperature inside the power supplies cools to below 65° C (149° F), the storage expansion enclosure is capable of power-up recovery without operator intervention. After the air has cooled, the power supplies should turn on automatically. If the power supplies restart automatically, the controllers will reset and return to normal operation.

7. Did the power supplies restart automatically?
 - **Yes** - Go to step 9.
 - **No** - Go to step 8.
8. To cycle the power, turn off both power switches on the back of each storage expansion enclosure, flip the disconnected devices to the OFF position (for models with dc power supply and fan unit CRUs only), wait two minutes, turn on both power switches, and flip the disconnected devices to the ON position (for models with dc power supply and fan unit CRUs only).

CAUTION:

The power control button on the device and the power switch power supply do not turn off the electrical current supplied to the device. The device might also have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.

While the storage expansion enclosure powers up, the LEDs on the front and the back of the module blink intermittently. Depending on your configuration, the storage expansion enclosure can take between 20 seconds and several minutes to power on.

9. Turn on both power switches on the back of the storage subsystem.

A storage subsystem can take 10 minutes to power on and up to 15 minutes for the battery self-test to complete. During this time, the LEDs on the front and the back of the modules blink intermittently.
10. Check the status of each storage expansion enclosure and its components.
 - a. Note the status of the LEDs on the front and back of each module.

A green LED indicates a normal status; amber LEDs indicate a hardware fault.
 - b. Open the Subsystem Management Window for the storage array.
 - c. Select the appropriate components button for each module in the Physical View of the Subsystem Management Window to view the status of its components.

The status for each component is either Optimal or Needs Attention.

11. Does each module display green LEDs only, and is the status Optimal for each module component?
 - **Yes** - Go to step 13.
 - **No** - Go to step 12.
12. Diagnose and correct the fault.
 - a. To run the Recovery Guru, select the Recovery Guru toolbar button in the Subsystem Management Window.
 - b. Complete the recovery procedure.

If the Recovery Guru directs you to replace a failed component, locate and troubleshoot that component. See “Checking the LEDs” on page 73.
 - c. When the procedure is completed, rerun the Recovery Guru to ensure that the problem has been corrected by selecting **Recheck** in the Recovery Guru.
 - d. If the problem persists, contact IBM Customer and Technical Support.
13. Replace the bezel on the storage expansion enclosure, if applicable.

Chapter 5. Installing and replacing components

This chapter contains information about installing and replacing storage expansion enclosure CRUs.

Attention: Static electricity can damage electronic devices and your system. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them. For more information regarding handling static-sensitive devices, see “Handling static-sensitive devices” on page 30.

Service Action Allowed Status LED

Each ESM and power supply and fan unit has a blue Service Action Allowed status LED. The purpose of the Service Action Allowed status LED is to help ensure that a component is not removed before it is safe to do so. Do not remove any EXP810 component unless the component’s Service Action Allowed status LED is lit.

Attention

Never remove an ESM or power supply and fan unit unless the Service Action Allowed status LED is turned on. Doing so can result in a potential loss of data availability. If the Needs Attention LED is lit and the associated Service Action Allowed status LED is *not* lit, then you must perform additional diagnostics *before* you can remove the indicated component. Use the Recovery Guru instructions in the DS Storage Manager Subsystem Management window or refer to the appropriate component replacement instructions in this chapter for the additional diagnostics required in this case.

The Service Action Allowed status LED automatically turns on or off as conditions change. Wait at least two minutes after you replace each component for the controller to recognize the new component and update the LED status. In most cases when a single component fails, the Service Action Allowed status LED turns on steadily when the Needs Attention status LED is turned on for the component.

Adding the EXP810 to an existing and configured redundant drive channel/loop pair

Note: The term *drive loop or drive loop pair* used in this publication might be referred to as a *drive channel or drive channel pair* when referring to a DS4800 Storage Subsystem in the *DS4800 Storage Subsystem Installation, User's and Maintenance Guide* and other DS4800 Storage Subsystem publications. The terms have identical meanings.

You can add up to seven EXP810s to a redundant fibre-channel loop pair. Some DS4000 storage subsystems, like the DS4800s, support up to two redundant drive loop pairs. Before you cable your EXP810 to a drive loop, refer to the *Installation, User's and Maintenance Guide* that came with your storage subsystem for specific instructions.

Attention: The EXP810 storage expansion enclosure drive channel operates at either 2 or 4 Gbps fibre channel interface speed. The EXP810 SATA E-DDM CRUs have an ATA translator card that converts E-DDM 3 Gbps SATA drive interface protocol to either 2 Gbps or 4 Gbps fibre channel interface protocol. It is recommended that the EXP810 enclosure speed is set to 4 Gbps when these SATA E-DDM CRUs are installed and connected to storage expansion enclosures running at 4 Gbps speed. The Link Rate setting speed must be set accordingly. See “Verifying the Link Rate setting ” on page 101 for more information. The enclosure speed of the DS4000 storage subsystem that the EXP810s are connected to must also be set to 4 Gbps.

Attention

Before you power on a DS4000 storage subsystem without any internal drive slots, the DS4000 must be cabled to at least one storage expansion enclosure populated with at least two E-DDMs. If at least two E-DDMs are not installed in each attached storage expansion enclosure when you power on the DS4000 storage subsystem, your standard storage partition key will be lost and will need to be regenerated using instructions on the IBM DS4000 Solutions and Premium Features Web site:

<https://www-912.ibm.com/PremiumFeatures/>

Additionally, if at least two E-DDMs are not installed in each attached storage expansion enclosure, the resulting insufficient load to the storage expansion enclosure power supply CRUs might cause the storage expansion enclosure power supply CRUs to intermittently appear as failed and then reappear in an optimal state, falsely indicating that the power supply CRUs are bad.

Figure 48 on page 89 shows an example of a DS4000 storage subsystem configured with redundant drive loop pairs.

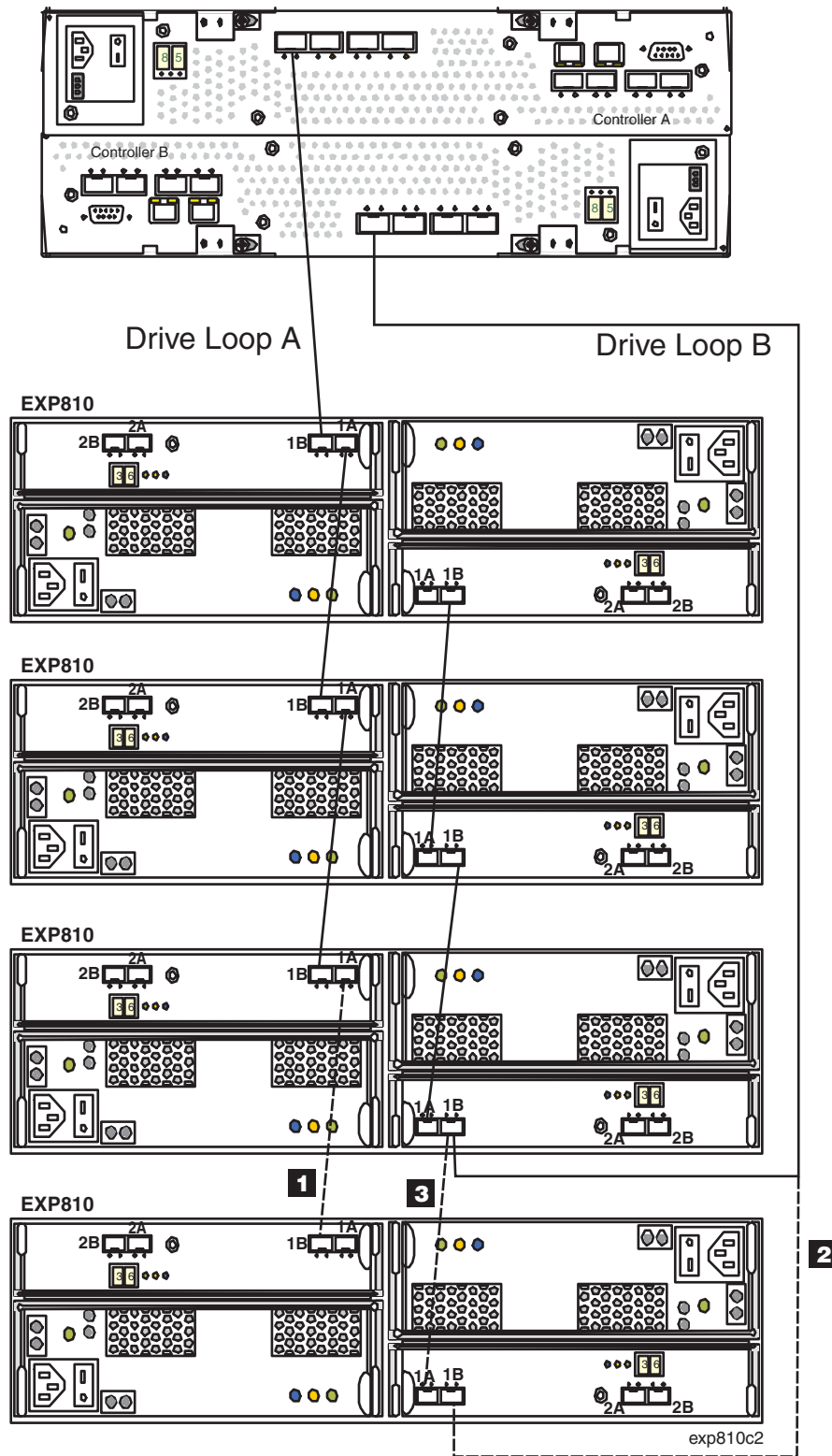


Figure 48. Cabling the EXP810 to an existing and configured drive loop

The dashed lines in Figure 48 show how to add a new EXP810 to an existing DS4800 configuration with EXP810s. To add the new EXP810 shown in Figure 48, perform the following steps:

1. Unpack and install the EXP810 drive expansion enclosure. Do not insert any drive CRUs into the enclosure drive slots.
2. Verify that the Link Rate speed is at the correct setting. You cannot add storage expansion enclosures with different Link Rate speed settings in the same redundant drive loop.
3. Power on the EXP810 storage expansion enclosure.
4. Make the fibre-channel connection marked **1** in Figure 48 on page 89 (drive loop A) by connecting port 1A of the existing EXP810 to port 1B of the new EXP810. Then verify that it is recognized by the DS Storage Manager software GUI.
5. Move the existing fibre-channel connection marked **2** in Figure 48 on page 89 from the existing EXP810 enclosure ESM port 1B to the new EXP810 enclosure ESM port 1B.
6. Make the fibre-channel connection marked **3** in Figure 48 on page 89 (drive loop B) by connecting port 1A of the new EXP810 to port 1B of the existing EXP810.
7. You can use either the Storage Subsystem Profile information or the Drive Enclosure Component icon in the Physical View of the Subsystem Management window to verify the EXP810 ESM firmware.
Attention: For error-free operation, the ESM firmware in the EXP810 ESM modules must be at the same level. If the ESM version does not match, wait at least 10 minutes for the ESM automatic code synchronization to occur. Otherwise, manually update the ESM firmware using the menu function in the DS4000 Subsystem Management window.
8. Insert the drives into the drive slots two at a time. Wait until the drives have spun up and been recognized by the DS4000 before inserting the next two drives from the Physical View of the Subsystem Management window.
9. Repeat step 1 to step 8 for each storage expansion enclosure you want to add.

Note: Always add a new EXP810 to the *end* of a drive loop. Always add new drive expansion enclosures to the existing drive loop one at a time while the DS4000 storage subsystem is running and in an optimal state. See the *DS4000/DS5000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide* for more information.

Removing and replacing a bezel

To access the filter and filter retainer as well as the E-DDMs, you must remove the bezel.

To remove and replace a bezel, perform the following steps:

1. Grasp the sides of the bezel and pull it slowly toward you to remove it, as shown in Figure 49 on page 91.
2. To replace the bezel, grasp the sides of the bezel and snap it onto the EXP810 chassis, as shown in Figure 49 on page 91.

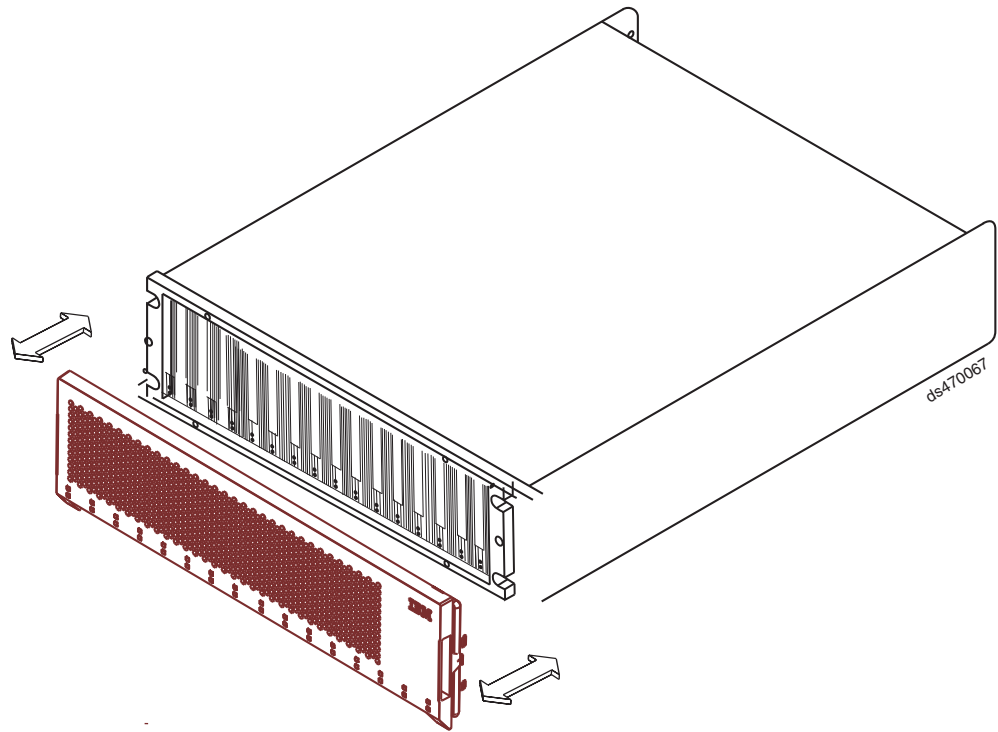


Figure 49. Removing and replacing a bezel

Replacing a filter and filter retainer

Note: Inspect the filter as needed. Replace the filter every three months or sooner, depending on your environment.

Complete the following steps to replace a filter and filter retainer:

1. Remove the bezel by grasping the sides of the bezel and pulling it slowly toward you, as shown in Figure 49.
2. Place the bezel face down on a level surface.
3. Remove the filter retainer and filter from the bezel by pressing the blue tabs toward the edge of the bezel.
4. Flip the filter retainer over and remove the filter.
5. Remove the new filter from the packaging materials and carefully place it in the filter retainer.

Note: Make sure the filter is fitted under all the holding tabs on the filter retainer frame.

6. Flip the filter retainer over, line it up with the bezel opening and slightly push the retainer into place.
7. Grasp the sides of the bezel and snap it onto the EXP810 chassis, as shown in Figure 49.

Working with hot-swap E-DDMs

This section explains how you can increase the storage expansion enclosure capacity by adding more E-DDMs or by replacing existing E-DDMs with ones that have a larger capacity.

Before you begin, complete the following tasks:

- Read the safety and handling guidelines in “Safety” on page xi and in “Handling static-sensitive devices” on page 30.
- Ensure that your current system configuration is working properly.
- Back up all important data before you make changes to data storage devices.

Before you install or remove E-DDM CRUs, review the following information:

- **Blank trays:** A storage expansion enclosure without a full set of E-DDMs (16) contains blank trays in the unused drive bays. Before installing new E-DDMs, you must remove these empty trays. Save the empty trays for future use. Each of the 16 bays must always contain either a blank tray or a hot-swap E-DDM.

For proper cooling and EMC protection, do not leave a drive slot open without either a drive blank or a E-DDM CRU inserted.

- **E-DDM CRUs:**
 - In this release, 2 or 4 Gbps fibre channel E-DDMs and SATA E-DDMs are supported. The Link Rate setting speed must be set accordingly. See “Verifying the Link Rate setting ” on page 101 for more information.
 - IBM recommends that when adding E-DDM CRUs, if you are not installing all 16 E-DDM CRUs into the EXP810, install the E-DDM CRUs from left to right consecutively.
 - For optimum performance, never insert a E-DDM into a storage expansion enclosure without first confirming the drive firmware level. Contact IBM Support for information on supported drive firmware levels.
 - Use of non-supported drives in the storage expansion enclosures can cause the storage expansion enclosures to fail.
 - In configurations with mixed storage expansion enclosures, all storage expansion enclosures on a fibre loop must be operating at the same interface speed.
 - Ensure that the speed of the drive CRU you are adding is supported in the storage expansion enclosure. For example, do not install a 2 Gbps drive CRU in a storage expansion enclosure that supports only 4 Gbps drives.
 - Drive CRUs are not interchangeable between EXP100s, EXP710s, EXP420s, and EXP810s.
 - After you remove an E-DDM CRU, wait 70 seconds before replacing or reseating it to allow it to properly spin down. Failure to do so may cause undesired events.

Attention

Before you power on a DS4000 storage subsystem without any internal drive slots, the DS4000 must be cabled to at least one storage expansion enclosure populated with at least two E-DDMs. If at least two E-DDMs are not installed in each attached storage expansion enclosure when you power on the DS4000 storage subsystem, your standard storage partition key will be lost and will need to be regenerated using instructions on the IBM DS4000 Solutions and Premium Features Web site:

<https://www-912.ibm.com/PremiumFeatures/>

Additionally, if at least two E-DDMs are not installed in each attached storage expansion enclosure, the resulting insufficient load to the storage expansion enclosure power supply CRUs might cause the storage expansion enclosure power supply CRUs to intermittently appear as failed and then reappear in an optimal state, falsely indicating that the power supply CRUs are bad.

- **E-DDM CRU labels:** A label is provided on the front of each E-DDM. Use this label to record the location information for each E-DDM before you remove it. Ensure that you keep track of the E-DDMs and their corresponding bays. Also, record the location information in Table 43 on page 150. If you install an E-DDM in the wrong bay, you might lose data.
- **Drive LEDs:** Each E-DDM CRU tray has two associated LEDs, a green Activity LED and an amber Fault LED. These LEDs indicate the status for that E-DDM. See Table 36 for the drive LED states and descriptions.
- E-DDM CRUs are not interchangeable between the EXP810 and other DS4000 storage expansion enclosures such as EXP710s.

Table 36. Drive LED activity

LED	LED state	Descriptions
Activity LED	Flashing green	The green LED flashes to indicate fibre-channel activity to the drive.
Activity LED	Steady green	The green LED lights to indicate that the drive is properly installed and is spun up by the DS4000 controller.
Fault LED	Flashing amber	The amber LED flashes to indicate that a drive has been identified by the software.
Fault LED	Steady amber	The amber LED lights to indicate a drive failure. The green activity LED will be flashing one every 2 seconds if the DS4000 storage subsystem is spinning down the drive. The drive can also be put in a failed state if the drive is not certified for the DS4000 storage subsystem that the EXP810 is connected to. Use the DS4000 storage subsystem Management window to verify that this is the case and replace the drive with the drive option or CRU/FRU that is certified for that particular DS4000 storage subsystem.
Activity and Fault LEDs	All unlit	Check for and resolve one of the following situations: <ul style="list-style-type: none"> • EXP810 is turned off. • EXP810 enclosure speed is not set correctly.

Table 36. Drive LED activity (continued)

LED	LED state	Descriptions
Activity LED	Flashing once every 2 seconds	Check for and resolve one of the following situations: <ul style="list-style-type: none"> EXP810 is not connected to the DS4000 storage subsystem. DS4000 storage subsystem controller firmware is not 06.16.xx.xx and higher.
Activity and Fault LEDs	Flashing together in a certain pattern	Drive failure due to the incorrect EXP810 enclosure speed setting or internal drive hardware failures.

- **Fibre-channel loop IDs:** When you install an E-DDM in the storage expansion enclosure, the drive tray connects into a printed circuit board called the *midplane*. The midplane sets the fibre-channel loop ID automatically, based on the setting of the enclosure ID and the physical location (bay) of the E-DDM CRU.
- **Hot-swap hardware:** The EXP810 contains hardware that enables you to replace a failed E-DDM without turning off the storage expansion enclosure. You can continue to operate your system while an E-DDM is removed or installed. These E-DDMs are known as hot-swap E-DDMs.

Installing hot-swap hard disk drives

With the exception of the DS4000 storage subsystem initial power up, IBM recommends that you add E-DDMs while the storage expansion enclosure is turned on and running. Complete the following steps to install hot-swap E-DDMs in the storage expansion enclosure:

Attention: After you remove an E-DDM CRU, wait 70 seconds before replacing or reseating it to allow it to properly spin down. Failure to do so may cause undesired events.

1. Read the documentation that comes with the E-DDM.
2. Check for Fault LEDs shown in Figure 50. If any amber LEDs are lit, see “Solving problems” on page 125.

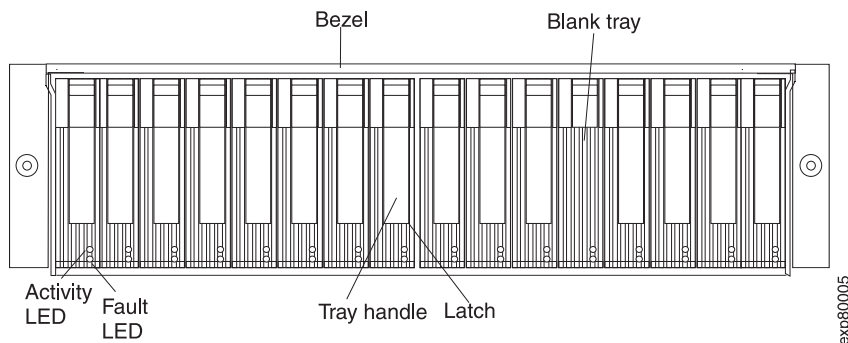


Figure 50. Hot-swap E-DDM LEDs

3. Determine the bay into which you want to install the E-DDM.
4. Remove the blank tray by completing the following steps:
 - a. Release the latch on the E-DDM CRU by pressing on the inside of the bottom of the tray handle.
 - b. Lift the closed latch to its open position. (The latch is at a 90° angle to the front of the E-DDM when open.)

- c. Pull the blank tray out of the bay.
 - d. Save the blank tray for later use.
5. Install the E-DDM by completing the following steps:

Note: The E-DDM comes installed in a drive tray. Do not attempt to detach the E-DDM from the tray.

- a. Release the latch on the E-DDM CRU by pressing on the inside of the bottom of the tray handle.
- b. Pull the handle on the tray out so that it is in the open position, as shown in Figure 51.

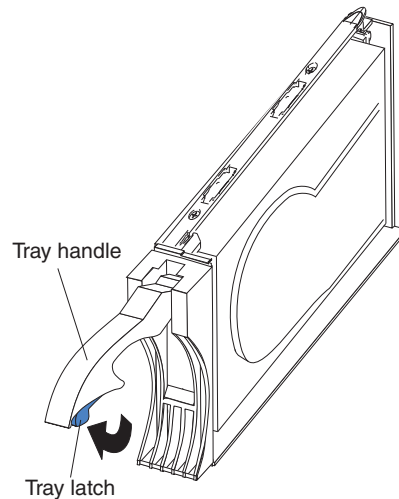


Figure 51. E-DDM CRU handle

- c. Slide the E-DDM CRU into the empty bay until the hinge of the tray handle latches beneath the storage expansion enclosure bezel or the adjacent drive CRU bezel.

Note: Make sure that the EMC gasket does not snag on the bezel.

- d. Push the tray handle down until it latches into place.

Replacing hot-swap hard disk drives

E-DDM problems include any malfunctions that delay, interrupt, or prevent successful I/O activity between the hosts and the E-DDMs in the storage expansion enclosure. This includes transmission problems between the host controllers, the ESMs, and the E-DDMs. This section explains how to replace a failed E-DDM.

