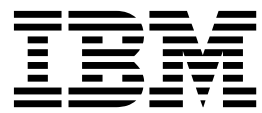


IBM System Storage DCS3700 with Gen2 Controllers

*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 ix and “Notices” on page 203 sections.

This edition applies to the IBM System Storage DCS3700 with Gen2 Controllers, with controller firmware version 7.77, and to all subsequent releases and modifications until otherwise indicated in new editions.

This edition replaces GA32-0959-08.

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Contents

Figures	v
Tables	vii
Safety	ix
About this document	xv
Who should read this document	xv
How this document is organized	xv
Getting information, help, and service	xvi
Before you call	xvi
Using the documentation	xvi
Finding Storage Manager software, controller firmware, and README files	xvi
IBM System Storage Productivity Center	xvii
Essential Web sites for DCS3700 support information	xvii
Software service and support	xvii
Hardware service and support	xviii
Fire suppression systems	xviii
Chapter 1. Introduction	1
Overview	1
SAS defined	2
Fibre Channel defined	2
Operating system support	2
DCS3700 Features.	2
Inventory checklist	4
Receiving product updates and support notifications	6
Best practices guidelines	6
DCS3700 components	7
Drive drawers	8
Disk Drive Modules (DDMs)	9
Controllers	10
Environmental Service Modules (ESMs)	13
Power supplies	14
Fan assemblies	15
Small Form-Factor Pluggable (SFP) modules	16
Software and hardware compatibility and upgrades	17
Software and firmware support code upgrades	17
Determining firmware versions.	18
Specifications	19
Area requirements	19
Environmental requirements and specifications	20
Electrical requirements	22
Heat output, airflow, and cooling	23
Chapter 2. Installing the DCS3700	25
Installation overview	25
Ordering the lift tool	26
World trade locations	26
United States locations	26
Installation sequence	27

Handling static-sensitive devices	28
Preparing for installation	28
Unpacking the shipping box.	29
Tools and hardware required	32
Preparing the site	32
Preparing the rack	33
Installing the support rails	33
Installing and removing the handles	38
Installing the handles	38
Removing the handles.	38
Installing the DCS3700 into a rack.	39
Installing the DDMs	41

Chapter 3. Cabling the DCS3700 storage system **45**

Controller connectors (with SAS host port adapters)	45
Controller connectors (with 10 Gb iSCSI host port adapters)	46
Controller connectors (with Fibre channel host port adapters)	48
Enclosure ID Settings	49
Working with SAS cables	49
Installing SFP/SFP+ modules	51
Removing SFP/SFP+ modules	53
Handling fibre-optic cables	54
Using LC-LC Fibre Channel cables	55
Connecting an LC-LC cable to an SFP/SFP+ module.	56
Removing an LC-LC Fibre Channel cable	57
Cabling the DCS3700 expansion enclosure	58
ESM connectors	58
Connecting the DCS3700 expansion enclosure	59
Adding a storage enclosure to a running dual-controller configuration	60
Redundant drive channel pair	61
Connecting secondary interface cables	62
Configuring the storage system.	62
Overview of installing an IBM BladeCenter configuration to connect to a DCS3700	66
Installing the BladeCenter configuration.	67
Connecting BladeCenter hosts to the DCS3700.. . . .	67
Connecting Fibre Channel hosts to the DCS3700	68
Cabling the power supply	71
Relocating the DCS3700	72

Chapter 4. Operating the DCS3700 storage system and expansion enclosure **73**

Performing the DCS3700 Health Check process	73
Hardware inspection	74
Powering on the DCS3700	75
Installing the Storage Manager Client.	76
Monitoring status through software	77
Firmware updates	78
Troubleshooting the storage subsystem	78

Checking the LEDs	79	Parts listing	173
Front LEDs	79	Seven-segment display sequence codes and their causes	175
Controller LEDs	80	Determining basic information of drive FRUs ..	180
ESM LEDs.	82	Chapter 7. Records	181
Fan assembly LEDs.	83	Identification numbers	181
AC power-supply LEDs	84	Storage subsystem and controller information record	182
Drive drawer LEDs.	85	Sample information record	183
Disk drive LEDs.	85	Installed device records	183
Seven-segment numeric display LEDs	87	Chapter 8. Rack mounting template	185
Cache memory and cache battery	87	Chapter 9. Specifications for non-IBM rack installation	189
Cache memory	88	General safety requirements for IBM products installed in a non-IBM rack or cabinet	189
Controller cache battery	88	Rack specifications	191
Cache battery learn cycle	89	Chapter 10. Power cords	197
Turning off the storage subsystem	89	Chapter 11. Component weights	201
Performing an emergency shutdown	91	Notices	203
Restoring power after an unexpected shutdown ..	92	Trademarks	204
Recovering from an overheated power supply. ..	93	Important notes	205
Chapter 5. Replacing components	95	Particulate contamination	205
Replacing components.	95	Documentation format	206
Service Action Allowed LED.	95	Noise	206
Working with controllers	95	Electronic emission notices	207
Removing a controller	96	Federal Communications Commission Statement	207
Removing and installing a cover	97	Industry Canada Compliance Statement	207
Replacing a controller	98	Australia and New Zealand Class A Statement	207
Removing and disposing of the system-board lithium battery	103	European Union Electromagnetic Compatibility Directive	207
Installing an optional host interface adapter	105	Germany Electromagnetic Compatibility Directive	208
Replacing an optional host interface adapter	107	People's Republic of China Class A Statement	209
Working with hot-swap DDMs	109	Taiwan Class A Statement	209
Installing hot-swap hard disk drives.	113	Taiwan Contact Information	209
Replacing hot-swap hard disk drives	113	Japan Voluntary Control Council for Interference Class A Statement	210
Replacing multiple DDMs	114	Japan Electronics and Information Technology Industries Association Statement	210
Replacing an ac power supply.	119	Korean Communications Commission Class A Statement	210
Replacing a battery	124	Russia Electromagnetic Interference Class A Statement	210
Replacing the memory cache DIMM.	126	Glossary	213
Removing the DIMM.	127	Index	225
Installing the DIMM	128		
Removing and replacing the cache backup flash memory device.	129		
Replacing the bezel	130		
Working with environmental service modules ..	130		
Replacing an ESM.	130		
Replacing a fan assembly	132		
Replacing a drive drawer	133		
Replacing an enclosure chassis	138		
Replacing a Cache Memory DIMM	144		
Replacing a controller battery in the drive enclosure.	148		
Installing/Replacing a HIC card in the controller-drive enclosure	154		
Chapter 6. Hardware maintenance ..	163		
General checkout	163		
Solving problems	163		
Troubleshooting problems in the DCS3700 storage system with Gen2 controllers	163		

Figures

1. Isometric view of the DCS3700	7	42. Example of DCS3700 connected to a single BladeCenter unit	68
2. DCS3700 hot-swap drive drawers	8	43. Example of a single Fibre Channel SAN fabric configuration	70
3. DCS3700 drive drawer	9	44. Example of a dual Fibre Channel SAN fabric configuration	70
4. Location of the DCS3700 controllers	10	45. Example of two storage systems in a dual Fibre Channel SAN environment	71
5. DCS3700 connectors.	11	46. Example of a multiple-host, multiple-port, and multiple-fabric (Fibre Channel and SAS) configuration	71
6. Cache battery and memory cache DIMM locations	13	47. DCS3700 front LEDs and controls	80
7. ESM SAS port locations	14	48. DS3524 storage subsystem and EXP3524 storage enclosure front LEDs.	80
8. Location of seven-segment numeric display on ESM	14	49. Controller LEDs on a system.	80
9. Power supply components	15	50. Fibre Channel host port adapter LEDs	82
10. Fan assembly components	16	51. SAS host port adapter LEDs	82
11. Storage expansion enclosure airflow	16	52. ESM LEDs	83
12. SFP module and fibre optic cable	17	53. Fan assembly LEDs	83
13. DCS3700 airflow	21	54. AC power-supply LEDs	84
14. Example of cold aisle/hot aisle rack configuration	24	55. Drive drawer LEDs	85
15. Front rack mounting template	34	56. Disk drive LEDs	86
16. Rear rack mounting template	35	57. Numeric display LEDs.	87
17. DCS3700 drive drawer with labeled disk drives	41	58. Removing a controller	97
18. DS3700 storage system ports and controllers (with an optional SAS host port adapter).	45	59. Removing the cover.	98
19. DCS3700 storage system with Gen2 Controllers (SAS port listed as SAS expansion).	46	60. Removing and replacing a controller	100
20. DCS3700 storage system with Gen2 Controllers	47	61. Removing the battery unit from the controller	101
21. DCS3700 storage system with Gen2 Controllers (FC ports listed)	47	62. Cache backup flash memory device location	102
22. DCS3700 storage system ports and controllers (FC ports listed)	48	63. Removing a controller	105
23. Mini-SAS cable	49	64. Removing the host port adapter filler panel	106
24. Connecting a mini-SAS cable.	50	65. Installing a host port adapter	106
25. Removing a mini-SAS cable	50	66. Aligning the HIC connector.	108
26. SFP module and protective cap	52	67. Opening the drive drawer	111
27. Installing an SFP module into the host port	53	68. Inserting a hard disk drive into the connector	111
28. Unlocking the SFP module latch - plastic variety	53	69. Raising the drive handle	112
29. Unlocking the SFP module latch - wire variety	54	70. Aligning the drive	112
30. Recommended bending and looping specifications for fibre-optic cables	55	71. Locking the drive in place	112
31. LC-LC Fibre Channel cable	55	72. Replacing a power supply	123
32. Removing fibre-optic cable protective caps	56	73. Removing a controller	125
33. Inserting an LC-LC Fibre Channel cable into an SFP module	57	74. Removing a battery unit from the controller	125
34. LC-LC Fibre Channel cable lever and latches	57	75. Memory cache DIMM location.	126
35. Removing the LC-LC Fibre Channel cable	58	76. Removing a controller	127
36. ESM connectors	58	77. Removing the DIMM from the controller	128
37. Dual Expansion Enclosures	60	78. Installing the DIMM in the controller	128
38. Host-agent (in-band) management	63	79. Cache backup flash memory device	129
39. Direct (out-of-band) management method	64	80. Removing the bezel	130
40. Dual-controller direct-attached Fibre Channel connection to two HBAs in the same host (redundant host connection)	66	81. Removing an environmental service module	131
41. Dual-controller direct-attached Fibre Channel connections to multiple HBAs in multiple hosts.	66	82. Removing a fan assembly	132
		83. Rear view of the storage expansion enclosure with the right fan assembly removed	134
		84. Vertical mounting bracket that connects to the midplane	135
		85. Horizontal mounting bracket that connects to the drive drawer	135
		86. Drive drawer release lever on the side of the drive drawer.	136

87. Lock-out tumbler located above the drawer guide	137	102. Inserting the controller air diverter into the open controller slot	152
88. Removing a fan assembly	139	103. Controller top cover latch buttons.	153
89. Rear view of the storage expansion enclosure with the right fan assembly removed	140	104. Controller LEDs.	154
90. Vertical mounting bracket that connects to the midplane	141	105. Controller Service Action LEDs	155
91. Horizontal mounting bracket that connects to the drive drawer	141	106. Controller LEDs.	156
92. Drive drawer release lever on the side of the drive drawer.	142	107. Removing and reinstalling a controller	157
93. Lock-out tumbler located above the drawer guide	142	108. Controller air diverter.	158
94. Controller air diverter.	144	109. Inserting the controller air diverter into the open controller slot	159
95. Inserting the controller air diverter into the open controller slot	145	110. Host Interface Card replacement	160
96. Three cache memory DIMM slots	146	111. Controller LEDs.	162
97. Removing a cache memory DIMM	146	112. DCS3700 storage system enclosure parts list	174
98. Battery Service Action Required LED on the controller	149	113. Seven-segment alphanumeric characters	176
99. Controller LEDs.	149	114. An IBM hologram label example	180
100. Removing and replacing a controller	150	115. Front rack mounting template	186
101. Controller air diverter.	151	116. Rear rack mounting template	187
		117. Top View of non-IBM Rack Specifications Dimensions	192
		118. Rack specifications dimensions, top front view	193
		119. Rack specifications dimensions, bottom front view	193

Tables

1. DCS3700 features	3	19. DCS3700 storage system ports and controllers (FC ports listed)	69
2. Minimum DCS3700 software and firmware versions.	17	20. DCS3700 storage system ports and controllers (FC ports listed)	80
3. DCS3700 storage expansion enclosure dimensions.	19	21. Fibre Channel port LEDs	82
4. DCS3700 weights	19	22. Fan assembly LEDs	84
5. DCS3700 component weights	20	23. Drive drawer LEDs	85
6. DCS3700 shipping carton dimensions	20	24. Disk drive LEDs	86
7. Temperature and humidity requirements for storage expansion enclosure when in storage or in transit	20	25. Drive state indicated by the LEDs	86
8. DCS3700 altitude ranges	21	26. Drive LED activity	110
9. DCS3700 power and heat dissipation	22	27. Troubleshooting.	164
10. Random vibration power spectral density	22	28. Parts listing (DCS3700 storage system with Gen2 Controllers and expansion enclosure)	174
11. DCS3700 sound levels	22	29. Seven-segment display sequence code definitions	176
12. DCS3700 ac power requirements	23	30. Repeating sequences on the seven-segment display and corresponding errors	177
13. Legend to the DCS3700 storage system ports and controllers (with an optional SAS host port adapter)	45	31. Controller numeric display diagnostic codes	179
14. DCS3700 storage system with Gen2 Controllers (SAS port listed as SAS expansion).	46	32. ESM numeric display diagnostic codes	179
15. DCS3700 storage system with Gen2 Controllers	47	33. Hard disk drive record	181
16. DCS3700 storage system with Gen2 Controllers (FC ports listed)	47	34. Storage subsystem and controller information record	182
17. DCS3700 storage system ports and controllers (FC ports listed)	48	35. Sample information record	183
18. DCS3700 storage system ports and controllers (SAS ports listed)	65	36. IBM power cords	197
		37. DCS3700 component weights	201
		38. Limits for particulates and gases	206

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® DCS3700 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, do not:

- Remove the covers of the laser product as it might expose the product to hazardous laser radiation. There are no serviceable parts inside the device.
- Perform procedures, or use controls or adjustments, other than those specified in this guide, as it might cause radiation exposure.



DANGER




Some laser products contain an embedded Class 3A or Class 3B laser diode. When laser radiation is open, do not stare into the beam or view with optical instruments.

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:

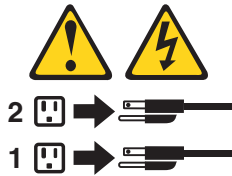
Use safe practices when lifting.

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 10

DANGER

Serious injury or death can occur if loaded lift tool falls over or if heavy load falls off the lift tool. Always completely lower the lift tool load plate and properly secure the load on the lift tool before moving or using the lift tool to lift or move an object.

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 DCS3700 Gen2 Storage system and the DCS3700 expansion enclosure. It also provides maintenance procedures and troubleshooting information.

Hereafter, the DCS3700 Storage system with Gen2 Controllers is referred to as "the DCS3700 system".

Who should read this document

This document is intended for system operators and service technicians who have extensive knowledge of Fibre Channel Serial Attached SCSI (SAS) and network technology.

How this document is organized

Chapter 1, "Introduction," on page 1 describes the IBM System Storage DCS3700 Gen2 Storage system and the DCS3700 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 DCS3700," on page 25 contains information on how to install the DCS3700.

Chapter 3, "Cabling the DCS3700 storage system," on page 45 contains information on how to cable the DCS3700.

Chapter 4, "Operating the DCS3700 storage system and expansion enclosure," on page 73 contains information on how to power on and off the storage expansion enclosure, recover from an overheated power supply, troubleshoot the storage expansion enclosure, and interpret LEDs.

Chapter 5, "Replacing components," on page 95 contains step-by-step instructions about how to install or remove customer replaceable units (CRUs), such as hard disk drives, power supplies, fan assemblies, environmental service modules (ESMs), drive drawers, and SFP modules.

Chapter 6, "Hardware maintenance," on page 163 describes problems and symptoms that are specific to your storage expansion enclosure. It also provides a parts list for the DCS3700.

Chapter 7, "Records," on page 181 provides a table that you can use to record and update important information about your DCS3700, including serial number and device records. Whenever you add options to your DCS3700, be sure to update the information in this table.

Chapter 8, "Rack mounting template," on page 185 provides the rack mounting templates for installation of the DCS3700. If you want to tear out the templates from the document for use during installation, use these copies of the templates.

Chapter 9, “Specifications for non-IBM rack installation,” on page 189 provides safety requirements and rack specifications for installing DCS3700 storage systems and DCS3700 storage expansion enclosures into non-IBM racks.

Chapter 10, “Power cords,” on page 197 lists power cord information for the DCS3700.

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 systems, 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 DVD and can also be downloaded from the Web.

Important: Before you install DS Storage Manager software, consult the README file. 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:

<http://www.ibm.com/support/entry/portal>

To access the documentation related to your storage system, operating system, and DS Storage Manager version from the IBM Support Portal, complete the following steps:

1. Go to <http://www.ibm.com/support/entry/portal>.
2. Under **Choose your products**, click **Browse for a product** or **Search for a product**.
3. Under **Choose your task**, click **Documentation**.
4. Under **See your results**, click **View your page**.
5. In the **Product documentation box**, click the link for the publication that you want to access.

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, 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 DCS3700 support information

The most up-to-date information about DCS3700 storage systems and DS Storage Manager, including documentation and the most recent software, firmware, and NVSRAM downloads, can be found at the following Web site:

1. Go to <http://www.ibm.com/support/entry/portal>.
2. Under **Choose your products**, click **Browse for a product** or **Search for a product**.
3. Under **Choose your task**, click **Downloads**.
4. Under **See your results**, click **View your page**.
5. In the **Downloads and fixes**, click the link for the download that you want to access.

Software service and support

Through the 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.

Fire suppression systems

A fire suppression system is the responsibility of the customer. The customer's own insurance underwriter, local fire marshal, or a local building inspector, or both, should be consulted in selecting a fire suppression system that provides the correct level of coverage and protection. IBM designs and manufactures equipment to internal and external standards that require certain environments for reliable operation. Because IBM does not test any equipment for compatibility with fire suppression systems, IBM does not make compatibility claims of any kind nor does IBM provide recommendations on fire suppression systems.

Chapter 1. Introduction

This section describes the operating specifications, features, and components for the IBM System Storage DCS3700 Storage system with Gen2 Controllers and the DCS3700 expansion unit .

Note: For Ethernet Interfaces: DCS3700 storage system with Gen2 Controllers are not intended to be connected directly or indirectly by any means whatsoever to interfaces of public telecommunication networks.

This chapter also includes an inventory checklist and important information about best practices guidelines and product updates for your DCS3700.

Overview

The DCS3700 storage system is designed to meet the storage needs of highly scalable, data streaming applications in high-performance computing environments.

The DCS3700 storage system is designed to provide solutions to meet the needs of midrange storage requirements, delivering high performance, advanced function, high availability, modular, and scalable storage capacity, with SAN-attached 6 Gbps Serial Attached SCSI (SAS) and 8 Gbps Fibre Channel (FC) connectivity, and support for RAID levels 0, 1, 3, 5, and 6. The storage system offers you data access and protection to meet your existing high-performance computing storage requirements and prepare for the future.

Note:

1. RAID 6 uses a P+Q design implementation.
2. When RAID level 1 is implemented and the number of drives increases to more than two, RAID level 10 is automatically implemented.

The DCS3700 storage system supports attachment of the DCS3700 expansion enclosure. The DCS3700 supports configurations of SAS and Near-Line SAS disks, or a mix of these types of disk drives. For details on the maximum number of disk drives supported, maximum storage capacity, and other features of the storage system, see “DCS3700 Features” on page 2.

The DCS3700 is a 4U rack-mountable storage enclosure that supports up to two redundant, dual-active RAID storage controllers or environmental service modules, depending on the model. As a standard, the DCS3700 storage system RAID controllers could have four or eight 12 Gbps SAS host interface, four or eight 16 Gbps Fibre Channel ports and/or four or eight 10 Gbps iSCSI ports all of those per optional host interface card. Either of host interface cards can be used with the base SAS host interface. However, each controller must have the same type of host interface card installed.

Advanced DCS3700 storage management, copy service options, and optional advanced disaster recovery functions are available, including FlashCopy[®], VolumeCopy, Enhanced Remote Mirroring, and Enhanced Global Mirroring. The DS Storage Manager client is also available for the DCS3700 Storage System. This storage management software is designed to help centralize storage management,

simplify partitioning of the DCS3700 storage system into as many as 128 virtual servers, and strategically allocate storage capacity to maximize storage space.

SAS defined

The Serial Attached SCSI (SAS) is a point-to-point serial architecture that replaces the parallel SCSI bus technology but still retains usage of the standard SCSI command set.

The SAS point-to-point architecture provides a dedicated, full-duplex channel that can transfer data at 6 Gbps in each direction. The Serial SCSI Protocol (SSP) is used to support SAS-only drives.

Nearline SAS or NL-SAS drives are enterprise SATA drives that offer a native SAS interface. NL-SAS drives support dual I/O ports allowing for redundant data paths, a faster interface compared to SATA, and the ability to support the SCSI command set.

Fibre Channel defined

Fibre Channel technology is a high-speed data transport technology that is used for mass storage and networking.

Fibre Channel technology is outlined in the *SCSI-3 Fibre Channel Protocol* (SCSI-FCP) standard.

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.

Operating system support

For supported operating systems, see the latest System README file.

For additional host operating system support, refer to the IBM DCS3700 product at the following website:

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

See “Finding Storage Manager software, controller firmware, and README files” on page xvi to learn how to access the DCS3700 README files on the web.

DCS3700 Features

A table summarizes the features of the DCS3700 storage system and expansion enclosure.

For a list of the operating specifications, such as weight, height, and heat output, see “Specifications” on page 19.

Table 1. DCS3700 features

<p>General:</p> <ul style="list-style-type: none"> • Modular components <ul style="list-style-type: none"> – RAID storage controller modules – Environmental services modules (ESMs) – Power supplies – Fan assembly – High-capacity disk drives 	<p>Storage system:</p> <ul style="list-style-type: none"> • RAID controllers <ul style="list-style-type: none"> – Host interface: Two 26-pin, mini-SAS connectors per controller – Expansion: One 26 pin, mini-SAS connector per controller – Dual 1 Gbps Ethernet management ports – 7 segment display • Power supply: <ul style="list-style-type: none"> – 2 hot-swap 1755-watt (200 - 240 V ac) standard – Provides redundant power • Premium Feature Options: <ul style="list-style-type: none"> – FlashCopy – VolumeCopy – Enhanced Remote Mirroring – Enhanced FlashCopy (Only if the controller firmware version is 7.83 or later) – Partition Upgrade – FlashCopy Logical Drive • Premium Feature Options (if the controller firmware version is 7.84 or later): <ul style="list-style-type: none"> – FlashCopy Logical Drive – Disaster Recovery Option <ul style="list-style-type: none"> - Enhanced Global Mirroring - Enhanced Remote Mirroring – Backup & Restore Option <ul style="list-style-type: none"> - Enhanced FlashCopy – Performance Read Cache – Super Key <ul style="list-style-type: none"> - Enhanced Global Mirroring - Enhanced Remote Mirroring - Enhanced FlashCopy - Performance Read Cache 	<p>Storage expansion enclosure:</p> <ul style="list-style-type: none"> • ESM <ul style="list-style-type: none"> – Host interface: Two 26-pin, mini-SAS connectors per controller – Expansion: One 26 pin, mini-SAS connector per controller – Single 100 Mbps Ethernet debug port – 7 segment display • Power supply: <ul style="list-style-type: none"> – 2 hot-swap 1755-watt (200 - 240 V ac) standard – Provides redundant power
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Table 1. DCS3700 features (continued)

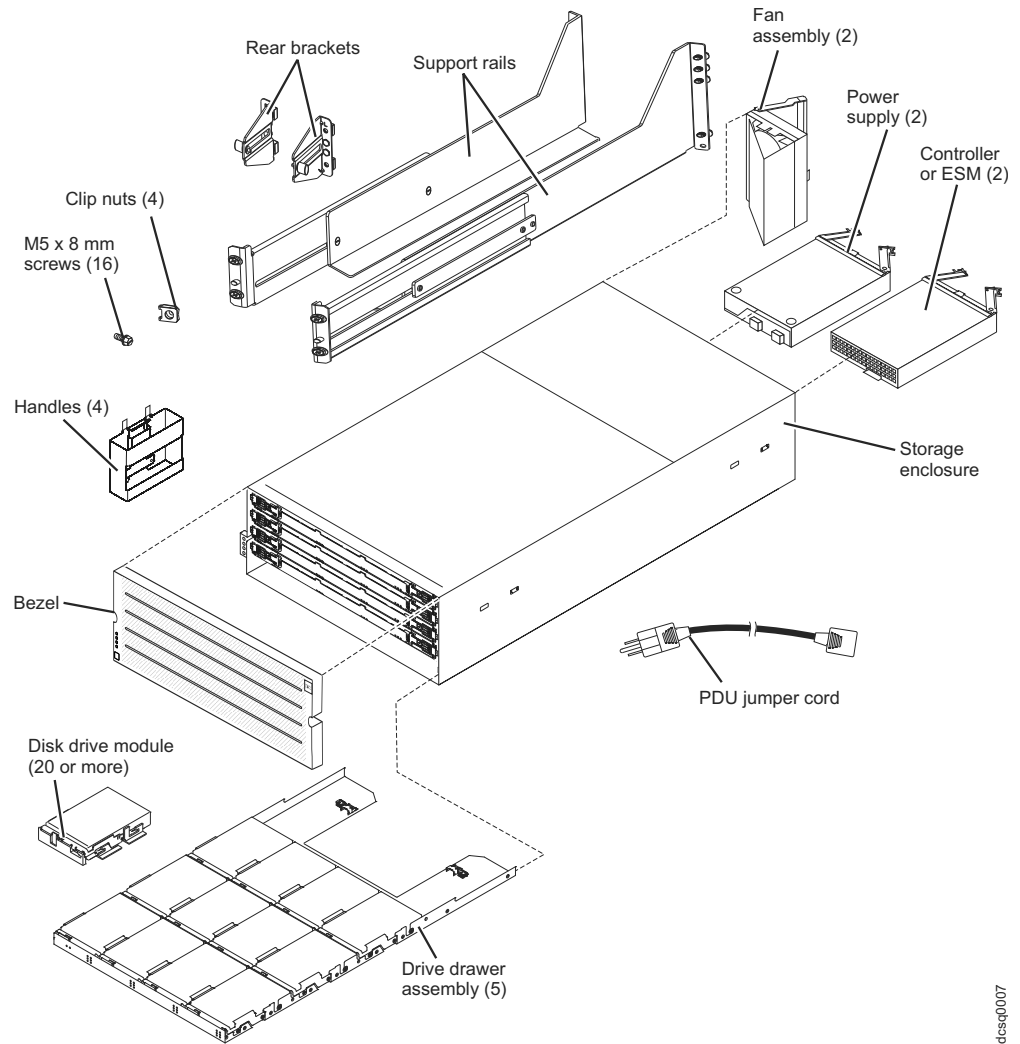
<ul style="list-style-type: none"> • Technology <ul style="list-style-type: none"> – Support for RAID levels 0, 1, 3, 5, 6, 10 and Dynamic Disk Pooling (DDP) – Support for up to 180 SAS or NL-SAS disk drives when using two additional expansion enclosures – Support for up to 24 Solid-State Drives – Two intelligent array controllers with 16 GB cache (8 GB per controller) – Storage capacity up to 1.08 PB – Support for 12 Gbps SAS host interfaces on the controller – Each controller supports 1 host interface adapter. Support for: <ul style="list-style-type: none"> - 12 Gbps SAS ports - 16 Gbps Fibre Channel ports - 10 Gbps iSCSI ports – Redundant controllers or ESMs, power supply, and fan assemblies – Hot-swap technology for controllers and power supply 		
<ul style="list-style-type: none"> • User interface <ul style="list-style-type: none"> – Built-in power, activity, and fault LEDs, identification labeling on components, rear LEDs, and connectors – Easy-to-replace drives, power supplies, fan assemblies, controllers, and ESMs 		

Inventory checklist

Allied hardware is required to assemble the storage enclosure.

The following illustration and inventory list display the items that you need to install the storage expansion enclosure in the rack cabinet. If any items are missing or damaged, contact your place of purchase.

Note: The illustration might differ slightly from your hardware. Depending on your DCS3700 order, your shipping box might contain additional materials that are not shown in the following illustration.



dcsp0007

After you unpack the DCS3700, ensure that you have the following items:

- 4U-high storage enclosure (1)
 - Drive drawer assemblies (5)
 - Fan assemblies (2)
 - Power supplies (2)
 - ESMs (2) (for 1818 80E)
 - Controllers (2) (for 1818 90C)
- Handles (4), packaged in a smaller box inside the shipping box
- DDMs (20 or more, depending on your DCS3700 order), packaged in a smaller box inside the shipping box
- Bezel (1)
- Rack-mounting hardware kit (1), packaged in a smaller box inside the shipping box, including:
 - Rails (2), right and left assembly
 - Rear brackets (2)
 - M5 black hex-head slotted screws (16)

Note: The screws are either preinstalled in the support rails or packaged in a plastic bag.

- Washers (8)
- Clip nuts (4)

Important: The DCS3700 does not ship with region-specific ac power cords. You must obtain the IBM-approved power cords for your region. For more information, see Chapter 10, “Power cords,” on page 197.

Receiving product updates and support notifications

Download the latest versions of these packages at the time of initial installation and when product updates become available.

- DS Storage Manager host software
- DCS3700 storage system controller firmware and NVSRAM
- DCS3700 expansion unit ESM firmware
- Drive firmware

Important

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

For more information about how to register for support notifications, see the **Stay Informed** section of the IBM Disk Support website.

Best practices guidelines

IBM recommends guidelines/best practices for optimal operation of your system.

- Ensure that your system is in an optimal state before you shut it down. Never turn off the power if any Service Action Required LED is lit. Ensure that you 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 right and left power supplies of the DCS3700 storage system into two independent external power circuits through the distribution units that are inside a rack cabinet or directly into external receptacles. The DCS3700 storage system and all its attached expansion enclosures can then have power in the event that only one power circuit is available. Also, during an unattended restoration of power, the storage devices in the configuration can power on simultaneously.

Note: Do not overload the circuits that power your storage system and storage expansion enclosures. Use additional pairs of power distribution units (PDUs) if necessary. Refer to Table 9 on page 22 for information about storage expansion enclosure power requirements. Contact your IBM service representative for additional information.

- Before a planned system shutdown or after 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 system profile.
 2. Save the storage system configuration.
 3. Save the Collect All Support Data (CASD).

Ensure that you save the files in a location other than in the logical drives, which were created for the storage system.

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

- During any maintenance or attended power-up procedure, carefully follow the power-up sequence listed in “Restoring power after an unexpected shutdown” on page 92. Ensure that each component of the system is powered up in the correct order, so that the controller can optimally access all the storage systems.
- The storage system supports simultaneous power-up to the system components. However, you must always follow the power-up sequence listed in “Restoring power after an unexpected shutdown” on page 92.
- A storage system in an optimal state should recover automatically from an unexpected shutdown and an unattended restoration of power to system components. After power is restored, call IBM support if any of the following conditions occur:
 - The storage system logical drives and systems do not display in the DS Storage Manager graphical user interface (GUI).
 - The storage system logical drives and systems are not online.
 - The storage system logical drives and systems are degraded.

DCS3700 components

Field Replacable Components (FRUs) of the DCS3700 system and an Isometric view of the system.

The DCS3700 storage system directs and manages the I/O activity between a host and the drives in a RAID array. The DCS3700 expansion unit provides additional storage capacity to the storage system.

Figure 1 shows the DCS3700 unit without the front bezel in place.

Note: The illustrations in this document might differ slightly from your hardware.

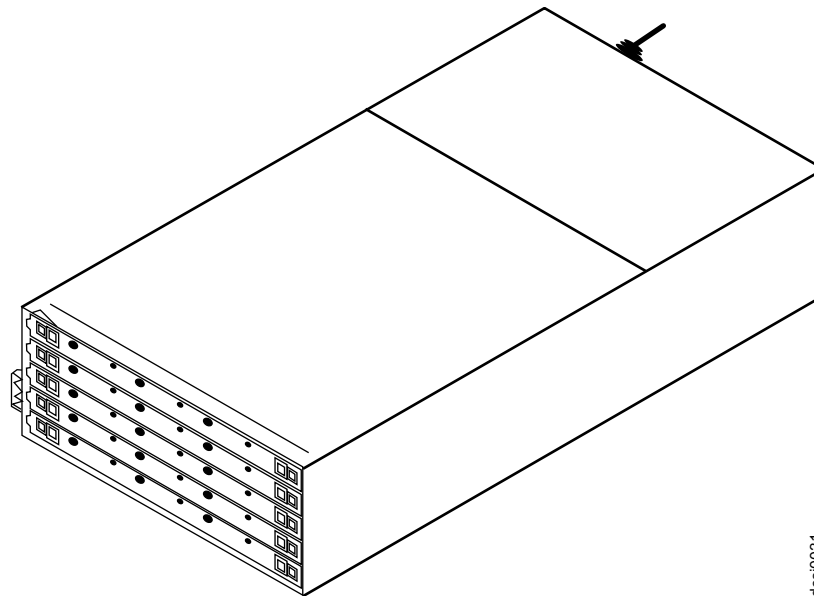


Figure 1. Isometric view of the DCS3700

dcsl0031

The DCS3700 has the following removable components. These components, called field replaceable units (FRUs), are accessible from the front or back of the enclosure.

- Five drive drawers, including the right and left cable chains.
- 20 minimum to 60 maximum Disk Drive Modules (DDMs)
- Two RAID controllers (for the 1818-90C)
- Two environmental service modules (ESMs) (for the 1818-80E)
- Two power supplies
- Two fan assemblies

You can use the hot-swap features of the DCS3700 to remove and replace DDMs, power supplies, fan assemblies, ESMs, and Raid controllers 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.

The DCS3700 expansion unit is designed for use with the DCS3700 storage system with Gen2 Controllers.

The DCS3700 storage system can support up to two DCS3700 expansion enclosures for a total of 180 disk drive modules (DDM).

Drive drawers

The DCS3700 storage system and DCS3700 expansion enclosure have five removable drive drawers that are accessible from the front of the enclosure.

Each drive drawer can contain up to 12 disk drives (see Figure 3 on page 9). With the drive drawers fully populated, the DCS3700 can support up to 60 DDMs. (see Figure 2).

Note: Drive drawers might be also referred to as drive trays in other publications.

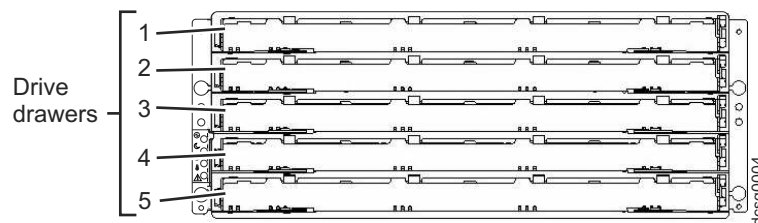


Figure 2. DCS3700 hot-swap drive drawers

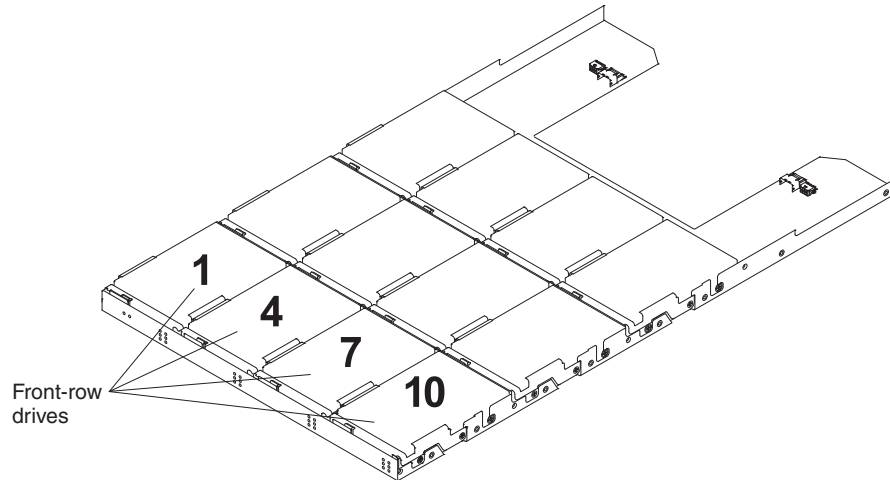


Figure 3. DCS3700 drive drawer

Important: The installation order within each drive drawer is from left to right in rows. Slots 1, 4, 7, and 10 must have a drive installed in these locations to ensure that there is sufficient airflow to the drives (see Figure 3). To verify these slots, consult the overlay on the front of each of the five drive drawers. Ensure that the four drives in each row are next to each other. The long edge of each drive must touch the drive next to it. To maintain uniform airflow across all drive drawers, the storage expansion enclosure must be configured with a minimum of 20 drives, with four drives in the front row of each of the five drive drawers.

Disk Drive Modules (DDMs)

The DCS3700 supports up to 60 DDMs in five drive drawers that are accessible from the front of the storage expansion enclosure.

The disk drawer system board supports 12 Gbps SAS (Serial Attached SCSI) and Near-Line SAS drives.

Attention: The DCS3700 DDMs and the EXP5060 SATA DDMs are not compatible. Do not use the DCS3700 DDMs in an EXP5060 storage expansion enclosures. Similarly, do not use the EXP5060 SATA DDMs in a DCS3700 enclosure.

There are no serviceable parts in a DDM FRU. If the DDM FRU fails, it must be replaced. When replacing a DDM FRU, ensure that you order and install the correct DDM FRU.

Attention:

1. After you remove a drive FRU, wait 90 seconds before replacing or reseating the drive FRU to allow the drive to properly spin down. Failure to do so can cause undesired events.
2. Never hot-swap a drive FRU when its green Activity LED is flashing. Hot-swap a drive FRU only when its associated blue Service Action Allowed LED is lit and the drive is inactive.

If the 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 DDM in a failed state or to place the array that is associated with the DDM (or DDMs) in an offline state before you remove it from the enclosure.

Controllers

The DCS3700 storage system (1818-90C) has two redundant controllers, which can be hot-swapped.

The controllers contain the storage system control logic, interface ports, and LEDs. The controllers install from the rear of the storage enclosure. Controller A is installed in storage bridge bay slot A (SBB A) and controller B is installed in storage bridge bay slot B (SBB B). All connections to the hosts and the expansion enclosures are made through the controllers. Figure 4 shows the location of the controllers in the DCS3700.

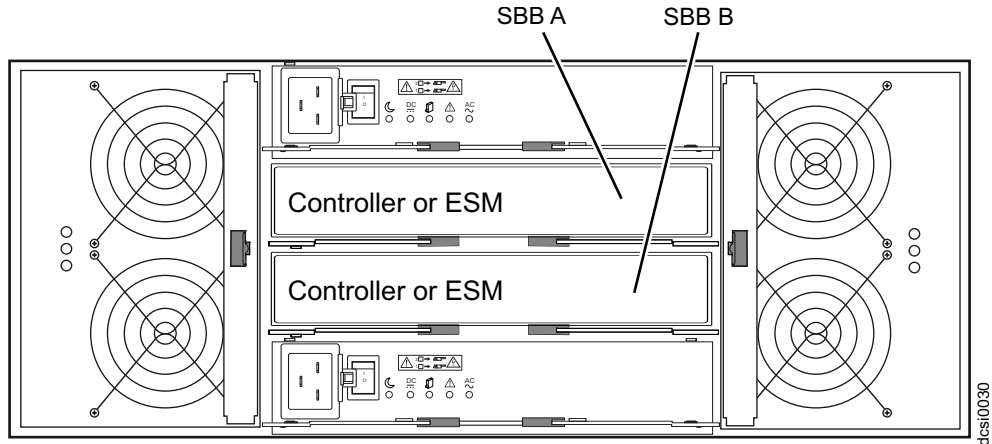


Figure 4. Location of the DCS3700 controllers

Note: To preserve optimal airflow, do not remove a failed controller FRU from the DCS3700 chassis until you are ready to replace it with a new FRU.

Information about the condition of the controllers is conveyed by indicator LEDs on the controller. See “Controller LEDs” on page 80 for more information about the LEDs found on the RAID controller.

Controller cable connections

The SAS ports, Ethernet ports, and the optional HIC on a DCS3700 system are depicted with a diagram.

Each controller contains the following connections:

- Two 12 Gbps x4 SAS host ports
- Two 6 Gbps x4 SAS expansion port to connect DCS3700 expansion enclosures
- Two RJ-45 Ethernet ports for system management
- Support for one optional host interface card (HIC)
 - Two or Four-port 12 Gbps SAS
 - Four-port 16 Gbps Fibre Channel
 - Two or Four port 10 Gbps iSCSI

Attention: The DCS3700 storage system controllers must be identical to each other in hardware (host port adapter and cache size) and firmware. If you install a host port adapter in one controller, you must install an identical host port adapter in the other controller.

Figure 5 identify the connectors found on the controller.

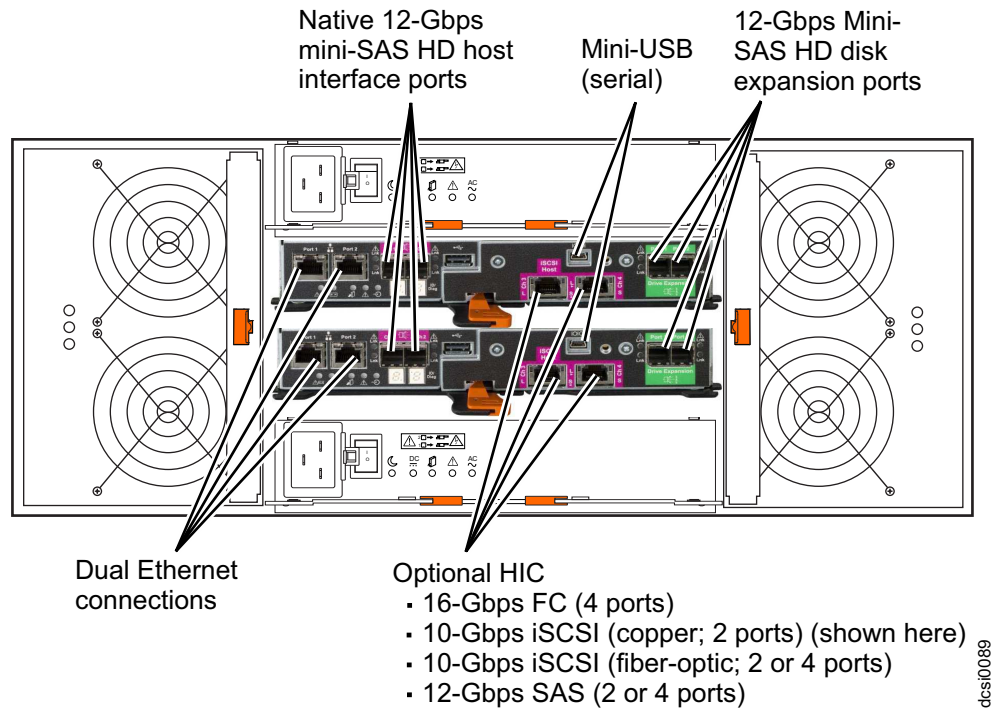


Figure 5. DCS3700 connectors

Host ports

The DCS3700 storage system supports 12 Gbps SAS on the base controller.

The controller also contains an upgradeable interface slot that can support an optional 12 Gbps two or four-port SAS host interface card, 16 Gbps four-port FC host interface card, or a two or four-port 10 Gbps iSCSI interface card.

The controller host interface ports automatically negotiate link speed when they are connected to a host or a switch. The host ports can operate at the following speeds:

- 12 Gbps SAS host ports can operate at either 3, 6, or 12 Gbps
- 16 Gbps FC host ports can operate at 4, 8, or 16 Gbps
- 10 Gbps iSCSI host ports can operate at the highest auto-negotiated speed

The controller performs link speed negotiation during the following events:

- Controller reaches a fully powered-up state
- Detection of a link-up event following a link-down event

Expansion ports

Each controller has two 6 Gbps x4 SAS expansion ports that are used to connect expansion enclosures to the storage system.

The four SAS expansion ports (two on each controller) are used to form redundant drive channels.

Ethernet management ports

Default IP addresses are assigned to the two ports on controllers A and B.

The Ethernet connections provide for out-of-band management of the controller. Each controller has two RJ-45 Ethernet ports that support either 100Base-T or 1000Base-T connections.

One Ethernet port on each controller is used for daily management of the storage system. The second port is reserved for service personnel or acts as a backup port if the primary port fails.

The default IP addresses for the Ethernet ports are as follows:

- Port 1 on controller A is 192.168.128.101
- Port 2 on controller A is 192.168.129.101
- Port 1 on controller B is 192.168.128.102
- Port 2 on controller B is 192.168.129.102

The subnet mask for all Ethernet ports is 255.255.255.0.

Serial port

The serial port on each controller uses a 6-pin Mini-DIN connector. This port is intended to be used by *service personnel only* to provide diagnostic operations on the RAID controllers.

The maximum baud rate is 115200 bps and the factory default baud rate is 38400 bps.

Attention: Incorrect use of the serial port can result in loss of data access and, in some cases, in loss of data. Do not make any connections to the serial port unless you do so under the direct guidance of IBM support personnel.

Cache memory

The data cache memory is a buffer used to temporarily store hard disk drive data during data read and write operations.

Each RAID controller has data cache memory. The Cache Active LED on the controller turns on when the cache contains data that is not written to the hard disk drives. The Cache Active LED is off when there is no data stored in cache. The DCS3700 storage system with Gen2 controller is available with 16 GB of memory cache (8 GB per controller).

Cache battery backup module

Each controller contains 8192 MB of cache memory.

The controller also contains a sealed, rechargeable lithium ion battery that maintains data in the cache so that it can be transferred to flash memory if the power fails.

Figure 6 on page 13 shows the locations of the cache battery and memory cache DIMM in the controller.

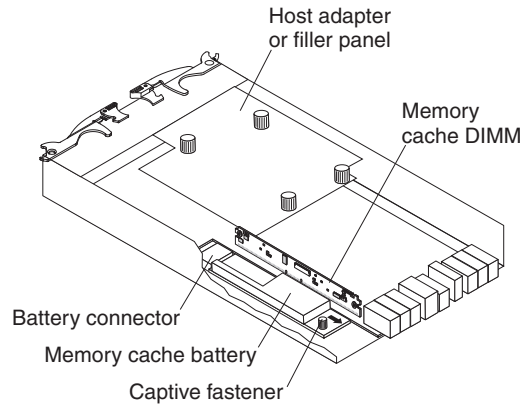


Figure 6. Cache battery and memory cache DIMM locations

The battery chargers in the power supplies perform a battery-learn test when the storage system is started for the first time and on a regularly scheduled interval thereafter. Data caching starts after the battery tests are completed.

The condition of the battery is indicated by an LED on the rear of the controller (see “Controller LEDs” on page 80 for the location of the battery fault LED and conditions that the LED indicates). You can also check the status of the battery using the Storage Manager client software.

Environmental Service Modules (ESMs)

The DCS3700 has two redundant ESM units, which can be hot-swapped.

The ESMs are at the back of the DCS3700 expansion enclosure. The ESM in SBB A is called ESM A, while the ESM in SBB B is called ESM B. One ESM continues to operate if the other ESM fails.

Note: To preserve the optimal airflow, do not remove a failed ESM FRU from the DCS3700 chassis until you are ready to replace it with a new FRU.

The ESMs contain the storage expansion enclosure control logic, interface ports, and LEDs. Each ESM has two 6 Gbps x4 SAS IN ports and a single 6 Gbps x4 SAS OUT port. The SAS IN ports are used to connect the ESM to a RAID controller or another ESM. The SAS OUT port is used to cascade that ESM to another enclosure. The use of both ports on each ESM results in a redundant drive connection.

Figure 7 on page 14 shows the location of the SAS IN and OUT ports on the ESMs.

The DCS3700 ESMs support automatic ESM firmware synchronization. With this function, a new ESM with a different version of ESM firmware can automatically synchronize with the firmware version of the existing ESM in the enclosure. To enable automatic ESM firmware synchronization, ensure that:

1. The DS Storage Manager Event Monitor is installed and running.
2. The storage system is defined in the Enterprise Management window of the DS Storage Manager client (SMclient).

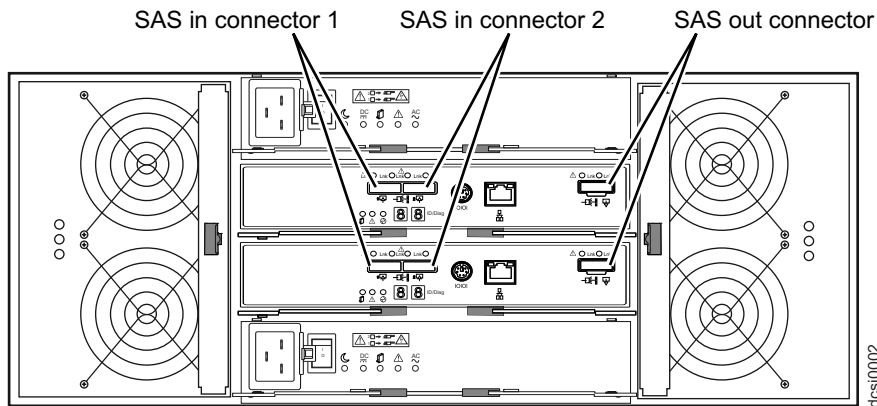


Figure 7. ESM SAS port locations

Enclosure ID

Each controller and ESM contain two 7-segment numeric LED displays. These LEDs provide enclosure identification and diagnostic data.

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 system.

The Storage Manager automatically sets the enclosure ID for each controller. You can change the enclosure ID setting through the Storage Manager software only. There are no switches on the enclosure to manually set the enclosure ID. Both controllers or ESMs have enclosure IDs that are identical under normal operating conditions.

Figure 8 shows the seven-segment numeric display on the storage expansion enclosure. For more information regarding the enclosure ID, see “Enclosure ID Settings” on page 49 or “Seven-segment numeric display LEDs” on page 87.

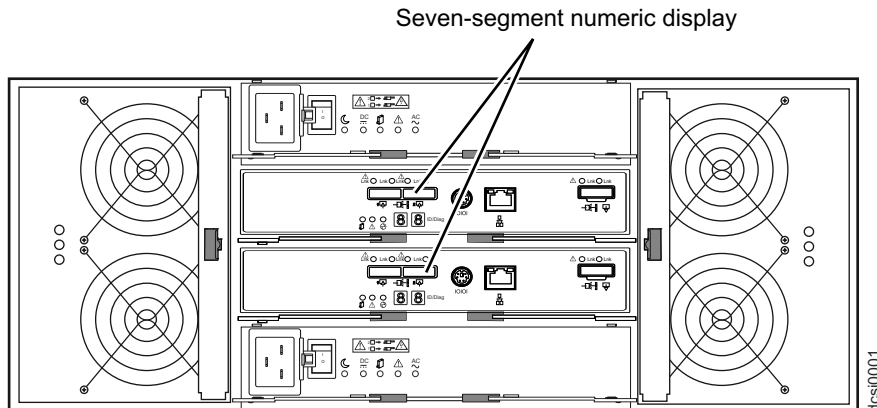


Figure 8. Location of seven-segment numeric display on ESM

Power supplies

The storage expansion enclosure has two removable power supplies that provide power to the internal components.

If one power supply is turned off or malfunctions, the other power supply maintains electrical power to the storage expansion enclosure.

Note: To preserve the optimal airflow, do not remove a failed power supply FRU from the DCS3700 chassis until you are ready to replace it with a new FRU.

Figure 9 shows the power supply controls, LEDs, and connectors.

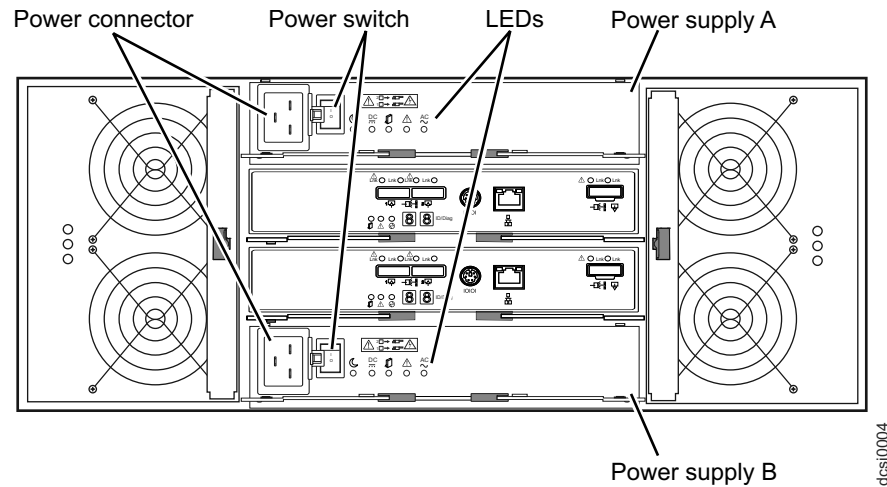


Figure 9. Power supply components

Fan assemblies

The storage expansion enclosure has two removable fan assemblies. Each fan assembly contains two fans.

The fan assemblies draw air through the enclosure from front to back across the drives. The fans provide redundant cooling, which means that if one of the fans fails, the remaining fan assembly continues to provide sufficient cooling to operate the storage expansion enclosure. The fan operates at maximum speed under the following conditions:

- During the first few minutes after power is applied to the DCS3700 enclosure
- When one of the disk drawers is pulled out or not in the closed/latched position
- When one of the fan assemblies fails or is removed from the enclosure

Note: To preserve optimal airflow, do not remove a failed fan assembly FRU from the chassis until you are ready to replace it with a new FRU.

Figure 10 on page 16 shows the location of the fan assemblies. See “Fan assembly LEDs” on page 83 for information about the fan assembly status LEDs.

Note: Although both fan assemblies (left and right) are identical, they are seated in the enclosure in opposite directions. If the fan assembly cannot be fully inserted in the fan assembly bay, rotate it 180 degrees and reinsert it. There are notches on the top and bottom of the fan assembly bay. Ensure that the slits on the top and bottom of the fan assembly align with these two notches before the fan assembly is fully inserted in the fan bay.

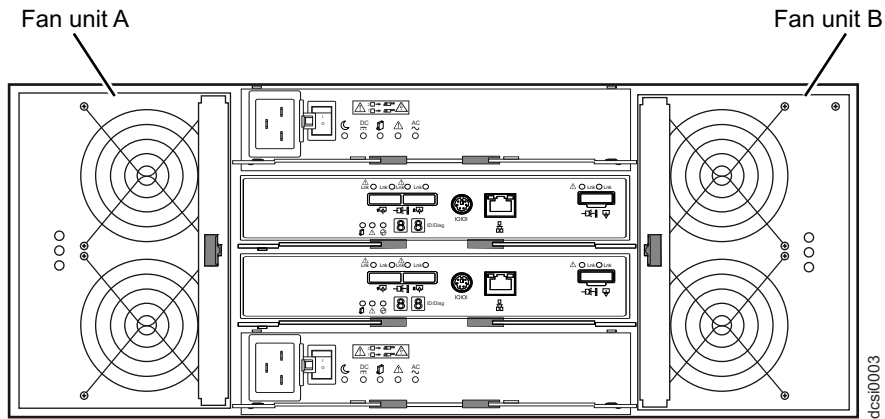


Figure 10. Fan assembly components

Figure 11 shows fan assembly airflow through the storage expansion enclosure.

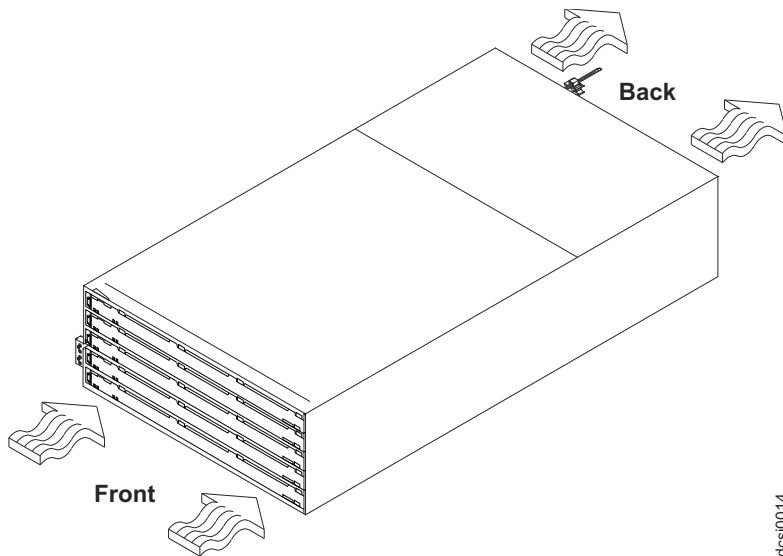


Figure 11. Storage expansion enclosure airflow

Small Form-Factor Pluggable (SFP) modules

The DCS3700 storage system controllers support the optional 8 Gbps Fibre Channel host interface card. The Fibre Channel host interface card contains four host port interface connectors.

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.

Figure 12 on page 17 shows an SFP module with fibre optic cable.

Note: The SFP module shown in this figure might look different from those shipped with your Fibre Channel host daughter card option. The differences do not affect transceiver performance.

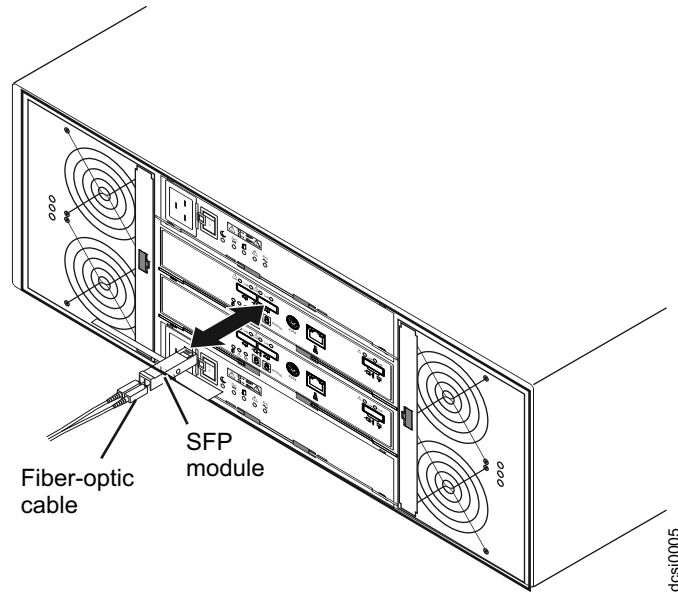


Figure 12. SFP module and fibre optic cable

Software and hardware compatibility and upgrades

The support portal has the latest publications, firmware, and host software.