Note: If you want to remove an E-DDM that is not in a failed or bypass state, always use the DS Storage Manager client program either to place the E-DDM in a failed state or to place the array that is associated with the E-DDM (or E-DDMs) in an offline state before you remove it from the enclosure.

Attention: Failure to replace the E-DDMs in their correct bays might result in loss of data. If you are replacing an E-DDM that is part of a configured array and logical drive, ensure that you install the replacement E-DDM in the correct bay. Check the hardware and software documentation that is provided with your DS4000 to see if there are restrictions regarding E-DDM configurations.

Complete the following steps to replace a hot-swap E-DDM:

1. Use the DS Storage Management client software to print a new storage system profile.
2. Determine the location of the E-DDM that you want to remove.
Attention: Never hot-swap a E-DDM CRU when its associated green Activity LED is flashing. Hot-swap an E-DDM CRU only when its associated amber Fault LED is lit and not flashing.
3. Put on antistatic protection.
4. Remove the E-DDM by completing the following steps:
 - a. Release the latch on the E-DDM CRU by pressing on the inside of the bottom of the tray handle, as shown by the arrow in Figure 51 on page 95.
 - b. Pull the tray handle out into the open position.
 - c. Pull the E-DDM CRU about 1/2 inch out of the bay and wait 70 seconds to allow it to properly spin down and the storage subsystem controller to properly recognize that an E-DDM is removed from the configuration.
 - d. Verify that there is proper identification (such as a label) on the E-DDM CRU, and then slide it completely out of the storage expansion enclosure.
5. Unpack the new E-DDM. Save all packing material in case you need to return it.
Attention: The DS4700 Express and EXP810 E-DDM options and FRUs are not compatible with DS4200 Express and EXP420 EV-DDM options and FRUs.
6. Install the new E-DDM CRU by completing the following steps:
 - a. Gently push the E-DDM CRU into the empty bay until the hinge of the tray handle latches beneath the storage expansion enclosure bezel.
 - b. Push the tray handle down into the closed (latched) position.
7. Check the E-DDM LEDs for the following:
 - When a E-DDM is ready for use, the green Activity LED lights and the amber Fault LED is off.
 - If the amber Fault LED lights and is not flashing, remove the E-DDM from the unit and wait 70 seconds; then, install the E-DDM again.

Attention: After you remove a E-DDM CRU, wait 70 seconds before replacing or reseating the E-DDM CRU to allow it to properly spin down. Failure to do so may cause undesired events.

8. Use the DS Storage Manager subsystem management window to verify that the E-DDM is shown in the Storage Subsystem Management window.

Replacing multiple E-DDMs

This section provides guidelines for upgrading the E-DDMs in the storage expansion enclosure. Read the software documentation and this entire section to determine whether you should use this procedure, use a modified version of this procedure, or use a different procedure that is provided by your operating system.

Note: Instructions that are provided with your software should supersede anything stated in this document.

Attention: After you remove a drive CRU, wait 70 seconds before replacing or reseating the E-DDM CRU to allow it to properly spin down. Failure to do so may cause undesired events.

The following are methods for upgrading E-DDMs:

- **Replacing all the E-DDMs at the same time**

This method requires that you back up the data on the affected E-DDMs and then turn off the EXP810 and the DS4000 storage subsystem.

Attention: Turn off the DS4000 storage subsystem before you turn off the EXP810.

After replacing all the E-DDMs, you must reconfigure the new E-DDMs and restore data from backup. See the procedure in “Replacing all E-DDMs at the same time” on page 98.

This is the safest way to exchange E-DDMs without losing data. However, this method might take a long time to complete because of the backup, reconfiguration, and restoration processes. In addition, other users are not able to use the storage subsystem (or any storage expansion enclosures attached to the storage subsystem) until you finish the procedure. You must use this method on RAID 0 logical drives.

- **Replacing the E-DDMs one at a time**

In this method, you manually fail each E-DDM, replace it, and wait for the system to restore data to the new E-DDM before installing the next E-DDM. After you install the new E-DDMs, you can configure them to make the additional E-DDM space available. See the procedure in “Replacing the drives one at a time” on page 100.

Using this method, you can replace the E-DDMs while the EXP810 and the DS4000 are running, eliminating the down time that is required if you replace all of them at once. However, this method is more risky because you can lose data if the drive restoration or storage subsystem reconfiguration process fails. In addition, the reconstruction process might take a long time. This method works only on redundant logical drives (RAID 1, 3, or 5). You cannot use this method with any drives containing RAID 0 logical drives.

Consider backing up your data if you use this method. This safeguards your data if the restoration and reconfiguration process fails or the new E-DDM malfunctions.

The method you use depends on the following considerations:

- Which method most closely matches the recommended drive upgrade procedure that is provided in the operating system or the storage-management software documentation.
- Which RAID level is used on the affected drives. (RAID 0 requires you to replace all the drives at the same time.)
- How much downtime is acceptable as you swap the E-DDMs.
- The number of E-DDMs in an array. Replacing E-DDMs one at a time is better suited for arrays consisting of 3 to 5 E-DDMs. If you have more than 10 E-DDMs, consider replacing all of them at the same time.
- How much risk of losing data is acceptable. Because the array will be in a degraded state during the RAID array reconstruction and copyback process as result of replacing an E-DDM in the array, any new E-DDM failure will cause the array to fail (causing a loss of data availability and even a loss of data). The duration of the reconstruction and copyback process can be quite long, depending on the size of the RAID array.

- How extensive are the changes to the data while the array is in a degraded state during the RAID array reconstruction and copyback process as result of replacing an E-DDM in the array. The more extensive the data changes, the more work that will need to be performed to restore the data in the event that the array failed because of an additional E-DDM failed while the array is in degraded state.

Replacing all E-DDMs at the same time

Use this procedure to replace all E-DDMs at the same time. You must use this method if you are upgrading E-DDMs containing RAID 0 logical drives. All the data currently on the E-DDMs is lost when you replace them; therefore, you must back up all data that is currently on the E-DDMs. This procedure also requires you to turn off the EXP810 and the DS4000, which makes the storage subsystem (and any attached storage expansion enclosures) inaccessible to other users.

Attention: After you remove a drive CRU, wait 70 seconds before replacing or reseating the E-DDM CRU to allow it to properly spin down. Failure to do so may cause undesired events.

To replace all the E-DDMs at the same time, perform the following steps:

1. Read the following information:
 - The information in “Replacing multiple E-DDMs” on page 96, particularly the paragraphs that discuss the differences between the two possible upgrade procedures
 - The information in your software documentation regarding E-DDM upgrades and installation
 - The documentation that comes with the new E-DDMs

Read all precautionary notes, kit instructions, and other information. Kit instructions often contain the most current information regarding the E-DDMs and their installation, plus upgrade or servicing procedures. Compare the kit instructions with this procedure to determine if you need to modify this procedure.

2. Use the DS Storage Manager software to check the status of the DS4000. Correct any problems that are reported.
3. Perform a complete backup of the E-DDMs that you are replacing. You need the backup to restore data on the E-DDMs later in this procedure.

Attention: When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling static-sensitive devices, see “Handling static-sensitive devices” on page 30.

4. Unpack the new E-DDMs. Set the E-DDMs on a dry, level surface away from magnetic fields. Save the packing material and documentation in case you need to return them.
5. Perform the following steps:
 - a. Stop all I/O activity to the storage subsystem and attached storage expansion enclosures. Make sure that:
 - 1) All of the green Drive activity LEDs on the front of the storage subsystem (and on all attached EXP810s) are not flashing.
 - 2) The green Cache active LEDs are off. Refer to the *IBM System Storage DS4800 Storage Subsystem Installation, User's, and Maintenance Guide* for the location of the Cache active LEDs.
 - b. If applicable, use the operating system software to disconnect the storage subsystem logical drives from the host before you power off the storage subsystem.

Attention: To turn off all power to the storage subsystem, you must turn off both power-supply switches and disconnect both power cords. Use the procedure in step 6 for the proper shutdown sequence.

6. Turn off the power to each device based on the following shutdown sequence:
 - a. Turn off power to the host before you turn off power to the storage subsystem. If the host must stay powered on to support an existing network, see the operating system documentation for information about disconnecting the storage subsystem logical drives from the host before the storage subsystem is powered off.
 - b. Turn off power to the storage subsystem before you turn off power to the EXP810. Turn off both power supply switches on the back of the storage subsystem.

CAUTION:

The power control button on the device and the power switch power supply do not turn off the electrical current supplied to the device. The device might also have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.

- c. Turn off power to other supporting devices (for example, management stations, fibre-channel switches, or Ethernet switches).
7. Use the procedures in “Replacing hot-swap hard disk drives” on page 95 to remove the E-DDMs that you want to replace. Use the procedures in “Installing hot-swap hard disk drives” on page 94 to install the new E-DDMs into the EXP810.
8. After you install all the new E-DDMs, check the system documentation for the hardware devices that you intend to power up, and then determine the proper startup sequence. Use the following power-on sequence, where applicable:
 - a. Turn on the power to the supporting devices (for example, Ethernet switches and management stations) before you turn off power to the storage subsystem.
 - b. You must turn on the storage expansion enclosures before the storage subsystem. The controllers might not recognize the correct configuration if the drives are powered up after the storage subsystem. For instructions on powering up the storage subsystem, see the storage subsystem documentation.
 - c. Turn on the power to the storage subsystem; then restart or turn on the power to the host.
9. Turn on the power to each device, based on the power-on sequence in step 8. To turn on power to the storage subsystem and the EXP810s, turn on the power-supply switches on the back of the storage subsystem. You must turn on both power-supply switches to take advantage of the redundant power supplies.
10. Check the green Drive activity LEDs and the amber Drive fault LEDs above the new drive CRUs.

Make sure that the Drive activity LEDs are on and the Drive fault LEDs are off.

Note: The Drive fault LEDs might flash intermittently while the E-DDMs spin up.

- If the Drive activity LED is off, the E-DDM CRU might not be installed correctly. Remove the E-DDM CRU, wait 30 seconds, and then reinstall it.

- If the Drive fault LED stays on or the Drive activity LED stays off, the new E-DDM might be faulty. See the DS Storage Manager software for problem determination.
11. Use the DS Storage Manager software to configure the new E-DDMs. See the DS Storage Manager software online Help for detailed instructions.
 12. Restore the data from backup to all the E-DDMs.

Replacing the drives one at a time

Use this procedure to replace all the drives one at a time. You cannot use this procedure on RAID 0 logical drives (use the procedure in “Replacing all E-DDMs at the same time” on page 98).

Note: If your storage subsystem has hot spares assigned, you might want to unassign the hot spares while you perform this procedure. If you do not, reconstruction might start on the hot spare before you insert the new drive. The data on the new E-DDM is still rebuilt, but the process takes longer for each E-DDM. Remember to reassign the hot spares when you are finished with this procedure.

Attention: After you remove a E-DDM CRU, wait 70 seconds before replacing or reseating it to allow it to properly spin down. Failure to do so may cause undesired events.

To replace the E-DDMs one at a time, perform the following steps:

1. Read the following information:
 - “Replacing multiple E-DDMs” on page 96, particularly the paragraphs that discuss the differences between the two possible upgrade procedures
 - Your software documentation regarding drive upgrades and installation
 - The documentation that comes with the new drives

Read all precautionary notes, kit instructions, and other information. Kit instructions often contain the most current information regarding the drives and their installation, plus upgrade or servicing procedures. Compare the kit instructions with this procedure to determine if you need to modify this procedure.
2. Use the DS Storage Manager software to check the status of the unit. Correct any problems that are reported.
3. Back up the data in the arrays and logical drives that are configured using the E-DDMs that you are replacing.

Attention: When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling static-sensitive devices, see “Handling static-sensitive devices” on page 30.
4. Unpack the new E-DDMs.

Set the E-DDMs on a dry, level surface away from magnetic fields. Save the packing material and documentation in case you need to return them.
5. Use the DS Storage Manager software to ensure that the array that was defined using these E-DDMs is in optimal (not degraded) state before manually failing the first E-DDM you want to replace. If the array is in degraded state, use the recovery procedures to bring the array into the optimal state.

Make sure of the following:

 - You fail only one E-DDM
 - The software status display shows a failed status for the appropriate E-DDM
 - The amber Drive fault LED (on the front bezel below the E-DDM) is on

Attention: Removing the wrong E-DDM can cause data loss. Make sure that you remove only the failed E-DDM CRU. The Drive fault LED below the failed E-DDM CRU should be on.

If you remove an active E-DDM accidentally, wait at least 30 seconds and then reinstall it. Because you failed two E-DDMs in a RAID array, the array might be marked failed by the controller. This array will not be available to the host for I/O. See the DS Storage Manager software for further recovery instructions. Do not attempt to replace any E-DDMs until the array is brought back to optimal state.

6. Use the procedures in “Replacing hot-swap hard disk drives” on page 95 to remove the failed drive. Use the procedures in “Installing hot-swap hard disk drives” on page 94 to install the new E-DDMs into the EXP810.

The new E-DDM automatically reconstructs the data after you install it in the drive slot.

During data reconstruction, the amber Drive fault LED might come on for a few minutes, then turn off when the green Drive activity LED begins flashing. A flashing Drive activity LED indicates that data reconstruction is in progress.

Note: If your storage subsystem has active hot spares, data might not start copying to the new E-DDM until the data is reconstructed on the hot spare. This increases the time that is required to complete the procedure.

7. Check the green Drive activity LED and the amber Drive fault LED above the new E-DDM CRUs.

Make sure that the Drive activity LEDs are on and the Drive fault LEDs are off.

Note: The Drive fault LEDs might flash intermittently while the E-DDMs spin up.

- If the Drive activity LED is off, the E-DDM CRU might not be installed correctly. Remove the E-DDM CRU, wait 30 seconds, and then reinstall it.
- If the Drive fault LED stays on or the Drive activity LED stays off, the new E-DDM might be faulty. See the DS Storage Manager software for problem determination.

8. Use the DS Storage Manager software to monitor the status of the new E-DDM and the progress of the data reconstruction. Wait for data reconstruction to finish (the Drive activity LED stops flashing.)

Note: The Drive activity LED will continue to flash after reconstruction is finished if there is I/O activity to that E-DDM. In that case, use the host software to determine if the data reconstruction is finished.

9. When reconstruction is finished on the new E-DDM, repeat step 5 on page 100 through step 8 for each additional E-DDM that you want to install.
10. Use the DS Storage Manager software to configure the additional space on the new E-DDMs.

Verifying the Link Rate setting

If a link rate problem is indicated, use the following procedure to verify the Link Rate setting.

A Link Rate switch is located on the front of the storage expansion enclosure as shown in Figure 53 on page 104. The Link Rate indicator LEDs are located on the

back of the storage expansion enclosure. The Link Rate switch enables you to select the data transfer rate between the ESMS and the drives to either 2 Gbps or 4 Gbps. The Link Rate switch is only read when the storage expansion enclosure is powered up.

Notes:

1. Do not mix storage expansion enclosures with different Link Rate speed settings in the same drive loop.
2. The EXP810 storage expansion enclosure drive channel operates at either 2 or 4 Gbps fibre channel interface speed. The EXP810 SATA E-DDM CRUs have an ATA translator card that converts E-DDM 3 Gbps SATA drive interface protocol to either 2 Gbps or 4 Gbps fibre channel interface protocol. It is recommended that the EXP810 enclosure speed is set to 4 Gbps when these SATA E-DDM CRUs are installed and connected to storage expansion enclosures running at 4 Gbps speed. The Link Rate setting speed must be set accordingly. See Table 37 for more information. The enclosure speed of the DS4700 Express Storage Subsystem that the EXP810s are connected to must also be set to 4 Gbps.

Do not mix 2 GB drives and 4 GB drives in the same storage expansion enclosure. If drives of mixed speeds reside in the storage expansion enclosure, the data transfer rate changes depending on the configuration. Table 37 shows the data transfer rates for drives of different configurations.

Attention: Do not change the Link Rate setting while the storage subsystem is running. Changing the Link Rate setting while the storage subsystem is running could cause drives to fail. You must power down the storage subsystem and storage expansion enclosures before changing the Link Rate setting.

Table 37. Data transfer rates for drive modules

Link Rate Switch Setting	Storage Expansion Enclosures with 2 GB Drives	Storage Expansion Enclosures with 4 GB Drives	Storage Expansion Enclosures with Mixed Drives
2 Gbps	Drives function in 2 Gbps mode.	Drives work in 2 Gbps mode.	All drives work in 2 Gbps mode.
4 Gbps	Drives do not come online.	Drives work in 4 Gbps mode.	2 GB drives do not come online. 4 GB drives work in 4 Gbps mode.

Use the following procedure to check the current setting of the data transfer rate and change it, if necessary.

Attention: All devices on the loop must have the same data transfer rate, which means that you must set the link rate on the storage expansion enclosure to the same rate as the storage subsystem to which it is connected. Information about supported DS4000 storage subsystems can be obtained from the certified System Storage Interoperation Center, which can be found at the following Internet location:

www.ibm.com/systems/support/storage/config/ssic/index.jsp

1. Locate the Link Rate indicator LEDs. Figure 52 on page 103 shows the location of the Link Rate indicator lights on the back of the storage expansion enclosure.

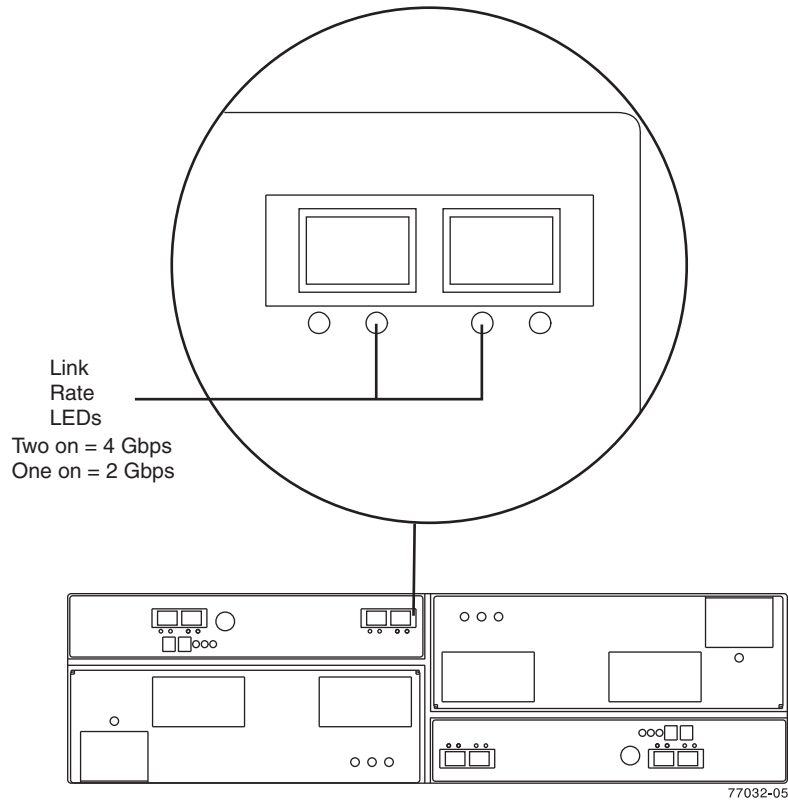


Figure 52. Link rate LEDs

If both Link Rate indicator LEDs are on, the data transfer rate is set for 4 Gbps. If one Link Rate indicator light is on, the data transfer rate is set for 2 Gbps.

2. Is the data transfer rate set correctly?
 - **Yes** - Go to step 8 on page 104.
 - **No** - Go to step 3 to change the setting.

Attention: When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling static-sensitive devices, see “Handling static-sensitive devices” on page 30.

3. Complete the power-off sequence described in “Turning off the EXP810” on page 80 ensuring that the DS4000 storage subsystem is turned off before any attached storage expansion enclosures.
4. Locate the Link Rate switch. Figure 52 shows the location of the Link Rate indicator light on the front of the command module.

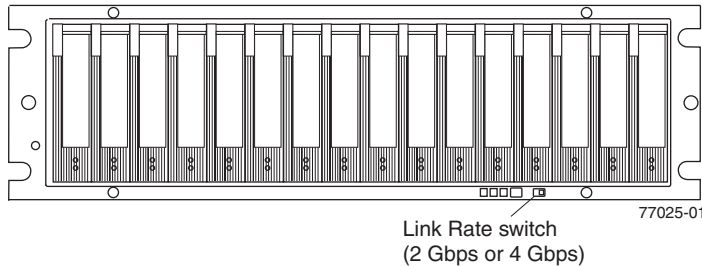


Figure 53. Link rate switch

5. Change the Link Rate switch setting.
 - a. Put on antistatic protection.
 - b. Use a small screwdriver or the tip of a ball point pen to slide the Link Rate switch to the left or right to set the desired fibre channel operating speed.

Attention: Although the Link Rate LED indicates the correct speed setting, the link rate speed does not change until after you cycle power to the storage expansion enclosure.
6. Repeat step 3 on page 103 through step 5 for all of the EXP810 enclosures in the DS4000 configuration.
7. Perform the power-on sequence as described in “Turning on the EXP810 ” on page 69.
8. Check the indicator lights on the front and back of all of the storage subsystem and expansion drive modules. All the green indicator LEDs should be on, and the amber indicator LEDs should be off. (No LEDs are displayed on blank drives.)
9. Are **only** the green indicator LEDs on?
 - **Yes** - The drive is working correctly.
 - **No** - If an amber Fault indicator LED is on, go to 10.
10. Diagnose and correct the fault by completing the following steps:
 - a. To run the Recovery Guru, select the Recovery Guru toolbar button in the Subsystem Management Window.
 - b. Complete the recovery procedure.
 - c. When the procedure is completed, rerun the Recovery Guru to ensure that the problem has been corrected by selecting **Recheck** in the Recovery Guru.
11. If the problem persists, contact IBM Customer and Technical Support.

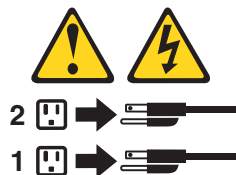
Replacing an ac power supply and fan unit

Statement 5:



CAUTION:

The power control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



CAUTION:

Disconnect the power cord before replacing the power supply and fan unit.

The power supply and fan unit is a component that includes both a 600-W power supply unit and two fans. The power supply and fan units provide power and cooling for the EXP810. The power supply and fan units are customer replaceable units (CRUs) and do not require preventive maintenance. Use only the supported power supply and fan units for your specific storage subsystem.

Each power supply and fan unit has a built-in sensor that detects the following conditions:

- Over-voltage
- Over-current
- Overheated power supply

If any of these conditions occurs, one or both power supplies will shut down. If the power remains off after the condition that causes it to go off, make sure that the environment is optimal (no overheating has occurred, all electrical outlets are working, and so on). For more information, see “Restoring power after an unexpected shutdown” on page 83.

The storage subsystem cooling system consists of two fans in each of the two power supply and fan unit CRUs. The power supply and fan units circulate air from the front to the back of the unit.

If both power supply and fan units fail, or if the power supply and fan units cannot maintain an internal temperature below 68° C (154° F), the power supply and fan units in the unit will automatically shut down (an over-temperature condition). If this occurs, you must cool the unit and restart it. See “Restoring power after an unexpected shutdown” on page 83.

Attention: The fans in the power supply and fan units draw in fresh air and force out hot air. The power supply and fan units are hot-swappable and redundant; however, if the fans in one power supply and fan unit fail, you must replace the entire failed power supply and fan unit within 72 hours to maintain redundancy and optimum cooling. Do not remove the failed power-supply fan unit until you have the replacement power supply and fan unit. When you do remove the failed power supply and fan unit, be sure to install the second power supply and fan unit within 10 minutes to prevent any overheating due to the interruption to the air flow that cools the storage expansion enclosure.

Do not run the storage subsystem without adequate ventilation and cooling, because it might cause damage to the internal components and circuitry.

Use the following procedure to replace an ac power supply and fan unit. Figure 54 on page 108 illustrates removing and inserting a unit.