The latest DCS3700 controller firmware and NVSRAM, expansion enclosure ESM firmware, and the drive firmware must be installed to ensure optimal functionality, manageability, and reliability. You can find the latest publications, firmware, and host software at www.ibm.com/support/entry/portal.

Software and firmware support code upgrades

To enable support for the DCS3700, ensure that the software and firmware of the system are of the latest versions.

Table 2 shows the minimum supported software and firmware versions.

Table 2. Minimum DCS3700 software and firmware versions

Software/firmware	Version
DS Storage Manager software	11.20.xx.xx or later
DCS3700 controller firmware and NVSRAM	8.20 and N1818T370R820V01 or later
ESM firmware	039C or later
Drive firmware	See the latest software and firmware at the IBM System Storage Support website: www.ibm.com/support/entry/portal .

For T10 PI, you must use drives which support that feature.

To find the latest Storage Manager software, controller firmware, NVSRAM, ESM firmware, and drive firmware, check the firmware readme files.

For instructions to install the DS Storage Manager V11.2 or later, see the *IBM System Storage DS® Storage Manager Version 11.2 Installation and Host Support Guide*.

If you need further assistance, contact your IBM reseller or IBM representative to find out which controller firmware is to be used for DCS3700 attachment.

For more information about the DCS3700 parts replacement procedure and problem troubleshooting, refer to “Solving problems” on page 163.

Determining firmware versions

There are two different methods to determine the DCS3700 storage system and DCS3700 expansion enclosure firmware versions.

Each method uses the DS Storage Manager client that manages the DCS3700 storage system with the attached storage expansion enclosure.

Method One:

1. In the Subsystem Management window, click the **Summary** tab.
2. In the Monitor section, click **View Storage Subsystem Profile**. The **Storage Subsystem Profile** window opens. Scroll through the data to locate the following information:

Note: The Storage Subsystem Profile window shows information for the entire subsystem. Therefore, you might have to scroll through a large amount of information to locate the firmware version numbers.

DCS3700 storage system

- NVSRAM version
- Firmware version

Drives

- Drive firmware version

DCS3700 expansion unit

- ESM card firmware version

Method Two:

To obtain the controller firmware version:

Go to the Subsystem Management window. In the left pane of the **Physical View** tab, click the Controller icon. The properties of the controller are displayed in the right pane of the **Physical View** tab.

You must perform this step for every controller.

To obtain the drive firmware version:

Go to the Subsystem Management window. In the left pane of the **Physical View** tab, click the Drive icon. The properties of the drive are displayed in the right pane of the **Physical View** tab.

You must perform this step for every drive.

To obtain the ESM and drive enclosure component firmware versions:

1. Go to the Subsystem Management window. In the left pane of the **Physical View** tab, click the Drive Enclosure Component icon. The Drive Enclosure Component Information window opens.
2. In the left pane, click the ESM icon. The ESM information is displayed in the right pane of the Drive Enclosure Component Information window.
3. Locate the firmware version of each ESM in the drive enclosure.

Specifications

This section provides site specifications for the storage expansion enclosure.

Before installing a storage expansion enclosure, you must check whether your planned installation site meets these requirements, or prepare the site so that it meets 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 be strong enough to support the weight of the storage system and associated equipment; have sufficient space to install, operate, and service the storage system; and have sufficient ventilation.

Dimensions

The DCS3700 conforms to the 19-inch rack standard. Table 3 shows the dimensions of the DCS3700 with all its components.

Table 3. DCS3700 storage expansion enclosure dimensions

Height	Width	Depth ¹
6.93 in. (17.6 cm)	19 in. (48.3 cm)	34.1 in. (86.6 cm)

¹ Enclosure full depth including a cable bend radius of 2.7 inches is 36.8 inches (93.5 cm).

Weight

The total weight of the storage enclosure depends on the configuration of the unit. Table 4 lists the maximum, empty, and shipping weights for the DCS3700 in different configurations. Table 5 on page 20 lists the weight of each component.

Table 4. DCS3700 weights.

Unit	Weight		
	Maximum ¹	Empty ²	Shipping ³
DCS3700 storage system with Gen2 controllers	102.1 kg (225.2 lb)	57.5 kg (126.8 lb)	100 kg (220 lb)
DCS3700 expansion unit	101.0 kg (222.6 lb)	56.3 kg (124.2 lb)	

¹ Chassis with all FRUs and 60 drives.

² Chassis without drives but with midplane and all FRUs.

³ Includes the DCS3700, support rails, power cords, publications, 20 drives, shipping material, and the pallet.

Table 5. DCS3700 component weights

Unit	Weight
DCS3700 storage expansion enclosure with midplane only (all FRUs removed)	19.5 kg (43 lb)
Drive drawer (includes cable chains but no drives)	5.2 kg (11.5 lb)
3.5in Disk expansion enclosure	0.7 kg (1.6 lb)
Power supply	2.5 kg (5.5 lb)
Fan assembly	1.1 kg (2.4 lb)
ESM	1.5 kg (3.4 lb)
Controller with cache battery backup, no HIC	2.0 kg (4.5 lb)

Shipping dimensions

The DCS3700 is shipped on a pallet. Table 6 lists shipping carton dimensions.

Table 6. DCS3700 shipping carton dimensions

Width	Depth	Height ¹
24 in. (61 cm)	39.75 in. (101 cm)	29.5 in. (74.9 cm)

¹ The height shown includes the height of the pallet.

Environmental requirements and specifications

This section contains information about the environmental requirements and specifications for the storage expansion enclosure.

It includes temperature and humidity, altitude, airflow and heat dissipation, shock and vibration requirements, and acoustic noise levels.

Temperature and humidity

Table 7 lists the acceptable temperature and humidity ranges for the DCS3700 storage expansion enclosure when in storage or in transit.

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

Table 7. Temperature and humidity requirements for storage expansion enclosure when in storage or in transit

Condition	Parameter	Requirement
Temperature	Operating range	10° - 35° C (50° - 95° F)
	Maximum rate of change	10° C (18° F) per hour
	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

Table 7. Temperature and humidity requirements for storage expansion enclosure when in storage or in transit (continued)

Condition	Parameter	Requirement
Relative humidity (no condensation)	Operating range	20% to 80%
	Storage range	10% to 90%
	Transit range	5% to 95%
	Maximum dew point	26° C (79° F)
	Maximum gradient	10% per hour

Altitude

Table 8 lists the acceptable altitudes for operating, storing, and shipping the DCS3700.

Table 8. DCS3700 altitude ranges

Environment	Altitude
Operating	30.5 m (100 ft.) below sea level to 3000 m (9,840 ft) above sea level
Storage	30.5 m (100 ft.) below sea level to 3000 m (9,840 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 DCS3700. Allow at least 30 inches in front of the storage system and at least 24 inches behind the storage system for service clearance, ventilation, and heat dissipation.

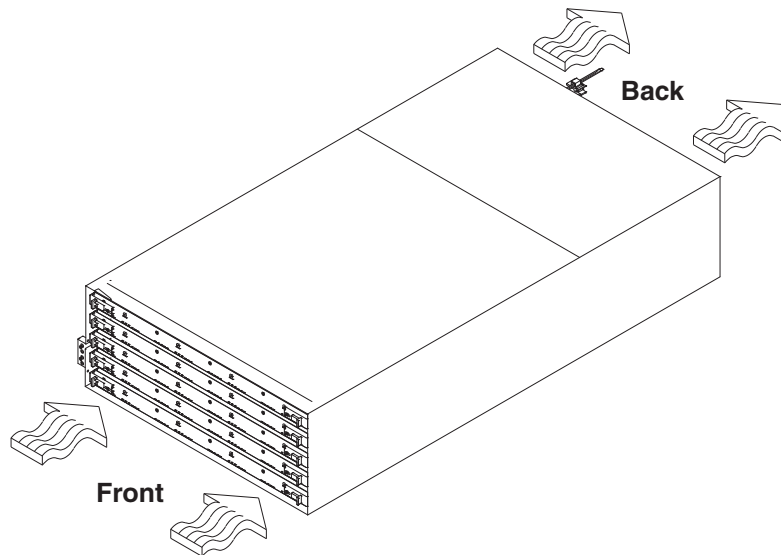


Figure 13. DCS3700 airflow

Table 9 on page 22 lists the KVA, watts, and Btu calculations. These values assume that the power supplies have an 88 percent efficiency and a power factor of 0.99. These tabulated power and heat dissipation values are typical for the storage

system. Maximum configuration units are typically operated at higher data rates, have larger random access memory (RAM) capacities, or have different host interface boards.

Table 9. DCS3700 power and heat dissipation

Parameter	KVA	Watts (ac)	Btu per hour
DCS3700 storage system	.929	896	3057
DCS3700 expansion unit	.895	802	2736

Shock and vibration requirements

Operational Shock: The DCS3700 can withstand the following shock. Subjecting the equipment to a single shock pulse with the following characteristics simulates this level of shock:

- Velocity change = 20 inches per second
- Wave form = 1/2 Sine, 10 g @5ms

Operational Vibration (Random): While in its normal operating position, the DCS3700 continues operating when subjected to a random vibration test using the criteria shown in Table 10. This test uses the indicated spectral power density for 30 minutes in each of the three axes.

Table 10. Random vibration power spectral density

Hz	5	17	150	200	500
g ² /Hz	9.0x10 ⁻⁵	3.0x10 ⁻⁴	3.0x10 ⁻⁴	9.0x10 ⁻⁵	9.0x10 ⁻⁵

Acoustic noise

Table 11 lists the maximum sound levels emitted by the storage system.

Table 11. DCS3700 sound levels

Measurement	Level
Sound power (normal operation)	7.0 bels
Sound power (normal operation with 4 TB drives)	7.2 bels

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. See “Noise” on page 206 to know more about measures needed to ensure hearing protection of the operating personnel.

Electrical requirements

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

Consider the following factors 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 power fails, the unit automatically performs a power-up recovery sequence without operator intervention after power is restored.

Attention: The DCS3700 does not support 90-136V AC sources. It supports 200-240 V ac sources only. Ensure that the ac input is appropriate for the DCS3700 before turning on the power switches.

Table 12. DCS3700 ac power requirements

AC Power Requirements	Range
Nominal Voltage	180 - 264 VAC
Frequency (Hertz)	50 - 60 Hz
Idle Current	4.27 A ^{a,b}
Maximum Operating Current	4.10 A ^a
Maximum Surge Current	7.82 A ^a

^a. Typical voltage: 220 V AC, 50 Hz

^b. While the system is idle, it still performs background data scrubbing on all the drives. However, during regular I/O the system benefits from cache, which uses less power.

Note: The DCS3700 power supplies have C20 power inlets.

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

The storage expansion enclosure uses wide-ranging redundant power supplies that automatically accommodate voltages to the power source. The power supplies operate within the ranges specified in Table 12. The power supplies meet standard voltage requirements for both domestic (inside USA) and international (outside USA) operations. They use standard industrial wiring with line-to-neutral or line-to-line power connections.

The agency voltage and current ratings for the DCS3700 storage expansion enclosure are 200 VAC - 240 VAC and 7.56 A - 6.30 A.

Power recovery after a 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 DCS3700 ships with either two IEC C19 to C14 jumper cords or two IEC C19 to C20 jumper cords. The C19 plug connects to the DCS3700 power supply and the other end is used to connect to the rack PDU outlets. It is not shipped with the power cords that can be used to connect it directly to an electrical outlet in the destination country. You must purchase the power cords that are appropriate for use in a typical outlet in the destination country. See Chapter 10, "Power cords," on page 197 for more information.

Heat output, airflow, and cooling

The system has a hot aisle and cold aisle requirement for disk system reliability.

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

Note: In general, disk system reliability tends to decrease as the ambient temperature of the environment in which it is being used increases.

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.
- 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 must 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.

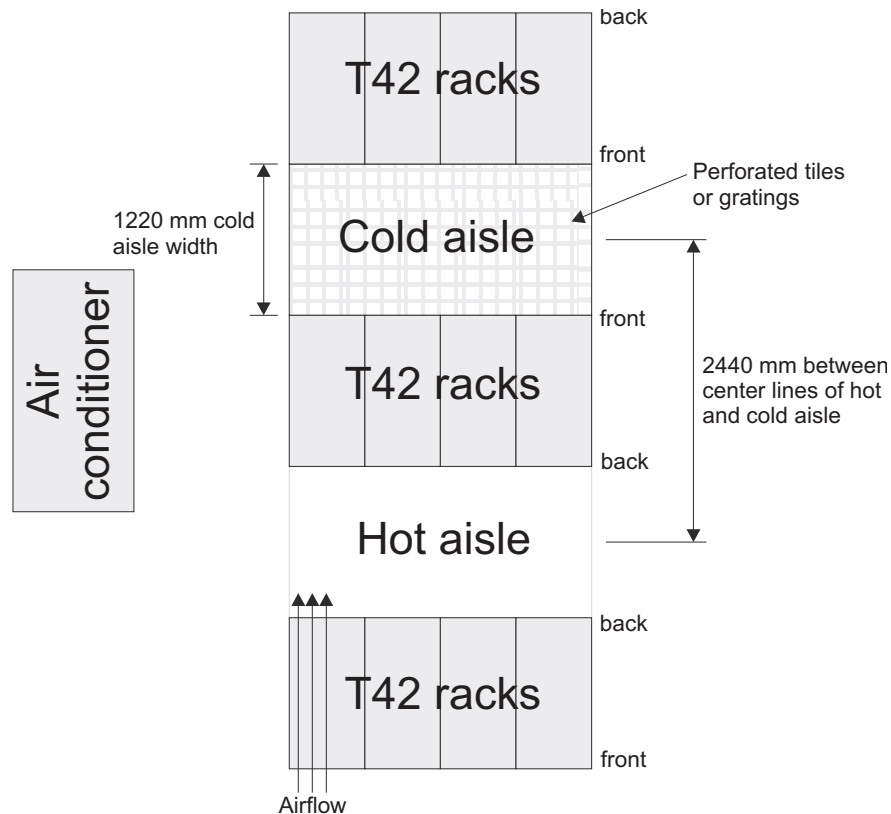


Figure 14. Example of cold aisle/hot aisle rack configuration

Chapter 2. Installing the DCS3700

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

Note: If you have ordered FC#2101, go to “Installing the DDMs” on page 41 to install Disk Drive Modules. DCS3700 system is already installed in the rack and shipped to you.

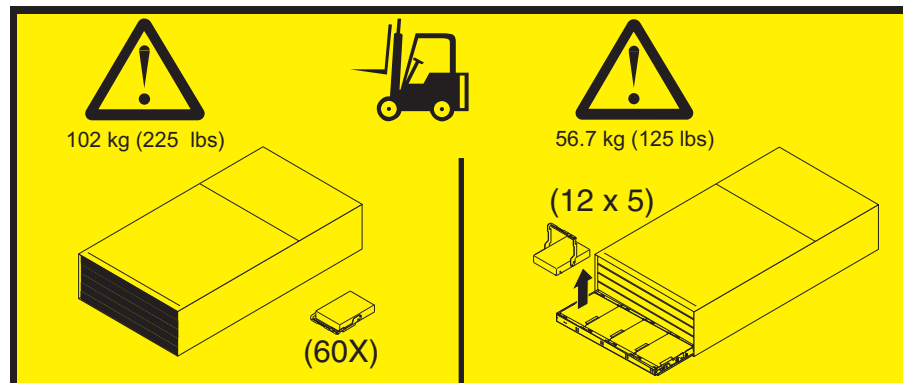
“Installation overview” provides an overview of the storage enclosure installation process. Read this overview before you begin the installation.

Installation overview

The DCS3700 can be ordered preinstalled in the cabinet, or it can be added to an existing cabinet.

This product is to be installed and serviced only by qualified IBM service representatives. The installation requires a minimum of two people for a safe installation.

Attention: Refer to “Safety” on page ix for general safety instructions and Chapter 9, “Specifications for non-IBM rack installation,” on page 189 before performing any installation or service procedures.



CAUTION:

1. The weight of this unit in the drive-ready state (without drive modules installed) is 56.7 kg (125 lb). Fully configured (with 60 drive modules installed) the unit weighs 102.1 kg (225 lb). It takes two specially trained IBM personnel with a lifting device to safely lift this unit.
2. A fully populated DCS3700 weighs approximately 102.1 kg (225 lb). Before you install it, verify that the additional weight of the chassis does not exceed the rack's weight limit or unbalance the rack cabinet. When you calculate the additional weight, include the weights of all components that can potentially be added, to avoid overloading in the future.

Ordering the lift tool

The lift tool is required only when you install a DCS3700 or when you install or remove the DCS3700 from the cabinet.

Note: Ensure that the lift tool is available on location at the time of the installation. The ordering procedures for the lift tool vary depending on your location. You must direct questions about these procedures to your regional representative.

World trade locations

The following ordering procedures are for world trade locations:

- Order the lift tool by using the parts order system, like any other part.
- Use the following part numbers when you order: Lift tool: Part number 09P2481.
- You do not record parts usage.
- Return the lift tool to the parts center after you complete the installation or removal of the DCS3700.

United States locations

In the United States, call UPS Logistics at 800-528-6070 to order the lift tool.

Visit the MTS/Test Equipment Service Center website on the IBM intranet at <http://pokgsa.ibm.com/~tstesc/public/> for additional information.

Note:

1. For the SSR branch and territory, the United States cannot order the lift tool through the parts order system. UPS Logistics are used to ship and return the lift tool. Use the following part numbers when you order: Lift tool: Part number 09P2481.
2. The MTS/Test Equipment Service Center website can be accessed only by IBM employees with access to the IBM intranet.

Attention: When you order the lift tool, you receive an 18-inch load plate.

You must provide the following information when you order the lift tool:

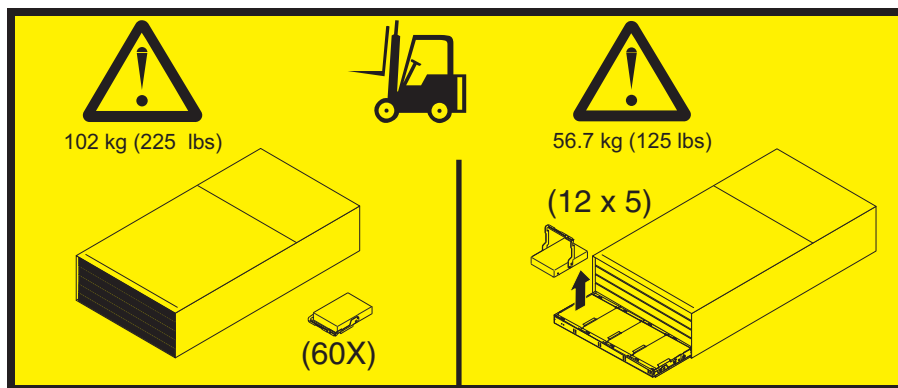
- Phone number and customer contact
- Account code: 98577
- Time and date of delivery
- Accurate destination address with zip code
- Time and date of return pickup

Failure to provide this information might delay the completion of the order request and the shipping request. You must return the lift tool at the time that was scheduled with UPS Logistics. If you need to change the scheduled return time or date, contact UPS Logistics. You are responsible for ensuring that all of the paperwork and components are packed and restored in the lift tool shipping container. Ensure that the lift tool is functioning properly before you release the tool to UPS Logistics for return. You are accountable for the lift tool until UPS Logistics picks up the lift tool for return delivery to their parts storage facility. Contact your branch office tools coordinator or your region specialist if you have any questions or concerns.

Installation sequence

The following sequence summarizes the installation steps:

1. Prepare the installation site and the rack cabinet.
2. Unpack the DCS3700 and other hardware from the shipping box. See “Preparing for installation” on page 28.



Attention:

- a. Because of the size and weight of the storage enclosure as shipped, you require a lift tool and two trained service technicians to push the enclosure out of its custom-designed package and onto the lift tool. If a lift tool is not available, see Chapter 11, “Component weights,” on page 201 for additional information.
- b. Before you move or relocate a rack that contains DCS3700 storage enclosures, see “Relocating the DCS3700” on page 72 for additional information.

Note: For more information about how to use a lift tool, see the documentation that came with the lift tool.

3. Install the support rails in the rack. See “Installing the support rails” on page 33.
4. Install the DCS3700 storage enclosure in the rack. See “Installing the DCS3700 into a rack” on page 39.
5. Install disk drives in the DCS3700 storage enclosure. See “Installing the DDMs” on page 41.
6. If there are other DCS3700 storage enclosures to be installed in the same rack, repeat step 3 to step 5 for the other DCS3700 units.

7. Install the power supply cables to the DCS3700s. Make sure that the DCS3700 power supplies are connected to 240 V AC sources only. See “Cabling the power supply” on page 71.
8. Cable the DCS3700 Storage system to any storage expansion enclosures. See Chapter 3, “Cabling the DCS3700 storage system,” on page 45.
9. Install the DS Storage Manager host software to manage the DCS3700 Storage system. See “Software and hardware compatibility and upgrades” on page 17 for the appropriate version.
10. Turn on the DCS3700 (if you have not done so already). See “Powering on the DCS3700” on page 75.
11. Upgrade the controller firmware. See “Finding Storage Manager software, controller firmware, and README files” on page xvi for more information.

Handling static-sensitive devices

To reduce the possibility of electrostatic discharge, follow these precautions.

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.

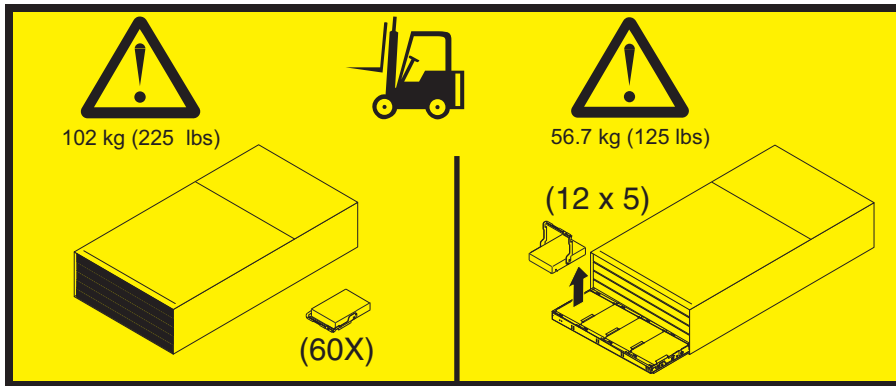
- Limit your movement, so that it does not cause static electricity to build up around you.
- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed printed circuitry.
- Do not leave the device where others can handle and possibly damage the 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 2 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

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

Before installing the storage 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.

1. Prepare the site according to the area, environmental, power, and site requirements. For more information, see “Specifications” on page 19.
2. Move the storage enclosure to the site.



Attention:

- a. Because of the size and weight of the storage enclosure as shipped, you require a lift tool and two trained service technicians to push the enclosure out of its custom-designed package and onto the lift tool. If a lift tool is not available, see Chapter 11, “Component weights,” on page 201 for additional information.
- b. Before you move or relocate a rack that contains DCS3700 storage enclosures, see “Relocating the DCS3700” on page 72 for additional information.

Note: For more information about how to use a lift tool, see the documentation that came with the lift tool.

3. Remove the storage enclosure from its shipping container and check the contents (see “Unpacking the shipping box”).

Note: If you plan to use Remote Customer System Inventory (RCSI), before starting this install, use the bar code label process for proper component tracking.

The RCSI application automates the inventory checking tasks prior to installing a system or a miscellaneous equipment specification (MES). The IBM service representatives must install the application on their notebooks, download the packing list of parts to the notebooks using the RCSI application, then use a bar code scanner to scan the parts that are shipped. The application processes the scanned parts and informs the service representatives of any missing parts or extra parts. With this process, the service representatives can ensure that they received all parts that are required to install an IBM system or MES.

You can find the RCSI application guides and resources at:
<http://w3.rchland.ibm.com/~cuii/CustomizableContent/rcsi.htm>

4. If any items are missing, contact your IBM reseller before you proceed with installation.
5. Verify that you have the correct version of the IBM DS Storage Manager software.
6. Continue with “Preparing the site” on page 32.

Unpacking the shipping box

The disk drive modules (DDMs) that come with the storage enclosure are packaged in a smaller box inside the shipping box. To unpack the shipping box, complete the following steps.

Important: Do not remove the storage enclosure from the shipping box until the support rails are installed in the rack cabinet. You must install the support rails in the rack cabinet before you install the storage enclosure.

1. Remove the following items from the shipping box. Do not remove the DCS3700 from the shipping box at this time.
 - Six full or empty boxes of DDMs

Note: The DDMs are packaged 10 per box. The minimum order is 20 DDMs, so at least two of the boxes are full. If you ordered less than the maximum number of 60 DDMs, one or more of the boxes are empty.

- Box containing the mounting hardware kit
 - Box containing storage enclosure handles
 - Box containing the power cords and documentation
2. Check the items in the preceding list to make sure that you received all the necessary parts. See the “Inventory list” for the parts that are included with the storage enclosure.

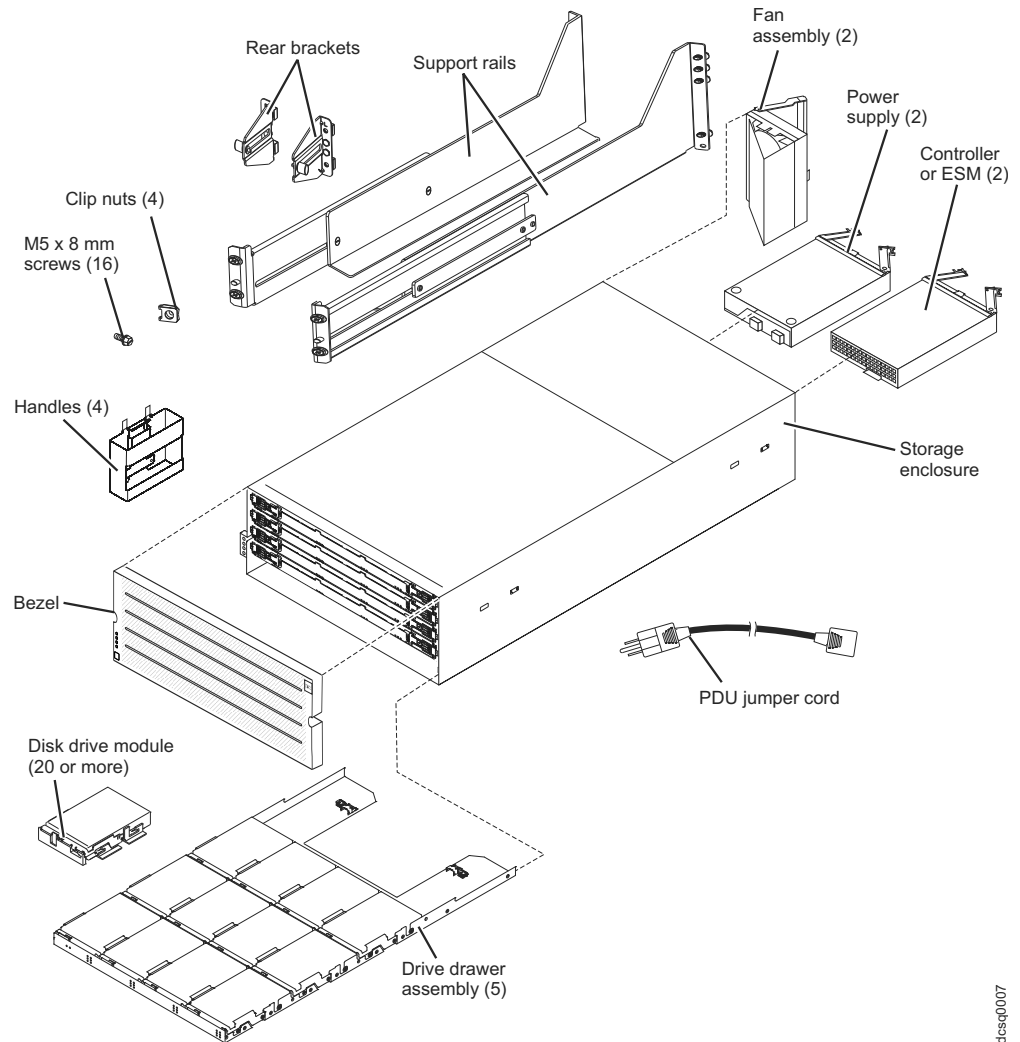
Inventory list

The following illustration and inventory list show the items that you need to install the storage enclosure in the rack cabinet.

If any items are missing or damaged, contact your place of purchase.

Note:

1. The illustration might differ slightly from your hardware.
2. Depending on your DCS3700 order, your shipping box might contain additional materials that are not shown in the following illustration.



dcs370007

After you unpack the DCS3700, verify that you have the following items:

- 4U-high storage enclosure (1)
 - Drive drawer assemblies (5)
 - Fan assemblies (2)
 - Power supplies (2)
 - Controllers (2), if you ordered 1818-90C
 - ESMs (2), if you ordered 1818-80E
- Handles (4), packaged in a smaller box inside the shipping box
- DDMs (20 or more, depending on your DCS3700 order), packaged in a smaller box inside the shipping box
- Bezel (1)
- Rack-mounting hardware kit (1), packaged in a smaller box inside the shipping box, including:
 - Rails (2), right and left assembly
 - Rear brackets (2)
 - M5 black hex-head slotted screws (16)

Note: The screws are either preinstalled in the support rails or packaged in a plastic bag.

- Washers (8)
- Clip nuts (4)

Important: The DCS3700 does not ship with region-specific ac power cords. You must obtain the IBM-approved power cords for your region. For more information, see Chapter 10, “Power cords,” on page 197.

Tools

This is the list of tools you must be ready with before installation.

Before you install the storage enclosure, the installation area must have an internet connection, and you must have the following tools:

- A cart to hold the storage enclosure and its components
- Labels for the cable connectors
- A medium flat-blade screwdriver
- A No. 2 Phillips screwdriver or an M5 hex driver
- Anti-static protection

Tools and hardware required

Gather the tools and equipment you need for installation.

These might include:

- A portable mechanized lift
- A number 2 Phillips screwdriver
- An M5 hex nut driver
- A medium flat-blade screwdriver
- anti-static protection (such as a grounding wrist strap)
- The rack power jumper cords that are shipped with the storage enclosure
- LC Fiber Optic and Ethernet interface cables and cable straps
- SFP/SFP+ modules
- Rack-mounting hardware that ships with the storage enclosure

Preparing the site

This section lists the floor space requirements and weight information for the storage enclosure.

For information about interface cables and connections, see Chapter 3, “Cabling the DCS3700 storage system,” on page 45.

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 enclosure and associated systems
- Sufficient space to install the storage enclosure

Weight: The weight of the storage enclosure depends on the number of components that are installed. A fully configured storage enclosure with two power supplies, two fan assemblies, two controllers or ESMs, and 60 hard disk drives weighs up to 228.4 lb (103.6 kg). For more information, see Chapter 11, “Component weights,” on page 201.

Other: Before you prepare the rack:

- 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.

Preparing the rack

Before you install the storage enclosure in a rack, keep in mind the following considerations .

- When DCS3700 enclosures are to be plant or field integrated into the IBM racks, the rack must be configured with PDU power cords rated for 240 volt electrical service.
- IBM does not support the ruggedized rack feature for the 2101-200 rack when it is used with the DCS3700. The DCS3700 does not fit in the 2101-200 rack if the ruggedized rack feature is installed.
- Do not install the DCS3700 above EIA Unit position 32 in any rack. Installing the DCS3700 above U position 32 requires a ladder and is not supported.
- If you are using a non-IBM rack or cabinet, review the information in Chapter 9, “Specifications for non-IBM rack installation,” on page 189.
- Do not extend more than one device out of the rack cabinet at the same time.
- 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 enclosure to a properly grounded outlet.

Complete the following steps to prepare the rack before you install the storage 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

This is the procedure to install the support rails in the cabinet before installing the DCS3700 system.

Note: Duplicate copies of the rack mounting templates are provided in Chapter 8, “Rack mounting template,” on page 185. If you want to tear out the templates from this document for easier use, use the copies in Chapter 8, “Rack mounting template,” on page 185 rather than the copies provided in this section.

Use the following templates (Figure 15 and Figure 16 on page 35) to identify the proper locations for inserting M5 screws when mounting the support rails and DCS3700 to a rack. The locations for the M5 screws are highlighted in the templates.

The DCS3700 is 4U 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 round. The holes in the rack might be round, square, or threaded.

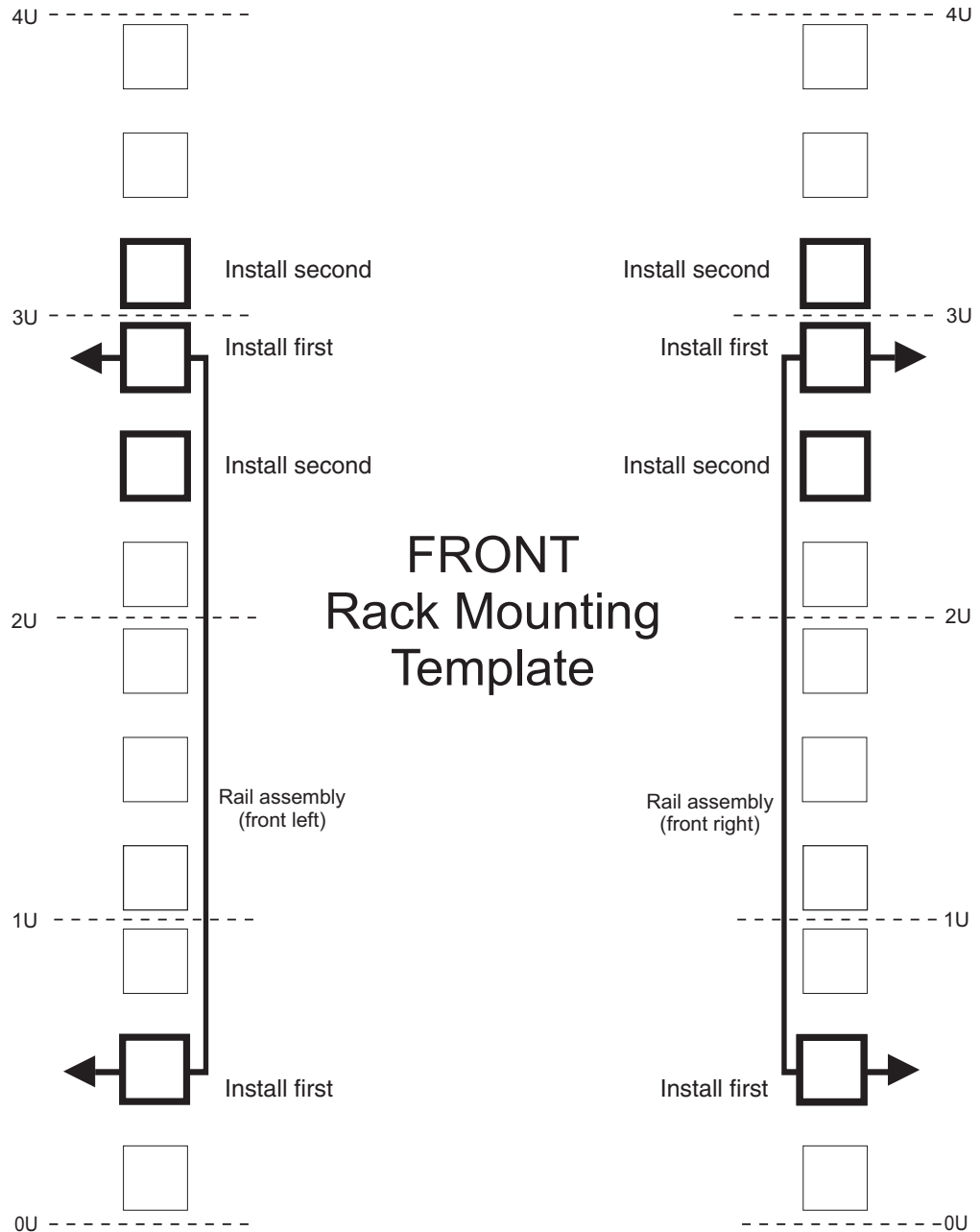


Figure 15. Front rack mounting template

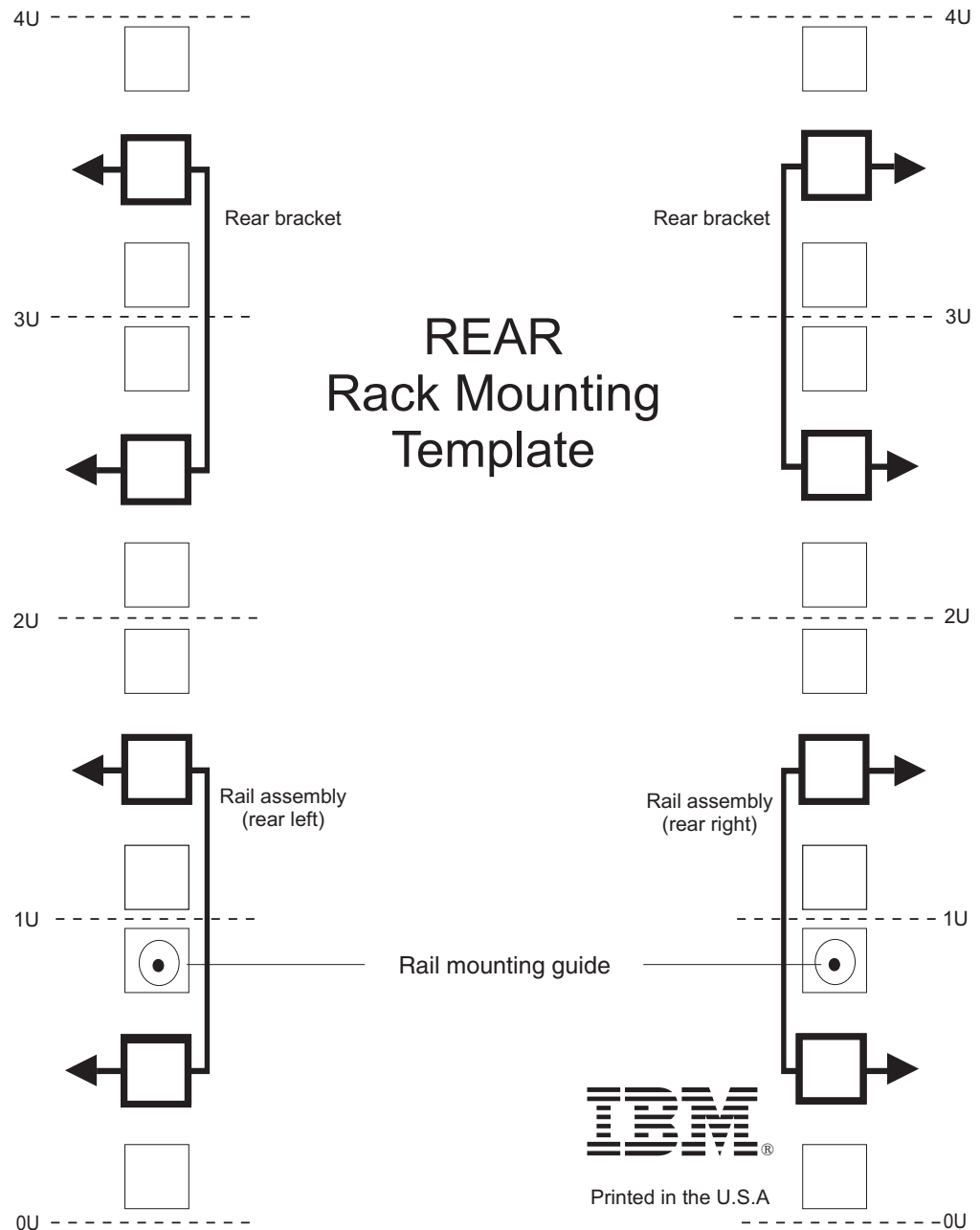


Figure 16. Rear rack mounting template

Before installing the DCS3700 in a rack, you must install the rails and rack-mounting hardware that come with your storage enclosure. The DCS3700 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 76 cm (30 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 place the storage enclosure.

Use the front and rear rack-mounting templates in Figure 15 on page 34 and Figure 16 to align the support rails and rear brackets with the correct rack holes. If the support rails will be installed above an existing storage subsystem or storage enclosure, position the DCS3700 support rails directly above it. If the support rails

will be installed below an existing storage subsystem or storage enclosure, allow 178 mm (7 in.) of vertical clearance for the DCS3700.

Note: For proper weight distribution, install the support rails as low in the rack cabinet as possible. The rack cabinet must have a minimum depth of 100 cm (40 in.). If you are using a non-IBM rack or cabinet, review the information in Chapter 9, "Specifications for non-IBM rack installation," on page 189.

To install the left and right support rails in the rack cabinet, complete the following steps.

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

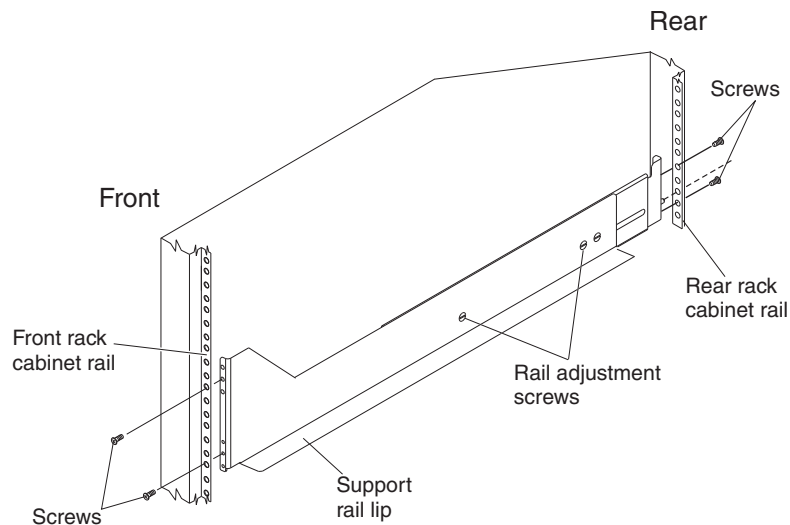
Refer to the installation and service guide, or equivalent, for the rack as required.

3. Locate the two support rails, eight M5 screws, and eight washers that are supplied with the storage enclosure.

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

4. Starting with the left support rail, loosen the two rail adjustment screws with a medium flat-blade screwdriver. The adjustment screws are used to lock the support rails at a certain length.

Note: The support rails are not marked as left or right. However, each rail can be mounted correctly on only one side of the rack cabinet. The rails should be mounted with the alignment pin at the rear of the rack.



5. Hold the front of the left support rail against the inside of the front rack cabinet support flange, and extend the rear of the support rail until it makes contact with the rear rack cabinet support flange. The alignment pins at the rear of the support rail slide into the mounting holes at the rear of the rack cabinet. The wider end of the support rail must be positioned at the front of the rack cabinet.
6. From the front of the rack cabinet, with the support-rail flanges positioned inside the rack cabinet support rail assemblies, insert two M5 screws with washers through the front of the cabinet and screw them into the support rail

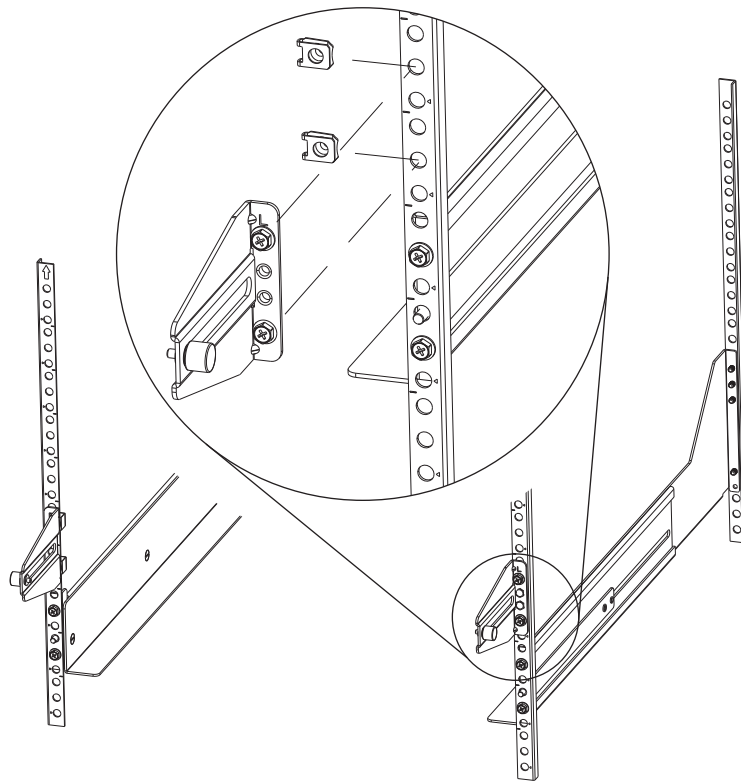
front flange. Ensure that you use a washer when you install an M5 screw through a square hole on a rack-mounting flange.

Attention: Ensure that the screws are tight enough to support the weight of the storage enclosure, but do not completely tighten the screws yet.

7. Ensure that the holes in the rail above and below the top mounting screw are visible through the holes of the rack flange and tighten the two M5 screws to secure the front of the rail to the rack flange.
8. From the rear of the rack cabinet, insert two M5 screws with washers through the rear of the cabinet and screw them into the support rail rear flange.
9. Tighten the two rail adjustment screws with a medium flat-blade screwdriver.
10. Repeat steps 4 on page 36 through 9 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 of each of the support rails might not line up evenly. Make minor adjustments 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 enclosure to fit unevenly in the rack.

11. Locate the two rear brackets, four M5 screws, four washers, and four clip nuts that are supplied with the storage enclosure.
12. Install the rear brackets at the rear of the rack as shown in the following illustration, using the M5 screws, washers, and clip nuts to secure the brackets to the rack mounting holes. Do not tighten the screws until the DCS3700 is installed in the rack (see 8 on page 40).



13. Continue with “Installing the DCS3700 into a rack” on page 39.

Installing and removing the handles

Install the handles on the storage enclosure before you move the unit onto the lift tool.

After you install the storage enclosure in the rack cabinet and remove the handles, store the handles for future use.

Installing the handles

You can install the handle on the storage enclosure in three steps.

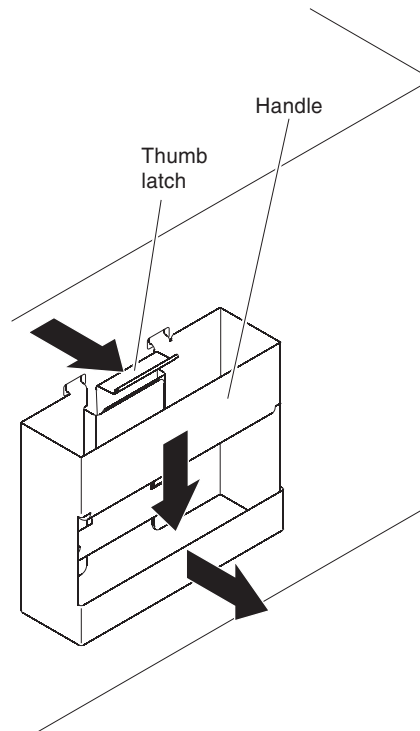
1. Locate the box of handles.
2. To install a handle on the storage enclosure, place notch at the bottom of the handle in the opening in the storage enclosure chassis, and push the handle in and up until the latch at the top of the handle secures the handle to the chassis.
3. Repeat step 2 for the three remaining handles.

Removing the handles

Before you install the storage enclosure completely into a rack cabinet, you must remove the handles.

Complete the following steps to remove the handles from the storage enclosure:

1. Release the latch with your thumb and pull down and away from the unit.
2. Repeat step 1 for the three remaining handles.



3. Store the handles for future use.

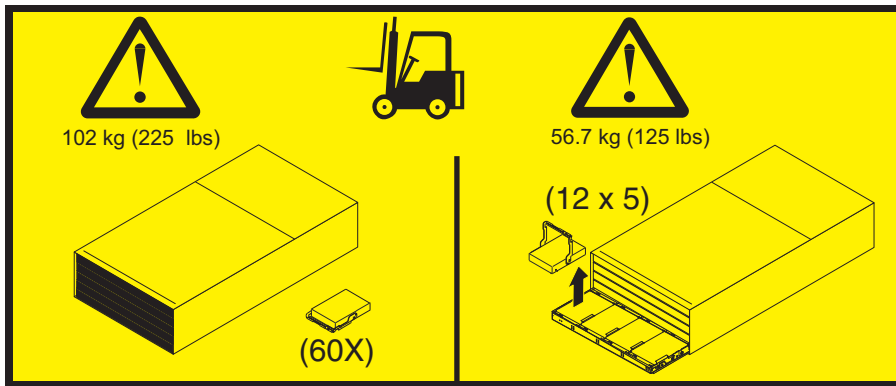
Installing the DCS3700 into a rack

You must install the DCS3700 into the rack after the site is ready, and after you have the tools and hardware on hand.

To install the storage enclosure, complete the following steps.

1. Prepare the storage enclosure for installation:
 - a. Position the lift tool so that it is facing one side of the shipping box.

Note: For more information about how to use a lift tool, see the documentation that came with the lift tool.
 - b. Remove the foam shipping material from the sides and ends of the storage enclosure.
 - c. If necessary, cut away sides of the shipping box so that the lift tool has access to the storage enclosure.
 - d. Open the plastic bag and tuck it under the storage enclosure. The plastic bag reduces friction and makes it easier to slide the unit out of the shipping box onto the lift tool, then out of the lift tool and into the rack cabinet.
 - e. Install the four handles on the sides of the storage enclosure. See “Installing and removing the handles” on page 38 for detailed instructions.



Attention:

- a. Because of the size and weight of the storage enclosure as shipped, you will require a lift tool and a minimum of two trained service technicians to push the enclosure out of its custom-designed package and onto the lift tool. For more information about the lift tool, see “Installation overview” on page 25.
 - b. Before you move or relocate a rack that contains DCS3700 storage enclosures, see “Relocating the DCS3700” on page 72 for additional information.
2. Slide the storage enclosure out of the side of the shipping box and onto the lift tool. Align it in front of the rack.
 3. Put the rear edge of the storage enclosure on the support rails.
 4. Remove the two handles (one on each side) at the rear of the storage enclosure. Do not remove the front handles on both sides of the unit.

Installing the DDMs

You know with illustrations how to install drives into drive drawers.

Attention:

1. **Potential damage to DDMs** - Repeatedly turning the power off and on without waiting for the DDMs to spin down can damage them. Always wait at least 90 seconds from when you turn off the power until you turn it on again.
2. The installation order within each drawer is from left to right in rows. Slots 1, 4, 7, and 10 must have a drive installed in these locations to ensure that there is sufficient airflow to the drives (see Figure 17). To verify these slots, check the overlay on the front of each of the five drive drawers. Ensure that the four drives in each row are adjacent to each other. The long edge of each drive should touch the drive next to it. To maintain a uniform airflow across all drive drawers, the storage enclosure must be configured with a minimum of 20 drives, with four drives in the front row of each of the five drive drawers.

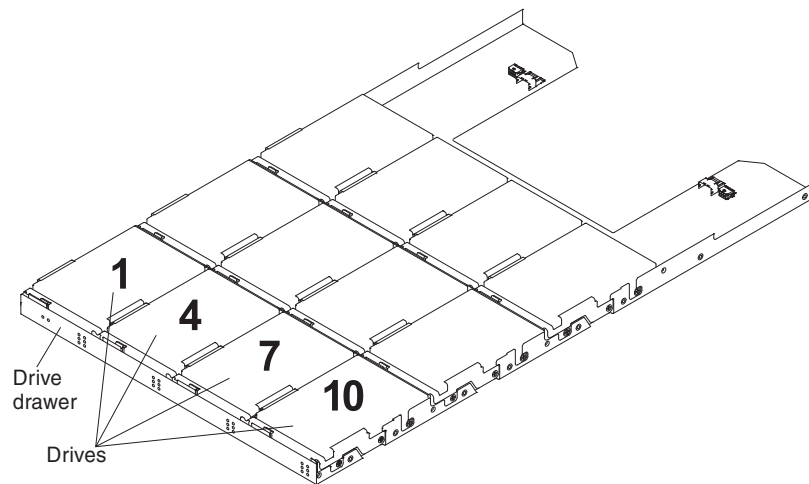
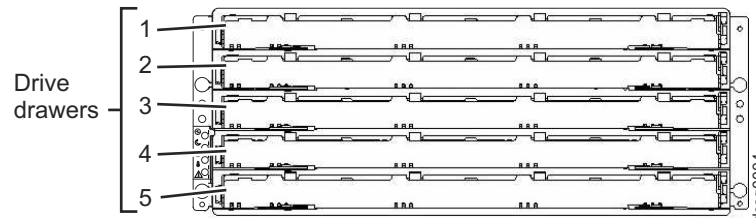


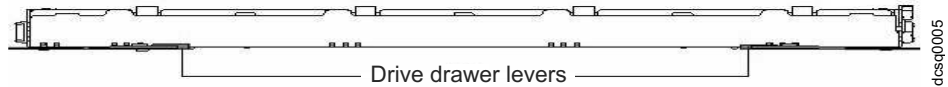
Figure 17. DCS3700 drive drawer with labeled disk drives

The drive drawers are preinstalled in the DCS3700, but the DDMs are shipped separately from the drive drawers. Ensure that you install the storage enclosure in the rack cabinet before you install DDMs in the storage enclosure.

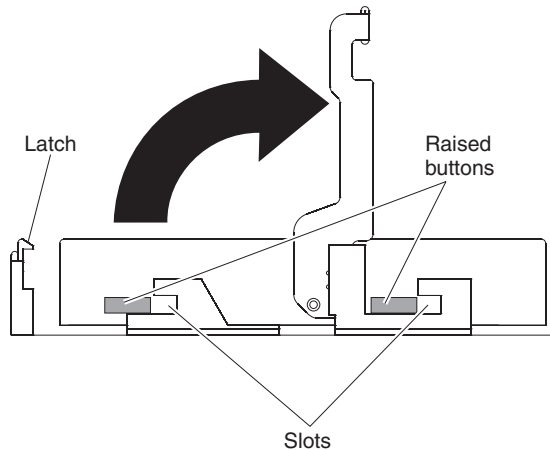


To install the DDMs in the drive drawers, complete the following steps:

1. Open the two release levers on the drawer as shown in the illustration. Starting with the top drive drawer in the storage enclosure, pull the levers on each side of the drawer out and cam away from the chassis to release the drawer.



2. With the release levers fully extended, slide the drawer out until it is fully extended, but do not remove it from the enclosure.
3. Starting with the first DDM, raise the DDM handle to the vertical position.



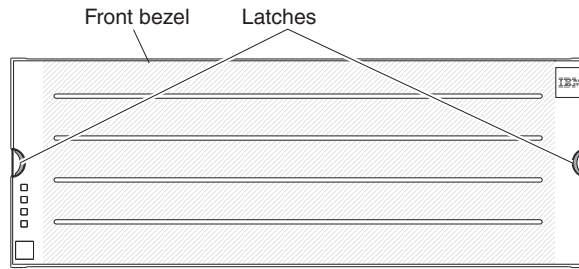
4. Align the raised buttons on the sides with the matching slots in the DDM channel on the drawer. Lower the DDM down onto the drawer, and rotate the DDM handle until the DDM snaps into place under the DDM release lever.

Note:

- a. If the DDM does not correctly fit into the drive connector on the disk drawer, push the rear of the drive as you install it.
 - b. If the storage enclosure is turned on, you must wait at least 90 seconds after you install each DDM in the drive drawer. Otherwise, the storage enclosure might not recognize the new DDM, recognize the DDM as failed, or recognize the drive as incompatible. In this case, unlatch the DDM, wait 90 seconds, and latch the DDM again.
5. Install the other DDMs in rows from left to right until the drive drawer has a minimum of four DDMs in the front row of the drive drawer.
 6. Push the drive drawer into the storage enclosure until it clicks, and close the levers on each side of the drawer.

Attention: Ensure that you push both levers back against the drive drawer completely so that the drive drawer is closed. If the drive drawer is not completely closed, excess airflow through the unit might cause damage to the DDMs and you will not be able to open another drawer. If you try to open another drawer, both drawers might be damaged.

7. Repeat steps 1 on page 41 through 6 for each drive drawer in the configuration.
8. Position the bezel in front of the storage enclosure as shown in the following illustration.



9. Align the tabs on the top and bottom of the bezel with the slots on the front of the storage enclosure, and align the pins on the side of the bezel with the holes in the storage enclosure. Push the bezel into the front of the unit until the latches on both sides of the bezel lock it in place.
10. Continue with Chapter 3, "Cabling the DCS3700 storage system," on page 45.

Chapter 3. Cabling the DCS3700 storage system

You must know how to cable the installed storage system to hosts, expansion units, and other devices.

The section contains information and instructions for cabling the DCS3700 storage system. After the storage system is installed in its permanent location, you must cable it to hosts, expansion units, and other external devices, depending on your hardware configuration.

Controller connectors (with SAS host port adapters)

An illustration of the DCS3700 system with four SAS host ports and the optional Drive expansion port.

Figure 18 shows the optional SAS host port adapter installed in both controllers at the rear of the storage system.