Attention: Potential damage to a component - To prevent damage from overheating, replace a failed power supply and fan unit CRU within 15 minutes of removal. If replacing it will take longer than 15 minutes, stop all I/O activity to the storage expansion enclosure and turn off the power until you complete the replacement.

Statement 8:



CAUTION:

Never remove the cover on a power supply and fan unit or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

1. If needed, use the DS Storage Manager client software to print a storage system profile.
2. Did the Recovery Guru direct you to replace a failed power supply and fan unit?
 - **Yes** - Go to step 3.
 - **No** - Run the Recovery Guru to identify the failed component, and then go to step 3.
3. Put on antistatic protection.
4. Unpack the new power supply and fan unit. Save all packing material in case you need to return the failed power supply and fan unit CRU.

Note: The new power supply and fan unit CRU comes with an instruction sheet and label sheet. The instruction sheet provides instructions on placing the appropriate labels on the power supply and fan unit CRU to mark the LEDs correctly. The label sheet contains the peel-off labels that you actually place on the power supply and fan unit CRU.

5. Using the information provided on the instruction sheet, place the labels on the power supply and fan unit CRU to correctly mark the LEDs.
6. Turn off the power switch on the new unit.
7. Check the Fault LED to locate the failed power supply and fan unit. If a fault is detected, the amber Fault LED is on.
8. Verify that the Service Action Allowed LED is on. Do not remove the power supply and fan unit if the LED is off. For more information on the Service Action Allowed LED, see “Service Action Allowed Status LED” on page 87.

Statement 1:



DANGER

Electrical current from power, telephone, and communication cables is hazardous.

To avoid a shock hazard:

- **Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.**
- **Connect all power cords to a properly wired and grounded electrical outlet.**
- **Connect to properly wired outlets any equipment that will be attached to this product.**
- **When possible, use one hand only to connect or disconnect signal cables.**
- **Never turn on any equipment when there is evidence of fire, water, or structural damage.**
- **Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.**
- **Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.**

To Connect:	To Disconnect:
<ol style="list-style-type: none"> 1. Turn everything OFF. 2. First, attach all cables to devices. 3. Attach signal cables to connectors. 4. Attach power cords to outlet. 5. Turn device ON. 	<ol style="list-style-type: none"> 1. Turn everything OFF. 2. First, remove power cords from outlet. 3. Remove signal cables from connectors. 4. Remove all cables from devices.

9. Turn off the power switch, and unplug the power cord from the failed power supply and fan unit.
10. Squeeze the latch and pull the lever open 90° (so that the lever is horizontal) to release the power supply and fan unit from the latch. The latch is a coral colored tab on the lever.
11. Slowly pull the lever away from the chassis to remove the power supply and fan unit, as shown in Figure 54 on page 108.

Note: The lever rotates upward or downward 90°, depending on whether the power supply and fan unit you are removing is in the right or left power supply and fan unit bay.

12. Slide the new unit into the empty slot. As you slide the power supply and fan unit into the empty slot, make sure the guide pins on the side of the power supply and fan unit fit into the notches. After the guide pins fit into the notches

and power supply and fan unit fits snugly into the slot, push the lever downward or upward 90° to fully latch the power supply and fan unit into place, depending on whether you are inserting the power supply and fan unit into the right or left power supply and fan unit bay. Then gently push the front of the power supply and fan unit to ensure that it is fully seated.

Attention: The left and right power supply and fan units are seated in the EXP810 chassis in opposite orientations. If you cannot fully insert the power supply and fan unit into the power supply and fan unit bay, flip it 180° and reinsert it. Make sure that the levers lock into place in the storage expansion enclosure chassis.

13. Plug in the power cord and turn on the power.
14. Check the Power and Fault LEDs on the new unit.

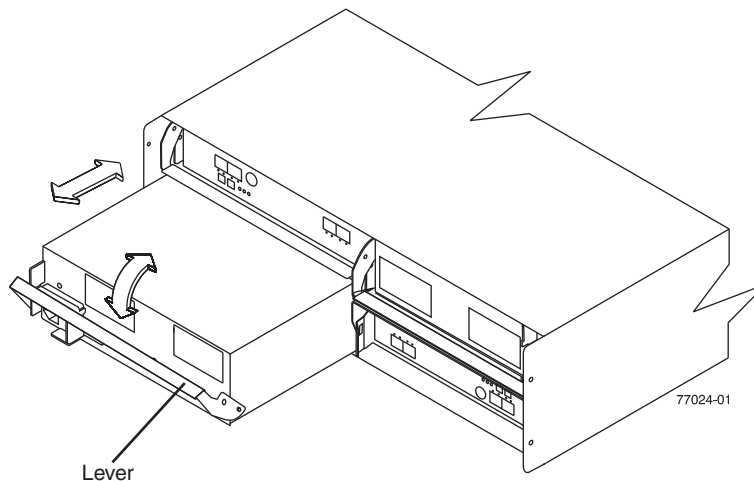


Figure 54. Replacing a power supply and fan unit

15. Based on the status of the Power and Fault LEDs, choose one of the following steps:
 - **Fault LED is on and ac and dc power LED are off** - The new unit might be installed incorrectly. The power supply and fan unit switch may not be turned on. The power cord plug may not be fully inserted into the power outlet or the power supply and fan unit ac socket. There is not any power to the outlet that the power supply and fan unit is connected to. The power cord may be faulty. Go to step 16.
 - **Fault and ac power LED are on but the dc power LED is off** - The power supply and fan unit is faulty. Turn the power supply and fan unit power switch to off and contact IBM Customer and Technical Support for another power supply and fan unit.
 - **The ac and dc Power LED are on and Fault LED is off** - Go to step 17 on page 109.
16. Perform the following task or task(s) to resolve the problem:
 - Ensure that the power switch is turned to the on position.
 - Ensure that there is power at the ac outlet and no circuit breaker has tripped.
 - Ensure that the power cord is working and fully seated into the electrical outlet and the power supply and fan unit ac socket.
 - Reinstall the power supply and fan unit.

If the above tasks do not resolve the problem, contact IBM Customer and Technical Support.

17. Complete any remaining Recovery Guru procedures, if needed.
18. Check the status of each storage expansion enclosure in the storage subsystem.
19. Do any components have a Needs Attention LED?
 - **Yes** - Select the Recovery Guru toolbar button in the Subsystem Management Window and complete the recovery procedure. If a problem is still indicated, contact IBM Customer and Technical Support.
 - **No** - Go to step 20.
20. Create, save, and print a new storage subsystem profile.

Replacing a dc power supply and fan unit



CAUTION:

This unit has more than one power source. To remove all power from the unit, all dc MAINS must be disconnected.



Statement 29:



CAUTION:

This equipment is designed to permit the connection of the earthed conductor of the dc supply circuit to the earthing conductor at the equipment.

This equipment is designed to permit the connection of the earthed conductor of the dc supply circuit to the earthing conductor at the equipment. If this connection is made, all of the following conditions must be met:

- This equipment shall be connected directly to the dc supply system earthing electrode conductor or to a bonding jumper from an earthing terminal bar or bus to which the dc supply system earthing electrode conductor is connected.
- This equipment shall be located in the same immediate area (such as, adjacent cabinets) as any other equipment that has a connection between the earthed conductor of the same dc supply circuit and the earthing conductor, and also the point of earthing of the dc system. The dc system shall not be earthed elsewhere.
- The dc supply source shall be located within the same premises as this equipment.
- Switching or disconnecting devices shall not be in the earthed circuit conductor between the dc source and the point of connection of the earthing electrode conductor.

Statement 30:



CAUTION:

To reduce the risk of electric shock or energy hazards:

- This equipment must be installed by trained service personnel in a restricted-access location, as defined by the NEC and IEC 60950-1, First Edition, The Standard for Safety of Information Technology Equipment.
- Connect the equipment to a reliably grounded safety extra low voltage (SELV) source. An SELV source is a secondary circuit that is designed so that normal and single fault conditions do not cause the voltages to exceed a safe level (60 V direct current).
- The branch circuit overcurrent protection must be rated 20 A.
- Use 12 American Wire Gauge (AWG) or 2.5 mm² copper conductor only, not exceeding 4.5 meters in length.
- Incorporate a readily available approved and rated disconnect device in the field wiring.

CAUTION:

Disconnect the power cord before replacing the dc power supply and fan unit.

The dc power supply and fan unit is a component that includes both a -48 V power supply unit and two fans. The dc power supply and fan units provide power and cooling for the EXP810. The dc power supply and fan units are customer replaceable units (CRUs) and do not require preventive maintenance. Use only the supported dc power supply and fan units for your specific storage subsystem.

Each dc power supply and fan unit has a built-in sensor that detects the following conditions:

- Over-voltage
- Over-current
- Overheated power supply

If any of these conditions occurs, one or both dc power supplies will shut down. If the power remains off after the condition that causes it to go off, make sure that the environment is optimal (no overheating has occurred, all electrical outlets are working, and so on). For more information, see “Restoring power after an unexpected shutdown” on page 83.

The storage subsystem cooling system consists of two fans in each of the two power supply and fan unit CRUs. The power supply and fan units circulate air from the front to the back of the unit.

If both dc power supply and fan units fail, or if the dc power supply and fan units cannot maintain an internal temperature below 68° C (154° F), the dc power supply and fan units in the storage expansion enclosure will automatically shut down (an over-temperature condition). If this occurs, you must cool the storage expansion enclosure and restart it. See “Restoring power after an unexpected shutdown” on page 83.

Attention: The fans in the dc power supply and fan units draw in fresh air and force out hot air. The dc power supply and fan units are hot-swappable and redundant; however, if the fans in one dc power supply and fan unit fail, you must replace the entire failed dc power supply and fan unit within 72 hours to maintain redundancy and optimum cooling. Do not remove the failed dc power-supply fan unit until you have the replacement dc power supply and fan unit. When you do remove the failed dc power supply and fan unit, be sure to install the second dc power supply and fan unit within 10 minutes to prevent any overheating due to the interruption to the air flow that cools the storage expansion enclosure.

Do not run the storage subsystem without adequate ventilation and cooling, because it might cause damage to the internal components and circuitry.

Use the following procedure to replace a dc power supply and fan unit. Figure 54 on page 108 illustrates removing and inserting a unit.

Attention: Potential damage to a component - To prevent damage from overheating, replace a failed dc power supply and fan unit CRU within 15 minutes of removal. If replacing it will take longer than 15 minutes, stop all I/O activity to the storage expansion enclosure and turn off the power until you complete the replacement.

Statement 8:



CAUTION:

Never remove the cover on a power supply and fan unit or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

1. If needed, use the DS Storage Manager client software to print a storage system profile.
2. Did the Recovery Guru direct you to replace a failed dc power supply and fan unit?
 - **Yes** - Go to step 3.
 - **No** - Run the Recovery Guru to identify the failed component, and then go to step 3.
3. Put on antistatic protection.
4. Unpack the new dc power supply and fan unit. Save all packing material in case you need to return the failed dc power supply and fan unit CRU.

Note: The new dc power supply and fan unit CRU comes with an instruction sheet and label sheet. The instruction sheet provides instructions on placing the appropriate labels on the dc power supply and fan unit CRU to mark the LEDs correctly. The label sheet contains the peel-off labels that you actually place on the dc power supply and fan unit CRU.

5. Using the information provided on the instruction sheet, place the labels on the dc power supply and fan unit CRU to correctly mark the LEDs.
6. Turn off the power switch on the new unit.
7. Check the Fault LED to locate the failed dc power supply and fan unit. If a fault is detected, the amber Fault LED is on.
8. Verify that the Service Action Allowed LED is on. Do not remove the dc power supply and fan unit if the LED is off. For more information on the Service Action Allowed LED, see “Service Action Allowed Status LED” on page 87.

Statement 1:



DANGER

Electrical current from power, telephone, and communication cables is hazardous.

To avoid a shock hazard:

- **Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.**
- **Connect all power cords to a properly wired and grounded electrical outlet.**
- **Connect to properly wired outlets any equipment that will be attached to this product.**
- **When possible, use one hand only to connect or disconnect signal cables.**
- **Never turn on any equipment when there is evidence of fire, water, or structural damage.**
- **Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.**
- **Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.**

To Connect:	To Disconnect:
<ol style="list-style-type: none">1. Turn everything OFF.2. First, attach all cables to devices.3. Attach signal cables to connectors.4. Attach power cords to power source.5. Turn device ON.	<ol style="list-style-type: none">1. Turn everything OFF.2. First, remove power cords from power source.3. Remove signal cables from connectors.4. Remove all cables from devices.

9. Turn off the dc power supply switch, set disconnect devices to the OFF position, and then unplug the power cord from the failed dc power supply and fan unit.

Attention:

- a. IBM recommends that you use the disconnect device to remove power before disconnecting the dc power cord.
 - b. The power control button on the device and the power switch power supply do not turn off the electrical current supplied to the device. The device might also have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.
10. Squeeze the latch and pull the lever open 90° (so that the lever is horizontal) to release the dc power supply and fan unit from the latch. The latch is a coral colored tab on the lever.
 11. Slowly pull the lever away from the chassis to remove the dc power supply and fan unit, as shown in Figure 55 on page 114.

Note: The lever rotates upward or downward 90°, depending on whether the dc power supply and fan unit you are removing is in the right or left dc power supply and fan unit bay.

- Slide the new unit into the empty slot. As you slide the dc power supply and fan unit into the empty slot, make sure the guide pins on the side of the dc power supply and fan unit fit into the notches. After the guide pins fit into the notches and dc power supply and fan unit fits snugly into the slot, push the lever downward or upward 90° to fully latch the dc power supply and fan unit into place, depending on whether you are inserting the dc power supply and fan unit into the right or left dc power supply and fan unit bay. Then gently push the front of the dc power supply and fan unit to ensure that it is fully seated.

Attention: The left and right dc power supply and fan units are seated in the EXP810 chassis in opposite orientations. If you cannot fully insert the dc power supply and fan unit into the dc power supply and fan unit bay, flip it 180° and reinsert it. Make sure that the levers lock into place in the storage expansion enclosure chassis.

- Plug in the power cord, turn on any attached disconnect devices, and turn on the power to the dc power supply and fan unit.
- Check the Power and Fault LEDs on the new unit.

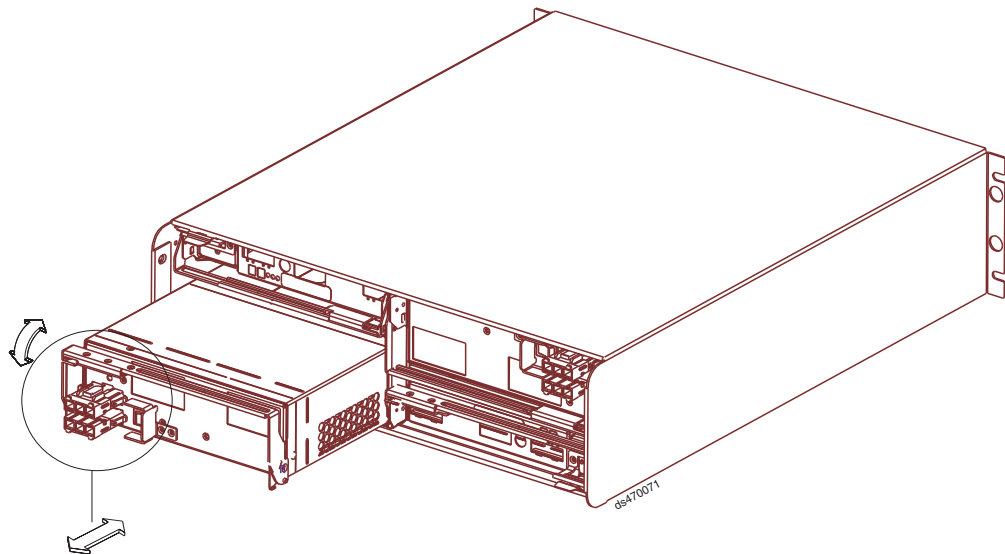


Figure 55. Replacing a dc power supply and fan unit

- Based on the status of the Power and Fault LEDs, choose one of the following steps:
 - Fault LED is on and dc power LED are off** - The new unit might be installed incorrectly. The dc power supply and fan unit switch may not be turned on. The power cord plug may not be fully inserted into the power source or the power supply and fan unit dc socket. There is not any power to the power source that the power supply-unit is connected to. The disconnect device might be in the OFF position. The power cord may be faulty. Go to step 16 on page 115.
 - Fault LED and dc power supply and fan unit LED are on but the dc power LED is off** - The power supply and fan unit is faulty. Turn the power supply and fan unit power switch to off and contact IBM Customer and Technical Support for another power supply and fan unit.

- **The dc power supply and fan unit LED and dc Power LED are on and Fault LED is off** - Go to step 17.
16. Perform the following task or task(s) to resolve the problem:
 - Ensure the disconnect device is set to the ON position.
 - Ensure that the power switch is turned to the ON position.
 - Ensure that there is power at the power source and no circuit breaker has tripped.
 - Ensure that the power cord is working and fully seated into the power source and the power supply and fan unit dc socket.
 - Reinstall the dc power supply and fan unit.

If the above tasks do not resolve the problem, contact IBM Customer and Technical Support.
 17. Complete any remaining Recovery Guru procedures, if needed.
 18. Check the status of each storage expansion enclosure in the storage subsystem.
 19. Do any components have a Needs Attention LED?
 - **Yes** - Select the Recovery Guru toolbar button in the Subsystem Management Window and complete the recovery procedure. If a problem is still indicated, contact IBM Customer and Technical Support.
 - **No** - Go to step 20.
 20. Create, save, and print a new storage subsystem profile.

Replacing an Environmental Service Module (ESM)

This section describes the removal and replacement procedure for a failed hot-swap ESM. Always verify the FRU part number of the replacement ESM to verify that it is compatible with the existing ESM in the EXP810 chassis. Inserting non-compatible ESM FRU may cause lost of data availability.

The EXP810 storage expansion enclosures support the ESM auto code synchronization functionality. When a new ESM is installed into an existing storage expansion enclosure in a DS4000 storage subsystem that supports ESM auto code synchronization, firmware is automatically synchronized in the new ESM with the firmware in the existing ESM. This function requires that the DS4000 storage subsystem be defined in the Enterprise Management window of the DS Storage Manager client program installed in a management station. Additionally, the DS Storage Manager client program must be opened and running, or the IBM DS Storage Manager Event Monitor service must be running when the new ESM is inserted.

Refer to the *DS Storage Manager Version 10 Installation and Host Support Guide* for your operating system for more information on how to start this service. Do not perform to the following steps until you have installed the DS Storage Manager client program, defined the affected DS4000 storage subsystem in the Enterprise Management window, and either have the DS Storage Manager client program running or the Event Monitor service started.

Attention:

- After you remove an ESM, wait at least 70 seconds before reseating or replacing the ESM so that the DS4000storage subsystem controller properly recognizes that an ESM is removed from the configuration. Failure to do so may cause undesired events.
- The EXP810 ESM FRU is not the same as the EXP420 ESM FRU. The EXP420 ESM will be locked down when inserted in the EXP810 chassis. Verify that the ESM FRU PN is correct before replacing an ESM.

Complete the following steps to remove a failed ESM:

1. Start the DS Storage Manager client program. In the Enterprise Management window, open the Subsystem Management window for the DS4000 storage subsystem that includes the EXP810 enclosure that requires the ESM replacement.
2. Check the DS Storage Manager online help for ESM failure-recovery procedures. Follow the steps provided in the failure-recovery procedures before continuing to step 3.
3. Save the DS4000 profile by performing the following steps:
 - a. In the Subsystem Management Menu, select **Storage Subsystem** → **View** → **Profile**. The Storage Subsystem Profile window opens.
 - b. In the Storage Subsystem Profile window, click **Save As**. The Save Profile window opens.
 - c. In the Save Profile window, select or enter the file directory and file name. Click **Save** to save the profile. The Save Profile window closes.
Important: Do not store DS4000 profiles in the same location as the logical drives that are defined on your DS4000 configuration. If you do, and the logical drives fail, you will lose data.
 - d. Click **Close** to close the Storage Subsystem Profile window.
4. Label each cable to ensure that all cables are properly connected to the new ESM.
5. Label the SFP modules when you remove them. You must install the SFP modules in the same positions on the new ESM.
6. Remove the SFP modules and the fibre-channel cables from the failed ESM.
Attention: Be careful not to bend the fibre-channel cables at a sharp angle or pinch them with objects. This can decrease the performance or cause data loss.
7. Squeeze the ESM latch. The ESM latch is a coral colored tab on the lever.
8. While squeezing the latch, pull the lever open 90° (so that the lever is horizontal). Pull the lever away from the chassis to remove the ESM from the EXP810 midplane, as shown in Figure 56 on page 117.

Note: The lever rotates upward or downward 90°, depending on whether the ESM you are removing is in the right or left ESM bay.

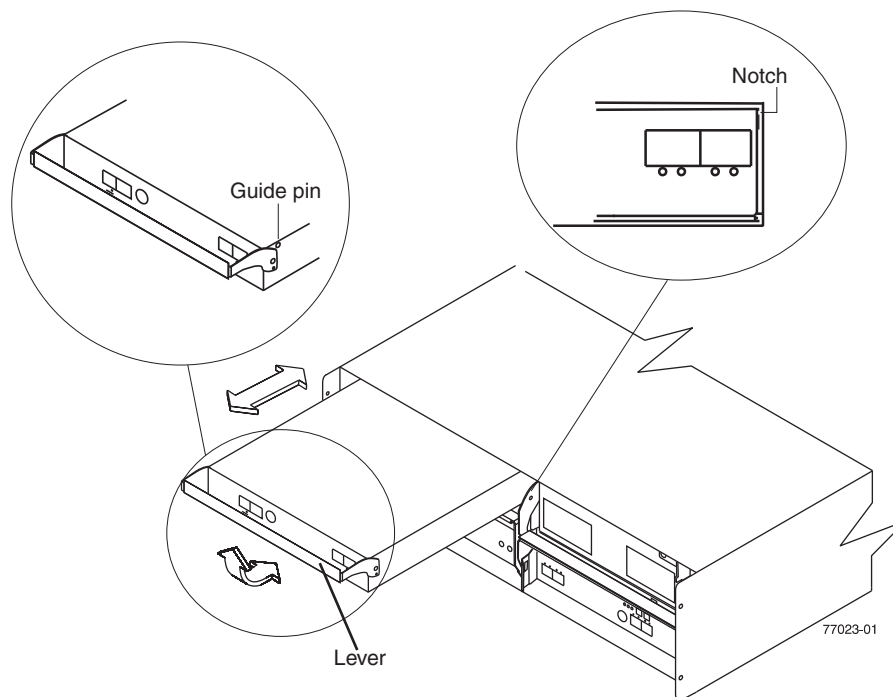


Figure 56. Removing and replacing an Environmental Service Module (ESM)

9. Unpack the new ESM CRU. Save all packing material in case you need to return the failed ESM CRU.

Note: The new ESM CRU comes with an instruction sheet and label sheet. The instruction sheet provides instructions on placing the appropriate labels on the ESM CRU to correctly mark the LEDs and SFP ports. The label sheet contains the peel-off labels that you actually place on the ESM CRU.

10. Using the information provided on the instruction sheet, place the labels on the ESM CRU to correctly mark the LEDs and SFP ports.
11. Install the new ESM by sliding it into the empty slot. Be sure that the levers are pulled straight out as you slide the ESM into the storage expansion enclosure. As you slide the ESM into the empty slot, make sure the guide pins on the side of the ESM fit into the notches on the sides of the ESM bay. After the guide pins fit into the notches and ESM fits snugly into the bay, push the lever upward or downward 90° to fully latch the ESM into place, depending on whether you are inserting the ESM into the right or left ESM bay.

Attention: The left and right ESMs are seated in the EXP810 chassis in opposite orientations. If you cannot fully insert the ESM into the ESM bay, flip it 180° and reinsert it. Make sure that the levers lock into place in the storage expansion enclosure chassis.