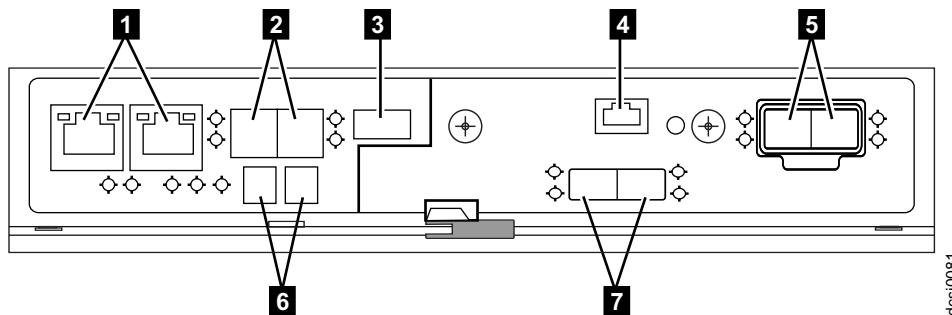


Figure 18. DS3700 storage system ports and controllers (with an optional SAS host port adapter)

Table 13. Legend to the DS3700 storage system ports and controllers (with an optional SAS host port adapter)

Number	Description
1	Two Ethernet ports
2	12 Gb SAS Host Interface Ports
3	Factory use only
4	Mini-USB Serial Communication Port
5	6 Gb SAS Disk Expansion Ports
6	Seven segment status display
7	2 port SAS (optional)

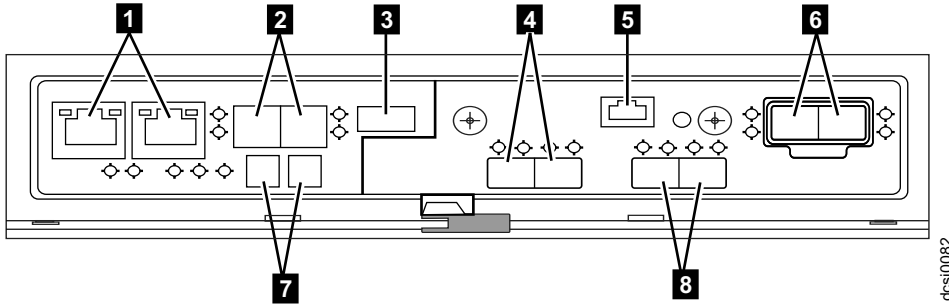


Figure 19. DCS3700 storage system with Gen2 Controllers (SAS port listed as SAS expansion)

Table 14. DCS3700 storage system with Gen2 Controllers (SAS port listed as SAS expansion)

Number	Description
1	Two Ethernet ports
2	12 Gb SAS Host Interface Ports
3	Factory use only
4	2 port SAS (optional)
5	Mini-USB Serial Communication Port
6	6 Gb SAS Disk Expansion Ports
7	Seven segment status display
8	2 port SAS (optional)

SAS Host port 1, 2, 3, and 4

Each of the DCS3700 host ports is a x4 multilane, 12 Gbps universal mini-SAS port. Connect a SAS cable from your host system SAS host bus adapter to a host port on each controller.

Drive expansion ports

The drive expansion port is a x4 multilane SAS port. Connect a SAS cable to this port and to a drive expansion enclosure.

Controller connectors (with 10 Gb iSCSI host port adapters)

An illustration of a DCS3700 system with FC Host ports, iSCSI ports, and the drive expansion ports.

Figure 20 on page 47 lists the FC Host ports, iSCSI ports, and the SAS drive expansion ports.

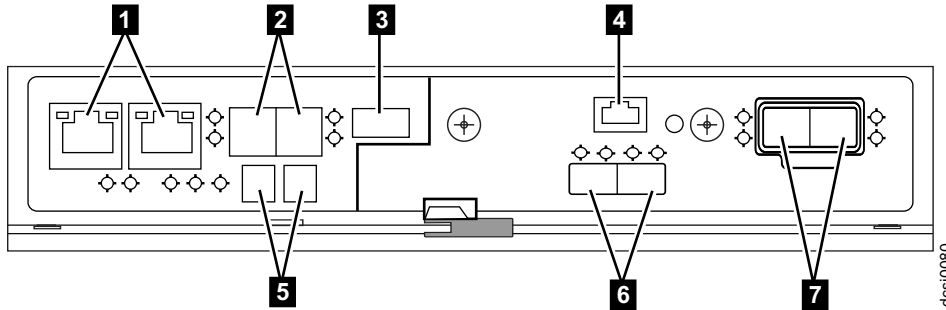


Figure 20. DCS3700 storage system with Gen2 Controllers

Table 15. DCS3700 storage system with Gen2 Controllers

Number	Description
1	Two Ethernet ports
2	12 Gb SAS Host Interface Ports
3	Factory use only
4	Mini-USB Serial Communication Port
5	Seven segment status display
6	2 port iSCSI (optional)
7	6 GB SAS Disk Expansion ports

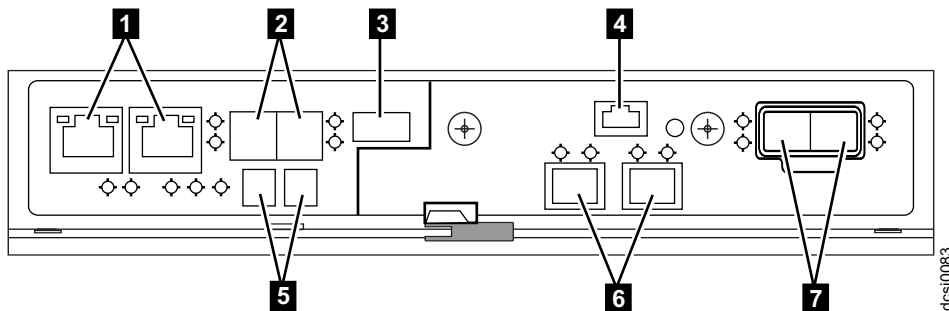


Figure 21. DCS3700 storage system with Gen2 Controllers (FC ports listed)

Table 16. DCS3700 storage system with Gen2 Controllers (FC ports listed)

Number	Description
1	Two Ethernet ports
2	12 Gb SAS Host Interface Ports
3	Factory use only
4	Mini-USB Serial Communication Port
5	Seven segment status display
6	16 GB FC ports (optional)
7	6 GB SAS Disk Expansion ports

Fibre Channel Host Ports 1, 2, 3, and 4

Each Fibre Channel host port supports a small-form-factor pluggable (SFP) transceiver and is capable of operating at 16 Gbps, 8 Gbps, or 4 Gbps.

10 Gb iSCSI Host Ports 1 and 2

Each 10 Gb iSCSI host port supports a small-form-factor pluggable plug (SFP+) transceiver and is capable of operating at 10 Gbps.

Drive expansion ports

Each drive expansion port is a x4 multilane SAS port. Connect a SAS cable to this port and to a drive expansion enclosure.

Password reset

Password reset clears the password to log in to the IBM DS Storage Manager. Press this button if you have forgotten the password.

Controller connectors (with Fibre channel host port adapters)

An illustration of a DCS3700 storage system with SAS host ports, FC host ports, and the drive expansion ports.

Figure 22 shows the optional Fibre Channel host port adapter installed in both controllers at the rear of the storage system. Figure 21 on page 47 shows Fibre channel host port adapters.

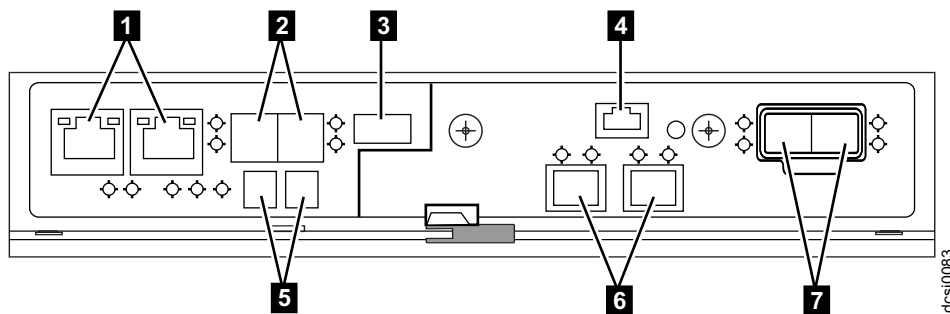


Figure 22. DCS3700 storage system ports and controllers (FC ports listed)

Table 17. DCS3700 storage system ports and controllers (FC ports listed)

Number	Description
1	Two Ethernet ports
2	12 Gb SAS Host Interface Ports
3	Factory use only
4	Mini-USB Serial Communication Port
5	Seven segment status display
6	16 GB FC ports (optional)
7	6 Gb SAS Disk Expansion Ports

SAS Host Ports 1 and 2

Each of the DCS3700 SAS host ports is a x4 multilane, 12 Gbps universal mini-SAS port. Connect a SAS cable from your host system SAS host bus adapter to a host port on each controller.

Fibre Channel Host Ports 3, 4, 5, and 6

Each Fibre Channel host port supports a small-form-factor pluggable (SFP) transceiver and is capable of operating at 16 Gbps, 8 Gbps, or 4 Gbps.

Drive expansion ports

Each drive expansion port is a x4 multilane SAS port. Connect a SAS cable to this port and to a drive expansion enclosure.

Enclosure ID Settings

The enclosure ID is a unique two-digit identifier for each enclosure in the storage system configuration.

In a dual controller or ESM configuration, both enclosure IDs are identical under normal operating conditions. Each DCS3700 storage system and DCS3700 expansion enclosure in the storage system configuration must have a unique storage enclosure ID.

The controller automatically sets the enclosure ID. You can change the setting through the DS Storage Manager software, if necessary. The range of supported enclosure ID settings is 0 through 99. The enclosure ID is normally set to a value of 00 at the factory.

The enclosure ID is displayed on the seven-segment numeric display located on the back of each controller and ESM.

Working with SAS cables

Each storage controller has up to four x4 multilane SAS host ports and two x4 multilane SAS ports for drive channel connections.

Use a 1M or 3M (1-meter or 3-meter) SAS cable with a mini-SAS 4x multilane SAS connector on each end to connect a controller host port to a host HBA and to connect the drive expansion port to an storage enclosure.

The following illustration shows the 1M and 3M mini-SAS cable.

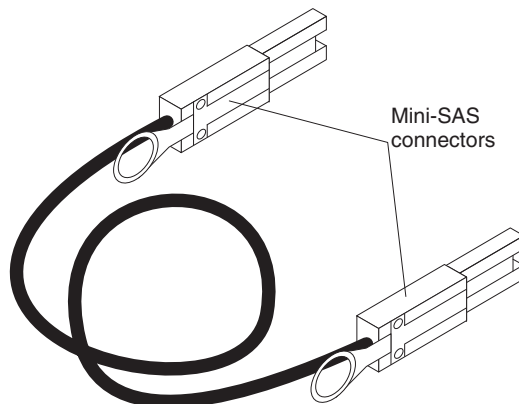


Figure 23. Mini-SAS cable

The 1M and 3M SAS cables have a universal key connector that enables the cable to be used in all mini-SAS ports.

Attention: To avoid damage to the SAS cables, consider the following precautions:

- When you route the cable along a folding cable-management arm, leave enough slack in the cable.
- Route the cable away from places where it can be damaged by other devices in the rack.
- Do not put excess weight on the cable at the connection point. Ensure that the cable is well supported.

To connect a mini-SAS cable, insert the mini-SAS connector into a mini-SAS port. Ensure that it locks into place.

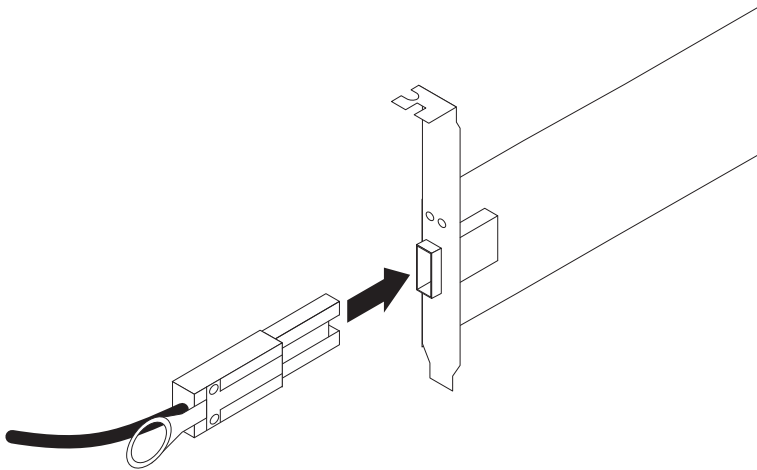


Figure 24. Connecting a mini-SAS cable

To remove a mini-SAS cable, complete the following steps:

1. Hold the blue plastic tab at the end of the mini-SAS connector and gently pull on the tab to release the locking mechanism.

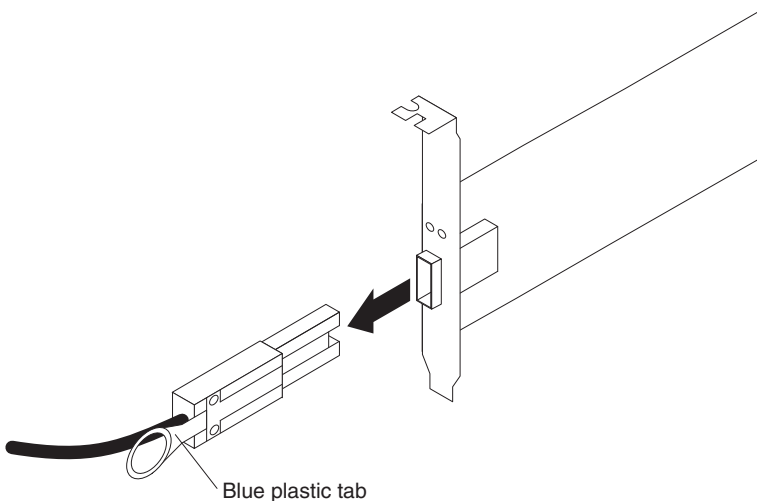


Figure 25. Removing a mini-SAS cable

2. As you pull the tab, pull out the connector to remove it from the port.

Installing SFP/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, use fibre-optic cables to connect the DCS3700 storage system to hosts with FC host bus adapters or FC switches.

Important: IBM SFP options have been tested and approved for the IBM DS storage products. For optimal performance and compatibility, always use IBM SFP options when installing the IBM DS products.

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 system. Use either long-wave SFPs or short-wave SFPs. You can use the DS Storage Manager client to view the storage system profile to verify that you are not mixing long-wave and short-wave SFPs.
- Do not use long-wave SFPs in any of the FC ports in the FC drive loops. (Long-wave SFPs are not supported 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 damage the SFP module or 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/SFP+ modules” on page 53 for more information.
- Ensure that you use a Fibre channel SFP of correct speed. There is no physical identification to indicate the speed capability of an SFP other than the SFP label. Use the part number indicated on the SFP label to determine the speed capability of the SFP.

Statement 3



CAUTION:

When laser products (such as CD-ROMs, DVD drives, fibre optic devices, or transmitters) are installed, do not:

- Remove the covers of the laser product as it might expose the product to hazardous laser radiation. There are no serviceable parts inside the device.
- Perform procedures, or use controls or adjustments, other than those specified in this guide, as it might cause radiation exposure.



DANGER

Some laser products contain an embedded Class 3A or Class 3B laser diode. When laser radiation is open, do not stare into the beam or view with optical instruments.

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 28.

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 26. Save the protective cap for future use.

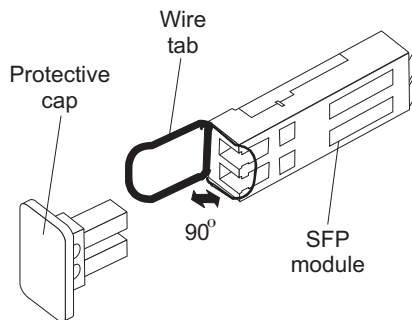


Figure 26. SFP module and protective cap

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 27 on page 53.

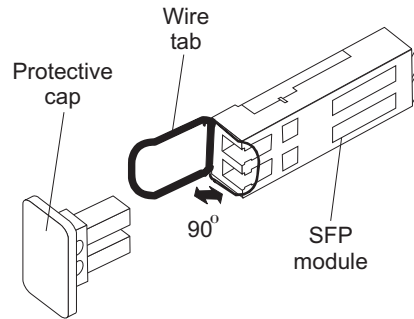


Figure 27. Installing an SFP module into the host port

5. Connect an LC-LC Fibre Channel cable. For information about the LC-LC cable, see “Using LC-LC Fibre Channel cables” on page 55.

Removing SFP/SFP+ modules

The steps to remove the SFP/SFP+ module from the host port are listed here.

Attention: To avoid damage to the cable or to the SFP module, ensure 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 54.
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 28.

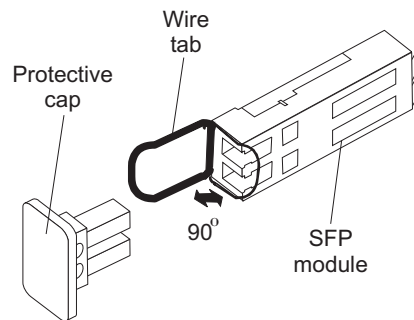


Figure 28. Unlocking the SFP module latch - plastic variety

- For SFP modules that contain wire tabs, unlock the SFP module latch by pulling the wire latch outward 90°, as shown in Figure 29 on page 54.

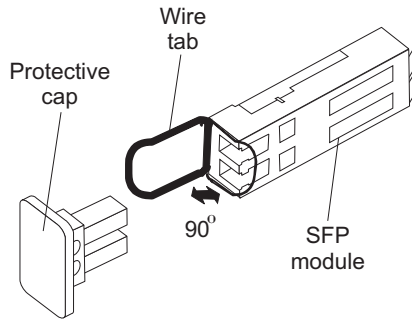


Figure 29. Unlocking the SFP module latch - wire variety

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

You must follow these guidelines to avoid damage to your fibre-optic cables.

Important: IBM Fibre Channel (FC) cable options have been tested and approved for the IBM DS storage products. For optimal performance and compatibility, always use IBM FC cable options when installing the IBM DS products.

- 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 30 on page 55.
- Loop diameter of 76 mm (3 in.) and bend radius of 38 mm (1.5 in.) for fibre optic cable are IBM DCS3700 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

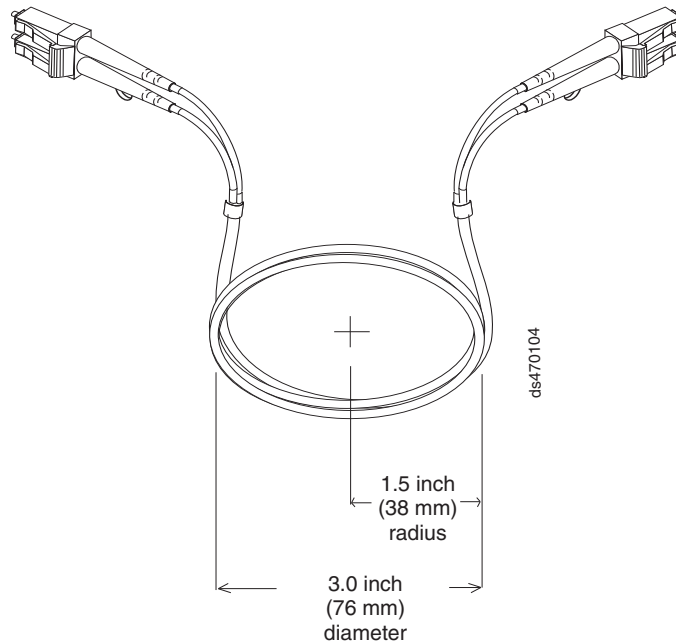


Figure 30. Recommended bending and looping specifications for fibre-optic cables

Using LC-LC Fibre Channel cables

You must know how the LC-LC Fibre Channel cable is used.

The LC-LC Fibre Channel cable is used to connect one of the following devices:

- An SFP module installed in a DCS3700 fibre channel host interface adapter.
- An SFP module installed in a fibre channel switch port or fibre channel host bus adapter port.

See Figure 31 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.

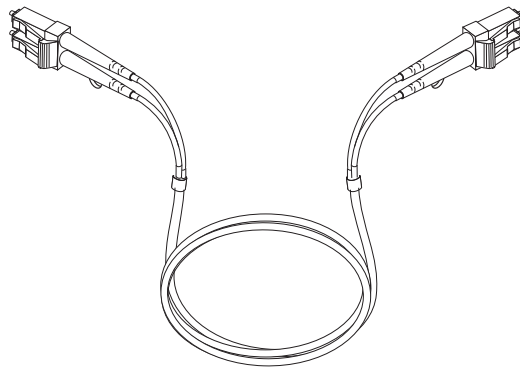


Figure 31. LC-LC Fibre Channel cable

Connecting an LC-LC cable to an SFP/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, do not:

- Remove the covers of the laser product as it might expose the product to hazardous laser radiation. There are no serviceable parts inside the device.
- Perform procedures, or use controls or adjustments, other than those specified in this guide, as it might cause radiation exposure.



DANGER

Some laser products contain an embedded Class 3A or Class 3B laser diode. When laser radiation is open, do not stare into the beam or view with optical instruments.

1. Read the information in “Handling fibre-optic cables” on page 54.
2. If necessary, remove the protective cap from the SFP module, as shown in Figure 26 on page 52. 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 32. Save the protective caps for future use.

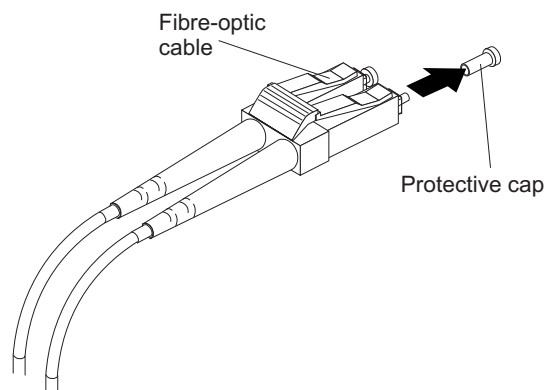


Figure 32. Removing fibre-optic cable protective caps

4. Carefully insert this end of the LC-LC cable into an SFP module that is installed in the DCS3700. 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 33 on page 57.

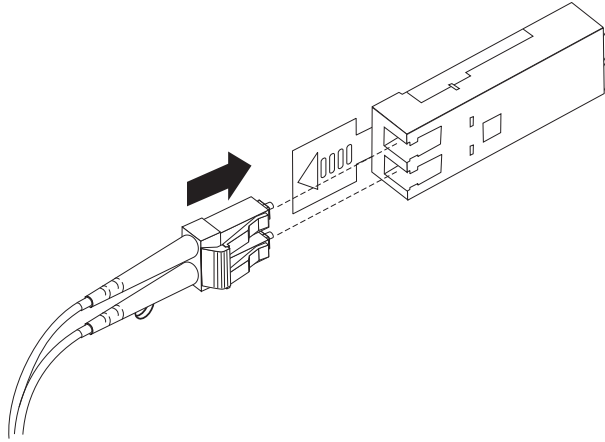


Figure 33. Inserting an LC-LC Fibre Channel cable into an SFP module

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 an SFP module that is installed in a separate DCS3700 or other DS5000 storage expansion enclosures.

Removing an LC-LC Fibre Channel cable

Complete the following steps to remove an LC-LC Fibre Channel cable.

1. On the end of the LC-LC cable that connects into the SFP module or host bus adapter, press and hold the lever to release the latches, as shown in Figure 34.

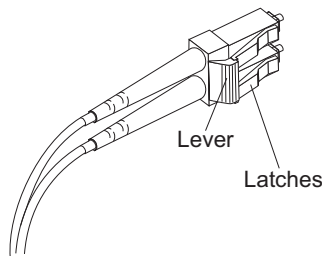


Figure 34. LC-LC Fibre Channel cable lever and latches

2. Carefully pull on the connector to remove the cable from the SFP module, as shown in Figure 35 on page 58.

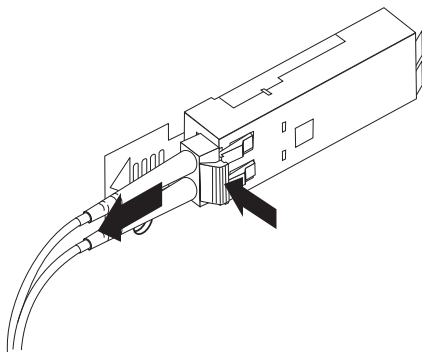


Figure 35. Removing the LC-LC Fibre Channel cable

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

Attention: To avoid damaging the LC-LC cable or SFP module, 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.

Cabling the DCS3700 expansion enclosure

You must cable the DCS3700 expansion enclosure.

The DCS3700 expansion enclosure is a dual ESM unit, which provides additional storage capacity when attached to the DCS3700 storage system.

ESM connectors

An illustration about the connectors on the ESM.

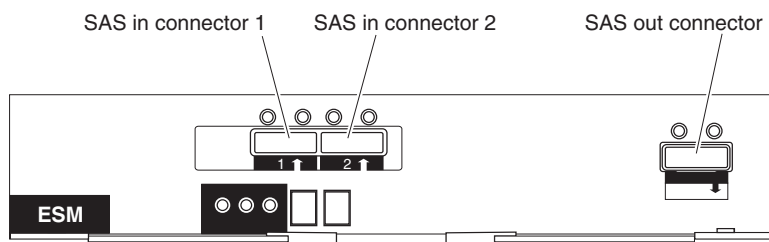


Figure 36. ESM connectors

SAS In connector 1

Connect a SAS cable to this connector and to either the drive expansion port on the DCS3700 controller or the SAS Out (↓) connector of another DCS3700 expansion enclosure.

SAS In connector 2

Connect a SAS cable to this connector and to either the drive expansion port on the DCS3700 controller or the SAS Out (↓) connector of another DCS3700 expansion enclosure.

SAS Out connector

Connect a SAS cable to this connector and to the SAS In (↑) connector of another DCS3700.

Note: Each ESM contains two SAS In connectors. You can use either SAS In connector, but only one SAS In connector can be used at a time.

Connecting the DCS3700 expansion enclosure

You must know about connecting two expansion enclosures per physical expansion port.

The DCS3700 storage system Gen2 controllers supports up to two DCS3700 expansion enclosures per physical expansion port. Multiple DCS3700 expansion enclosures can be connected by chaining them together.

To connect the DCS3700 storage system RAID controllers A and B to a single DCS3700 expansion enclosure, complete the following steps:

1. Connect the DCS3700 expansion enclosure to controller A:
 - a. Connect one end of a SAS cable to the drive expansion port on controller A.
 - b. Connect the other end of the SAS cable to one of the In (↑) SAS connectors on the ESM located in SBB slot A in the DCS3700 expansion enclosure.
2. Connect the DCS3700 expansion enclosure to controller B:
 - a. Connect one end of a SAS cable to the drive expansion port on controller B.
 - b. Connect the other end of the SAS cable to one of the In (↑) SAS connectors on the ESM located in SBB slot B in the DCS3700 expansion enclosure.

Figure 37 on page 60 shows a DCS3700 storage system configured with a single DCS3700 expansion unit.

To connect the DCS3700 storage system RAID controllers A and B to multiple DCS3700 expansion enclosures, complete the following steps:

1. Connect the DCS3700 expansion enclosure to controller A:
 - a. Connect one end of a SAS cable to the drive expansion port on controller A.
 - b. Connect the other end of the SAS cable to one of the In (↑) SAS connectors on the ESM located in SBB slot A in the first DCS3700 expansion enclosure.
2. Connect the DCS3700 expansion enclosure to the next DCS3700 expansion enclosure in the chain:
 - a. Connect one end of a SAS cable to the Out (↓) SAS connector on the ESM located in SBB slot A of the DCS3700 expansion enclosure that you just connected.
 - b. Connect the other end of the SAS cable to one of the In (↑) SAS connectors on the ESM located in SBB slot A in the next DCS3700 expansion enclosure in the chain.
3. Connect the last DCS3700 expansion enclosure in the chain to controller B:
 - a. Connect one end of a SAS cable to the drive expansion port on controller B.
 - b. Connect the other end of the SAS cable to one of the In (↑) SAS connectors on the ESM located in SBB slot B in the last DCS3700 expansion enclosures of the chain that you created.
4. Connect the second DCS3700 expansion enclosure to the first DCS3700 expansion enclosure.
 - a. Connect one end of a SAS cable to the Out (↓) SAS connector on the ESM located in SBB slot B of the second DCS3700 expansion enclosure.
 - b. Connect the other end of the SAS cable to one of the In (↑) SAS connectors on the ESM located in SBB slot A of the first DCS3700 expansion enclosure.

Figure 37 shows a DCS3700 storage system configured with two DCS3700 expansion units.

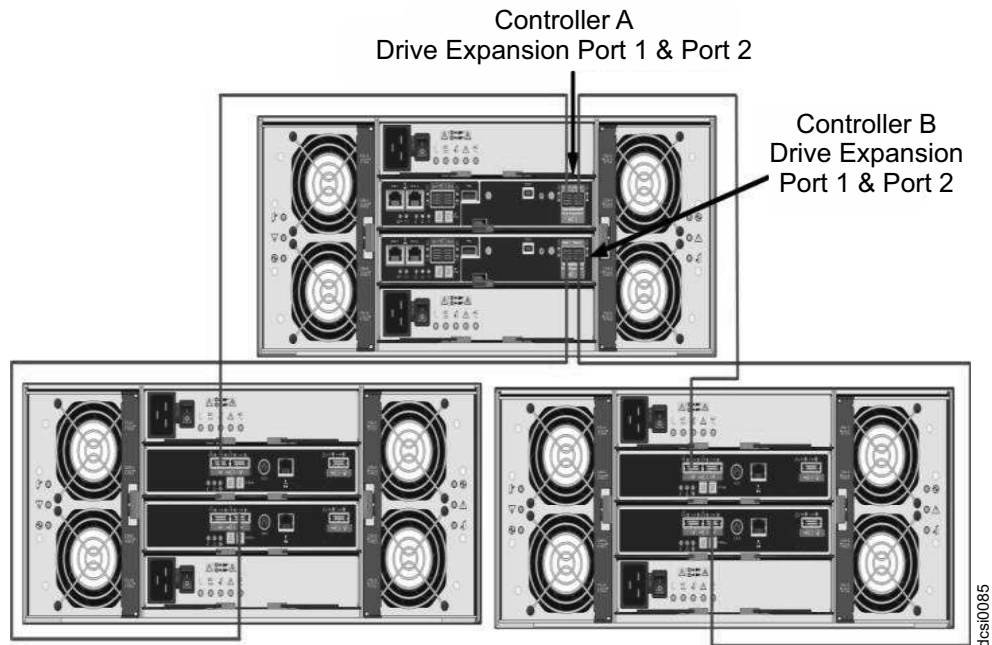


Figure 37. Dual Expansion Enclosures

Adding a storage enclosure to a running dual-controller configuration

Complete these steps to add storage enclosures to a running dual-controller DCS3700 storage system.

Note: Ensure that each storage enclosure has two ESMs before you connect it to a dual-controller DCS3700 storage system. The second ESM must be purchased separately. Contact your IBM marketing representative or authorized reseller for more information about purchasing a second ESM. For more information about installing a second ESM, see the Installation Guide that is shipped with the storage enclosure.

1. Ensure that the DCS3700 storage system status is Optimal in the Storage Manager software.
2. Use the storage enclosure Rack Installation Instructions document to install the new storage enclosure in the rack.
3. Connect the power cables to the new storage enclosure.
4. Power on the storage enclosure.
5. Connect one end of a Serial Attached SCSI (SAS) cable to the Drive expansion port on Controller A in the DCS3700 storage system.
6. Connect the other end of the SAS cable to either of the In ports on the left ESM in the storage enclosure.
7. Connect one end of a second SAS cable to the Drive expansion port on Controller B in the DCS3700 storage system.
8. Connect the other end of the second SAS cable to the In port on the right ESM in the storage enclosure.

9. Wait until the storage system status is Optimal in the Storage Manager software before proceeding to step 10.
10. Add the drives to the storage enclosure. Ensure that you wait for at least 30 seconds for the Storage Manager software to recognize each newly added drive before you install another drive.

To add additional storage enclosures after the first storage enclosure is connected to a dual-controller DCS3700 storage system, complete the following steps:

- a. Ensure that the storage system status is Optimal in the Storage Manager software.
- b. Use the storage enclosure Rack Installation Instructions document to install the new storage enclosure in the rack.
- c. Connect the power cables to the new storage enclosure.
- d. Power on the storage enclosure.
- e. Connect one end of a Serial Attached SCSI (SAS) cable to the In port on the left ESM in the storage enclosure that is being added to the configuration.
- f. Connect the other end of the SAS cable to the Out port on the left ESM in the last storage enclosure in the configuration (this storage enclosure is directly connected to the Drive expansion port on controller A of the DCS3700).
- g. On the last storage enclosure in the configuration, disconnect the SAS cable from the In port on the right ESM and connect it to the In port on the right ESM on the new storage enclosure that is being added to the configuration.

Note: When the SAS cable is disconnected, a loss of path redundancy occurs and an error message is displayed in the Storage Manager Recovery Guru. Ignore this error message. The redundant path is restored in the next step after the SAS cable is connected.

- h. Connect a SAS cable to the Out port on the right ESM of the new storage enclosure and connect the other end to either of the In port on the right ESM in the storage enclosure that was previously connected to controller B of the DCS3700.
- i. Wait until the storage system status is Optimal in the Storage Manager software before proceeding to the next step.
- j. Add the drives to the storage enclosure. Ensure that you wait for at least 30 seconds for the Storage Manager software to recognize each newly added drive before you install another drive.

Redundant drive channel pair

The drive channel from each controller of a dual-controller DCS3700 combine to form a redundant drive channel pair.

Each storage controller on the DCS3700 storage system has a drive expansion channel that contains an x4 SAS port. The storage expansion enclosures that are connected to this connector form a drive channel. The maximum number of drives that can be installed in one drive channel is 180. In a dual-controller DCS3700, one drive channel from each controller combines to form a redundant drive-channel pair. If any component of the drive channel fails, the controllers can still access the storage enclosures in the redundant drive-channel pair.

Connecting secondary interface cables

This section applies to direct (out-of-band) management configurations only. If your configuration uses host-agent (in-band) management, skip this section.

Use the Ethernet management port on the rear of the DCS3700 system storage controllers for direct management of the storage systems (see Figure 39 on page 64).

Important:

1. To minimize security risks, do not connect the DCS3700 to a public LAN or public subnet. Use a local private network for the DCS3700 and the storage management station Ethernet connectors.
2. For proper EMI shielding, always use quality braided and if necessary, shielded cables.

Connect an Ethernet cable from the management station to the Ethernet connector on controller A and controller B on the rear of the DCS3700 storage system.

Configuring the storage system

You must configure the storage system and the enclosure you have installed.

After you install the DCS3700 storage system and DCS3700 expansion enclosures in a rack, it is necessary to configure the storage system. Use the information in the following sections to configure your storage system.

Storage subsystem management methods

You can manage the storage subsystems in one of these two ways: host-agent (in-band) management or direct (out-of-band) management.

Before you configure the storage subsystem, determine which method of storage subsystem management you want to use.

Note: For information about any in-band limitations or restrictions that are associated with particular combinations of controller and host bus adapter, see the Storage Manager readme file.

For more information about setting up in-band or out-of-band management connections, see the *IBM System Storage DS Storage Manager Version 11.2 Installation and Host Support Guide*.

Important: If the operating system of the host server that the storage subsystem logical drives are mapped to is not Microsoft Windows Server 2003 or Windows Server 2008, you must make a direct (out-of-band) management connection to the storage subsystem to set the correct host type first. Then, the server will be able to recognize the storage subsystem correctly for host-agent (in-band) management.

Host-agent (in-band) management method:

An illustration of the Host-agent (in-band) method for managing your subsystem.

To use this method, the host-agent software should be installed on the host server. This software enables the Storage Manager software client program to manage the storage subsystem by using the same connections between the host server and the storage subsystem. You must install at least one management station and a software agent host. The management station can be the host or a workstation on

the Ethernet network. The client software is installed on the management station. The following illustration shows the host-agent (in-band) management method.

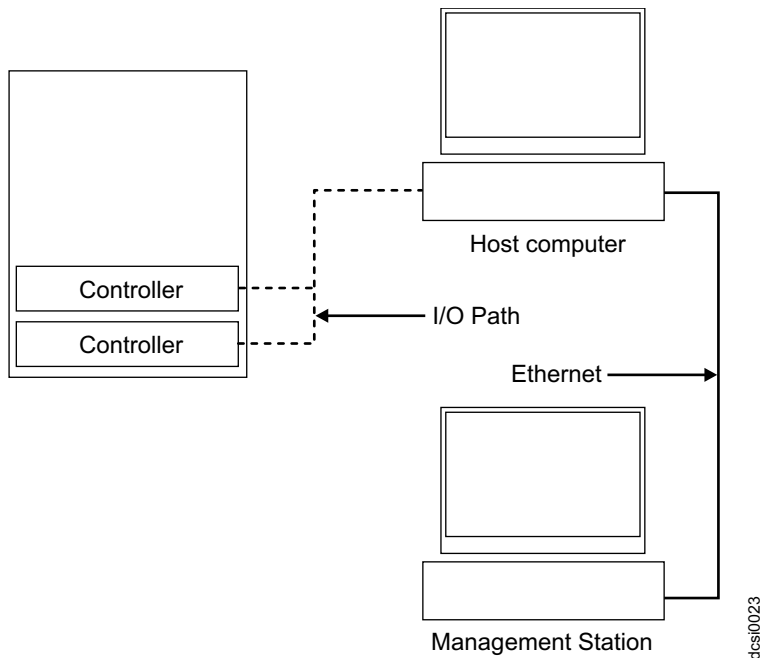


Figure 38. Host-agent (in-band) management

Direct (out-of-band) management method:

An illustration of the Direct (out-of-band) method for managing your subsystem.

Ethernet connections are used from a management station to each controller in the storage subsystem. You must install at least one management station. The management station can be the host or a workstation on the Ethernet network. The client software is installed on the management station. Attach Ethernet cables to each management station (one pair per storage subsystem). You will connect the cables to each storage system controller later when you install the storage subsystem. Figure 39 on page 64 shows the direct (out-of-band) management method.

Note: Do not connect the DCS3700 storage system Ethernet ports to a public network or public subnet. To minimize security risks, create a private network between the DCS3700 storage system and the management station.

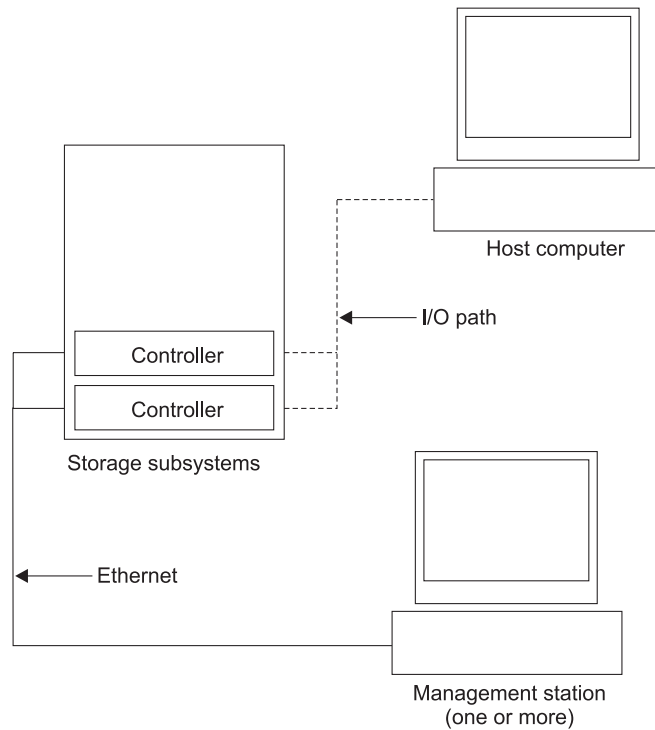


Figure 39. Direct (out-of-band) management method

Installing the storage subsystem configuration

You must install the host systems and host bus adapters (HBAs) before attaching the hosts to the subsystem.

Before attempting to attach hosts to the storage subsystem, ensure that the host systems and host bus adapters (HBAs) are installed correctly and updated with the latest firmware and drivers.

Note:

1. See the documentation that comes with the HBA for installation requirements and procedures.
2. Use the correct HBA firmware and device driver. For the latest supported HBAs and device drivers, consult the readme file that comes with the DCS3700 controller firmware.

For a SAS attached host, attach a SAS cable to each HBA. Continue with "Connecting SAS hosts to the DCS3700" to connect the other end of each cable to a controller.

For a Fibre Channel attached host, attach a fibre channel cable to each HBA. Continue with "Connecting Fibre Channel hosts to the DCS3700" on page 68 to connect the other end of each cable to the controller.

Connecting SAS hosts to the DCS3700

This is about hosts and how to connect a SAS host bus adapter (HBA) to the storage system.

The DCS3700 can support up to 28 hosts when attached to the SAS Connectivity Module for IBM BladeCenter and up to four hosts in a direct attached host environment. The number of supported hosts depends on the number of host ports installed on the controller. To protect against the loss of any one path from the host servers to the DCS3700 storage system, use redundant host connections.

To connect a SAS host bus adapter (HBA) to the storage system, complete the following steps:

1. Connect a SAS cable from the controller A host port to the SAS HBA that is in the host.

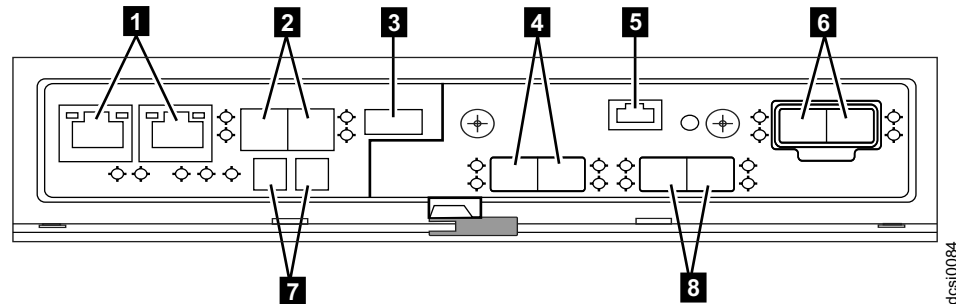


Table 18. DCS3700 storage system ports and controllers (SAS ports listed)

Number	Description
1	Two Ethernet ports
2	12 Gb SAS Host Interface Ports
3	Factory use only
4	2 port SAS (optional)
5	Mini-USB Serial Communication Port
6	6 Gb SAS Disk Expansion Ports
7	Seven segment status display
8	2 port SAS (optional)

2. Create a redundant host connection by connecting a second SAS cable from a second SAS HBA (or a second SAS port in the HBA) to a host port on controller B in the DCS3700 storage system.

The DCS3700 can support up to two redundant host connections to a base DCS3700 storage system. With the optional 6 Gbps 2 port host interface card installed in each controller, up to four redundant host connections are supported.

See “Direct-attached dual-controller connections” for illustrations of host connections.

Direct-attached dual-controller connections:

This illustration shows a direct-attached connection from each controller to a single HBA in the same host (redundant host connection).

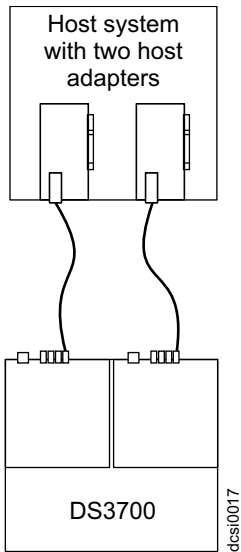


Figure 40. Dual-controller direct-attached Fibre Channel connection to two HBAs in the same host (redundant host connection)

The following illustration shows multiple redundant direct-attached SAS host connections. Use this configuration for dual-node clusters. up to four hosts can be directly attached to the DCS3700 when the optional 6 Gbps 2 port SAS host interface card is installed in each controller.

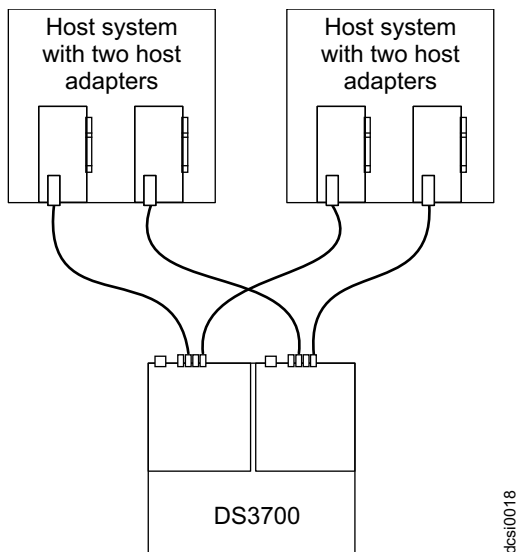


Figure 41. Dual-controller direct-attached Fibre Channel connections to multiple HBAs in multiple hosts

Overview of installing an IBM BladeCenter configuration to connect to a DCS3700

This section gives an overview and guidelines for installing an IBM BladeCenter configuration to connect to a DCS3700 storage system.

Before you install the BladeCenter configuration:

- Ensure that the BladeCenter chassis, blade server, SAS connectivity module, and SAS expansion card are supported. Go to <http://www.ibm.com/systems/>

support/storage/ssic/interoperability.wss and check the System Storage Interoperation Center for details of the hardware supported by the DCS3700 storage system.

- Ensure that an Advanced Management Module is installed in the BladeCenter chassis. The latest level of management-module firmware is available at <http://www.ibm.com/bladecenter/>.
- For the latest SAS connectivity module firmware, SAS expansion card firmware, blade server BIOS code, and device drivers, see <http://www.ibm.com/systems/support/>.

Installing the BladeCenter configuration

You can install the BladeCenter configuration in three steps.

1. Install an IBM BladeCenter SAS Expansion Card (CFFv) in each blade server that you want to connect to the DCS3700. See the documentation that comes with the SAS expansion card for installation requirements and procedures.
2. Install the blade servers in the BladeCenter chassis. See the documentation that comes with the blade server for installation requirements and procedures.
3. Install the IBM BladeCenter SAS Connectivity Modules in the I/O bays in BladeCenter unit. See the documentation that comes with the SAS connectivity modules for installation requirements and procedures.
4. Follow the instructions under “Connecting BladeCenter hosts to the DCS3700.”

Connecting BladeCenter hosts to the DCS3700

The steps to connect the BladeCenter to the two SAS host connectors on each controller of the DCS3700 are listed here.

The dual-controller DCS3700 comes with two SAS host connectors on each controller, enabling up to 28 blade servers in two BladeCenter units to be redundantly connected to the storage system.

To protect against the loss of any one path from the host blade servers to the DCS3700, use redundant host connections.

To connect a SAS expansion card that is installed in a blade server to the DCS3700, complete the following steps:

1. Connect a SAS cable from the SAS host connector on the DCS3700 storage system to any SAS port on an IBM BladeCenter SAS Connectivity Module that is installed in a BladeCenter unit (port 3 is recommended).
2. To create a redundant host connection, connect a SAS cable from a second SAS connectivity module to a host connector on the other controller in the DCS3700. You can only create up to two redundant host connections in a dual-controller DCS3700, one connection each from the blade center to the DCS3700 controller host port as shown in Figure 42 on page 68.

Attention: You can connect only one DCS3700 to the BladeCenter SAS Connectivity Module. No other external devices can be connected to the SAS connectivity module.

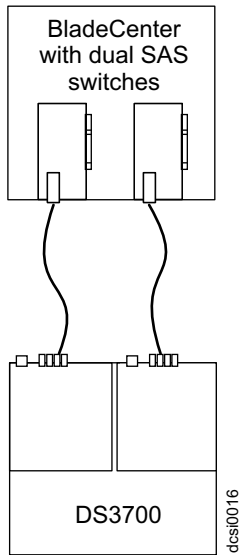


Figure 42. Example of DCS3700 connected to a single BladeCenter unit

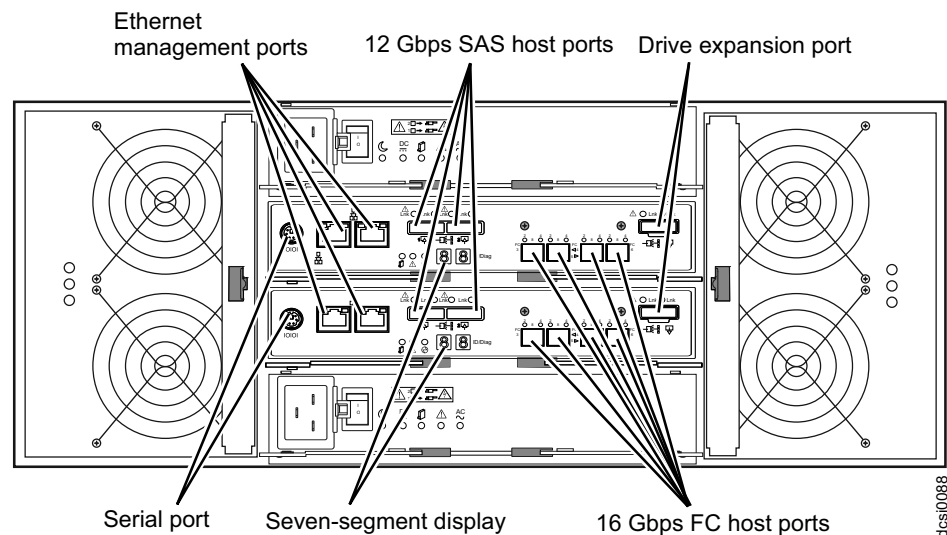
Connecting Fibre Channel hosts to the DCS3700

Using Fibre Channel switches, up to 128 hosts can be redundantly attached to the DCS3700 storage system in a Fibre Channel storage area network (SAN) fabric.

Note: Installation of the optional 16 Gbps 4-port Fibre Channel host interface card is required in both controllers in order to support fibre channel host connections.

To connect a fibre channel host to the controllers, complete the following steps:

1. Install SFP modules in the host ports on controllers A and B.
2. Connect the Fibre Channel cables to the SFP modules in the controller host ports and to either the SFP modules in the Fibre Channel switch or the optical interface connector on the host bus adapters. An illustration of the DCS3700 system is -



DCS3700 storage system (SAS ports listed) is as under -

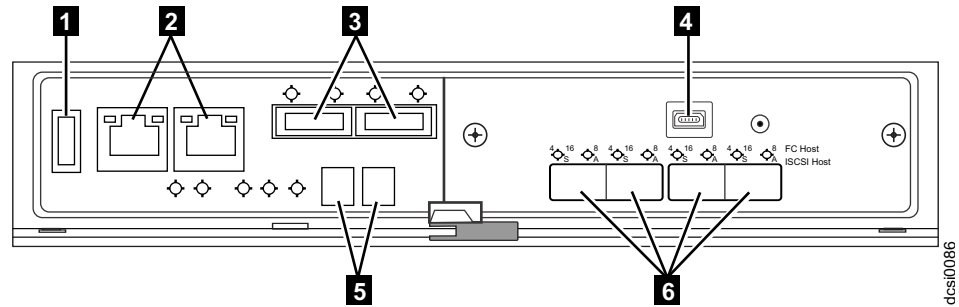


Table 19. DCS3700 storage system ports and controllers (FC ports listed)

Number	Description
1	USB port factory use only
2	Dual Ethernet Management Ports
3	6 Gb SAS Disk Expansion Ports
4	Mini USB Serial Communication Port
5	Display
6	Either of the following options: <ul style="list-style-type: none"> • 4-port 12 Gbps SAS Wide Port • 4-port 16 Gbps FC • 4-port 10 Gbps iSCSI

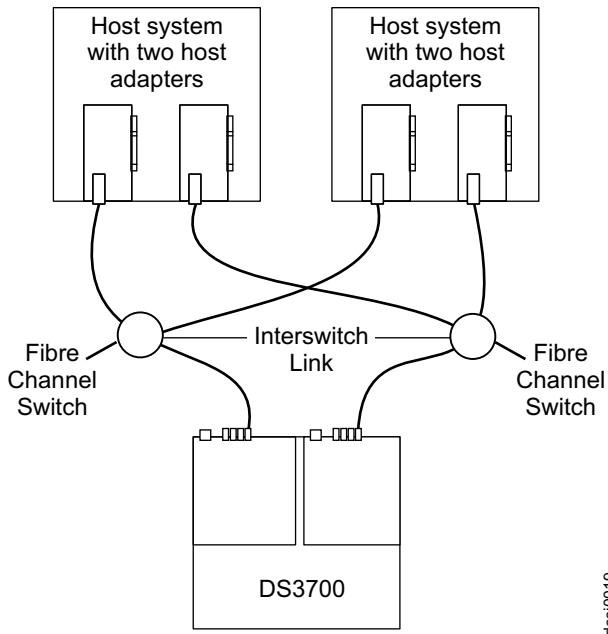
- Repeat steps 1 and 2 for an additional redundant host connection. In a direct connection configuration, you can create a maximum of four redundant host connections for the storage system.

See “Direct-attached dual-controller connections” on page 65 and “SAN fabric dual-controller, redundant connections” for illustrations of host connections.

SAN fabric dual-controller, redundant connections

The illustrations show a redundant SAN fabric, fibre channel connection from each controller to multiple HBAs in the same host (redundant host connection).

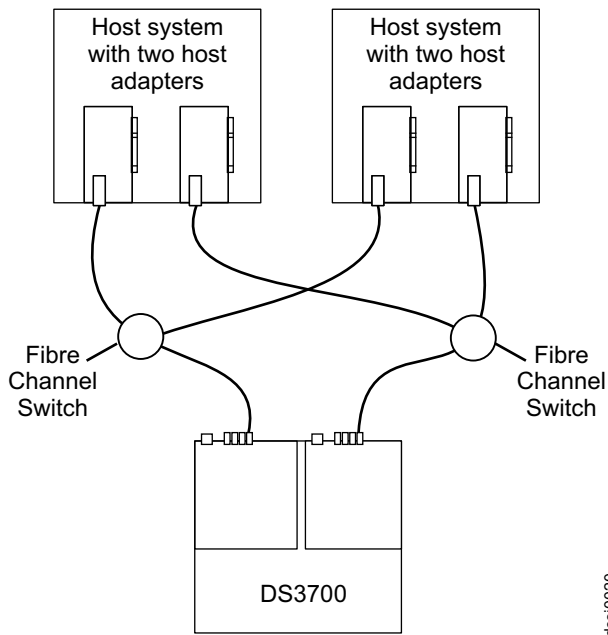
The fibre channel switches are connected together through the Inter-Switch Link (ISL) to form a single SAN fabric.



dcsl0019

Figure 43. Example of a single Fibre Channel SAN fabric configuration

In the following illustration, the fibre channel switches are not connected together through an ISL. Each switch forms its own SAN fabric. Use the same configuration for dual-node clusters.



dcsl0020

Figure 44. Example of a dual Fibre Channel SAN fabric configuration

In the following illustration, the fibre channel switches are not connected together. Each switch forms its own SAN fabric.

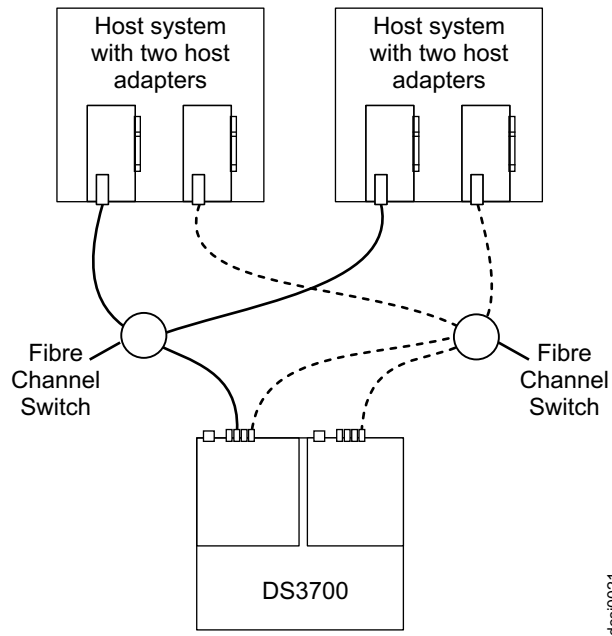


Figure 45. Example of two storage systems in a dual Fibre Channel SAN environment

The following illustration shows an example of a multiple-host, multiple-port, and multiple-fabric (Fibre Channel and SAS) configuration

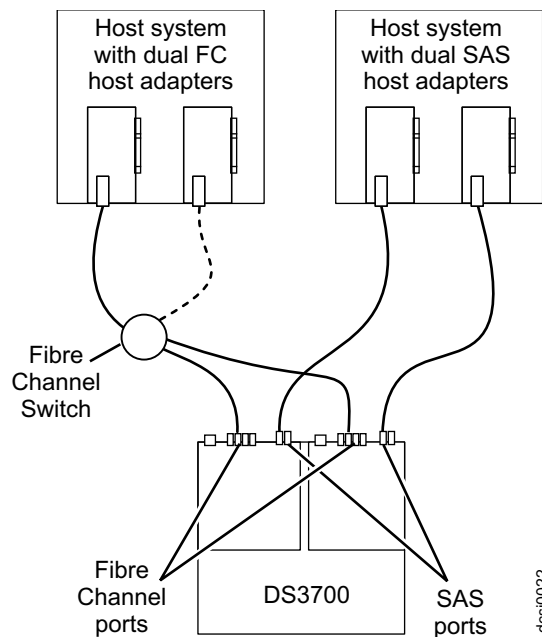


Figure 46. Example of a multiple-host, multiple-port, and multiple-fabric (Fibre Channel and SAS) configuration

Note: The DCS3700 does not support a multiple-fabric (Fibre Channel and SAS) configuration where both fibre channel and SAS host adapter are located in the same host system.

Cabling the power supply

You can connect the power cable to the power supply in three steps.

The DCS3700 requires 200-240V AC power. Ensure that it is connected only to the correct AC supply voltage. If there are multiple DCS3700 units to be connected, ensure that the AC source and the rack Power Distribution Unit current ratings are sufficient to support the DCS3700 operating and surge current requirements.

Complete the following steps to connect the power supply cable.

1. Using the strap that is provided with the power supply, tie the power supply cord to the strap to provide strain relief and to prevent the power cord from accidentally being unplugged.
2. Connect the power cable to the power supply.
3. Continue with “Powering on the DCS3700” on page 75 for the initial startup of the storage expansion enclosure.

Relocating the DCS3700

Using the rack relocation kit, you can relocate the populated DCS3700 storage system.

Before you move a DCS3700 with populated hard drive drawers, you must obtain a relocation kit.

- You can unmount the system from the rack and move the system alone. Use the DS/DCS dense drive enclosure relocation kit.
- You can also move the rack with the system mounted in it. Use the rack relocation kit.

Follow the instructions provided with the relocation kit to avoid potential damage to the DCS3700:

- You must remove the drives from the DCS3700 and place them in the boxes that come with the relocating kit.
- You must label the drives using the labels that come with the relocating kit.
- A lift tool must be used if the DCS3700 is to be removed from the rack.

Chapter 4. Operating the DCS3700 storage system and expansion enclosure

This section describes operating procedures for the DCS3700 storage system and expansion enclosure.

To ensure optimal operation of your DCS3700 storage system and expansion enclosure, see “Best practices guidelines” on page 6.