12. Reinsert the SFP modules and reconnect the fibre-channel cables to their original locations.
13. Check the Power and Fault LEDs on the new ESM for the following:
 - If the Power LED is off, the ESM might not be inserted correctly.
 - If the Fault LED is lit, if the Power LED is off, or if any other Fault LEDs are lit, see “Solving problems” on page 125 or call IBM Support.

14. Check the input and output bypass LEDs at both ends of the reconnected cables. If the input and output bypass LEDs are lit, reconnect the cables and SFP modules.
15. Use the DS Storage Manager Client to open a Subsystem Management window to the DS4000 on which the EXP810 ESM was replaced. Click on the **Recovery Guru** or the **Environment Status** icon of the drive expansion enclosure on which you replaced the ESM.
If there is an ESM firmware mismatch, wait up to 15 minutes for the DS4000 Client program to perform ESM code synchronization.

Note: The ESM firmware download will take up to 5 minutes in typical workload condition.
If there is no ESM firmware mismatch, the upgrade process is complete.
16. If there is an ESM firmware mismatch, you must make corrections to match the ESM firmware by using the ESM firmware download function in the DS Storage Manager Client Subsystem Management window.

Replacing an SFP module

The speed of the SFP module determines the maximum operating speed of the fibre channel port in which the SFP is installed. For example, a 2-Gbps SFP that is plugged into a 4-Gbps-capable port will limit the speed of that port to a maximum of 2 Gbps.

Attention: Refer to the FRU option P/N on the SFP to identify the maximum operating speed of the SFP and to request the correct FRU replacement.

Use the following procedure to replace a Small Form-factor Pluggable (SFP) module on the storage expansion enclosure. The SFP module shown in this procedure might look different from those you are using, but the difference will not affect functionality. Figure 57 on page 119 illustrates installing an SFP module.

Electrostatic discharge can damage sensitive components. To prevent electrostatic discharge damage to the storage expansion enclosure, use proper antistatic protection when handling components.

1. Use the DS Storage Manager client software to print a new storage subsystem profile.
2. Using the Recovery Guru, identify the failed component that needs to be replaced.
3. Check the Fault LEDs to locate the failed SFP module. If a fault is detected, the amber Fault LED is on.

Attention: Potential loss of data access - To prevent loss of access to data, remove only the SFP module that has a failed status in the storage management software and has Port Bypass LED lit.

4. Put on antistatic protection.
5. Unpack the new SFP module. Verify that it is the same type of module you are replacing. If it is not, contact IBM Customer and Technical Support.

Attention:

- The speed of the SFP module determines the maximum operating speed of the fibre channel port in which the SFP is installed. For example, a 2-Gbps SFP that is plugged into a 4-Gbps-capable port will limit the speed of that port to a maximum of 2 Gbps.
 - Handle and install fibre-optic cables properly to avoid degraded performance or loss of communications with devices. For specific handling guidelines, see “Handling fibre-optic cables” on page 46.
6. Disconnect the interface cables from the SFP module.
 7. Remove the failed SFP module from the controller.
 8. Install the new SFP module into the controller.
 9. Reconnect the interface cable.

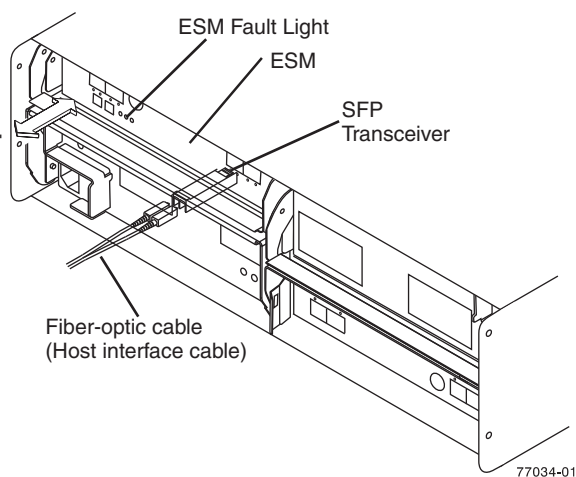


Figure 57. Replacing an SFP module

10. Check the Bypass and Fault LEDs for the new SFP module.
11. Based on the status of the Bypass and Fault LEDs, choose one of the following steps:
 - **Bypass LED or Fault LED is on** - Reinstall the SFP module and cables, and verify that the SFP module and cables are securely connected. Use the fibre channel loopback and the LC-LC connector to perform path diagnostics to ensure that the FC cable is good and the SFP on the other end of the fibre channel connection is working properly. When finished, go to step 12.
 - **Bypass LED and Fault LED are off** - Go to step 12.
12. Is the problem corrected?
 - **Yes** - Go to step 13.
 - **No** - Contact IBM Support.
13. Complete any remaining Recovery Guru procedures, if needed.
14. Use the DS Storage Manager Subsystem Management window to check the status the status of all components in the storage subsystem.
15. Remove the antistatic protection.
16. Does any component have a Needs Attention status?
 - **Yes** - Select the Recovery Guru toolbar button in the Subsystem Management Window, and complete the recovery procedure. If the problem persists, contact IBM Support.
 - **No** - Go to step 17 on page 120.

17. Use the DS Storage Manager client software to print a new storage subsystem profile.

Replacing a midplane

Attention: Observe handling static-sensitive device precautions stated in “Handling static-sensitive devices” on page 30 when removing components.

Perform the following steps to replace a midplane:

1. Complete the power-off sequence described in “Turning off the EXP810” on page 80 ensuring that the DS4000 storage subsystem is turned off before any attached storage expansion enclosures.
2. Power off the EXP810 storage expansion enclosure that will have its midplane replaced.

Attention:

- a. The power control button on the device and the power switch power supply do not turn off the electrical current supplied to the device. The device might also have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.
 - b. For an EXP810 storage expansion enclosure with dc power supply and fan units only, turn off all of the attached disconnect devices. IBM recommends that you use the disconnect device to remove power before disconnecting the dc power cord.
3. Label and remove the power cords from the power supply and fan units of the EXP810 storage expansion enclosure.
 4. Label the fibre channel cables that are attached to the rear of the ESMs. Labeling the cables simplifies the re-cabling process.
 5. Remove the fibre channel cables that are attached to the rear of the ESMs.
 6. Remove both ESMs by completing the following steps:
 - a. Squeeze the ESM latch and pull the lever open 90° (so that the lever is horizontal) to release the ESM from the latch. The ESM latch is a coral colored tab on the lever.

Note: The lever rotates upward or downward 90°, depending on whether the ESM you are removing is the right or left ESM CRU.

- b. Slowly pull the lever away from the EXP810 chassis to remove the ESM from the ESM bay, as shown in Figure 56 on page 117. (Remove the ESM from the chassis and place it on an electrostatic discharge (ESD) protected surface.)
 - c. Repeat steps 6a and 6b for the other ESM.
7. Remove both power supply and fan units by completing the following steps:
 - a. Squeeze the latch and pull the lever open 90° (so that the lever is horizontal) to release the power supply and fan unit from the latch. The latch is a coral colored tab on the lever.
 - b. Slowly pull the lever away from the chassis to remove the power supply and fan unit, as shown in Figure 54 on page 108. (Remove the power supply and fan unit from the chassis and place it on ESD protected surface.)

Note: The lever rotates upward or downward 90°, depending on whether the power supply and fan unit you are removing is in the right or left power supply and fan unit bay.

- c. Repeat steps 7a on page 120 and 7b on page 120 for the other power supply and fan unit.
8. Remove the Telco bezel if it is installed. See “Removing and replacing a bezel” on page 90 for instructions.
9. Label the Enhanced Disk Drive Module (E-DDM) CRUs so you know their physical location in the midplane.
10. Remove the E-DDM CRUs and any blank drive CRUs if the storage expansion enclosure has them. See “Replacing hot-swap hard disk drives” on page 95 for instructions. Place E-DDMs on ESD protected surface.

Attention: Do not stack E-DDM CRUs on top of each other. Protect the E-DDM CRUs from vibrations or sudden shocks.

11. Use a #1 Phillips screwdriver to loosen the four front cage frame screws on the midplane, as shown in Figure 58.

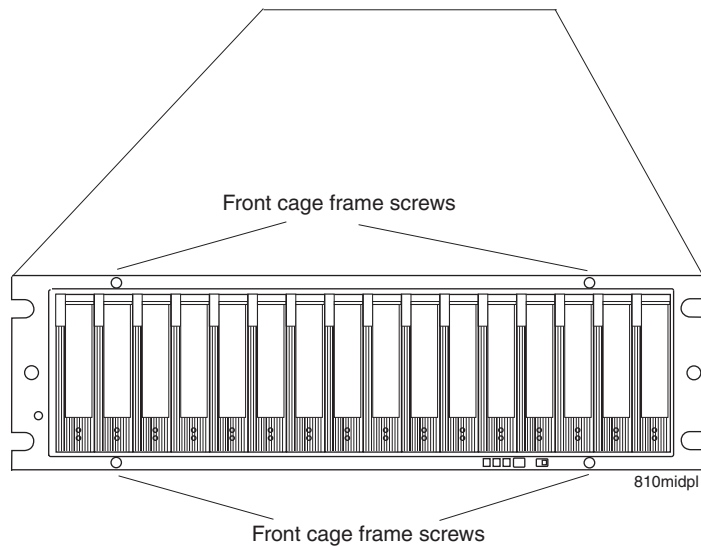


Figure 58. Front cage frame screw locations

12. On the back of the EXP810, remove the four Phillips screws (two screws on each side) that hold the sides of the EXP810 chassis to the sides of the rails.
13. On the front of the EXP810, remove the four M5 screws (two screws on each side) on the EXP810 chassis that hold the EXP810 to the rails.
Attention: The unit must be removed from the rack and placed on a level ESD protected surface before servicing it.
14. Pull the chassis outward from the front of the rack and remove from the rack. Place it on a level surface. Look for a row of three Phillips screws on top of the chassis and a row of four Phillips screws on the bottom of the chassis, as shown in Figure 59 on page 122. Remove the seven Phillips screws using the #1 Phillips screwdriver. Save these screws.

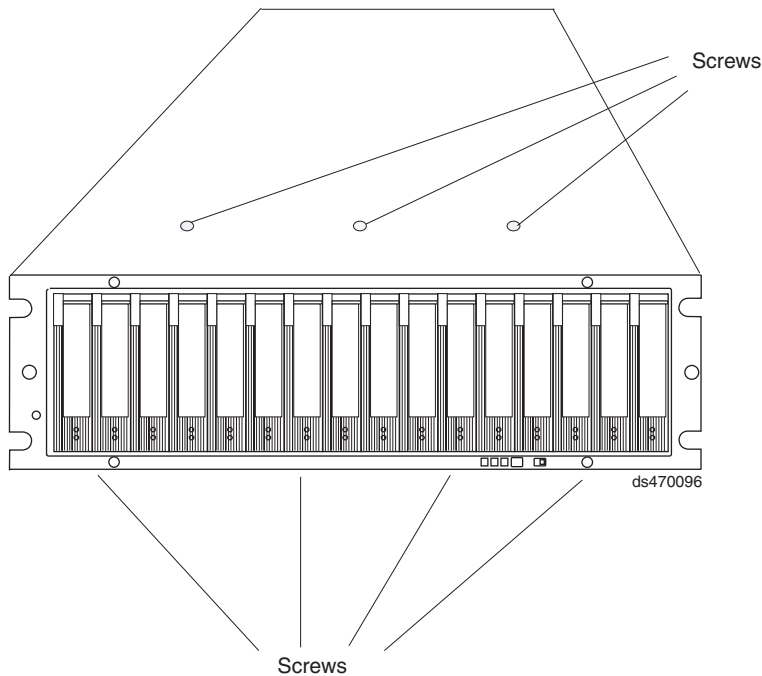


Figure 59. Screws holding the top and bottom sides of the chassis to the cage frame

15. Grasp the blue handle in the center of the front cage frame and pull it outward to slide the front cage frame out approximately two inches. Grab the two sides of the front cage frame and remove it from the chassis.

Note: The front cage frame might be tightly secured in the chassis. IBM recommends mounting the EXP810 chassis back in the rack using the four M5 screws to hold the EXP810 chassis in place while you pull on the blue handle to separate the front cage frame from the chassis. Remove the EXP810 chassis from the rack and place it on a level surface after you remove the failed front cage frame for the next step.

16. Unpack the new front cage frame with the midplane. Save the packaging materials in case you need to return it.
17. Insert the new front cage plane/midplane by aligning it with the EXP810 front opening and slowly sliding it into the EXP810 chassis. Make sure that the front cage frame EMC gaskets do not snag between the frame and chassis.
18. Tighten the four front cage frame screws. See Figure 58 on page 121.
19. Install the seven Phillips screws (three on top and four on bottom) that hold the front cage frame to the EXP810 chassis that you removed in step 14 on page 121, as shown in Figure 59.
20. Push the chassis all the way back into the rail and install the four M5 screws along the side edges of the EXP810 chassis.
21. Install the four Phillips screws on the back along the sides of the EXP810 chassis that hold the EXP810 to the rails.
22. Insert the E-DDM CRUs. Be sure you insert them in the correct slots. Use the labels you put on them before you removed them to guide you.
23. Replace the Telco bezel, if applicable. See “Removing and replacing a bezel” on page 90 for instructions.
24. Re-insert the ESMs and reconnect the fibre channel cables.

25. Re-insert the power supply and fan units and reconnect the power supply cords.
26. (For EXP810 storage expansion enclosures with dc power supply and fan units only) Turn on all attached disconnect devices before proceeding to step 27.
27. Power on the EXP810.
28. Wait at least 3 minutes and then power on the DS4000 storage subsystem. Verify the status of the configuration using LEDs and the DS Storage Manager client program.
29. After removing the faulty cage frame with midplane assembly, transpose the EXP810 serial number, machine type, and model tag from the faulty cage frame assembly to the Repair Identification (RID) tag on the new cage frame assembly. The RID tag is important in transferring the serial number, machine type, and model from the faulty cage frame assembly to the new cage frame assembly. Ensure that the new RID tag is affixed to the new cage frame assembly before you dispose of the faulty cage frame with midplane assembly. This will ensure that the warranty coverage is not interrupted.

Chapter 6. Hardware maintenance

This chapter contains information to help you solve some of the simpler problems that you might have with your storage subsystem. It contains the problem indicators and error messages along with suggested actions to take to resolve the problem.

For instructions on how to obtain service and technical assistance for your storage subsystem and other IBM products, see “Getting information, help, and service” on page xxii.

General checkout

Use the indicator lights, the diagnostics and test information, the symptom-to-FRU index, and the connected server HMM to diagnose problems.

The PD maps found in the *IBM System Storage DS4000 Problem Determination Guide* provide you with additional diagnostic aids.

Solving problems

This section contains information to help you solve some of the problems you might have with your storage expansion enclosure. Table 38 on page 126 contains the problem symptoms and error messages, along with suggested actions to take to resolve problems.

Always use the DS Storage Manager client to diagnose storage subsystem problems and component failures and find solutions to problems that have definite symptoms.

You can use Table 38 on page 126, which contains the problem symptoms and error messages, along with suggested actions as a guide for troubleshooting problems in addition to the DS Storage Manager Recovery Guru in the Subsystem Management window. Do not depend solely Table 38 on page 126 for a FRU replacement decision.

Table 38. Symptom-to-FRU index

Problem indicator	Component	Possible cause	Possible solutions
Amber LED is lit	Drive CRU (Drive Fault LED)	Drive failure	Replace the failed drive. Note: The amber LED on the drive might also be lit if the drive slot has a blank drive tray inserted in certain ESM firmware versions.
	ESM (Fault LED)	ESM failure	Replace the ESM. See your controller documentation for more information. See Chapter 5, "Installing and replacing components," on page 87 for more information.
	ESM (Port Bypass LED)	No incoming signal detected	Reconnect the SFP modules and the fibre-channel cables. Verify the input and output SFP using the path failure determination instruction in the <i>DS4000 and DS5000 Problem Determination Guide</i> and the FC loopback and female-female LC connector. Replace either input or output SFP modules or fibre channel cables as necessary.
		Incorrect enclosure speed setting	When connecting the EXP810 to the existing operating redundant drive loop with a different speed setting, the port goes into bypass mode because mixing different speed enclosures within the same redundant drive loop/channel is not supported.
		ESM failure	If the ESM Fault and Service Action LEDs are lit, replace the ESM.
	Front panel (Global Summary Fault LED)	General machine fault	A Fault LED is lit somewhere on the storage expansion enclosure (check for Amber LEDs on CRUs).
		Fibre-channel connection failure	Check that the CRUs are properly installed. If none of the amber LEDs are lit on any of the CRUs, this indicates an SFP module transmission fault in the storage expansion enclosure. Replace the failed SFP module. See the DS Storage Manager software documentation for more information.
Amber LED is lit and green LED is off	Power supply CRU	Power supply failure or power switch is turned off or there is a power failure.	Replace the failed power supply, turn on all power supply switches, or check the main or the rack power unit circuit breaker.

Table 38. Symptom-to-FRU index (continued)

Problem indicator	Component	Possible cause	Possible solutions
Amber and green LEDs are lit	Power supply CRU	Power supply failure	Replace the failed power supply.
	(Fault and Power LEDs lit; SAA lit; Direct Current Enable LED is not lit)	Operating environment is too hot	Cool down the environment.
		Fan failure	Replace the power supply and fan unit CRU.
	Drive CRUs	Drive not certified	Verify that the drive option or FRU/CRU P/N is listed in the support list for the appropriate DS4000 storage subsystems. Note: In certain cases, only the amber LED is lit, and the green activity LED is not lit. Use the Recovery Guru to better identify the cause of the drive failure.
All amber and green LEDs are slowly flashing	All drive CRUs	Check for and resolve one of the following situations: <ul style="list-style-type: none"> EXP810 is not connected to the DS4000. DS4000 does not have the correct firmware version. 	
All green LEDs are off	All CRUs	Subsystem power is off	Check that all storage expansion enclosure power cables are plugged in and the power switches are on. If applicable, check that the main circuit breakers for the rack are powered on.
		ac power failure	Check the main circuit breaker and ac outlet.
		Power supply failure	Replace the power supply.
		Operating environment is too hot	Cool down the environment.

Table 38. Symptom-to-FRU index (continued)

Problem indicator	Component	Possible cause	Possible solutions
Amber LED is flashing	Drive CRUs (Fault LED lit)	Drive identity is in process	No corrective action needed.
	ESM port bypass	An FC loop initialization process (LIP) is being generated in the drive loop due to a faulty component.	Use the Read Link Status window in the DS Storage Manager Client Subsystem Management window and the storage subsystem event logs to isolate the faulty component.
	ESM SFP port bypass LED	The enclosure speed was set to 4 Gbps but the SFP inserted in the ESM SFP port does not operate at 4 Gbps.	Use the Recovery Guru menu function in the DS Storage Manager Client Subsystem Management window to verify the problem and replace the SFP with a 4 Gbps SFP.
		SFPs are inserted into unused ESM ports labeled 2A and 2B.	Verify the port connections in the back of the EXP810 and make corrections (using port 1A and 1B) if required.
	Front panel (Global Summary Fault LED)	One or multiple CRUs has intermittent problems.	Use the Recovery Guru menu function in the DS Storage Manager Client Subsystem Management window and the DS4000 storage subsystem Major Event Log to troubleshoot the problem.

Table 38. Symptom-to-FRU index (continued)

Problem indicator	Component	Possible cause	Possible solutions
One or more green LEDs are off	Power supply CRUs	Power cable is unplugged or switches are turned off.	Make sure that the power cable is plugged in and that the switches are turned on.
	All drive CRUs	The EXP810 is connected to an unsupported DS4000 storage subsystem such as a DS4200 Express.	Verify that the EXP810 is connected to a supported DS4000 storage subsystem. Use the steps "Finding controller, storage expansion enclosure, and drive information" on page 72 to identify which storage subsystem is connected. Replace the incorrect storage subsystem with a correct one.
		The enclosure speed is not the same as other storage expansion enclosures and DS4000 storage subsystem in the same redundant drive channel pair.	Verify that all of the storage expansion enclosures and DS4000 storage subsystem enclosure speeds are the same. Use the procedure in "Verifying the Link Rate setting" on page 101 to correct the problem.
		Incorrect SFPs are used such as a 2 Gbps SFP used when the EXP810 enclosure speed is set to 4 Gbps.	Verify and replace the SFPs with the correct speed SFPs.
		The EXP810 is not cabled or incorrectly cabled to other storage expansion enclosures or DS4000 storage subsystem. For example, ESM ports labeled 2A and 2B were used instead of ports labeled 1A and 1B.	Verify and correct the incorrect cabling if required.
		Drive CRUs are not fully inserted in the drive slots.	Verify that the drives are seated correctly in the drive slots. Remove and reinsert the drive CRUs if required.
		Midplane failure	Replace the midplane. Contact an IBM technical support representative.

Table 38. Symptom-to-FRU index (continued)

Problem indicator	Component	Possible cause	Possible solutions
One or more green LEDs are off (continued)	Several CRUs	Hardware failure	Replace the affected CRUs. If this does not correct the problem, replace the ESMs, followed by the midplane. Contact an IBM technical support representative.
		The DS4000 was not powered on, or all fibre-channel connections between the EXP810 and the storage subsystem failed.	Perform one of the following actions: <ul style="list-style-type: none"> • Power on the storage subsystem. • Verify that the fibre-channel connections between the EXP810 and the storage subsystem are made.
	Front panel	Power supply problem	Make sure that the power cables are plugged in and that the power supplies are turned on.
		Hardware failure	If any other LEDs are lit, replace the midplane. Contact an IBM technical support representative.
Green LED slowly flashing one per 2 seconds	Drive CRUs	The DS4000 was not powered on, or all fibre-channel connections between the EXP810 and the DS4000 storage subsystem failed.	Perform one of the following actions: <ul style="list-style-type: none"> • Power on the storage subsystem. • Verify that the fibre-channel connections between the EXP810 and the storage subsystem are made. • Ensure that all the EXP810s in the same redundant drive loop/channel pair have the same enclosure speed setting.
Intermittent or sporadic power loss to the storage expansion enclosure	Some or all CRUs	Defective ac power source or improperly connected power cable	Check the ac power source. Reseat all installed power cables and power supplies. If applicable, check the power components (power units or universal power supply). Replace defective power cables.
		Power supply failure	Check the power supply Fault LED on the power supply. If the LED is lit, replace the failed CRU.
		Midplane failure	Have the midplane replaced. Contact an IBM technical support representative.

Table 38. Symptom-to-FRU index (continued)

Problem indicator	Component	Possible cause	Possible solutions
Unable to access drives	Drives and fibre-channel loop	Incorrect storage expansion enclosure ID settings	Ensure that the fibre-channel optical cables are undamaged and properly connected. Check the storage expansion enclosure ID settings. Note: For information on how to change the storage expansion enclosure ID if required, refer to the online Help in the DS Storage Manager GUI.
		ESM failure	Replace one or both ESMs. Contact an IBM technical support representative.
		Drive or drives failed	Replace failed drive or drives.
		Drive is not certified	Check the DS4000 product Web site for the correct drive option P/N or FRU P/N certified for your DS4000 storage subsystem.
Random errors	Subsystem	Midplane failure	Have the midplane replaced. Contact an IBM technical support representative.
Hard disk drive not visible in RAID management software	Several CRUs	Drive or drives failed	Replace failed drive or drives.
		FC cable failed	Replace FC cable.
		SFP failed	Replace SFP.
		ESM failure	Replace ESM.
		Midplane failure	Have the midplane replaced. Contact an IBM technical support representative.
		Incorrect firmware version	Verify that the storage subsystem has been upgraded to the correct firmware version. Refer to Table 40 on page 136.

Parts listing

Figure 60 on page 132 and the following table provide a parts listing for the EXP810.

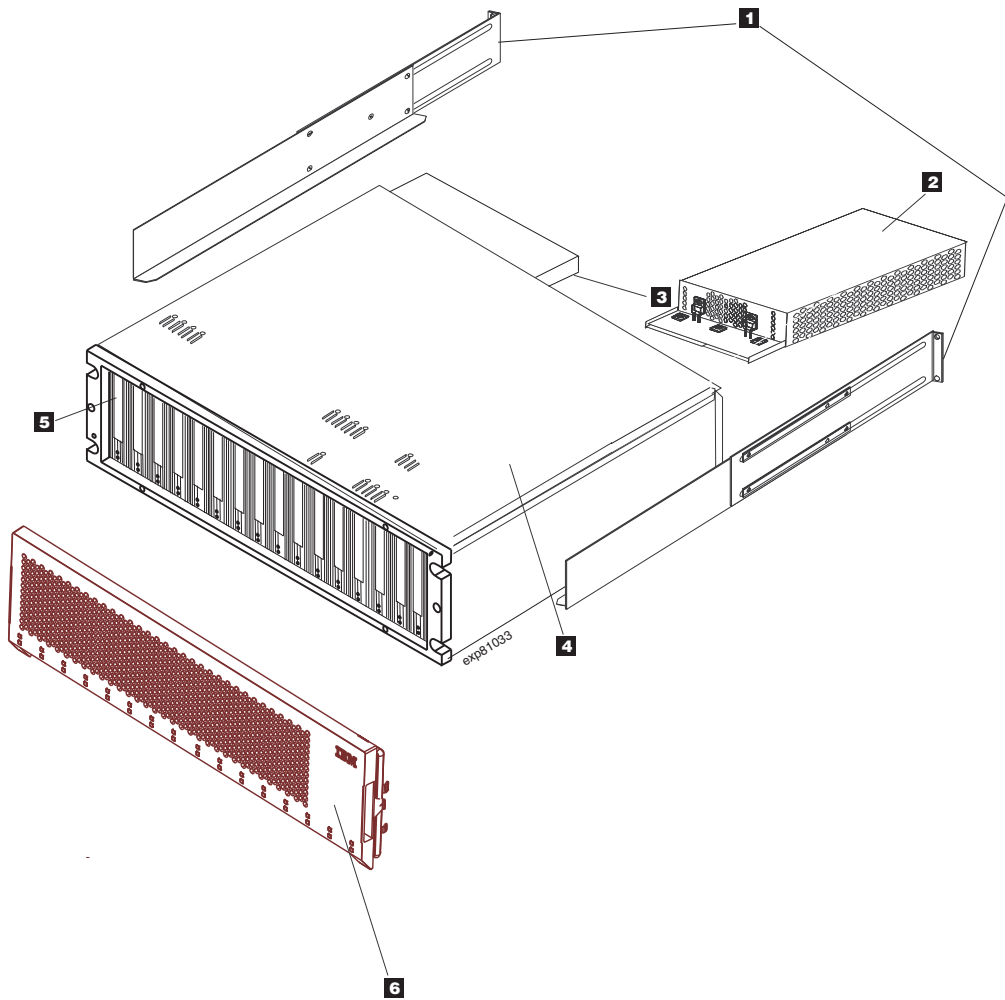


Figure 60. EXP810 storage expansion enclosure parts list

Table 39. Parts listing (EXP810 storage expansion enclosure)

Index	EXP810 storage expansion enclosure	FRU P/N
1	Rail kit	41Y5152
2	AC power supply and fan unit FRU, 600 W (models that are not NEBs Level 3/Telco compliant)	41Y5155
	AC power supply and fan unit FRU, 600 W (models that are NEBs Level 3/Telco compliant) ¹	42D3346
	DC power supply and fan unit FRU	42D3290
3	ESM	41Y5151
4	Cage frame assembly, midplane	41Y0724

Table 39. Parts listing (EXP810 storage expansion enclosure) (continued)

Index	EXP810 storage expansion enclosure	FRU P/N
5	2 Gbps FC, 73.4 GB/10K drive module	42D0386
	2 Gbps FC, 146.8 GB/10K drive module	42D0369
	2 Gbps FC, 300 GB/10K drive module	42D0370
	2 Gbps FC, 36.4 GB/15K drive module	42D0371
	2 Gbps FC, 73.4 GB/15K drive module	42D0372
	2 Gbps FC, 146.8 GB/15K drive module	42D0373
	3 Gbps SATA, 500GB HS, 7200 RPM drive module	39M4557
	3 Gbps SATA, 750 GB HS, 7200 RPM drive module	43W9715
	3 Gbps SATA, 1 TB HS, 7200 RPM drive module	44X2459
	4 Gbps FC, 36.4 GB/15K drive module	40K6815
	4 Gbps FC, 73.4 GB/15K drive module	40K6819
	4 Gbps FC, 146 GB/15K drive module	40K6823
	4 Gbps FC, 300 GB/15K drive module	42D0417
	4 Gbps FC, 450 GB/15K drive module	44X2451
6	Filter bezel assembly	42D3307
	Blank drive module	42D3315
	Cable, FRU-1M	39M5699
	Cable, FRU-5M	39M5700
	Cable, FRU-25M	39M5701
	SFP LC (shortwave) 4 Gbps	22R6443
	AC power cord, 2.8M	39M5081
	AC power cord jumper	39M5377
	DC power cord jumper	42D3295
	Filter pack	42D3283
<p>Note: To identify whether an EXP810 storage expansion enclosure is NEBS/Telco compliant, check the serial number. Any EXP810 storage expansion enclosures with serial numbers starting at 136250A and higher are NEBS level 3/Telco compliant.</p>		

Appendix A. Upgrading the DS4000 controller firmware

Attention

If you are upgrading your DS4800 controller firmware to version 6.23.xx.xx or higher, it is not necessary to use the firmware upgrade procedure described in this appendix to attach new EXP810s to the DS4800.

You can acquire controller firmware 6.23.xx.xx or higher at the following IBM Disk Support Web site:

<http://www-304.ibm.com/jct01004c/systems/support/supportsite.wss/allproducts?taskind=2&brandid=5345868>

Please note the following points:

- If you are upgrading controller firmware version 06.14.xx.xx or 06.15.xx.xx to version 6.23.xx.xx or higher, and you have EXP100s attached to your DS4800 storage subsystem, you do not need to migrate off the EXP100s from the DS4800 before beginning the upgrade.
- If you have EXP100 and EXP710 storage expansion enclosures attached, you are upgrading controller firmware to version 6.23.xx.xx or higher, follow the controller firmware upgrade procedure that is described in the *IBM System Storage DS Storage Manager Version 10 Installation and Host Support Guide* for your host operating system before you attach any EXP810s. Then, use the steps that are described in the *IBM System Storage DS4000/DS5000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide* to add the new EXP810s to your storage subsystem. You can find both of these guides at the IBM Disk Support Web site listed previously.

Note: Use this procedure only if you are upgrading your DS4800 controller firmware from version 6.14.xx.xx or 6.15.xx.xx to version 6.16.xx.xx, and choose not to upgrade directly to 6.23.xx.xx or higher; and you want to add EXP810 storage expansion enclosures to the DS4800 storage subsystem.

EXP810 storage expansion enclosures require DS4000 controller firmware listed in Table 40 on page 136. If you are connecting the EXP810 to a:

- DS4700 Express, you do not have to perform an upgrade because the DS4700 Express is shipped with the correct firmware versions listed in Table 40 on page 136.
- DS4800, you have to perform an upgrade if the DS4800 does not have the correct firmware versions listed in Table 40 on page 136.
- DS4300 Standard/base or Turbo models, you might have to upgrade the firmware to the correct firmware versions listed in Table 40 on page 136.
- DS4500, you might have to upgrade the firmware to the correct firmware versions listed in Table 40 on page 136.

Note: The *DS4000 Storage Server Controller Firmware Version 06.16.xx.xx Support for DS4000 EXP810 Storage Expansion Enclosure* CD that is shipped with the EXP810 contains an early release of the DS4000 controller firmware 06.16.xx.xx (6.16.2x.xx.xx) for the DS4800 storage subsystem only. Refer to the DS4000 Support Web site (below) for the

latest version of controller firmware for the DS4700 Express, DS4800, DS4300 standard/base and Turbo models, and DS4500 storage subsystems.

www-1.ibm.com/servers/storage/support/disk/

To download the latest DS Storage Manager host software to manage the DS4000 storage subsystem with controller code 06.19.xx.xx or 06.16.xx.xx installed, go to the following Web site:

www-1.ibm.com/servers/storage/support/disk/

For controller firmware version names and numbers, see Table 40.

Note: If you are already at levels of firmware that support EXP810s, there is no special upgrade procedure for upgrading to 6.23.xx.xx firmware. It should also be noted that the DS4700 and DS4800 also support intermixing EXP100s with EXP710s and EXP810s at the 6.23.xx.xx firmware level.

Table 40. Firmware versions

Storage subsystem	Controller	EXP810
DS4300 Standard/base or Turbo models	6.19.xx.xx or higher	9881 or higher
DS4500	6.19.xx.xx or higher	9881 or higher
DS4700	06.16.88.xx or higher	9865 or higher
DS4800	06.16.xx.xx or higher	983A or higher

If you are connecting an EXP810 to a DS4000 storage subsystem that is already connected to EXP710 storage expansion enclosures only or has a combination of EXP100 drive enclosures and EXP710 drive enclosures or has drives in the DS4000 subsystem internal drive slots (for example, the DS4300), use the steps in “Upgrading controller firmware for an existing DS4000 EXP710 configuration to support EXP810” on page 143 to upgrade the controller firmware to 06.16.xx.xx.

Otherwise, complete the following procedures for upgrading a DS4000 with firmware version 06.15.xx.xx or earlier:

- “Upgrading the firmware” on page 137
- “Downloading the firmware to controller B” on page 138
- “Powering up the DS4000 with EXP810 drive enclosures attached” on page 140
- “Adding and synchronizing the firmware for controller A with the firmware for controller B” on page 141
- “Completing the firmware upgrade procedure” on page 142

Note: Refer to the *DS Storage Manager Version 10 Installation and Host Support Guide* for your operating system for more information on this upgrade procedure and any system requirements.

Upgrading the firmware

Attention: The firmware upgrade procedure requires the out-of-band (Ethernet) management connections to both controllers in the connected DS4000. You can define the controller TCP/IP addresses in the following three ways:

- By default (to 192.168.128.101 and 192.168.128.102 for controllers A and B respectively).
- By a DHCP/BootP server.
- By static definition. existing DS4000 controllers have stored TCP/IP addresses that can be used for static definition.

Attention: All of the enabled DS4000 premium features will be out-of-compliance after the controller firmware upgrade. Retrieve the necessary premium feature key files or premium feature entitlement card (to regenerate the necessary premium feature key file) for re-enabling the premium features after the controllers have been successfully upgraded to version 6.23.xx.xx.

Use the following procedures to upgrade a DS4000 storage subsystem manually to controller firmware level 06.23.xx.xx:

1. If this DS4000 is part of an existing configuration with EXP100s and EXP700s or both, the EXP100s and EXP700s must be removed from the configuration. Perform the appropriate steps to back up the data from the EXP100s and EXP700s before you remove them from the DS4000 configuration.

Note: Always unmount the mapped logical drives before you power down the DS4000 configuration and disconnect or remove the drives to ensure that the all of the data in the server cache was flushed to the disk.

2. Power off the DS4000 configuration and the EXP810s, if applicable.
3. With the DS4000 and the EXP810s powered off, establish all fibre-channel cabling connections and management Ethernet connections. Refer to Chapter 3, “Cabling the EXP810,” on page 41.

Note: Do not power on any units yet.

4. Install DS Storage Manager client software version 9.19 in the management station.

Refer to the *DS Storage Manager Version 9 Installation and Support Guide* for your operating system for more information on this upgrade procedure and any system requirements.

Attention: The management station must have an Ethernet connection to the same network as the two controllers in the DS4000.

5. Remove controller A from the DS4000 storage subsystem.

Important: If you do not remove controller A from the DS4000 storage subsystem, the new firmware may not be downloaded correctly on both controllers and the controllers will not recognize the EXP810 storage expansion enclosure.

Refer to Appendix E, “Additional System Storage DS documentation,” on page 159 to find the appropriate guide for the location and the instructions on how to remove the controller in a DS4000 storage subsystem.

Note: For the DS4800 storage subsystem, controller A is the top controller when looking at the back of the unit. For the DS4500 storage subsystem, controller A is the top controller when looking at the front of the unit.

Observe handling static-sensitive device precautions stated on “Handling static-sensitive devices” on page 30 when removing the DS4000 controller.

6. Power on the DS4000 storage subsystem only. Both power supplies must be powered on for maximum protection against power loss.
7. Open a DS4000 Storage Manager Client Enterprise Management window to manage the DS4000 for which you are upgrading the firmware. Refer to the *IBM System Storage DS Storage Manager Installation and Support Guide* for the host operating system of your DS4000 management station for more information.
8. Add the TCP/IP address for controller B to the Enterprise Management window of the DS Storage Manager client program by completing the following steps:
 - a. In the Enterprise Management window, click **Edit → Add Device**.
 - b. The Add Device window opens. Enter the TCP/IP address of controller B in the Host name or IP address field and click **Add** to add the DS4000 in the DS Storage Manager client management domain.
 - c. Click **Close** to close the Add Device window.

Note: If this is an upgrade from an existing DS4000 storage subsystem with 06.15.xx.xx. firmware or earlier and there is an entry for this DS4000 in the DS Storage Manager Client Enterprise Management window, delete this entry before you add controller B to the Enterprise Management window.

To delete the entry, right-click the entry and select **Remove Device** from the pull-down menu. Click **Yes** when the Remove Device confirmation window opens.

When you are done, continue to “Downloading the firmware to controller B.”

Downloading the firmware to controller B

Perform the following steps to download the firmware and NVSRAM to controller B of the DS4000:

1. In the Enterprise Management window, right click the DS4000 storage subsystem name and select **Manage Device** to open the Subsystem Management window.

Note: A Partially Managed Notice window might open, warning that the storage subsystem that you are trying to manage has a controller that has not yet been added to the Enterprise Management window. Click **Yes** to launch the Subsystem Management window for this DS4000 controller anyway.

2. In the Subsystem Management window, click **Advanced → Maintenance → Download → Controller NVSRAM** to load the NVSRAM file to controller B. The NVSRAM Download window opens.
3. Select the directory that contains the NVSRAM file, then select the name of the NVSRAM file. Click **OK** to close the window and continue.

The NVSRAM files are located in the appropriate DS4000 storage subsystem directory in the \NVSRAM directory of the Web downloaded *DS4000 Storage Subsystem Controller Firmware Version 06.16.xx.xx* package for the DS4700 or the DS4800 subsystems or *DS4000 Storage Subsystem Controller*

Firmware Version 06.19.xx.xx package for the DS4500 or the DS4300 dual-controller Standard and Turbo models.

4. Click **Yes** when the Confirm Download window opens. The Confirm Download window closes and the Downloading window opens and shows the status of the firmware download.
5. One of following two windows displays:
 - If you receive the message NVSRAM download successful displayed in the Downloading window, click **Done** to close the Downloading window and then continue with step 6.
 - If you see an error window displaying a Controller Download Timeout error, power off and then power on the DS4000. Then verify that the NVSRAM was downloaded correctly to controller B of the storage subsystem.
To verify that the correct NVSRAM version was downloaded, click **Storage Subsystem** → **View** → **Profile**. In the Storage Subsystem Profile window, look for the correct NVSRAM file version under the All tab.
 - If the NVSRAM was downloaded correctly, continue with step 6.
 - If the NVSRAM was not downloaded correctly, try the NVSRAM download again. If the problem persists after the second NVSRAM file download, call your IBM technical support representative.
6. Click **Done** to close the Downloading window.
7. Click **Advanced** → **Maintenance** → **Download** → **Controller Firmware**. The Firmware Download window opens.

Note: The firmware version must be 06.16.xx.xx or higher. The firmware files are located in the appropriate DS4000 storage subsystem directory in the \FIRMWARE directory of the Web downloaded *DS4000 Storage Subsystem Controller Firmware Version 06.16.xx.xx* package for the DS4700 or the DS4800 subsystems or *DS4000 Storage Subsystem Controller Firmware Version 06.19.xx.xx* package for the DS4500 or the DS4300 dual-controller Standard and Turbo models. You must upgrade the controller B firmware to the version on the CD and synchronize the firmware with controller A before you can download the newer version of the controller firmware on the DS4000 Support Web site:

www.ibm.com/servers/storage/support/disk/

8. Select the directory that contains the controller firmware file, then select the name of the controller firmware file. Click **OK** to close the window and continue.
9. Click **Yes** when the Confirm Download window opens. The Confirm Download window closes and the Downloading window opens and shows the status of the firmware download.
10. One of two windows displays:
 - If you receive the message Firmware download is successful in the Downloading window and the New Firmware Detected window displays, then continue with step 11 on page 140.
 - If you see an error window displaying a Controller Download Timeout error, power off and then power on the DS4000. Verify that the firmware was downloaded correctly to controller B of the storage subsystem.
To verify that the correct firmware version was downloaded, perform the following steps:
 - a. Right-click the controller B icon in the Physical pane of the Subsystem Management window and select **Properties**.

- b. Look for the entries starting with "Appware version" and "Bootware version" when the Controller Properties window opens.
 - If the firmware was downloaded correctly, continue with step 12.
 - If the firmware was not downloaded correctly, try the firmware download again. If the problem persists after the second controller firmware download, call your IBM technical support representative.
11. Click **OK** to close the New Firmware Detected window and the Subsystem Management window.
12. Close the Subsystem Management window. In the Enterprise Management window, remove the controller B entry from the Directly-Managed Storage Subsystem list. To delete the entry, perform the following steps:
 - a. Right-click the entry and select **Remove Device** from the pull-down menu.
 - b. Click **Yes** when the Remove Device confirmation window opens.
13. Power off the DS4000.
14. If you have not connected the EXP810 drive storage expansion enclosures to the DS4000 storage subsystem, make appropriate fibre-channel cable connections between the EXP810 storage expansion enclosures and the DS4000 storage subsystem.

Attention: Do not re-insert controller A to the DS4000 yet.

When you are done, continue to "Powering up the DS4000 with EXP810 drive enclosures attached."

Powering up the DS4000 with EXP810 drive enclosures attached

Perform the following steps to power up the DS4000 with controller B only inserted and attached to the EXP810 storage expansion enclosures.

1. Verify that the EXP810 storage expansion enclosures are correctly cabled to the DS4000 storage subsystem.

For more information on cabling the EXP810, see Chapter 3, "Cabling the EXP810," on page 41.
2. Power on all of the EXP810 storage expansion enclosures. The green Global Power, ESM Power, and the Power Supply and Fan Unit Power LEDs will be lit.
3. Wait for the green drive Activity LEDs on the drives in the EXP810 enclosures to start flashing once every two seconds and the EXP810 ESM Fault LED to change from amber to unlit.

Verify that the port ByPass LEDs for all of the fibre-channel interconnect ports of the EXP810 storage expansion enclosures are not lit. The Port Bypass LED of the ports that are connected to the DS4000 storage subsystem drive ports will be lit.
4. Power on the DS4000 storage subsystem.

Wait at least four minutes after all of the drives in the EXP810 storage expansion enclosures have spun up by the DS4000 storage subsystem controllers. The drives will show solidly lit or rapidly flashing green drive Activity LEDs. Verify that the Port Bypass LED of the controller B drive port is not lit. Also verify that the Bypass LEDs on the EXP810 fibre channel ports that are connected to DS4000 storage subsystem controller drive ports are not lit.
5. Add the TCP/IP address for controller B to the Enterprise Management window of the DS Storage Manager client program. Perform the following steps to add the TCP/IP address for controller B.

- a. In the Enterprise Management Window, click **Edit → Add Device**.
- b. Enter the TCP/IP address of controller B.
- c. Click **Add** when the Add Device window opens.
- d. If the Connection Problem window displays, continue with 5e. Otherwise, continue with 5g.
- e. Click **No** to close the window and return to the Add Device window.
- f. Wait a few minutes and click **Add** to try to add controller B to the Enterprise Management window again.
If the problem persists, power off the DS4000 storage subsystem and repeat steps 2 on page 140 through 5 on page 140. Otherwise, continue with step 5g.
- g. Click **Close** to close the Add Device window.

Note: A Partially Managed Notice window might open, warning that the storage subsystem that you are trying to manage has a controller that has not yet been added to the Enterprise Management window. Click **Yes** to launch the Subsystem Management window for this DS4000 storage subsystem controller anyway.

6. In the Enterprise Management window, right-click the entry for controller B (which you just added) and select **Manage Device** from the pop-up menu.
7. A Subsystem Management window opens. Verify that all of the EXP810 drive expansion enclosures and drives are shown in the Subsystem Management window.
8. Close the controller B Subsystem Management window.

When you are done, continue with “Adding and synchronizing the firmware for controller A with the firmware for controller B.”

Adding and synchronizing the firmware for controller A with the firmware for controller B

Perform the following steps to add controller A and synchronize its firmware with the version loaded into controller B.

1. While the DS4000 is powered on, Hot-add the controller A CRU into the DS4000 server chassis.

Note: The DS4000 storage subsystem supports hot additions of CRUs like controllers, power supplies, and so forth. This controller will be started up and its firmware and NVSRAM will synchronize automatically with the controller firmware and NVSRAM in controller B. This process might take several minutes, depending on the number of EXP810 enclosures and drives in the DS4000 storage subsystem configuration. Wait at least five minutes (or 10 minutes in a large configuration; for example, one with 112 or more drives).

2. Perform the following steps to add controller A to the Enterprise Management window using the TCP/IP address for controller A.
 - a. To add controller A, click **Edit → Add Device**. The Add Device window opens.
 - b. Enter the TCP/IP address of controller A and click **Add**.
 - c. If the Connection Problem window opens, click **No** to close the window and return to the Add Device window.

Wait a few more minutes and click **Add** to try to add controller A to the Enterprise Management window again. If the problem persists after a few attempts, call your IBM technical support representative.

When you are done, continue with “Completing the firmware upgrade procedure.”

Completing the firmware upgrade procedure

Perform the following steps to complete the firmware upgrade procedure:

- If controller A starts up successfully after synchronizing with the firmware and NVSRAM in controller B, controller A and controller B will be displayed as a single entry under the Directly-Managed Storage Subsystem tree in the Enterprise Management window as Figure 61 shows. Right-click the entry for controller B and select **Manage Device**. A Subsystem Management window should open without being preceded by the Partially Manage Device window.

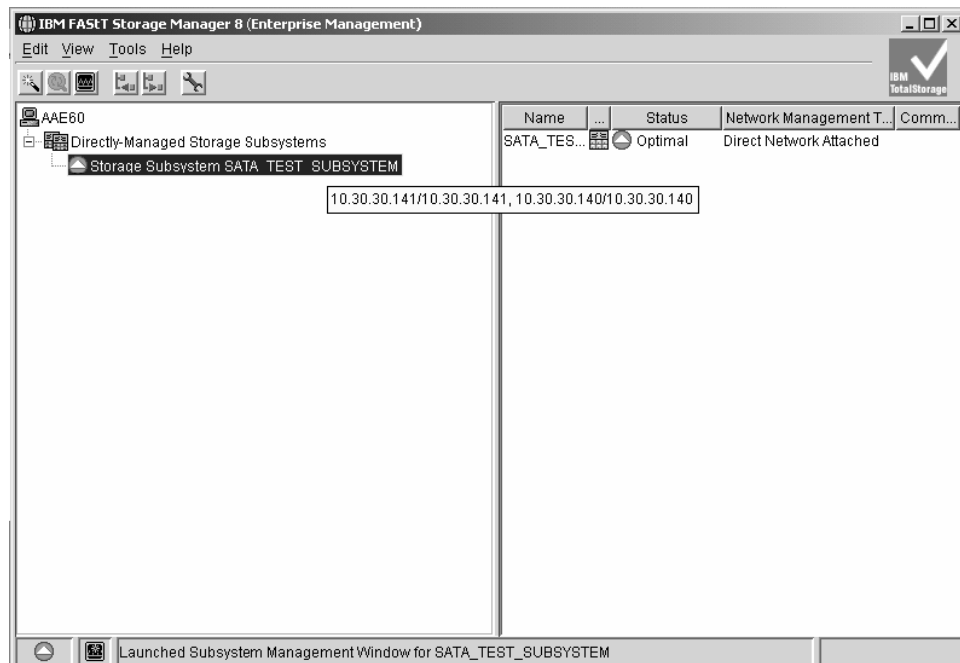


Figure 61. Only one entry appears in the Directly-Managed Storage Subsystem tree

When the Subsystem Management window opens, you can proceed with the other DS4000 storage subsystem management tasks, such as creating arrays, mapping logical drives to host partitions, and so on. Refer to the DS4000 Storage Subsystem Management online help for instructions. If you had any enabled premium features, re-enable them using the premium feature key files.