Performing the DCS3700 Health Check process

Use the health check process to help you verify and maintain the optimal performance of the storage configuration.

The information that you collect in these steps also helps provide IBM Service with important information that is needed during a service call.

Conduct the following health checks after the initial configuration of the storage system and after all configuration sessions.

1. Monitor the Recovery Guru in the Storage Manager software for any obvious storage system errors or problem conditions.
2. Gather and save the following storage system 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 compress them into a single file by clicking the **Support** tab and then **Gather Support Information** in the Subsystem Management window.

- DCS3700 storage system management event log (MEL)
- Storage Subsystem Profile or DCS3700 Profile
- SAS PHY error log

You should also collect event logs for the host servers that have mapped logical drives from the storage system.

Attention: Save these event-log files to a server disk that will remain accessible in the event of a DCS3700 storage configuration failure. Do not save these event log files only to a LUN in the DCS3700 storage system.

3. Use the Storage Subsystem Profile or DCS3700 Profile to make sure that the following firmware levels are at the latest versions:
 - Controller firmware
 - ESM firmware
 - Drive firmware

If the firmware is not up-to-date, upgrade the firmware and software to the latest level that is applicable to the storage configuration. See “Software and hardware compatibility and upgrades” on page 17 for information about where to find the latest firmware and software.

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

Save the storage subsystem profile before you perform 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 DCS3700 storage configuration failure.

4. Use the Storage Subsystem Profile or DCS3700 Profile to ensure that the following functions are enabled:
 - For the DCS3700, enable Media Scan both at the controller level and at the LUN level.
 - For the DCS3700, enable the read/write cache. In addition, use the Storage Subsystem Profile to make sure that cache is matched between the controllers.

Set a regular schedule of periodic health check evaluations to keep the firmware levels current and to preserve optimal data access and performance.

Hardware inspection

You must perform regular hardware inspection and checks, and periodical inspection of components so as to ensure optimal performance of the storage configuration.

For best results:

- Maintain an up-to-date storage subsystem profile for the storage configuration. Save the profile to a server disk that will remain accessible in case of a DCS3700 storage configuration failure. Do not save the profile only to a LUN in the 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 only IBM-approved cables. If any of the cables are not IBM-approved, note this down in the configuration document.
- Create and maintain a cabling diagram of the current 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 and other attached devices).
- Ensure that all controllers and ESMs are correctly seated.
- Ensure that all drives are correctly seated.
- Ensure that cables are managed correctly.
- Ensure proper air flow and temperature for all components in the storage configuration.

You can find details about many of these inspection and maintenance responsibilities in other sections of this document.

In addition to these inspection and maintenance responsibilities, conduct training for staff that support storage configurations. Although it is not a part of the health check process, training reduces the potential for configuration problems and contributes to the correct operation of the system.

Powering on the DCS3700

This section contains instructions for turning on the storage system under normal situations.

“Turning off the storage subsystem” on page 89 contains instructions for turning off the storage system under normal and emergency situations. When you turn on and turn off the storage system, ensure that you follow the startup sequence that is described in this section. If you are turning on the storage system after an emergency shutdown or power outage, see “Restoring power after an unexpected shutdown” on page 92.

Follow this procedure keeping in mind these two scenarios:

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

Attention:

- Repeatedly turning the power off and on without waiting for the drives to spin down can damage the drives. Always wait at least 90 seconds after you turn off the power before you turn it on again.
 - If you are connecting a power cord to a storage system enclosure, turn off the power switches first. If the main circuit breaker is off, make sure that both power switches are off on each storage enclosure in the rack before you turn on the main circuit breakers.
 - Turn on the power to the supporting devices (for example, Ethernet switches and management stations) before powering on the storage system enclosures.
1. Check whether the main circuit breakers are turned on. If yes, then turn off *both* power switches on each enclosure that you intend to connect to power. If not, then turn off *both* power switches on *all* enclosures in the storage system.
 2. Ensure that all power cords are connected.

Note: If the power cords are not connected, turn off both power switches on all modules in the configuration before you connect power cords or turn on the main circuit breakers.

3. If the main circuit breakers are turned off, turn them on.

Attention: You must turn on power to each attached expansion enclosure before you turn on power to the storage system so that the controllers recognize all drives in the configuration during the startup process. Depending on the number of storage enclosures in the configuration, the storage system might take up to 10 minutes to fully power-on. While each storage enclosure powers-on, the green and amber LEDs on the front and rear of the storage enclosure turn on and off intermittently. The cache battery backup self-test might take up to an additional 15 minutes to be completed. During this time, the LEDs on the front and rear of the storage system might flash intermittently.

4. Check the LEDs on the front and rear of all the storage enclosures. Ensure that no amber LEDs are lit on any of the storage enclosures.
5. Determine the status of all the components in the storage subsystem configuration by completing the following steps:

- a. Check all LEDs on each component in the DCS3700 expansion enclosures. Ensure that all the LEDs show normal status. For more information about LED status for expansion enclosures, see “Checking the LEDs” on page 79.
 - b. Check all LEDs on each component in the DCS3700 storage system. Ensure that all the LEDs show normal status. For information about LED status, see “Checking the LEDs” on page 79 or “Solving problems” on page 163.
 - c. Open the Storage Manager Subsystem Management window, and display the status of the storage subsystem.
6. If the LEDs indicate normal operation and the Storage Manager GUI status is 'Optimal' on all the configuration components, then you have powered on the DCS3700.
 7. If the LEDs do not indicate normal operation or the Storage Manager GUI status is not 'Optimal' on all the configuration components, then diagnose and correct the fault by completing the following steps:
 - a. Run the Storage Manager Recovery Guru by clicking **Recovery Guru** in the Subsystem Management window toolbar.
 - 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 “Solving problems” on page 163.
 - c. When the recovery procedure is completed, select **Recheck** in the Recovery Guru. This action runs the Recovery Guru again to make sure that the problem is corrected.
 - d. If the problem remains, contact your IBM technical-support representative.

Installing the Storage Manager Client

You must assemble some components before installation to install the Storage Manager Client and to configure the arrays, logical drives, and host partitions for the controllers.

For instructions to install the IBM DS Storage Manager, see the *IBM System Storage DS Storage Manager Version 11.2 Installation and Host Support Guide*. The document is in the Documentation folder on the *IBM Support Software DVD*. Use this document and the online help to configure the arrays, logical drives, and host partitions for the controllers. Follow the instructions in the operating-system documentation to make the new logical drives accessible to the operating system. Do not proceed with the configuration setup until you have completed the Storage Manager installation.

Assemble any additional items in preparation for software installation. These items might include the following items:

- HBA device drivers
- Controller firmware
- IP addresses for controllers (for out-of-band management only)
- Additional documentation for hosts, HBAs, and other storage components

Save the storage subsystem profile 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). For instructions to save the storage subsystem profile, see the *IBM System*

Storage DS Storage Manager Version 11.2 Installation and Host Support Guide. Save the profile in a location other than the logical drives that are created for the storage subsystem.

Ensure that you read the readme file that is included with the DCS3700 storage system firmware package (whether the firmware is accessed by the Web or a DVD) for any special requirements or restrictions that apply to that firmware version.

Note: Ensure that you install the Storage Manager event monitoring service to enable continuous monitoring of the status of the storage subsystem. For more information about the importance of this information, see “Monitoring status through software.”

Monitoring status through software

Use the Storage Manager software to monitor the status of the storage subsystem.

Run the software constantly, and check it frequently.

Note: You can monitor only storage subsystems that are within the management domain of the Storage Manager. If you have not installed the Storage Manager Event Monitor service as part of the storage-management software installation, the Storage Manager Enterprise Management window must remain open. (If you close the window, you will not receive any alert notifications from the managed storage subsystems.)

For more information, see the Enterprise Management online help.

Important: For instructions to install the IBM DS Storage Manager, see the *IBM System Storage DS Storage Manager Version 11.2 Installation and Host Support Guide*. The document is in the Documentation folder on the *IBM Support Software DVD*.

To download the latest version of the Storage Manager software, controller firmware, NVSRAM firmware, and the latest ESM firmware, go to <http://www-933.ibm.com/support/fixcentral/?lnk=msdDO-fuad-usen> .

The Storage Manager software provides the best way to diagnose and repair storage-subsystem failures. The software can help you:

- Determine the nature of the failure
- Locate the failed component
- Determine the recovery procedures to repair the failure

Amber (needs attention) LEDs do not necessarily indicate which component has failed or must be replaced or which type of recovery procedure you must perform. In some cases (such as when a drive exceeds its Predictive Failure Analysis [PFA] threshold), the amber LED is not lit. Only the Storage Manager software can detect the failure.

For example, the recovery procedure for a PFA flag (impending drive failure) on a drive varies depending on the drive status (hot spare, unassigned, RAID level, current logical drive status, and so on). Depending on the circumstances, a PFA flag on a drive can indicate a high risk of data loss (if the drive is in a RAID 0 volume) or a minimal risk (if the drive is unassigned). Only the Storage Manager software can identify the risk level and provide the necessary recovery procedures.

Note: For PFA flags, the system-error LED and drive status LEDs are not lit, so checking the LEDs will not notify you of the failure, even if the risk of data loss is high.

Attention: Not following the software-recovery procedures can result in data loss. In addition, always replace a failing component as soon as possible to minimize additional failures that might occur and cause loss of data access.

Firmware updates

You must maintain the ESM firmware, controller firmware, drive firmware, and the NVSRAM firmware up-to-date and know the prerequisites, update instructions, download-sequence information, and host I/O restrictions.

Attention: Save the storage subsystem profile before you perform any controller or ESM firmware upgrades. Save the profile and all configuration (.cfg) files to a server disk that will remain accessible in the event of a DCS3700 storage configuration failure. Do not save these files only to a LUN in the storage subsystem.

Go to <http://www.ibm.com/servers/storage/support/disk/> to get the latest updates.

Ensure that you read the readme files that are included with the firmware packages for the most up-to-date information about firmware prerequisites, firmware update instructions, download-sequence information, and host I/O restrictions, if any. Apply the necessary updates before you configure the storage subsystem arrays and logical drives. Subscribe to My Support for automatic notifications of firmware or Storage Manager software updates or any important information about the DCS3700 storage systems (see “Receiving product updates and support notifications” on page 6).

Attention: Failure to observe the limitations, prerequisites, sequences, and dependencies in the readme file might result in a loss of data access.

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

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

Troubleshooting the storage subsystem

IBM DS Storage Manager is the best way to monitor the storage subsystem, diagnose a problem, and recover from a hardware failure.

Run the Storage Manager software continuously, and frequently check the configuration status.

To check the status of and identify a problem with the storage subsystem, complete the following steps. If a problem has occurred, use the Storage Manager software and the LEDs on the storage subsystem to help locate a failed component.

1. Open the Subsystem Management window.
2. Click the **Summary** tab, and view the status of the storage subsystem.

3. If any storage subsystem has a 'Needs Attention' status, click **Recovery Guru** on the toolbar. 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 4.

Attention: If the fault requires you to power-off an enclosure in your storage subsystem, you might have to cycle the power on the DCS3700 storage system and all remaining expansion enclosures that are part of the storage subsystem. Contact your IBM technical-support representative before you power-off any other component of the storage subsystem.

4. If no storage subsystem has a 'Needs Attention' status, then all components are optimal. Check the LEDs on the front and the rear of the storage enclosure. A green LED indicates a normal status; an amber LED indicates a hardware fault.
5. Check if the amber LED is lit. If yes, locate and troubleshoot the failed components. See "Checking the LEDs." If not, then you have completed this procedure. If you are still experiencing a problem with the storage subsystem, create, save, and print a storage subsystem profile, and contact your IBM technical-support representative for assistance. When the recovery procedure is completed, select **Recheck** in the Recovery Guru to run the Recovery Guru again to make sure that the problem is corrected.

Checking the LEDs

The LEDs indicate the status of the storage subsystem and components.

Green LEDs indicate a normal operating status; amber LEDs indicate a possible failure; a blue LED on a component indicates that it is safe to remove the component.

The DCS3700 also has a blue system locator LED that is lit when the menu function is selected in the Subsystem Management window, causing the Locate command to be sent to the DCS3700.

Check all the LEDs on the front and rear of the storage subsystem when you turn on the power. During power-on, the LEDs flash intermittently as the storage subsystem and components complete the power-on process. In addition to checking for faults, you can use the LEDs on the front of the storage subsystem to determine whether the drives are responding to I/O transmissions from the host.

Front LEDs

This section describes the primary LEDs and controls on the front of the DCS3700.

The front LEDs and controls for the DCS3700 storage system or expansion unit is shown in Figure 47 on page 80.



Figure 47. DCS3700 front LEDs and controls

Figure 48. DS3524 storage subsystem and EXP3524 storage enclosure front LEDs

- 1 Power-on LED (green)**
LED is lit, it indicates that the power supply is turned on and is supplying both 5-volt and 12-volt dc power.
- 2 Standby power LED (green)**
Future use only.
- 3 System locator LED (blue)**
This blue LED can be lit by the Storage Manager software to aid in visually locating the storage subsystem.
- 4 Overtemperature LED (amber)**
When this amber LED is lit, it indicates that the storage subsystem is in an over temperature condition.
- 5 System error LED (amber)**
When this amber LED is lit, it indicates that the unit has a fault, such as in a power supply, controller, or drive.

Controller LEDs

This section describes the controller LEDs on the rear of the storage subsystem.

This section describes the controller LEDs on the rear of the storage system.

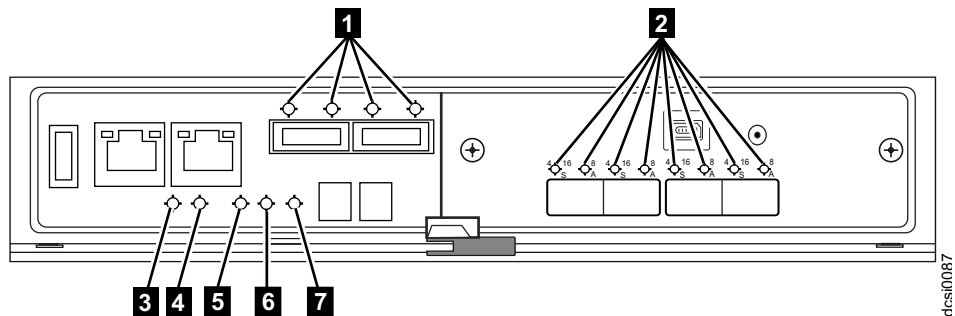


Figure 49. Controller LEDs on a system

Table 20. DCS3700 storage system ports and controllers (FC ports listed)

Number	Description
1	SAS link service action LED
2	FC/iSCSI host LED

Table 20. DCS3700 storage system ports and controllers (FC ports listed) (continued)

Number	Description
3	Battery fault LED
4	Battery charging LED
5	OK to remove
6	Fault LED
7	Cache active LED

Ethernet speed LED

When this LED is lit, it indicates that the Ethernet speed between the controller and the management workstation is 1000 Mbps. When this LED is off, it indicates that the Ethernet speed is 100 Mbps.

Ethernet activity LED

When this LED is lit, it indicates that the link is established between the controller and the management workstation. When this LED is flashing, there is activity between the controller and the management workstation. When this LED is off, no link is established between the controller and the management workstation.

SAS link service action LED (amber)

When this LED is lit, it indicates a problem with the SAS link that requires service action. The normal condition of this LED is off.

SAS link up LED (green)

When this LED is lit, it indicates that the link is established between the controller and a host. When this LED is flashing, it indicates activity on the link. When this LED is off, no link is established.

Cache active LED (green)

When this LED is lit, it indicates that battery backup has been enabled and data is in the memory cache. When this LED is flashing, cache offload is in process. When this LED is off, caching is turned off and no data is in the memory cache.

Fault LED (amber)

When this LED is lit, it indicates that a fault has occurred in the controller and the controller must be replaced. The normal condition of this LED is off.

OK to remove LED (blue)

When this LED is lit, it indicates that it is safe to remove the controller from the DCS3700; no activity is taking place, and no data remains in the memory cache. The normal condition of this LED is off.

Battery charging LED (green)

When this LED is lit, the battery is fully charged. When this LED is flashing, the battery is charging. When this LED is off, the battery either failed or has been removed from the controller.

Battery fault LED (amber)

When this LED is lit, it indicates that the battery fails to hold a charge and should be replaced. The normal condition of this LED is off.

If the optional Fibre Channel host port adapter is installed in the controller, the host port adapter contains four additional Fibre Channel host connectors with LEDs.

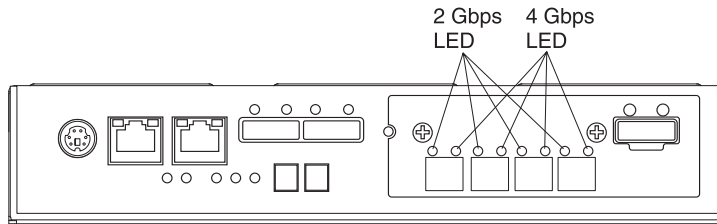


Figure 50. Fibre Channel host port adapter LEDs

Fibre Channel speed LEDs 2 Gbps and 4 Gbps

These LEDs in combination indicate the speed of the Fibre Channel host port.

Table 21. Fibre Channel port LEDs

	Left (green) on Right (yellow) on	Left (green) off Right (yellow) on	Left (green) on Right (yellow) off	Left (green) off Right (yellow) off
FC	link down	link up, 8Gb/s	link up, 4Gb/s	link up, 16Gb/s
iSCSI	1. (green) speed 2. (yellow) activity	1. (green) speed 2. (yellow) activity	1. (green) speed 2. (yellow) activity	1. (green) speed 2. (yellow) activity

If the optional SAS host port adapter is installed in the controller, the host port adapter contains two additional SAS host connectors with LEDs.

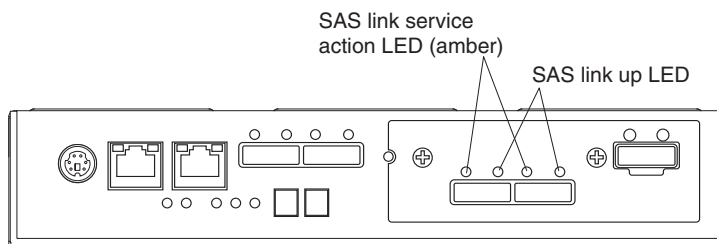


Figure 51. SAS host port adapter LEDs

ESM LEDs

This section describes the ESM LEDs.

Figure 52 on page 83 shows the LEDs on the ESM.

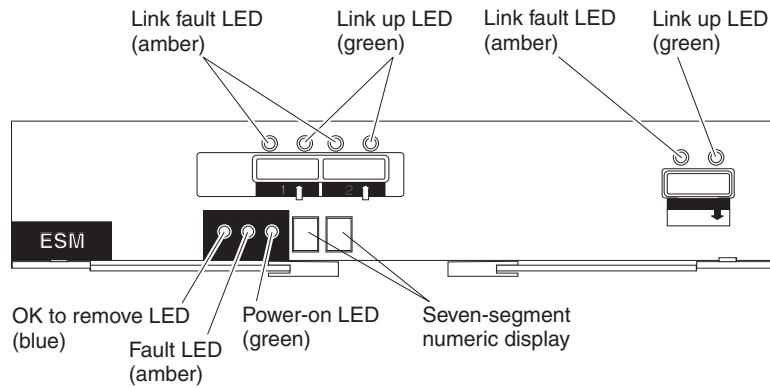


Figure 52. ESM LEDs

Link fault LED (amber)

When this amber LED is lit, it indicates that the link through the SAS cable is not successful.

Link up LED (green)

When this green LED is lit, it indicates that the link through the SAS cable is successful.

OK to remove LED (blue)

This LED is supported only when the EXP3500 is attached to a DS3500 controller. Do not remove the ESM unless this blue LED is lit.

Fault LED (amber)

When this amber LED is lit, it indicates that the ESM has failed.

Power-on LED (green)

When this green LED is lit, it indicates that the ESM is receiving power.

Fan assembly LEDs

This section describes the storage expansion enclosure fan assembly LEDs.

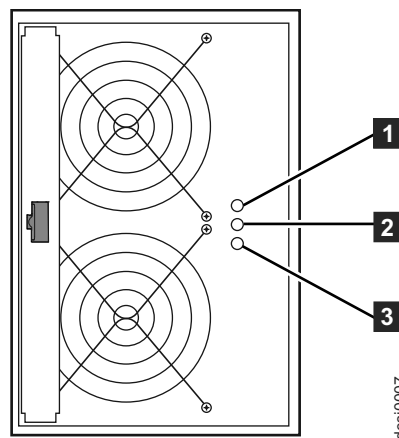





Figure 53. Fan assembly LEDs

Table 22. Fan assembly LEDs

Number	LED	Normal Status	Problem Status
1	Power® 	On (Green)	Off: No power to fan assembly
2	Service Action Required (Fault) 	Off	On (Amber): A fault exists within the fan assembly
3	Service Action Allowed 	Off	On (Blue): The fan assembly can be removed

AC power-supply LEDs

This section describes the primary LEDs on the DCS3700 ac power supplies.

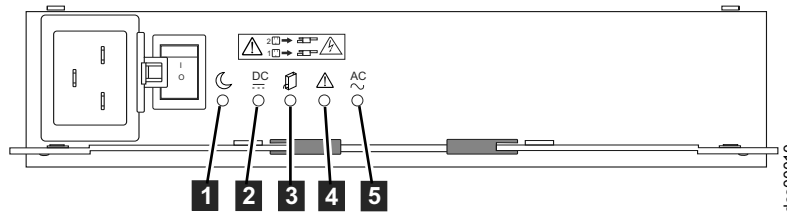


Figure 54. AC power-supply LEDs

1 Standby power LED (green)

Future use only.

2 DC power LED (green)

When this green LED is lit, it indicates that the DCS3700 is turned on and is supplying 5-volt, 12-volt, and 48-volt dc power.

3 Service Action Allowed LED (blue)

When this blue LED is lit, it indicates that it is safe to remove the power supply.

4 Fault LED (amber)

When this amber LED is lit, it indicates that a power supply or fan has failed or that a redundant power supply is not turned on.

5 AC power LED (green)

When this green LED is lit, it indicates that the storage subsystem is receiving ac power.

Drive drawer LEDs

This section describes the LEDs on storage expansion enclosure drive drawers.

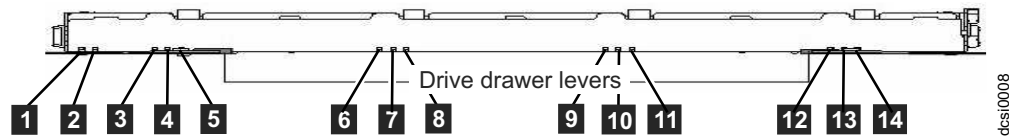





Figure 55. Drive drawer LEDs

Table 23. Drive drawer LEDs

Number	LED	Normal Status	Problem Status
1	Service Action Allowed 	Off	On (Blue): The drive drawer can be removed The drawer Service Action Allowed LED is also lit when a Service Action Allowed LED on one of the drives in the drawer is lit.
2	Service Action Required (Fault) 	Off	On (Amber): A fault exists within the drive drawer
3 - 14	Drive Activity (for drives 1 to 12 in the drawer)  Note: The associated disk drive is indicated by a number (1 to 12) that is displayed inside the Drive Activity icon.	On (Green): Power is on, drive is operating normally Flashing (Green): Indicates drive I/O activity	Off: No power to the drive or a drive is not installed

Disk drive LEDs

This section describes the service LEDs on the disk drives.

The drive power/drive activity LEDs are located on the front of the drive drawer. See “Drive drawer LEDs” for more information.

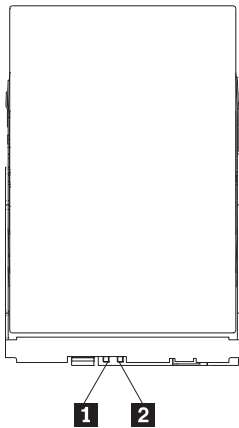


Figure 56. Disk drive LEDs

Table 24. Disk drive LEDs



Number	LED	Normal Status	Problem Status
1	Service Action Allowed 	Off	On (Blue): The disk drive can be removed
2	Service Action Required (Fault) 	Off	On (Amber): A fault exists within the disk drive

Table 25. Drive state indicated by the LEDs

Drive State	Drive Power LED (Green)	Drive Service Action Required LED (Amber)	Drive Service Action Allowed LED (Blue)
Power is not applied	Off	Off	Off
Normal operation: The power is turned on but there is no drive I/O activity	On	Off	Off
Normal operation: Drive I/O activity is occurring	flashing	Off	Off
Service Action Required: A fault condition exists and the drive is offline	On	On	On
Power is applied but drives are spun-down because they are offline, are part of an "Exported - Ready to import" array, or are incompatible or not certified.	Off	Off	On

Seven-segment numeric display LEDs

The seven-segment numeric display LEDs provide information about enclosure identification and diagnostics.

Figure 57 shows the numeric display LEDs and the heartbeat and diagnostic LEDs.

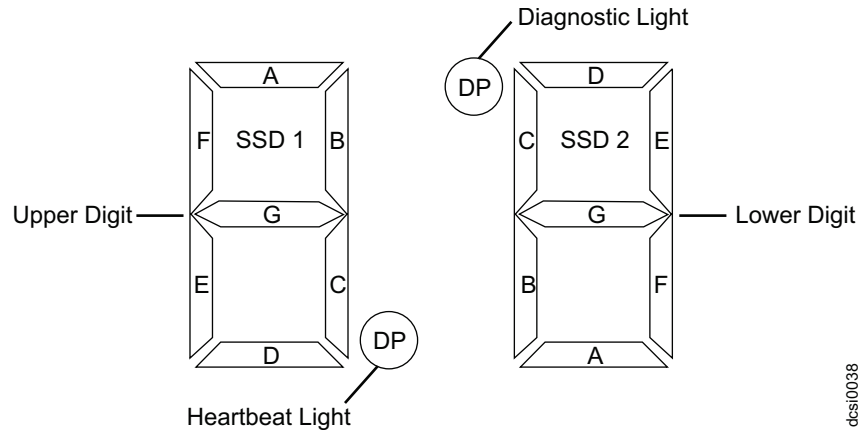


Figure 57. Numeric display LEDs

When you turn on the power to the storage or storage enclosure, the numeric display LEDs cycle through various codes as the controller or ESM firmware starts to boot. If the diagnostic LED is illuminated and the heartbeat LED is turned off, it indicates that diagnostic information is displayed on the numeric display. When the controller completes the boot process and is operating normally, the diagnostic LED turns off, the heartbeat LED flashes, and the numeric display changes to show the enclosure identification (enclosure ID) for that individual enclosure.

If an error occurs during the boot process and the Needs Attention LED is on, the numeric display shows diagnostic information as sequence of 2-digit diagnostic code. The number of time each 2-digit code is displayed during a sequence is fixed and under hardware control. Each sequence minimally consists of a two-digit category code, followed by a two-digit detail code that is specific to the category. Longer sequences can be displayed if more than one event is to be reported. This nominally consists of a series of category-detail sequences with a delimiter between each category-detail sequence. The entire display goes blank at the end of the sequence (all segments off, the diagnostic light off), and then the sequence repeats.

For more information about the diagnostic codes and their possible causes, see the "Seven-segment display sequence codes and their causes" section of this document.

Cache memory and cache battery

Cache memory size stores read and write operations in DCS3700.

Each storage controller in the DCS3700 storage system contains 8 GB of cache memory to store read and write operations. In a dual controller configuration, both controllers in the DCS3700 must have the same amount of cache memory. The

battery unit contains enough charge to back up the cached data in each controller to a flash drive in the event of a DCS3700 power failure.

Cache memory

The controller has a cache active LED that indicates the current status of the cache.

The LED is lit when there is data in the cache, and it is off when there is no data in the cache.

If caching is enabled and the cache active LED is not lit during I/O, it indicates one of the following conditions:

- The cache memory from either controller A or controller B has failed
- The cache sizes in controller A and controller B are not the same
- The battery has failed

Note: Always use the Storage Manager client to check the cache memory settings before you assume that a hardware failure has occurred.

See “Controller LEDs” on page 80 for the location of the cache active LED on a controller.

Controller cache battery

The backup battery unit provides power to back up the cache memory of each controller onto flash drives in the event of a power failure.

Each battery unit contains a sealed, rechargeable SMART lithium ion battery.



CAUTION:

The battery is a lithium ion battery. To avoid possible explosion, do not burn. Exchange only with the IBM-approved part. Recycle or discard the battery as instructed by local regulations. In the United States, IBM has a process for the collection of this battery. For information, call 1-800-426-4333. Have the IBM part number for the battery unit available when you call. (C007)

Replace the battery units in the DCS3700 storage system when they are identified as failing by the Storage Manager Subsystem Management window, or when the battery fault LEDs light. See “Controller LEDs” on page 80 for the location of the battery fault LED.

Replace only the battery unit that is indicated as failed by the LEDs or in the Storage Manager Subsystem Management window. In a dual controller configuration, you do not need to replace both battery units when the Battery fault LEDs indicate that only one battery unit has failed. Each controller has a green Battery charging LED that indicates the status of the battery unit.

- The LED is on when the battery is fully charged
- The LED flashes when the battery is charging or performing a self-test
- The LED is off when the battery or the battery charger has failed or is missing

Cache battery learn cycle

The battery performs the learn cycle activity.