Attention: After you successfully upgrade the controller firmware, check whether new versions of the ESM firmware for the EXP810 and fibre channel drive firmware exist on the IBM DS4000 Storage Subsystem Web site:

www-1.ibm.com/servers/storage/support/disk/

Refer to the Storage Subsystem online help or the *Storage Manager 9 Installation and Support Guide* for your operating system or the *IBM System Storage DS Storage Manager Concepts Guide* for more information on how to download the drive enclosure ESM firmware and drive firmware.

- If controller A is added as a separate entry in the Enterprise Management window as shown in Figure 62, perform the following steps:

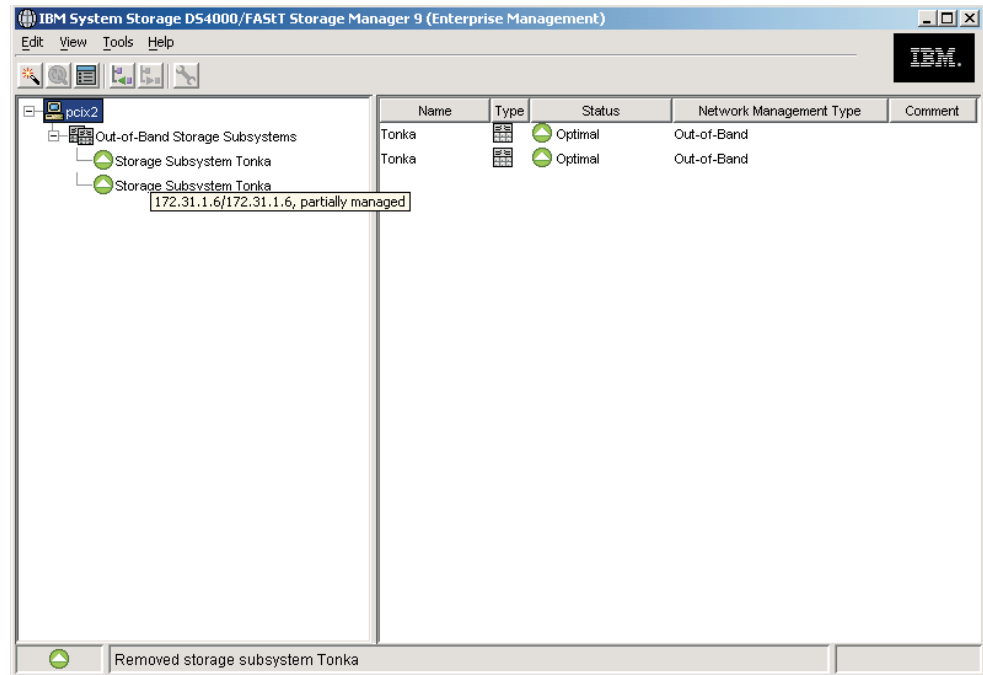


Figure 62. Dual entries appear in the Directly-Managed Storage Subsystem tree

1. Close the Add Device window and delete the controller A entry from the Enterprise Management window.
 2. Wait a few minutes and try to add controller A again. (The problem might have been caused by controller A not having had enough time to complete the sync-up with controller B.)
- If controller A is added as a separate entry in the Enterprise Management window again, perform the following steps:
 1. Close the Add Device window and delete the controller A entry from the Enterprise Management window.
 2. Remove controller A from the storage subsystem chassis, wait a minute or so, and repeat step 2 on page 141.

If the problem persists, call your IBM technical support representative.

Upgrading controller firmware for an existing DS4000 EXP710 configuration to support EXP810

Note: After you upgrade the controller firmware, see the *DS4000/DS5000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide* for information about adding new storage expansion enclosures.

The required controller firmware (6.16.xx.xx for DS4700 and DS4800 storage subsystems or 6.23.xx.xx for DS4300 dual controller Standard/base and Turbo models and DS4500) for the DS4000 storage subsystem that supports the EXP810 also supports the EXP710. For an existing DS4000 configuration that contains

EXP710s or DS4300 storage subsystem configuration with installed fibre channel drives in its internal drive slots, perform the following steps to upgrade the controller firmware to support EXP810s.

1. If this DS4000 storage subsystem is part of an existing configuration with EXP700s, the EXP700s must be removed from the configuration. After the controller firmware upgrade, these enclosures will not be recognized by the controllers. Perform the appropriate steps to back up the data from the EXP700s before you remove them from the DS4000 configuration.

Note: You can also purchase a DS4000 EXP700 Models 1RU-1RX Switched-ESM Option Upgrade Kit to upgrade the EXP700 to EXP710. If this DS4000 subsystem is DS4800 with EXP100s, the EXP100s must be removed from the configuration. After the controller firmware upgrade, these enclosures will not be recognized by the controllers. Perform the appropriate steps to back up the data from the EXP100s before you remove them from the DS4800 configuration.

2. Install DS Storage Manager client software version 9.23 in the management station. Refer to the *DS Storage Manager Version 9 Installation and Support Guide* for your operating system for more information on this upgrade procedure and any system requirements.
3. Do not make any fibre channel connections between the EXP810s and the DS4000 configuration. Power on the DS4000 configuration by:
 - a. Powering on all of the EXP710 storage expansion enclosures.
 - b. Powering on the DS4000 storage subsystem after verifying that the EXP710s are powered on and do not have any Bypass LEDs lit (on the EXP710 ports that are used for EXP710 interconnection).

Wait at least five minutes for the DS4000 storage subsystem boot process to complete.

Attention: This upgrade procedure requires that the DS4000 storage subsystem and its attached EXP710 storage expansion enclosures are powered up and running optimally.

4. Open a DS4000 Storage Manger Client Enterprise Management window to manage the DS4000 storage subsystem for which you are upgrading the firmware. You can make either in-band or out-of-band management connections to the controller. IBM recommends making out-of-band management connections.

Refer to the *DS Storage Manager Version 9 Installation and Support Guide* for your operating system for more information on this upgrade procedure and any system requirements.

5. In the Enterprise Management window, right click the DS4000 name and select **Manage Device** to open the Subsystem Management window.
6. In the Subsystem Management window, verify that the subsystem is in optimal state. Perform appropriate recovery procedure to get the subsystem into optimal state before proceeding to the next step.
7. In the Subsystem Management window, click **Advanced** → **Maintenance** → **Download** → **Controller NVSRAM** to load the NVSRAM file to controller B. The NVSRAM Download window opens.
8. Select the directory that contains the NVSRAM file, then select the name of the NVSRAM file. Click **OK** to close the window and continue.

The NVSRAM files are located in the appropriate DS4000 storage subsystem directory in the \NVSRAM directory of the Web downloaded *DS4000 Storage*

Subsystem Controller Firmware Version 06.16.xx.xx package for the DS4700 or the DS4800 subsystems or *DS4000 Storage Subsystem Controller Firmware Version 06.19.xx.xx* package for the DS4500 or the DS4300 dual-controller Standard and Turbo models.

One of two windows displays:

- If you receive the message NVSRAM download successful displayed in the Downloading window, click **Done** to close the Downloading window and then continue with step 9.
- If you see an error window displaying a Controller Download Timeout error, power off and then power on the DS4000. Then verify that the NVSRAM was downloaded correctly to controller B of the storage subsystem.

To verify that the correct NVSRAM version was downloaded, click **Storage Subsystem** → **View Profile**. In the Storage Subsystem Profile window, look for the correct NVSRAM file version under the All tab.

- If the NVSRAM was downloaded correctly, continue with step 9.
- If the NVSRAM was not downloaded correctly, try the NVSRAM download again. If the problem persists after the second storage subsystem power-cycle, call your IBM technical support representative.

9. Click **Done** to close the Downloading window.
10. Click **Advanced** → **Maintenance** → **Download** → **Controller Firmware**. The Firmware Download window opens.
11. Select the directory that contains the controller firmware file, then select the name of the controller firmware file. Click **OK** to close the window and continue.
The firmware files are located in the appropriate DS4000 storage subsystem directory in the \FIRMWARE directory of the Web downloaded *DS4000 Storage Subsystem Controller Firmware Version 06.16.xx.xx* package for the DS4700 or the DS4800 subsystems or *DS4000 Storage Subsystem Controller Firmware Version 06.19.xx.xx* package for the DS4500 or the DS4300 dual-controller Standard and Turbo models.
12. One of two windows displays:
 - If you receive the message Firmware download is successful in the Downloading window and the New Firmware Detected window displays, then continue with step 13.
 - If you see an error window displaying a Controller Download Timeout error, power off and then power on the DS4000. Verify that the firmware was downloaded correctly to controller B of the storage subsystem.
To verify that the correct firmware version was downloaded, perform the following steps:
 - a. Right-click the controller B icon in the Physical pane of the Subsystem Management window and select **Properties**.
 - b. Look for the entries starting with "Appware version" and "Bootware version" when the Controller Properties window opens.
 - If the firmware was downloaded correctly, continue with step 13.
 - If the firmware was not downloaded correctly, try the firmware download again. If the problem persists after the second storage subsystem power-cycle, call your IBM technical support representative.
13. Click **OK** to close the New Firmware Detected window and the Subsystem Management window.

14. Power on the EXP810 storage expansion enclosure and add it to the DS4000 controller redundant drive channel/loop pair one at a time. See information about adding expansion enclosures containing new hard drives in the *DS4000/DS5000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide*.

Appendix B. Records

Whenever you add options to your storage expansion enclosure, be sure to update the information in this appendix. Accurate, up-to-date records make it easier to add other options and provide needed data whenever you contact your IBM technical support representative.

Identification numbers

Record and retain the following information.

Product name:	IBM System Storage DS4000 EXP810 Storage Expansion Enclosure
Machine type:	1812
Model number:	81A, 81H, 81S, 81T
Serial number:	

The serial number is located on the bottom inside surface at the rear and on the bottom right at the front of the EXP810.

Storage subsystem and controller information record

Table 41 provides a data sheet for recording storage subsystem names, management types, Ethernet hardware addresses, and IP addresses. Make a copy of this table and complete the information for your storage subsystems and controllers. Use the information to set up the BOOTP table for the network server and the host or Domain Name System (DNS) table. The information is also helpful if you add storage subsystems after initial installation. Refer to your DS Storage Manager documentation for detailed instructions about how to obtain the information. For a sample information record, see Table 42 on page 149.

Table 41. Storage subsystem and controller information record

Storage subsystem name	Management method	Controllers-Ethernet and IP addresses, and host name		Host-IP address and host name

Sample information record

Table 42 shows a sample information record. This network contains storage subsystems that are managed by using both the direct-management and host-agent-management method.

Table 42. Sample information record

Storage subsystem name	Management method	Controllers-Ethernet and IP addresses, and host name		Host-IP address and host name
		Controller A	Controller B	
Finance	Direct	Hardware Ethernet address = 00a0b8020420	Hardware Ethernet address = 00a0b80000d8	
		IP address = 192.168.128.101	IP address = 192.168.128.102	
		Host = Denver_a	Host = Denver_b	
Engineering	Host-agent			IP address = 192.168.2.22
				Host = Atlanta

Appendix C. Rack mounting template

This appendix provides duplicate copies of the rack mounting templates. If you want to tear out the templates from this document for easier use, use these copies rather than those provided in “Installing the support rails” on page 32.

Use the following templates (Figure 63 on page 152 and Figure 64 on page 153) to identify the proper locations for inserting M5 screws when mounting the support rails and EXP810 to a rack. The locations for the M5 screws are highlighted in the templates.

The EXP810 is 3 U high. Align the template with the rack at a U boundary. U boundaries are shown as horizontal dashed lines in the rack mounting templates.

Note: The mounting holes that are shown in the following templates are square. The holes in your rack might be round or square.

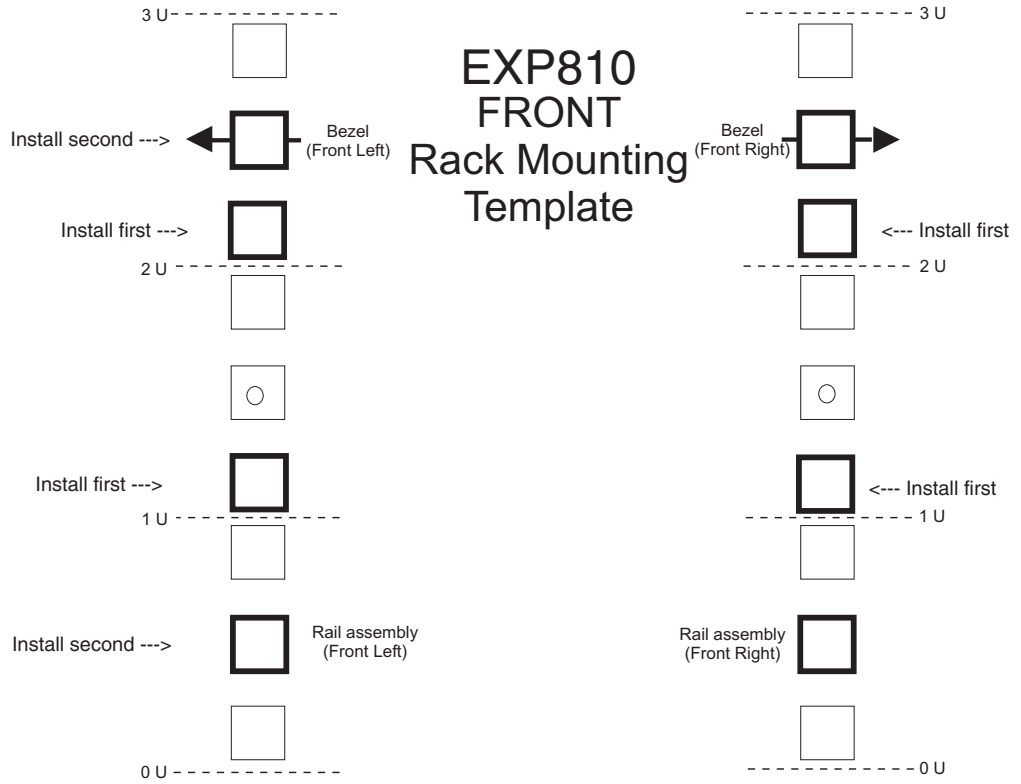


Figure 63. Front rack mounting template

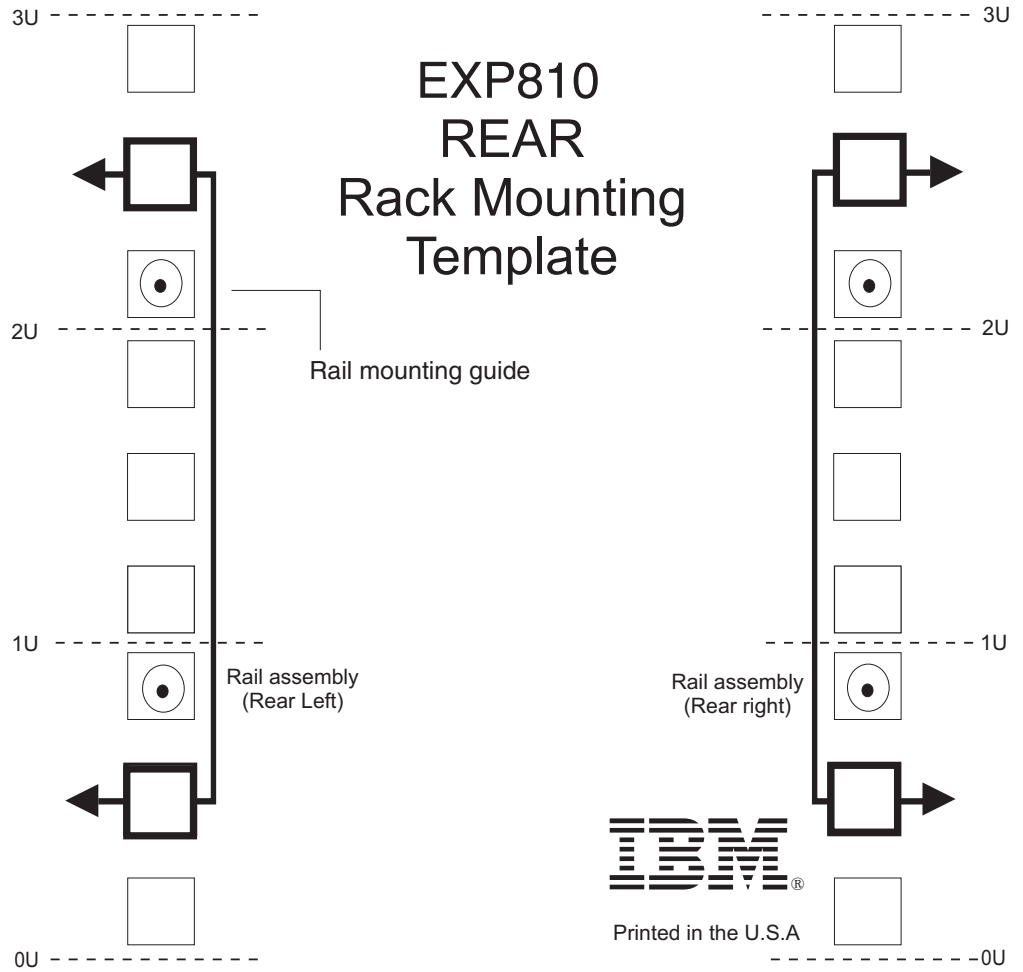


Figure 64. Rear rack mounting template

Appendix D. Power cords

For your safety, IBM provides a power cord with a grounded attachment plug to use with this IBM product. To avoid electrical shock, always use the power cord and plug with a properly grounded outlet.

IBM power cords used in the United States and Canada are listed by Underwriter's Laboratories (UL) and certified by the Canadian Standards Association (CSA).

For units intended to be operated at 115 volts: Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a parallel blade, grounding-type attachment plug rated 15 amperes, 125 volts.

For units intended to be operated at 230 volts (U.S. use): Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a tandem blade, grounding-type attachment plug rated 15 amperes, 250 volts.

For units intended to be operated at 230 volts (outside the U.S.): Use a cord set with a grounding-type attachment plug. The cord set should have the appropriate safety approvals for the country in which the equipment will be installed.

IBM power cords for a specific country or region are usually available only in that country or region.

Table 44. IBM power cords

IBM power cord part number	Feature code	Description	Used in these countries or regions
39Y7931	9800	Power Cord (125v, 10A, 4.3m)	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Cayman Islands, Costa Rica, Columbia, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Thailand, Turks and Caicos Islands, United States, Venezuela

Table 44. IBM power cords (continued)

IBM power cord part number	Feature code	Description	Used in these countries or regions
39Y7917	9820	Power Cord (250v, 10A, 2.8m)	Afghanistan, Albania, Algeria, Andorra, Angola, Armenia, Austria, Azerbaijan, Belarus, Belgium, Benin, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Democratic Republic of), Congo (Republic of), Cote D'Ivoire (Ivory Coast), Croatia (Republic of), Czech Rep, Dahomey, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Finland, France, French Guyana, French Polynesia, Gabon, Georgia, Germany, Greece, Guadeloupe, Guinea, Guinea Bissau, Hungary, Iceland, Indonesia, Iran, Kazakhstan, Kyrgyzstan, Laos (Peoples Democratic Republic of), Latvia, Lebanon, Lithuania, Luxembourg, Macedonia (former Yugoslav Republic of), Madagascar, Mali, Martinique, Mauritania, Mauritius, Mayotte, Moldova (Republic of), Monaco, Mongolia, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Reunion, Romania, Russian Federation Rwanda, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia (Republic of), Somalia, Spain, Suriname, Sweden, Syrian Arab Republic, Tajikistan, Tahiti, Togo, Tunisia, Turkey, Turkmenistan, Ukraine, Upper Volta, Uzbekistan, Vanuatu, Vietnam, Wallis and Futuna, Yugoslavia (Federal Republic of), Zaire
39Y7918	9821	Power Cord (250v, 10A, 2.8m)	Denmark

Table 44. IBM power cords (continued)

IBM power cord part number	Feature code	Description	Used in these countries or regions
39Y7923	9825	Power Cord (250v, 10A, 2.8m)	Abu Dhabi, Bahrain, Botswana, Brunei Darussalam, Channel Islands, Cyprus, Dominica, Gambia, Ghana, Grenada, Guyana, Hong Kong, Iraq, Ireland, Jordan, Kenya, Kuwait, Liberia, Malawi, Malaysia, Malta, Myanmar (Burma), Nigeria, Oman, Qatar, Saint Kitts & Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Sudan, Tanzania (United Republic of), Trinidad & Tobago, United Arab Emirates (Dubai), United Kingdom, Yemen, Zambia, Zimbabwe
39Y7920	9827	Power Cord (250v, 10A, 2.8m)	Israel
39Y7919	9828	Power Cord (250v, 10A, 2.8m)	Liechtenstein, Switzerland
39Y7922	9829	Power Cord (250v, 10A, 2.8m)	Bangladesh, Lesotho, Maceo, Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda
39Y7925	9845	Power Cord (250v, 12A, 2.8m)	Korea (Democratic Peoples Republic of)
39Y7921	9830	Power Cord (250v, 10A, 2.8m)	Chile, Italy, Libyan Arab Jamahiriya
39M7924	9831	Power Cord (250v, 10A, 2.8m)	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea
39Y7930	9834	Power Cord (250v, 10A, 2.8m)	Argentina, Paraguay, Uruguay
39Y7928	9840	Power Cord (250v, 10A, 2.8m)	China
39M2830	9841	Power Cord 1.8m long	Taiwan
39Y7929	9842	Power Cord (125v, 10A, 2.8m)	Brazil
39Y7927	9843	Power Cord (250v, 10A, 2.8m)	India
39Y7926	9844	Power Cord (125v, 10A, 4.3m)	Japan
N/A	9986	Power Cord (125v, 10A, 1.8m) - US/Chicago	

Appendix E. Additional System Storage DS documentation

The following tables present an overview of the IBM System Storage DS Storage Manager, Storage Subsystem, and Storage Expansion Enclosure product libraries, as well as other related documents. Each table lists documents that are included in the libraries and what common tasks they address.

You can access the documents listed in these tables at both of the following Web sites:

www.ibm.com/servers/storage/support/disk/

www.ibm.com/shop/publications/order/

DS Storage Manager Version 10 library

Table 45 associates each document in the DS Version 10 Storage Manager library with its related common user tasks.

Table 45. DS Storage Manager Version 10 titles by user tasks

Title	User tasks					
	Planning	Hardware installation	Software installation	Configuration	Operation and administration	Diagnosis and maintenance
<i>IBM System Storage DS Storage Manager Installation and Host Support Guide (all operating systems)</i>	✓		✓	✓		
<i>IBM System Storage DS Storage Manager Command Line Interface and Script Commands Programming Guide</i>				✓	✓	✓
<i>IBM System Storage DS Storage Manager Copy Services User's Guide</i>	✓		✓	✓	✓	
<i>IBM System Storage DS4000/DS5000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview</i>	✓	✓	✓	✓		

DS5100 and DS5300 Storage Subsystem library

Table 46 on page 160 associates each document in the DS5100 and DS5300 Storage Subsystem library with its related common user tasks.

Table 46. DS5100 and DS5300 Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage DS5100 and DS5300 Storage Subsystem Installation, User's and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage Quick Start Guide, Quick Reference for DS5100 and DS5300 Storage Subsystems, and for the EXP5000 Storage Expansion Enclosure</i>		✓	✓	✓		
<i>IBM System Storage DS5000 EXP5000 Storage Expansion Enclosure Installation, User's, and Maintenance Guide</i>						
<i>Installing or replacing a DS5000 Cache and Flash Memory Card</i>	✓	✓		✓		
<i>Installing or replacing a DS5000 Host Interface Card</i>	✓	✓		✓		

DS4800 Storage Subsystem library

Table 47 associates each document in the DS4800 Storage Subsystem library with its related common user tasks.

Table 47. DS4800 Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage DS4800 Storage Subsystem Installation, User's and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage Quick Start Guide, Quick Reference for the DS4800</i>		✓	✓	✓		

Table 47. DS4800 Storage Subsystem document titles by user tasks (continued)

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4800 Controller Cache Upgrade Kit Instructions</i>	✓	✓		✓		

DS4700 Storage Subsystem library

Table 48 associates each document in the DS4700 Storage Subsystem library with its related common user tasks.

Table 48. DS4700 Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage DS4700 Storage Subsystem Installation, User's and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage Quick Start Guide, Quick Reference for the DS4700 and DS4200, Sections 2, 3, and 4 also for installing the EXP810 and EXP420</i>		✓	✓	✓		

DS4500 Storage Subsystem library

Table 49 associates each document in the DS4500 (previously FASiT900) Storage Subsystem library with its related common user tasks.

Table 49. DS4500 Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4500 Storage Subsystem Installation, User's, and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4500 Storage Subsystem Cabling Instructions</i>	✓	✓				
<i>IBM TotalStorage DS4500 Rack Mounting Instructions</i>	✓	✓				

DS4400 Storage Subsystem library

Table 50 associates each document in the DS4400 (previously FAStT700) Storage Subsystem library with its related common user tasks.

Table 50. DS4400 Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4400 Fibre Channel Storage Server User's Guide</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4400 Fibre Channel Storage Server Installation and Support Guide</i>	✓	✓		✓	✓	
<i>IBM TotalStorage DS4400 Fibre Channel Cabling Instructions</i>	✓	✓				

DS4300 Storage Subsystem library

Table 51 associates each document in the DS4300 (previously FAStT600) Storage Subsystem library with its related common user tasks.

Table 51. DS4300 Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4300 Storage Subsystem Installation, User's, and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4300 Rack Mounting Instructions</i>	✓	✓				
<i>IBM TotalStorage DS4300 Storage Subsystem Cabling Instructions</i>	✓	✓				
<i>IBM TotalStorage DS4300 SCU Base Upgrade Kit</i>		✓	✓			
<i>IBM TotalStorage DS4300 SCU Turbo Upgrade Kit</i>		✓	✓			
<i>IBM TotalStorage DS4300 Turbo Models 6LU/6LX Upgrade Kit</i>		✓	✓			

DS4200 Express Storage Subsystem library

Table 52 associates each document in the DS4200 Express Storage Subsystem library with its related common user tasks.

Table 52. DS4200 Express Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage DS4200 Express Storage Subsystem Installation, User's and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage Quick Start Guide, Quick Reference for the DS4700 and DS4200, Sections 2, 3, and 4 also for installing the EXP810 and EXP420</i>		✓	✓	✓		

DS4100 Storage Subsystem library

Table 53 associates each document in the DS4100 (previously FAStT100) Storage Subsystem library with its related common user tasks.

Table 53. DS4100 Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4100 Storage Server Installation, User's and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4100 Storage Server Cabling Guide</i>		✓				

DS5000 Storage Expansion Enclosure documents

Table 54 associates each of the following documents with its related common user tasks.

Table 54. DS5000 Storage Expansion Enclosure document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage DS5000 EXP5000 Storage Expansion Enclosure Installation, User's, and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage Quick Start Guide, Quick Reference for DS5100 and DS5300 Storage Subsystems, and for the EXP5000 Storage Expansion Enclosure</i>		✓	✓	✓		
<i>IBM System Storage DS4000/DS5000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide</i>	✓	✓				

DS4000 Storage Expansion Enclosure documents

Table 55 associates each of the following documents with its related common user tasks.

Table 55. DS4000 Storage Expansion Enclosure document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage DS4000 EXP810 Storage Expansion Enclosure Installation, User's, and Maintenance Guide</i>	✓	✓		✓	✓	✓

Table 55. DS4000 Storage Expansion Enclosure document titles by user tasks (continued)

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage Quick Start Guide, Quick Reference for the DS4700 and DS4200, Sections 2, 3, and 4 also for installing the EXP810 and EXP420</i>		✓	✓	✓		
<i>IBM TotalStorage DS4000 EXP700 and EXP710 Storage Expansion Enclosures Installation, User's, and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM DS4000 EXP500 Installation and User's Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage DS4000 EXP420 Storage Expansion Enclosure Installation, User's, and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage DS4000 Hard Drive and Storage Expansion Enclosures Installation and Migration Guide</i>	✓	✓				

Other DS and DS-related documents

Table 56 associates each of the following documents with its related common user tasks.

Table 56. DS4000 and DS4000–related document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM Safety Information</i>					✓	
<i>IBM TotalStorage DS4000 Hardware Maintenance Manual</i> 1						✓
<i>IBM System Storage DS4000 Problem Determination Guide</i>						✓
<i>IBM Fibre Channel Planning and Integration: User's Guide and Service Information</i>	✓	✓			✓	✓
<i>IBM TotalStorage DS4000 FC2-133 Host Bus Adapter Installation and User's Guide</i>		✓			✓	
<i>IBM TotalStorage DS4000 FC2-133 Dual Port Host Bus Adapter Installation and User's Guide</i>		✓			✓	
<i>IBM Netfinity® Fibre Channel Cabling Instructions</i>		✓				
<i>IBM Fibre Channel SAN Configuration Setup Guide</i>	✓		✓	✓	✓	

Note: The *IBM TotalStorage DS4000 Hardware Maintenance Manual* does not contain maintenance information for the IBM System Storage DS4100, DS4200, DS4300, DS4500, DS4700, or DS4800 storage subsystems. You can find maintenance information for these products in the *IBM System Storage DSx000 Storage Subsystem Installation, User's, and Maintenance Guide* for the particular subsystem.

Appendix F. Accessibility

This section provides information about alternate keyboard navigation, which is a DS Storage Manager accessibility feature. Accessibility features help a user who has a physical disability, such as restricted mobility or limited vision, to use software products successfully.

By using the alternate keyboard operations that are described in this section, you can use keys or key combinations to perform Storage Manager tasks and initiate many menu actions that can also be done with a mouse.

Note: In addition to the keyboard operations that are described in this section, the DS Storage Manager version 9.14 - 10.10 (and later) software installation packages for Windows include a screen reader software interface.

To enable the screen reader, select **Custom Installation** when using the installation wizard to install Storage Manager 9.14 - 10.10 (or later) on a Windows host/management station. Then, in the Select Product Features window, select **Java Access Bridge**, in addition to the other required host software components.

Table 57 defines the keyboard operations that enable you to navigate, select, or activate user interface components. The following terms are used in the table:

- *Navigate* means to move the input focus from one user interface component to another.
- *Select* means to choose one or more components, typically for a subsequent action.
- *Activate* means to carry out the action of a particular component.

Note: In general, navigation between components requires the following keys:

- **Tab** - Moves keyboard focus to the next component or to the first member of the next group of components
- **Shift-Tab** - Moves keyboard focus to the previous component or to the first component in the previous group of components
- **Arrow keys** - Move keyboard focus within the individual components of a group of components

Table 57. DS4000 Storage Manager alternate keyboard operations

Short cut	Action
F1	Open the Help.
F10	Move keyboard focus to main menu bar and post first menu; use the arrow keys to navigate through the available options.
Alt+F4	Close the management window.
Alt+F6	Move keyboard focus between dialogs (non-modal) and between management windows.

Table 57. DS4000 Storage Manager alternate keyboard operations (continued)

Short cut	Action
Alt+ underlined letter	<p>Access menu items, buttons, and other interface components by using the keys associated with the underlined letters.</p> <p>For the menu options, select the Alt + underlined letter combination to access a main menu, and then select the underlined letter to access the individual menu item.</p> <p>For other interface components, use the Alt + underlined letter combination.</p>
Ctrl+F1	Display or conceal a tool tip when keyboard focus is on the toolbar.
Spacebar	Select an item or activate a hyperlink.
Ctrl+Spacebar (Contiguous/Non-contiguous) AMW Logical/Physical View	<p>Select multiple drives in the Physical View.</p> <p>To select multiple drives, select one drive by pressing Spacebar, and then press Tab to switch focus to the next drive you want to select; press Ctrl+Spacebar to select the drive.</p> <p>If you press Spacebar alone when multiple drives are selected then all selections are removed.</p> <p>Use the Ctrl+Spacebar combination to deselect a drive when multiple drives are selected.</p> <p>This behavior is the same for contiguous and non-contiguous selection of drives.</p>
End, Page Down	Move keyboard focus to the last item in the list.
Esc	Close the current dialog. Does not require keyboard focus.
Home, Page Up	Move keyboard focus to the first item in the list.
Shift+Tab	Move keyboard focus through components in the reverse direction.
Ctrl+Tab	Move keyboard focus from a table to the next user interface component.
Tab	Navigate keyboard focus between components or select a hyperlink.
Down arrow	Move keyboard focus down one item in the list.
Left arrow	Move keyboard focus to the left.
Right arrow	Move keyboard focus to the right.
Up arrow	Move keyboard focus up one item in the list.

Appendix G. Product Recycling and Disposal

This unit contains recyclable materials.

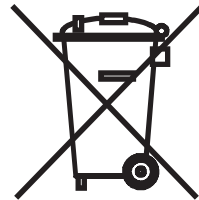
This unit must be recycled or discarded according to applicable local and national regulations. IBM encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. IBM offers a variety of product return programs and services in several countries to assist equipment owners in recycling their IT products. Information on IBM product recycling offerings can be found on IBM's Internet site at:

<http://www.ibm.com/ibm/environment/products/index.shtml>

Note: This paragraph is also translated into Spanish as follows:

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<http://www.ibm.com/ibm/environment/products/index.shtml>



Notice: This mark applies only to countries within the European Union (EU) and Norway.

Appliances are labeled in accordance with European Directive 2002/96/EC concerning waste electrical and electronic equipment (WEEE). The Directive determines the framework for the return and recycling of used appliances as applicable throughout the European Union. This label is applied to various products to indicate that the product is not to be thrown away, but rather reclaimed upon end of life per this Directive.

Remarque : Cette marque s'applique uniquement aux pays de l'Union Européenne et à la Norvège.

L'étiquette du système respecte la Directive européenne 2002/96/EC en matière de Déchets des Equipements Electriques et Electroniques (DEEE), qui détermine les dispositions de retour et de recyclage applicables aux systèmes utilisés à travers l'Union européenne. Conformément à la directive, ladite étiquette précise que le produit sur lequel elle est apposée ne doit pas être jeté mais être récupéré en fin de vie.

注意: このマークは EU 諸国およびノルウェーにおいてのみ適用されます。

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Appendix H. Battery Return Program

This product may contain sealed lead acid, nickel cadmium, nickel metal hydride, lithium, or a lithium ion battery. Consult your user manual or service manual for specific battery information. The battery must be recycled or disposed of properly. Recycling facilities may not be available in your area. For information on disposal of batteries outside the United States, go to <http://www.ibm.com/ibm/environment/products/index.shtml> or contact your local waste disposal facility.

In the United States, IBM has established a return process for reuse, recycling, or proper disposal of used IBM sealed lead acid, nickel cadmium, nickel metal hydride, and other battery packs from IBM Equipment. For information on proper disposal of these batteries, contact IBM at 1-800-426-4333. Please have the IBM part number listed on the battery available prior to your call.

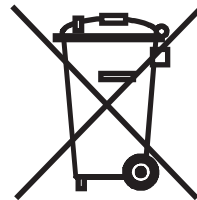
For Taiwan:



Please recycle batteries

廢電池請回收

For the European Union:



Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC concerning batteries and accumulators and waste batteries and accumulators. The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per this Directive.

Les batteries ou emballages pour batteries sont étiquetés conformément aux directives européennes 2006/66/EC, norme relative aux batteries et accumulateurs en usage et aux batteries et accumulateurs usés. Les directives déterminent la marche à suivre en vigueur dans l'Union Européenne pour le retour et le recyclage des batteries et accumulateurs usés. Cette étiquette est appliquée sur diverses batteries pour indiquer que la batterie ne doit pas être mise au rebut mais plutôt récupérée en fin de cycle de vie selon cette norme.

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Spain

This notice is provided in accordance with Royal Decree 106/2008 of Spain: The retail price of batteries, accumulators and power cells includes the cost of the environmental management of their waste.

Perchlorate Material - California

Perchlorate Material - special handling may apply. For more information, see the following Web site:

<http://www.dtsc.ca.gov/hazardouswaste/perchlorate>

The foregoing notice is provided in accordance with California Code of Regulations Title 22, Division 4.5 Chapter 33. Best Management Practices for Perchlorate Materials. This product/part may include a lithium manganese dioxide battery which contains a perchlorate substance.

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Important notes

Processor speeds indicate the internal clock speed of the microprocessor; other factors also affect application performance.

CD-ROM drive speeds list the variable read rate. Actual speeds vary and are often less than the maximum possible.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for approximately 1000 bytes, MB stands for approximately 1 000 000 bytes, and GB stands for approximately 1 000 000 000 bytes.

When referring to hard disk drive capacity or communications volume, MB stands for 1 000 000 bytes, and GB stands for 1 000 000 000 bytes. Total user-accessible capacity may vary depending on operating environments.

Maximum internal hard disk drive capacities assume the replacement of any standard hard disk drives and population of all hard disk drive bays with the largest currently supported drives available from IBM.

Maximum memory may require replacement of the standard memory with an optional memory module.

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Product recycling and disposal

This unit contains materials such as circuit boards, cables, electromagnetic compatibility gaskets, and connectors which may contain lead and copper/beryllium alloys that require special handling and disposal at end of life. Before this unit is disposed of, these materials must be removed and recycled or discarded according to applicable regulations. IBM offers product-return programs in several countries. Information on product recycling offerings can be found on IBM's Internet site at www.ibm.com/ibm/environment/products/prp.shtml.

IBM encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. IBM offers a variety of programs and services to assist equipment owners in recycling their IT products. Information on product recycling offerings can be found on IBM's Internet site at www.ibm.com/ibm/environment/products/prp.shtml.



Notice: This mark applies only to countries within the European Union (EU) and Norway.

Appliances are labeled in accordance with European Directive 2002/96/EC concerning waste electrical and electronic equipment (WEEE). The Directive determines the framework for the return and recycling of used appliances as applicable throughout the European Union. This label is applied to various products to indicate that the product is not to be thrown away, but rather reclaimed upon end of life per this Directive.

Battery return program

This product may contain a sealed lead acid, nickel cadmium, nickel metal hydride, lithium, or lithium ion battery. Consult your user manual or service manual for specific battery information. The battery must be recycled or disposed of properly. Recycling facilities may not be available in your area. For information on disposal of batteries outside the United States, see <http://www.ibm.com/ibm/environment/products/batteryrecycle.shtml> or contact your local waste disposal facility.

In the United States, IBM has established a return process for reuse, recycling, or proper disposal of used IBM sealed lead acid, nickel cadmium, nickel metal hydride, and battery packs from IBM equipment. For information on proper disposal of these batteries, contact IBM at 1-800-426-4333. Have the IBM part number listed on the battery available prior to your call.

In the Netherlands, the following applies.



For Taiwan: Please recycle batteries.



Contact information for IBM Taiwan Product Service

This section provides contact information for IBM Taiwan Product Service.

台灣IBM 產品服務聯絡方式：
台灣國際商業機器股份有限公司
台北市松仁路7號3樓
電話：0800-016-888

Electronic emission notices

This section gives the electronic emission notices or statements for the United States and other countries or regions.

Federal Communications Commission (FCC) statement

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Chinese class A compliance statement

Attention: This is a class A statement. In a domestic environment, this product might cause radio interference in which case the user might be required to take adequate measures.

中华人民共和国“A类”警告声明

声明

此为A级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

Industry Canada Class A emission compliance statement

This Class A digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Australia and New Zealand Class A statement

Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

United Kingdom telecommunications safety requirement

Notice to Customers

This apparatus is approved under approval number NS/G/1234/J/100003 for indirect connection to public telecommunication systems in the United Kingdom.

European Union EMC Directive conformance statement

This product is in conformity with the protection requirements of EU Council Directive 2004/108/EC on the approximation of the laws of the Member States relating to electromagnetic compatibility. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a nonrecommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

European Community contact:

IBM Technical Regulations
Pascalstr. 100, Stuttgart, Germany 70569
Tele: 0049 (0)711 785 1176
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Taiwan Class A warning statement

警告使用者：
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Japanese Voluntary Control Council for Interference (VCCI) statement

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Glossary

This glossary defines the special terms, abbreviations, and acronyms used in this publication and other related publications. If you do not find the term you are looking for, see the IBM Glossary of Computing Terms located at the following Web site:

www.ibm.com/ibm/terminology

The following cross-reference conventions are used in this glossary:

See Refers you to (a) a term that is the expanded form of an abbreviation or acronym, or (b) a synonym or more preferred term.

See also

Refers you to a related term.

Abstract Windowing Toolkit (AWT). A Java graphical user interface (GUI).

accelerated graphics port (AGP). A bus specification that gives low-cost 3D graphics cards faster access to main memory on personal computers than the usual peripheral component interconnect (PCI) bus. AGP reduces the overall cost of creating high-end graphics subsystems by using existing system memory.

access volume. A special logical drive that allows the host-agent to communicate with the controllers in the storage subsystem.

adapter. A printed circuit assembly that transmits user data input/output (I/O) between the internal bus of the host system and the external fibre-channel (FC) link and vice versa. Also called an I/O adapter, host adapter, or FC adapter.

advanced technology (AT) bus architecture. A bus standard for IBM compatibles. It extends the XT bus architecture to 16 bits and also allows for bus mastering, although only the first 16 MB of main memory are available for direct access.

agent. A server program that receives virtual connections from the network manager (the client program) in a Simple Network Management Protocol-Transmission Control Protocol/Internet Protocol (SNMP-TCP/IP) network-managing environment.

AGP. See *accelerated graphics port*.

AL_PA. See *arbitrated loop physical address*.

arbitrated loop. One of three existing fibre-channel topologies, in which 2 - 126 ports are interconnected serially in a single loop circuit. Access to the Fibre

Channel Arbitrated Loop (FC-AL) is controlled by an arbitration scheme. The FC-AL topology supports all classes of service and guarantees in-order delivery of FC frames when the originator and responder are on the same FC-AL. The default topology for the disk array is arbitrated loop. An arbitrated loop is sometimes referred to as a Stealth Mode.

arbitrated loop physical address (AL_PA). An 8-bit value that is used to uniquely identify an individual port within a loop. A loop can have one or more AL_PAs.

array. A collection of fibre-channel or SATA hard drives that are logically grouped together. All the drives in the array are assigned the same RAID level. An array is sometimes referred to as a "RAID set." See also *redundant array of independent disks (RAID)*, *RAID level*.

asynchronous write mode. In remote mirroring, an option that allows the primary controller to return a write I/O request completion to the host server before data has been successfully written by the secondary controller. See also *synchronous write mode*, *remote mirroring*, *Global Copy*, *Global Mirroring*.

AT. See *advanced technology (AT) bus architecture*.

ATA. See *AT-attached*.

AT-attached. Peripheral devices that are compatible with the original IBM AT computer standard in which signals on a 40-pin AT-attached (ATA) ribbon cable followed the timings and constraints of the Industry Standard Architecture (ISA) system bus on the IBM PC AT computer. Equivalent to integrated drive electronics (IDE).

auto-volume transfer/auto-disk transfer (AVT/ADT). A function that provides automatic failover in case of controller failure on a storage subsystem.

AVT/ADT. See *auto-volume transfer/auto-disk transfer*.

AWT. See *Abstract Windowing Toolkit*.

basic input/output system (BIOS). The personal computer code that controls basic hardware operations, such as interactions with diskette drives, hard disk drives, and the keyboard.

BIOS. See *basic input/output system*.

BOOTP. See *bootstrap protocol*.

bootstrap protocol (BOOTP). In Transmission Control Protocol/Internet Protocol (TCP/IP) networking, an alternative protocol by which a diskless machine can obtain its Internet Protocol (IP) address and such

configuration information as IP addresses of various servers from a BOOTP server.

bridge. A storage area network (SAN) device that provides physical and transport conversion, such as fibre channel to small computer system interface (SCSI) bridge.

bridge group. A bridge and the collection of devices connected to it.

broadcast. The simultaneous transmission of data to more than one destination.

cathode ray tube (CRT). A display device in which controlled electron beams are used to display alphanumeric or graphical data on an electroluminescent screen.

client. A computer system or process that requests a service of another computer system or process that is typically referred to as a server. Multiple clients can share access to a common server.

command. A statement used to initiate an action or start a service. A command consists of the command name abbreviation, and its parameters and flags if applicable. A command can be issued by typing it on a command line or selecting it from a menu.

community string. The name of a community contained in each Simple Network Management Protocol (SNMP) message.

concurrent download. A method of downloading and installing firmware that does not require the user to stop I/O to the controllers during the process.

CRC. See *cyclic redundancy check*.

CRT. See *cathode ray tube*.

CRU. See *customer replaceable unit*.

customer replaceable unit (CRU). An assembly or part that a customer can replace in its entirety when any of its components fail. Contrast with *field replaceable unit (FRU)*.

cyclic redundancy check (CRC). (1) A redundancy check in which the check key is generated by a cyclic algorithm. (2) An error detection technique performed at both the sending and receiving stations.

dac. See *disk array controller*.

dar. See *disk array router*.

DASD. See *direct access storage device*.

data striping. See *striping*.

default host group. A logical collection of discovered host ports, defined host computers, and defined host groups in the storage-partition topology that fulfill the following requirements:

- Are not involved in specific logical drive-to-LUN mappings
- Share access to logical drives with default logical drive-to-LUN mappings

device type. Identifier used to place devices in the physical map, such as the switch, hub, or storage.

DHCP. See *Dynamic Host Configuration Protocol*.

direct access storage device (DASD). A device in which access time is effectively independent of the location of the data. Information is entered and retrieved without reference to previously accessed data. (For example, a disk drive is a DASD, in contrast with a tape drive, which stores data as a linear sequence.) DASDs include both fixed and removable storage devices.

direct memory access (DMA). The transfer of data between memory and an input/output (I/O) device without processor intervention.

disk array controller (dac). A disk array controller device that represents the two controllers of an array. See also *disk array router*.

disk array router (dar). A disk array router that represents an entire array, including current and deferred paths to all logical unit numbers (LUNs) (hdisks on AIX). See also *disk array controller*.

DMA. See *direct memory access*.

domain. The most significant byte in the node port (N_port) identifier for the fibre-channel (FC) device. It is not used in the fibre channel-small computer system interface (FC-SCSI) hardware path ID. It is required to be the same for all SCSI targets logically connected to an FC adapter.

drive channels. The DS4200, DS4700, DS4800, and DS5000 subsystems use dual-port drive channels that, from the physical point of view, are connected in the same way as two drive loops. However, from the point of view of the number of drives and enclosures, they are treated as a single drive loop instead of two different drive loops. A group of storage expansion enclosures are connected to the DS4000/DS5000 storage subsystems using a drive channel from each controller. This pair of drive channels is referred to as a redundant drive channel pair.

drive loops. A drive loop consists of one channel from each controller combined to form one pair of redundant drive channels or a redundant drive loop. Each drive loop is associated with two ports. Drive loops are more commonly referred to as drive channels. See *drive channels*.

DRAM. See *dynamic random access memory*.

Dynamic Host Configuration Protocol (DHCP). A protocol defined by the Internet Engineering Task Force that is used for dynamically assigning Internet Protocol (IP) addresses to computers in a network.

dynamic random access memory (DRAM). A storage in which the cells require repetitive application of control signals to retain stored data.

ECC. See *error correction coding*.

EEPROM. See *electrically erasable programmable read-only memory*.

EISA. See *Extended Industry Standard Architecture*.

electrically erasable programmable read-only memory (EEPROM). A type of memory chip which can retain its contents without consistent electrical power. Unlike the PROM which can be programmed only once, the EEPROM can be erased electrically. Because it can only be reprogrammed a limited number of times before it wears out, it is appropriate for storing small amounts of data that are changed infrequently.

electrostatic discharge (ESD). The flow of current that results when objects that have a static charge come into close enough proximity to discharge.

environmental service module (ESM) canister. A component in a storage expansion enclosure that monitors the environmental condition of the components in that enclosure. Not all storage subsystems have ESM canisters.

E_port. See *expansion port*.

error correction coding (ECC). A method for encoding data so that transmission errors can be detected and corrected by examining the data on the receiving end. Most ECCs are characterized by the maximum number of errors they can detect and correct.

ESD. See *electrostatic discharge*.

ESM canister. See *environmental service module canister*.

automatic ESM firmware synchronization. When you install a new ESM into an existing storage expansion enclosure in a DS4000 storage subsystem that supports automatic ESM firmware synchronization, the firmware in the new ESM is automatically synchronized with the firmware in the existing ESM.

EXP. See *storage expansion enclosure*.

expansion port (E_port). A port that connects the switches for two fabrics.

Extended Industry Standard Architecture (EISA). A bus standard for IBM compatibles that extends the

Industry Standard Architecture (ISA) bus architecture to 32 bits and allows more than one central processing unit (CPU) to share the bus. See also *Industry Standard Architecture*.

fabric. A fibre channel entity which interconnects and facilitates logins of N_ports attached to it. The fabric is responsible for routing frames between source and destination N_ports using address information in the frame header. A fabric can be as simple as a point-to-point channel between two N_ports, or as complex as a frame-routing switch that provides multiple and redundant internal pathways within the fabric between F_ports.

fabric port (F_port). In a fabric, an access point for connecting a user's N_port. An F_port facilitates N_port logins to the fabric from nodes connected to the fabric. An F_port is addressable by the N_port connected to it. See also *fabric*.

FC. See *Fibre Channel*.

FC-AL. See *arbitrated loop*.

feature enable identifier. A unique identifier for the storage subsystem, which is used in the process of generating a premium feature key. See also *premium feature key*.

Fibre Channel (FC). A set of standards for a serial input/output (I/O) bus capable of transferring data between two ports at up to 100 Mbps, with standards proposals to go to higher speeds. FC supports point-to-point, arbitrated loop, and switched topologies.

Fibre Channel Arbitrated Loop (FC-AL). See *arbitrated loop*.

Fibre Channel Protocol (FCP) for small computer system interface (SCSI). A high-level fibre-channel mapping layer (FC-4) that uses lower-level fibre-channel (FC-PH) services to transmit SCSI commands, data, and status information between a SCSI initiator and a SCSI target across the FC link by using FC frame and sequence formats.

field replaceable unit (FRU). An assembly that is replaced in its entirety when any one of its components fails. In some cases, a field replaceable unit might contain other field replaceable units. Contrast with *customer replaceable unit (CRU)*.

FlashCopy. A premium feature for DS4000 that can make an instantaneous copy of the data in a volume.

F_port. See *fabric port*.

FRU. See *field replaceable unit*.

GBIC. See *gigabit interface converter*

gigabit interface converter (GBIC). A transceiver that performs serial, optical-to-electrical, and

electrical-to-optical signal conversions for high-speed networking. A GBIC can be hot swapped. See also *small form-factor pluggable*.

Global Copy. Refers to a remote logical drive mirror pair that is set up using asynchronous write mode without the write consistency group option. This is also referred to as "Asynchronous Mirroring without Consistency Group." Global Copy does not ensure that write requests to multiple primary logical drives are carried out in the same order on the secondary logical drives as they are on the primary logical drives. If it is critical that writes to the primary logical drives are carried out in the same order in the appropriate secondary logical drives, Global Mirroring should be used instead of Global Copy. See also *asynchronous write mode*, *Global Mirroring*, *remote mirroring*, *Metro Mirroring*.

Global Mirroring. Refers to a remote logical drive mirror pair that is set up using asynchronous write mode with the write consistency group option. This is also referred to as "Asynchronous Mirroring with Consistency Group." Global Mirroring ensures that write requests to multiple primary logical drives are carried out in the same order on the secondary logical drives as they are on the primary logical drives, preventing data on the secondary logical drives from becoming inconsistent with the data on the primary logical drives. See also *asynchronous write mode*, *Global Copy*, *remote mirroring*, *Metro Mirroring*.

graphical user interface (GUI). A type of computer interface that presents a visual metaphor of a real-world scene, often of a desktop, by combining high-resolution graphics, pointing devices, menu bars and other menus, overlapping windows, icons, and the object-action relationship.

GUI. See *graphical user interface*.

HBA. See *host bus adapter*.

hdisk. An AIX term representing a logical unit number (LUN) on an array.

heterogeneous host environment. A host system in which multiple host servers, which use different operating systems with their own unique disk storage subsystem settings, connect to the same DS4000 storage subsystem at the same time. See also *host*.

host. A system that is directly attached to the storage subsystem through a fibre-channel input/output (I/O) path. This system is used to serve data (typically in the form of files) from the storage subsystem. A system can be both a storage management station and a host simultaneously.

host bus adapter (HBA). An interface between the fibre-channel network and a workstation or server.

host computer. See *host*.

host group. An entity in the storage partition topology that defines a logical collection of host computers that require shared access to one or more logical drives.

host port. Ports that physically reside on the host adapters and are automatically discovered by the DS4000 Storage Manager software. To give a host computer access to a partition, its associated host ports must be defined.

hot swap. To replace a hardware component without turning off the system.

hub. In a network, a point at which circuits are either connected or switched. For example, in a star network, the hub is the central node; in a star/ring network, it is the location of wiring concentrators.

IBMSAN driver. The device driver that is used in a Novell NetWare environment to provide multipath input/output (I/O) support to the storage controller.

IC. See *integrated circuit*.

IDE. See *integrated drive electronics*.

in-band. Transmission of management protocol over the fibre-channel transport.

Industry Standard Architecture (ISA). Unofficial name for the bus architecture of the IBM PC/XT personal computer. This bus design included expansion slots for plugging in various adapter boards. Early versions had an 8-bit data path, later expanded to 16 bits. The "Extended Industry Standard Architecture" (EISA) further expanded the data path to 32 bits. See also *Extended Industry Standard Architecture*.

initial program load (IPL). The initialization procedure that causes an operating system to commence operation. Also referred to as a system restart, system startup, and boot.

integrated circuit (IC). A microelectronic semiconductor device that consists of many interconnected transistors and other components. ICs are constructed on a small rectangle cut from a silicon crystal or other semiconductor material. The small size of these circuits allows high speed, low power dissipation, and reduced manufacturing cost compared with board-level integration. Also known as a *chip*.

integrated drive electronics (IDE). A disk drive interface based on the 16-bit IBM personal computer Industry Standard Architecture (ISA) in which the controller electronics reside on the drive itself, eliminating the need for a separate adapter card. Also known as an Advanced Technology Attachment Interface (ATA).

Internet Protocol (IP). A protocol that routes data through a network or interconnected networks. IP acts as an intermediary between the higher protocol layers and the physical network.

Internet Protocol (IP) address. The unique 32-bit address that specifies the location of each device or workstation on the Internet. For example, 9.67.97.103 is an IP address.

interrupt request (IRQ). A type of input found on many processors that causes the processor to suspend normal processing temporarily and start running an interrupt handler routine. Some processors have several interrupt request inputs that allow different priority interrupts.

IP. See *Internet Protocol*.

IPL. See *initial program load*.

IRQ. See *interrupt request*.

ISA. See *Industry Standard Architecture*.

Java Runtime Environment (JRE). A subset of the Java Development Kit (JDK) for end users and developers who want to redistribute the Java Runtime Environment (JRE). The JRE consists of the Java virtual machine, the Java Core Classes, and supporting files.

JRE. See *Java Runtime Environment*.

label. A discovered or user entered property value that is displayed underneath each device in the Physical and Data Path maps.

LAN. See *local area network*.

LBA. See *logical block address*.

local area network (LAN). A computer network located on a user's premises within a limited geographic area.

logical block address (LBA). The address of a logical block. Logical block addresses are typically used in hosts' I/O commands. The SCSI disk command protocol, for example, uses logical block addresses.

logical partition (LPAR). (1) A subset of a single system that contains resources (processors, memory, and input/output devices). A logical partition operates as an independent system. If hardware requirements are met, multiple logical partitions can exist within a system. (2) A fixed-size portion of a logical volume. A logical partition is the same size as the physical partitions in its volume group. Unless the logical volume of which it is a part is mirrored, each logical partition corresponds to, and its contents are stored on, a single physical partition. (3) One to three physical partitions (copies). The number of logical partitions within a logical volume is variable.

logical unit number (LUN). An identifier used on a small computer system interface (SCSI) bus to distinguish among up to eight devices (logical units) with the same SCSI ID.

loop address. The unique ID of a node in fibre-channel loop topology sometimes referred to as a loop ID.

loop group. A collection of storage area network (SAN) devices that are interconnected serially in a single loop circuit.

loop port. A node port (N_port) or fabric port (F_port) that supports arbitrated loop functions associated with an arbitrated loop topology.

LPAR. See *logical partition*.

LUN. See *logical unit number*.

MAC. See *medium access control*.

management information base (MIB). The information that is on an agent. It is an abstraction of configuration and status information.

man pages. In UNIX-based operating systems, online documentation for operating system commands, subroutines, system calls, file formats, special files, stand-alone utilities, and miscellaneous facilities. Invoked by the **man** command.

MCA. See *micro channel architecture*.

media scan. A media scan is a background process that runs on all logical drives in the storage subsystem for which it has been enabled, providing error detection on the drive media. The media scan process scans all logical drive data to verify that it can be accessed, and optionally scans the logical drive redundancy information.

medium access control (MAC). In local area networks (LANs), the sublayer of the data link control layer that supports medium-dependent functions and uses the services of the physical layer to provide services to the logical link control sublayer. The MAC sublayer includes the method of determining when a device has access to the transmission medium.

Metro Mirroring. This term is used to refer to a remote logical drive mirror pair which is set up with synchronous write mode. See also *remote mirroring*, *Global Mirroring*.

MIB. See *management information base*.

micro channel architecture (MCA). Hardware that is used for PS/2 Model 50 computers and above to provide better growth potential and performance characteristics when compared with the original personal computer design.

Microsoft Cluster Server (MSCS). MSCS, a feature of Windows NT Server (Enterprise Edition), supports the connection of two servers into a cluster for higher availability and easier manageability. MSCS can automatically detect and recover from server or application failures. It can also be used to balance server workload and provide for planned maintenance.

mini hub. An interface card or port device that receives short-wave fiber channel GBICs or SFPs. These devices enable redundant fibre channel connections from the host computers, either directly or through a fibre channel switch or managed hub, over optical fiber cables to the DS4000 Storage Server controllers. Each DS4000 controller is responsible for two mini hubs. Each mini hub has two ports. Four host ports (two on each controller) provide a cluster solution without use of a switch. Two host-side mini hubs are shipped as standard. See also *host port*, *gigabit interface converter (GBIC)*, *small form-factor pluggable (SFP)*.

mirroring. A fault-tolerance technique in which information on a hard disk is duplicated on additional hard disks. See also *remote mirroring*.

model. The model identification that is assigned to a device by its manufacturer.

MSCS. See *Microsoft Cluster Server*.

network management station (NMS). In the Simple Network Management Protocol (SNMP), a station that runs management application programs that monitor and control network elements.

NMI. See *non-maskable interrupt*.

NMS. See *network management station*.

non-maskable interrupt (NMI). A hardware interrupt that another service request cannot overrule (mask). An NMI bypasses and takes priority over interrupt requests generated by software, the keyboard, and other such devices and is issued to the microprocessor only in disastrous circumstances, such as severe memory errors or impending power failures.

node. A physical device that allows for the transmission of data within a network.

node port (N_port). A fibre-channel defined hardware entity that performs data communications over the fibre-channel link. It is identifiable by a unique worldwide name. It can act as an originator or a responder.

nonvolatile storage (NVS). A storage device whose contents are not lost when power is cut off.

N_port. See *node port*.

NVS. See *nonvolatile storage*.

NVSRAM. Nonvolatile storage random access memory. See *nonvolatile storage*.

Object Data Manager (ODM). An AIX proprietary storage mechanism for ASCII stanza files that are edited as part of configuring a drive into the kernel.

ODM. See *Object Data Manager*.

out-of-band. Transmission of management protocols outside of the fibre-channel network, typically over Ethernet.

partitioning. See *storage partition*.

parity check. (1) A test to determine whether the number of ones (or zeros) in an array of binary digits is odd or even. (2) A mathematical operation on the numerical representation of the information communicated between two pieces. For example, if parity is odd, any character represented by an even number has a bit added to it, making it odd, and an information receiver checks that each unit of information has an odd value.

PCI local bus. See *peripheral component interconnect local bus*.

PDF. See *portable document format*.

performance events. Events related to thresholds set on storage area network (SAN) performance.

peripheral component interconnect local bus (PCI local bus). A local bus for PCs, from Intel, that provides a high-speed data path between the CPU and up to 10 peripherals (video, disk, network, and so on). The PCI bus coexists in the PC with the Industry Standard Architecture (ISA) or Extended Industry Standard Architecture (EISA) bus. ISA and EISA boards plug into an IA or EISA slot, while high-speed PCI controllers plug into a PCI slot. See also *Industry Standard Architecture*, *Extended Industry Standard Architecture*.

polling delay. The time in seconds between successive discovery processes during which discovery is inactive.

port. A part of the system unit or remote controller to which cables for external devices (such as display stations, terminals, printers, switches, or external storage units) are attached. The port is an access point for data entry or exit. A device can contain one or more ports.

portable document format (PDF). A standard specified by Adobe Systems, Incorporated, for the electronic distribution of documents. PDF files are compact; can be distributed globally by e-mail, the Web, intranets, or CD-ROM; and can be viewed with the

Acrobat Reader, which is software from Adobe Systems that can be downloaded at no cost from the Adobe Systems home page.

premium feature key. A file that the storage subsystem controller uses to enable an authorized premium feature. The file contains the feature enable identifier of the storage subsystem for which the premium feature is authorized, and data about the premium feature. See also *feature enable identifier*.

private loop. A freestanding arbitrated loop with no fabric attachment. See also *arbitrated loop*.

program temporary fix (PTF). A temporary solution or bypass of a problem diagnosed by IBM in a current unaltered release of the program.

PTF. See *program temporary fix*.

RAID. See *redundant array of independent disks (RAID)*.

RAID level. An array's RAID level is a number that refers to the method used to achieve redundancy and fault tolerance in the array. See also *array, redundant array of independent disks (RAID)*.

RAID set. See *array*.

RAM. See *random-access memory*.

random-access memory (RAM). A temporary storage location in which the central processing unit (CPU) stores and executes its processes. Contrast with *DASD*.

RDAC. See *redundant disk array controller*.

read-only memory (ROM). Memory in which stored data cannot be changed by the user except under special conditions.

recoverable virtual shared disk (RVSD). A virtual shared disk on a server node configured to provide continuous access to data and file systems in a cluster.

redundant array of independent disks (RAID). A collection of disk drives (*array*) that appears as a single volume to the server, which is fault tolerant through an assigned method of data striping, mirroring, or parity checking. Each array is assigned a RAID level, which is a specific number that refers to the method used to achieve redundancy and fault tolerance. See also *array, parity check, mirroring, RAID level, striping*.

redundant disk array controller (RDAC). (1) In hardware, a redundant set of controllers (either active/passive or active/active). (2) In software, a layer that manages the input/output (I/O) through the active controller during normal operation and transparently reroutes I/Os to the other controller in the redundant set if a controller or I/O path fails.

remote mirroring. Online, real-time replication of data between storage subsystems that are maintained on separate media. The Enhanced Remote Mirror Option is a DS4000 premium feature that provides support for remote mirroring. See also *Global Mirroring, Metro Mirroring*.

ROM. See *read-only memory*.

router. A computer that determines the path of network traffic flow. The path selection is made from several paths based on information obtained from specific protocols, algorithms that attempt to identify the shortest or best path, and other criteria such as metrics or protocol-specific destination addresses.

RVSD. See *recoverable virtual shared disk*.

SAI. See *Storage Array Identifier*.

SA Identifier. See *Storage Array Identifier*.

SAN. See *storage area network*.

SATA. See *serial ATA*.

scope. Defines a group of controllers by their Internet Protocol (IP) addresses. A scope must be created and defined so that dynamic IP addresses can be assigned to controllers on the network.

SCSI. See *small computer system interface*.

segmented loop port (SL_port). A port that allows division of a fibre-channel private loop into multiple segments. Each segment can pass frames around as an independent loop and can connect through the fabric to other segments of the same loop.

sense data. (1) Data sent with a negative response, indicating the reason for the response. (2) Data describing an I/O error. Sense data is presented to a host system in response to a sense request command.

serial ATA. The standard for a high-speed alternative to small computer system interface (SCSI) hard drives. The SATA-1 standard is equivalent in performance to a 10 000 RPM SCSI drive.

serial storage architecture (SSA). An interface specification from IBM in which devices are arranged in a ring topology. SSA, which is compatible with small computer system interface (SCSI) devices, allows full-duplex packet multiplexed serial data transfers at rates of 20 Mbps in each direction.

server. A functional hardware and software unit that delivers shared resources to workstation client units on a computer network.

server/device events. Events that occur on the server or a designated device that meet criteria that the user sets.

SFP. See *small form-factor pluggable*.

Simple Network Management Protocol (SNMP). In the Internet suite of protocols, a network management protocol that is used to monitor routers and attached networks. SNMP is an application layer protocol. Information on devices managed is defined and stored in the application's Management Information Base (MIB).

SL_port. See *segmented loop port*.

SMagent. The DS4000 Storage Manager optional Java-based host-agent software, which can be used on Microsoft Windows, Novell NetWare, AIX, HP-UX, Solaris, and Linux on POWER host systems to manage storage subsystems through the host fibre-channel connection.

SMclient. The DS4000 Storage Manager client software, which is a Java-based graphical user interface (GUI) that is used to configure, manage, and troubleshoot storage servers and storage expansion enclosures in a DS4000 storage subsystem. SMclient can be used on a host system or on a storage management station.

SMruntime. A Java compiler for the SMclient.

SMutil. The DS4000 Storage Manager utility software that is used on Microsoft Windows, AIX, HP-UX, Solaris, and Linux on POWER host systems to register and map new logical drives to the operating system. In Microsoft Windows, it also contains a utility to flush the cached data of the operating system for a particular drive before creating a FlashCopy.

small computer system interface (SCSI). A standard hardware interface that enables a variety of peripheral devices to communicate with one another.

small form-factor pluggable (SFP). An optical transceiver that is used to convert signals between optical fiber cables and switches. An SFP is smaller than a gigabit interface converter (GBIC). See also *gigabit interface converter*.

SNMP. See *Simple Network Management Protocol* and *SNMPv1*.

SNMP trap event. (1) (2) An event notification sent by the SNMP agent that identifies conditions, such as thresholds, that exceed a predetermined value. See also *Simple Network Management Protocol*.

SNMPv1. The original standard for SNMP is now referred to as SNMPv1, as opposed to SNMPv2, a revision of SNMP. See also *Simple Network Management Protocol*.

SRAM. See *static random access memory*.

SSA. See *serial storage architecture*.

static random access memory (SRAM). Random access memory based on the logic circuit known as flip-flop. It is called static because it retains a value as long as power is supplied, unlike dynamic random access memory (DRAM), which must be regularly refreshed. It is however, still volatile, meaning that it can lose its contents when the power is turned off.

storage area network (SAN). A dedicated storage network tailored to a specific environment, combining servers, storage products, networking products, software, and services. See also *fabric*.

Storage Array Identifier (SAI or SA Identifier). The Storage Array Identifier is the identification value used by the DS4000 Storage Manager host software (SMClient) to uniquely identify each managed storage server. The DS4000 Storage Manager SMClient program maintains Storage Array Identifier records of previously-discovered storage servers in the host resident file, which allows it to retain discovery information in a persistent fashion.

storage expansion enclosure (EXP). A feature that can be connected to a system unit to provide additional storage and processing capacity.

storage management station. A system that is used to manage the storage subsystem. A storage management station does not need to be attached to the storage subsystem through the fibre-channel input/output (I/O) path.

storage partition. Storage subsystem logical drives that are visible to a host computer or are shared among host computers that are part of a host group.

storage partition topology. In the DS4000 Storage Manager client, the Topology view of the Mappings window displays the default host group, the defined host group, the host computer, and host-port nodes. The host port, host computer, and host group topological elements must be defined to grant access to host computers and host groups using logical drive-to-LUN mappings.

striping. Splitting data to be written into equal blocks and writing blocks simultaneously to separate disk drives. Striping maximizes performance to the disks. Reading the data back is also scheduled in parallel, with a block being read concurrently from each disk then reassembled at the host.

subnet. An interconnected but independent segment of a network that is identified by its Internet Protocol (IP) address.

sweep method. A method of sending Simple Network Management Protocol (SNMP) requests for information to all the devices on a subnet by sending the request to every device in the network.

switch. A fibre-channel device that provides full bandwidth per port and high-speed routing of data by using link-level addressing.

switch group. A switch and the collection of devices connected to it that are not in other groups.

switch zoning. See *zoning*.

synchronous write mode. In remote mirroring, an option that requires the primary controller to wait for the acknowledgment of a write operation from the secondary controller before returning a write I/O request completion to the host. See also *asynchronous write mode*, *remote mirroring*, *Metro Mirroring*.

system name. Device name assigned by the vendor's third-party software.

TCP. See *Transmission Control Protocol*.

TCP/IP. See *Transmission Control Protocol/Internet Protocol*.

terminate and stay resident program (TSR program). A program that installs part of itself as an extension of DOS when it is executed.

topology. The physical or logical arrangement of devices on a network. The three fibre-channel topologies are fabric, arbitrated loop, and point-to-point. The default topology for the disk array is arbitrated loop.

TL_port. See *translated loop port*.

transceiver. A device that is used to transmit and receive data. Transceiver is an abbreviation of transmitter-receiver.

translated loop port (TL_port). A port that connects to a private loop and allows connectivity between the private loop devices and off loop devices (devices not connected to that particular TL_port).

Transmission Control Protocol (TCP). A communication protocol used in the Internet and in any network that follows the Internet Engineering Task Force (IETF) standards for internetwork protocol. TCP provides a reliable host-to-host protocol between hosts in packet-switched communication networks and in interconnected systems of such networks. It uses the Internet Protocol (IP) as the underlying protocol.

Transmission Control Protocol/Internet Protocol (TCP/IP). A set of communication protocols that provide peer-to-peer connectivity functions for both local and wide-area networks.

trap. In the Simple Network Management Protocol (SNMP), a message sent by a managed node (agent function) to a management station to report an exception condition.

trap recipient. Receiver of a forwarded Simple Network Management Protocol (SNMP) trap. Specifically, a trap receiver is defined by an Internet Protocol (IP) address and port to which traps are sent. Presumably, the actual recipient is a software application running at the IP address and listening to the port.

TSR program. See *terminate and stay resident program*.

uninterruptible power supply. A source of power from a battery that is installed between a computer system and its power source. The uninterruptible power supply keeps the system running if a commercial power failure occurs, until an orderly shutdown of the system can be performed.

user action events. Actions that the user takes, such as changes in the storage area network (SAN), changed settings, and so on.

worldwide port name (WWPN). A unique identifier for a switch on local and global networks.

worldwide name (WWN). A globally unique 64-bit identifier assigned to each fibre channel port.

WORM. See *write-once read-many*.

write-once read many (WORM). Any type of storage medium to which data can be written only a single time, but can be read from any number of times. After the data is recorded, it cannot be altered.

WWN. See *worldwide name*.

zoning. (1) In fibre channel environments, the grouping of multiple ports to form a virtual, private, storage network. Ports that are members of a zone can communicate with each other, but are isolated from ports in other zones. (2) A function that allows segmentation of nodes by address, name, or physical port and is provided by fabric switches or hubs.

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