The battery performs a learn cycle the first time the storage subsystem is turned on, and again every eight weeks thereafter, to assess the charge capacity of the battery. If the battery fails the learn cycle or takes too much time to reach full charge, the Battery charging LED turns off, the Battery fault LED turns on and the Storage Manager identifies the battery as failed.

The learn cycle takes up to three hours. During this time, the cache will be active if the battery is in optimal condition. If the learn cycle is interrupted, the current learn cycle will be terminated and the battery will perform a new learn cycle at the next scheduled interval (eight weeks from the current learn cycle). A learn cycle interruption is caused by removing the battery from the controller chassis, resetting the power to the storage subsystem, or if an storage enclosure or battery overheats.

Data caching starts after the battery is charged to the programmed voltage level, which occurs when the storage subsystem power is first turned on, when a new battery is installed to replace a failed battery, or when the subsystem power is turned on after months of inactivity.

Attention: Write caching is suspended while a battery pack is either charging or self-testing.

Turning off the storage subsystem

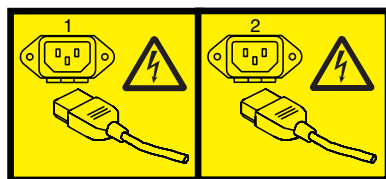
Only in certain situations, you can power off the storage subsystem.

The DCS3700 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 92* .

Attention:: Except in an emergency, never turn off the power if any amber (needs attention) LEDs are lit. Correct the fault before you turn off the power. Use the Storage Manager software and the amber LEDs to check the overall status of the DCS3700 . All LEDs should be green on the front of the storage subsystem. If they are not, use the Storage Manager software to diagnose the problem so that the DCS3700 will power-on correctly later.

(L003)



or



Attention:: Turning off and turning on power without waiting for the storage subsystem disk drives to spin down can damage the drives and might cause data loss. Always wait at least 90 seconds after you turn off the power before you turn on the power again.

Power-off overview

Turn off the power to each device according to the following shutdown sequence:

1. Turn off power to the host before the storage subsystem. If the host must stay powered-on to support a 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 system before you turn off power to the expansion enclosures. Turn off both power-supply switches on the rear of the enclosures.
3. Turn off power to other supporting devices (for example, management stations).

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

To turn off power to one or more components of the storage subsystem for a planned shutdown, complete the steps in the following procedure. To turn off power for an unplanned shutdown, see “Restoring power after an unexpected shutdown” on page 92.

Figure 9 on page 15 shows the locations of the power switches on a storage subsystem.

Before you proceed, use the Storage Manager software to determine the status of the storage subsystem components and special instructions. You might have to complete other procedures before you turn off the power.

1. Stop all I/O activity to each storage subsystem.
2. Determine the status of all storage subsystems components in the configuration by completing the following steps:
 - a. Check all LEDs on each component in the expansion enclosures. Ensure that all the LEDs show normal status.
 - b. Check all LEDs on each component in the storage system. Ensure that all the LEDs show normal status.
 - c. Review the status of the configuration in the Subsystem Management window by clicking the **Summary** tab.
The status is either Optimal or Needs Attention.
3. If the LEDs do not indicate normal operation or the status on all configuration components is not 'Optimal', diagnose and correct the fault:
 - a. Run the Recovery Guru by clicking Recovery Guru in the toolbar of the Subsystem Management window.
 - b. If you need to replace a failed component, use the individual LEDs to locate the failed component.
 - c. When the recovery procedure is completed, click **Recheck** in the Recovery Guru. This action runs the Recovery Guru again to ensure that the problem is corrected.
 - d. If the problem has not been corrected, contact your IBM technical-support representative. Do not turn off power until all problems are corrected.
4. If the LEDs indicate normal operation and the status on all configuration components is 'Optimal', check the cache active LED, and ensure that it is off. If the cache active LED is lit, the cache contains data. Wait for the data to clear from cache memory before you turn off the power.
5. Check the LEDs of the disk drive drawer to ensure that all drive activity LEDs are off.
If one or more LEDs are flashing, it indicates that data is being written to or from the drives. Wait for all activity LEDs to stop flashing.
6. Turn off the ac power switch on the rear of the DCS3700 storage system in the storage subsystem.

Note: Until the power switch on each power supply is turned off, power remains turned on for both controllers.
7. Turn off both power switches on the rear of each storage expansion enclosure in the configuration.
8. After you perform the necessary maintenance procedures, turn on the power, using the procedure in "Powering on the DCS3700" on page 75.

Performing an emergency shutdown

You must perform three steps to shutdown your subsystem in case of emergencies.

Attention: Emergency situations might include fire, flood, extreme weather conditions, or other hazardous circumstances. If a power outage or emergency situation occurs, 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 storage subsystem loses power unexpectedly, it might be due to a hardware failure in the power system or in the midplane.

To shut down the system during an emergency, complete the following steps:

1. If you have time, stop all I/O activity to the storage subsystem by shutting down the host or disconnecting the storage subsystem logical drives through the host.
2. Check the LEDs. Note down any amber LEDs that are lit so that you can correct the problem when you turn on the power again.
3. Turn off all power-supply switches, starting with the DCS3700 storage system first and followed by the DCS3700 expansion enclosures. Then, disconnect the power cables from the storage subsystem.

Restoring power after an unexpected shutdown

You can restore power to the subsystem after an unplanned shutdown but after ensuring that there is no evidence of fire, power, or structural damage.

To restore power to the storage subsystem after an unplanned shutdown, complete the following steps.

DANGER

<p>Never turn on any equipment when there is evidence of fire, water, or structural damage.</p>
--

1. After the emergency situation is over or power is restored, check the storage subsystem for damage.
2. If there is evidence of damage to any of the storage subsystem components, cables, or equipment that is attached to the storage subsystem, do not continue with this procedure. Contact your IBM technical-support representative for assistance. Depending on the current service agreements, you might have to return the equipment to the factory or local service center for repair.

Attention: To avoid potential data loss, ensure that the storage system and the expansion enclosure power switches are turned off before you reset circuit breakers in the rack. Resetting circuit breakers after an emergency situation while the storage system and the expansion enclosure power switches are turned on can cause data loss, because the configuration components might not be powered-on in the correct sequence. See “Powering on the DCS3700” on page 75 for details about the correct power-on sequence.
3. After you check the storage subsystem for damage, ensure that the power switches are off; then connect the DCS3700 power cables, if required.
4. Check the system documentation of the hardware devices that you want to turn on and determine the correct startup sequence.
5. Turn on both of the power-supply switches on DCS3700 expansion enclosures and make sure that no ESM or power-supply fault LEDs are lit before you power on the DCS3700 storage system.

In addition, consider the following items:

- The storage subsystem supports simultaneous power-on of the system components. However, always check the system documentation of the hardware devices that you want to turn on and determine the correct startup sequence.

- A storage subsystem in an optimal state recovers automatically from an unexpected shutdown and unattended simultaneous restoration of power to system components. After power is restored, contact your IBM technical-support representative if any of the following conditions occur:
 - The storage subsystem logical drives and arrays do not display in the Storage Manager graphical user interface.
 - The storage subsystem logical drives and arrays do not come online.
 - The storage subsystem logical drives and arrays seem to be degraded.
6. Turn on both of the power-supply switches on the DCS3700 storage system. See “Solving problems” on page 163.

Recovering from an overheated power supply

You can recover when the power supply on the storage enclosure is overheated.

Each storage enclosure contains two power supplies. Each power supply contains a built-in temperature sensor to prevent the power supply from overheating. Under normal operating conditions, with an ambient air temperature range of 10°C to 40°C (50°F to 104°F), the fans in the power supplies maintain a suitable 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 storage subsystem has no power, and all LEDs are off.

The following factors can cause the power supplies to overheat:

- An unusually high room temperature
- Fan failures in the power supplies
- Defective circuitry in a power supply
- Blocked air vents
- Failures in other devices in the configuration or rack

If a fan failure causes overheating, the system-error LED and overtemperature LEDs on the front bezel are lit. The fault LED on the power supply might also be lit. “Checking the LEDs” on page 79 shows the location of the LEDs on the DCS3700.

If the storage subsystem temperature exceeds 45°C (113°F), the storage management software displays a Needs Attention icon in the Subsystem Management window. If the air temperature inside the rack reaches 65°C (149°F), the power supplies automatically shut down. If event monitoring is enabled and event notification is configured, the software issues 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 storage subsystem shuts down, and the storage management software displays a Not Responding status in the Subsystem Management window.

Attention: To prevent damage to the storage subsystem components when the power supplies automatically shut down, immediately remove all rack panels to help reduce the rack air temperature.

To resume normal operation after a power-supply shutdown, complete the following steps:

1. Confirm whether you used the procedure in “Troubleshooting the storage subsystem” on page 78 to ensure that the power supplies have shut down because of an overheating problem.
2. Stop I/O activity to the storage system and all attached expansion enclosures.
3. Take all or some of the following measures to alleviate the overheating problem:
 - Remove all panels from the rack immediately.
 - Use external fans to cool the area.
 - Shut down the power to the storage enclosure, using the procedure that is described in “Performing an emergency shutdown” on page 91.
4. Wait for the air in and around the storage subsystem to cool.

After the temperature inside the power supplies drops to below 65°C (149°F), the storage subsystem is capable of power-on 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.
5. If the power supplies restarted automatically, go to step 8.
6. If the power supplies did not restart automatically, turn off both power switches on the DCS3700 storage system (see Figure 9 on page 15 and then power-off all connected DCS3700 expansion enclosures. Wait for a minute and then turn on power to all connected DCS3700 expansion enclosures.

While the expansion enclosure powers on, the LEDs on the front and the rear of the enclosure flash intermittently. Depending on the configuration, the expansion enclosure can take between 20 seconds and several minutes to power on.
7. Turn on both power switches on the rear of the DCS3700 storage system.

The storage system can take up to 10 minutes to power on and up to 15 minutes for the battery self-test to be completed. During this time, the LEDs on the front and the rear of the storage system flash intermittently.
8. Check the LEDs on the front and rear of the storage system and each attached expansion enclosure (a green LED indicates a normal status; an amber LED indicates a hardware fault); then, check the array status in the Subsystem Management window.
 - Open the Subsystem Management window for the storage subsystem.
 - Click the **Summary** tab and review the status of the configuration.

The status is either Optimal or Needs Attention.
9. If any module (controller, power supply, ESM) does not display a green status LED, or if the status for any module component is not 'Optimal', diagnose and correct the fault.
 - a. To run the Recovery Guru, click Recovery Guru in the toolbar in the Subsystem Management window.
 - b. If you need to replace a failed component, locate and troubleshoot that component. See “Checking the LEDs” on page 79.
 - c. When the procedure is completed, select **Recheck** in the Recovery Guru. This runs the Recovery Guru again to ensure that the problem is corrected.
 - d. If the problem remains, contact your IBM technical-support representative.
10. Replace the bezel on the storage enclosure, if applicable.

Chapter 5. Replacing components

Replacing components

This section contains information about replacing components or installing optional devices in the DCS3700 storage system and DCS3700 expansion unit.

Before you replace any component, ensure that you wear an anti-static wrist strap.

Attention: To avoid overheating the storage enclosure and causing damage to its components, replace failed parts within 10 minutes, unless otherwise indicated. The Recovery Guru in the Storage Manager software identifies failed parts.

Do not remove the failed part from the storage enclosure until you:

- Review the replacement procedure for the failed part in this guide.
- Locate screw drivers or any other hand tools that you might need to replace the failed part.
- Receive the replacement part and are ready to install it in the enclosure.

Service Action Allowed LED

Blue Service Action Allowed LED indicator is useful to replace components.

Each controller, ESM, fan assembly, disk drive, disk drive drawer, and power supply has a blue Service Action Allowed LED. The purpose of the Service Action Allowed LED is to help ensure that a component is not removed before it is safe to do so. Do not remove any component unless the component Service Action Allowed LED is lit.

Attention

If you remove a controller, ESM, disk drive, disk drive drawer, or power supply when the Service Action Allowed LED is not lit, a loss of data availability can result. If an amber LED is lit and the associated Service Action Allowed LED is *not* lit, you must run additional diagnostics *before* you can remove the indicated component. Use the Recovery Guru instructions in the Subsystem Management window or see the applicable component replacement instructions in this chapter for the additional diagnostics that are required in this case.

The Service Action Allowed LED automatically turns on or off as conditions change. Wait for at least two minutes after you replace a component for the storage subsystem to recognize the new component and update the LED status. In most cases, when a single component fails, the Service Action Allowed LED stays lit when the amber LED is lit for the component.

Working with controllers

This section describes how to remove a controller, remove and install a cover, install a controller, replace a controller, and dispose of the system-board battery on the controller.

Before you begin, ensure that you wear an anti-static wrist strap.

CAUTION:

To prevent damage from overheating, replace a failed controller assembly FRU within 5 minutes of removal. If replacing it will take longer than 5 minutes, then ensure that the temporary filler that is shipped with the controller assembly FRU is installed in the SBB slot until you complete the replacement.

Do not remove the failed part from the storage enclosure until you:

- Review the replacement procedure for the failed part in this guide.
- Locate screw drivers or any other hand tools that you might need to replace the failed part.
- Receive the replacement part and are ready to install it in the enclosure.

Removing a controller

You can remove a failed controller by following these instructions.

Before you begin:

- Read the "Safety" and "Best practices guidelines" sections of this document.
- Ensure that you wear an anti-static wrist strap.

Attention: Never remove a controller unless the Service Action Allowed LED is lit. Doing so can result in loss of data.

To remove a controller from the storage subsystem, complete the following steps:

CAUTION:

To prevent damage from overheating, replace a failed controller assembly FRU within 5 minutes of removal. If replacing it will take longer than 5 minutes, stop all I/O activity to the storage expansion enclosure and turn off the power until you complete the replacement.

1. If the controller has failed, do not continue with this procedure. Instead, go to "Replacing a controller" on page 98.

Attention: Handle and install cables correctly to avoid degraded performance or loss of communication with devices. See Chapter 3 "Cabling the DCS3700" in this document for more information.

2. Disconnect all interface cables from the controller. Ensure that you label each cable so that you can reconnect it correctly.
3. Remove the controller from the chassis.

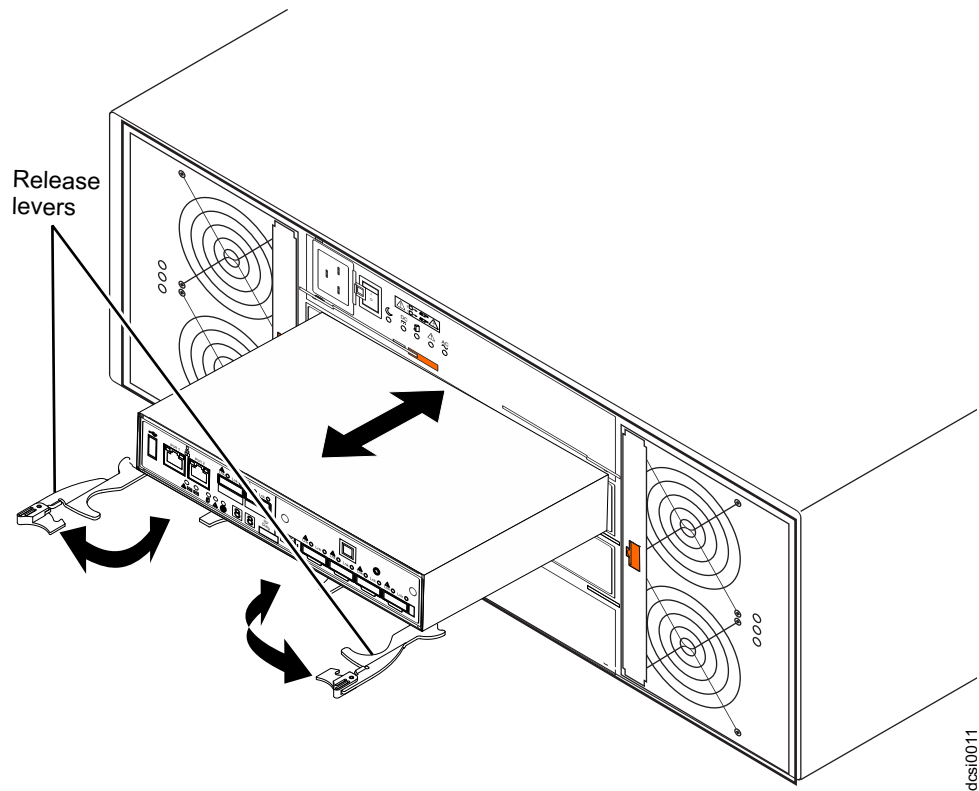


Figure 58. Removing a controller

- a. Open the two release levers as shown in the illustration. The controller moves out of the bay approximately 0.6 cm (0.25 inch).
- b. Pull the controller out of the bay.
- c. Place the controller on a level surface.

Attention: After you remove a controller, wait for 90 seconds before you reset or replace the controller. Failure to do so might cause unpredictable results.

Removing and installing a cover

A list of steps to remove the cover on the controller and install it back.

Before you begin:

- Read the "Safety" and "Best practices guidelines" sections of this document.
- Ensure that you wear an anti-static wrist strap.

To remove a cover from a controller, complete the following steps:

1. Press the two release buttons and slide the cover toward the rear of the controller.

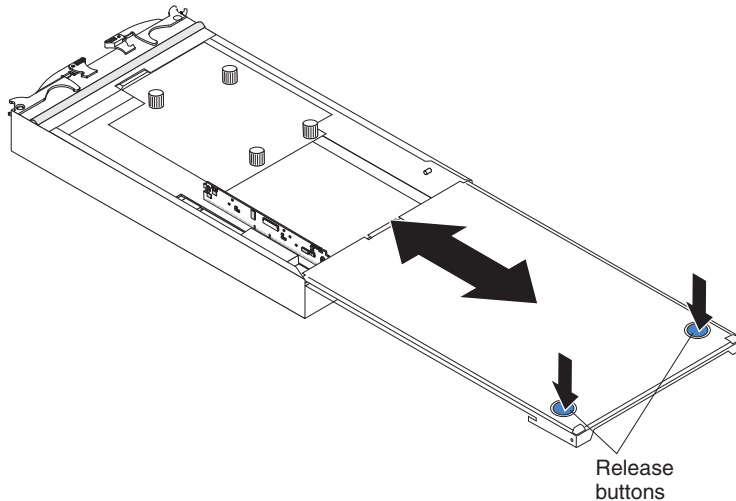


Figure 59. Removing the cover

2. Remove the cover and save it for future use.

To install a cover on a controller, align the cover on the controller and slide it toward the front of the controller.

Replacing a controller

Follow these steps to replace a failed controller with a new controller, and get it online.

Before you replace a controller in a DCS3700 storage subsystem:

- Ensure that both power supplies are connected and powered-on and no amber LEDs are lit. Ensure that the power LEDs on both power supplies are lit. If the status of either of the power supplies is not Optimal, replace that power supply before you proceed with the controller replacement procedure.
- If you are replacing a failed controller with a replacement controller from IBM Service, ensure that you have ordered the replacement controller that contains the same amount of cache memory that is installed in the failed controller. Also, transfer the cache backup battery and cache backup flash memory module to the replacement controller. Transfer the battery and flash memory exactly as described in this procedure. If you do not remove and insert these items in the correct sequence, you could damage the controller.
- Read the "Safety" and "Best practices guidelines" sections of this document.
- Check the WWIDs or the MAC addresses of the host ports after replacing the controller and/or the host port interface adapter. If you need to change any WWID or MAC address, update the servers or switches in the configuration.
- Ensure that you wear an anti-static wrist strap.

To replace a controller in a DCS3700 storage system:

CAUTION:

To avoid overheating the storage enclosure and causing damage to its components, replace failed parts within 10 minutes unless directed otherwise. The Recovery Guru in the Storage Manager software identifies failed parts.

1. Use the Storage Manager software to print a storage subsystem profile.

2. Move logical drive ownership to the other controller. If the controller that you are replacing has failed but is still operating, move the failed controller to the Offline state.
Attention: Never remove a controller unless the OK to remove LED is lit. Doing so can result in a loss of data.
3. Locate the failed controller by checking the amber LEDs on the controllers in the storage system.
4. If the OK to remove LED is not lit, another component might require attention before you remove the controller. Use the Recovery Guru in the Subsystem Management window to identify and correct any additional failures. If there are none, proceed with step 5 to replace the controller.
Attention: Static electricity can damage the storage subsystem and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.
5. Unpack the new controller. Save all packing materials in case you have to return the new controller.
6. Determine whether the replacement controller will be controller A or controller B (controller A is installed in slot SBB A; controller B is installed in slot SBB B), and then paste the controller labels for host ports and drive expansion ports to the replacement controller. The controller labels and instructions are included with the replacement controller. Ensure that the labels are aligned correctly and do not cover any connectors or LEDs.
Attention: Handle and install cables correctly to avoid degraded performance or loss of communication with devices. See Chapter 3 "Cabling the DCS3700" for more information.
7. Disconnect all attached interface cables from the failed controller. Be sure to label each cable so that you can reconnect it correctly to the new controller.
8. Remove the controller from the chassis

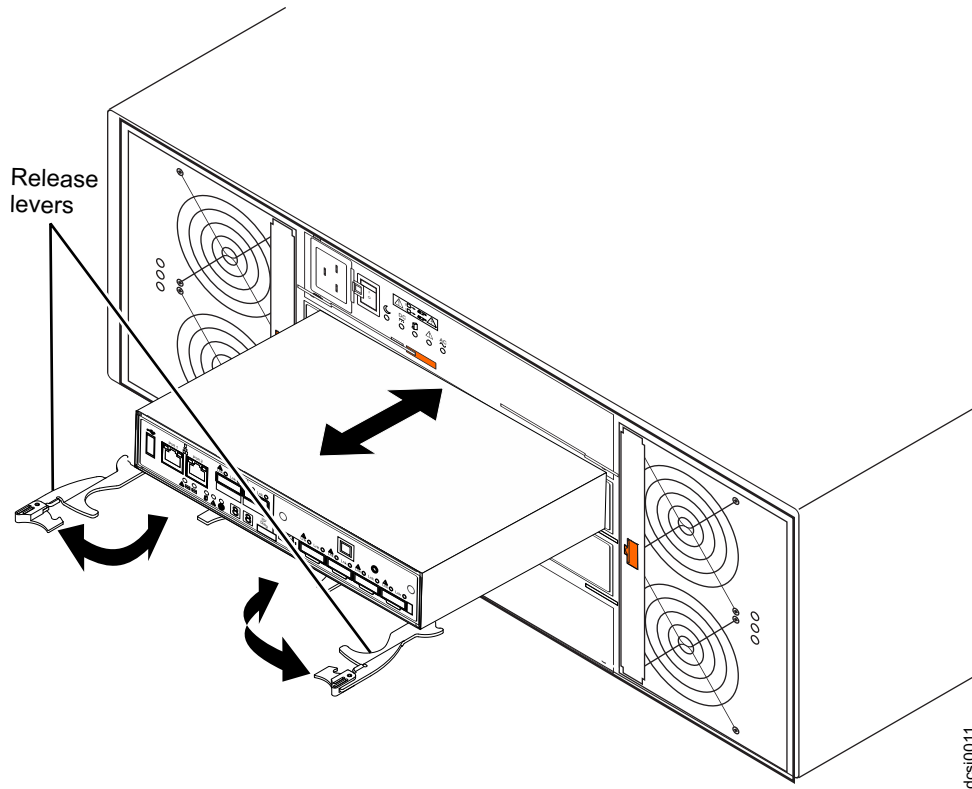


Figure 60. Removing and replacing a controller

- a. Open the two release levers as shown in the illustration. The controller moves out of the bay approximately 0.6 cm (0.25 inch).
- b. Pull the controller out of the bay.
- c. Place the controller on a level surface.

Attention: The DCS3700 replacement controller ships with a temporary filler. Place the temporary filler in the controller chassis bay after the failed controller is removed, to maintain proper airflow and cooling.

9. Remove the cover (see "Removing and installing a cover" on page 97).
10. If an optional SAS or Fibre Channel host daughter card is installed in the controller, remove the host daughter card and set it aside (see "Replacing an optional host interface adapter").
11. Remove the battery from the failed controller.

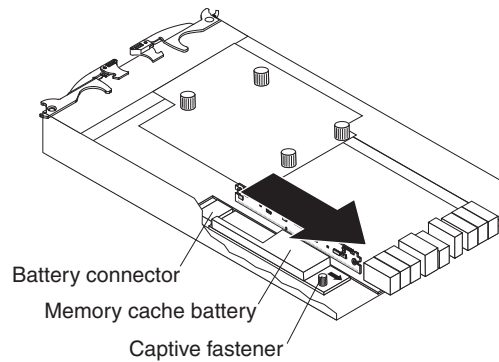


Figure 61. Removing the battery unit from the controller

- a. Loosen the blue captive fastener until the battery can move in the direction that is indicated by the arrow.
 - b. Slide the battery unit out of the controller in the direction that is indicated by the arrow.
 - c. Set the battery aside.
12. Remove the cache backup flash memory device from the controller and install in the new controller. Figure 62 on page 102 shows the location of the of the cache backup flash memory device on controller board.
- a. Release the flash memory device by gently pushing the memory farther into the slot. The slot will release the flash memory device and push the flash memory device out of the slot.
 - b. Carefully pull the flash memory device free from the slot.
 - c. Install the cache battery backup flash memory device into the empty slot location of the new controller by pressing the flash memory device into the slot until the flash memory is fully seated.

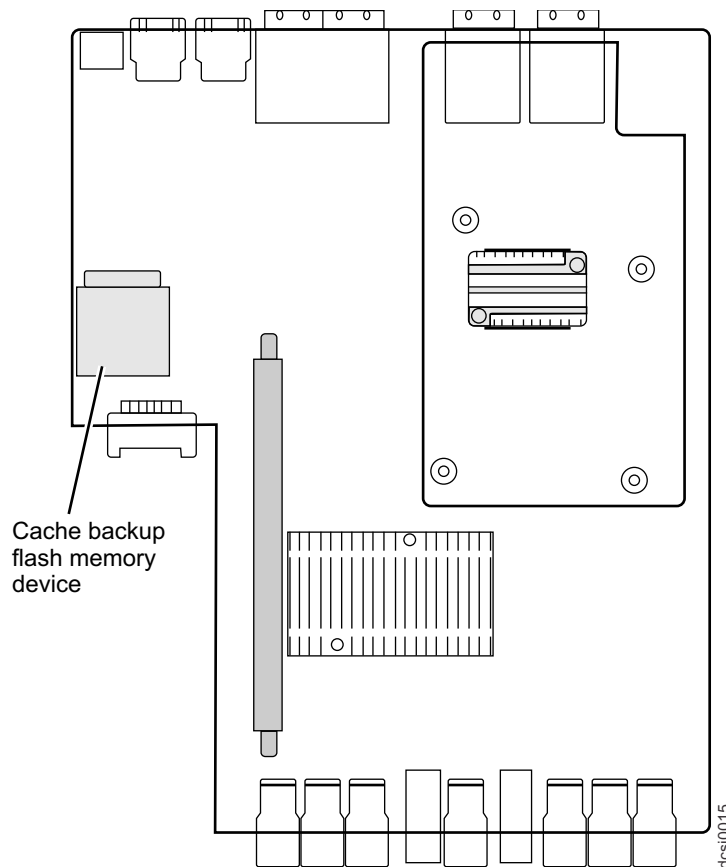


Figure 62. Cache backup flash memory device location

13. Install the battery from step 11 on page 100 into the new controller:
 - a. Slide the battery into the controller until the battery connector pins are firmly seated in the controller battery connector.
 - b. Turn the captive fastener clockwise to secure the battery in place.
14. If the controller contains the optional SAS or Fibre channel host interface card, install the host interface card into the new controller. (See “Installing an optional host interface adapter” on page 105).
15. Install the cover (see “Removing and installing a cover” on page 97)

Attention: Remove the temporary filler before you install the replacement controller.
16. Install the new controller.
 - a. Ensure that the release levers on the controller are in the open position.
 - b. Slide the controller into the bay until it stops.
 - c. Push the release levers to the closed position.
17. Connect the cables that you disconnected in step 7 on page 99.
18. Wait up to 5 minutes for the Storage Manager software to recognize the new controller.
19. Complete any remaining Recovery Guru procedures for controller replacement.
20. Check the LEDs on the new controller to ensure that the controller is fully operational.
21. Use the Subsystem Management window to check the status of all components in the storage subsystem.

- If the new controller is online and the Subsystem Management window indicates normal operation, go to step 25.
 - If the new controller is online and the Subsystem Management window indicates a problem status, go to the "Troubleshooting" section of this document.
 - If the new controller is offline, continue with step 22.
22. If the newly inserted controller is in an offline state, see the Storage Manager online help for instructions on bringing the controller online. If necessary, open the Subsystem Management window and place the controller online; select the offline controller and click **Advanced > Recovery > Place controller online**.
 23. Check the state of the LEDs on the newly inserted controller. For more information, see the "Controller LEDs" section of this document. You can also use the Subsystem Management window to identify any new faults.
 24. If any storage subsystems has a fault (Needs Attention) status, click **Recovery Guru** in the Subsystem Management window toolbar, and complete the recovery procedure. If the problem remains, contact your IBM technical-support representative.
 25. If the storage subsystems have no fault, use the Storage Manager software to print a new storage subsystem profile.
 26. Check the WWIDs or the MAC addresses of the host ports after replacing the controller and/or the host port interface adapter. If you need to change any WWID or MAC address, update the servers or switches in the configuration.

Note: You might have to reboot your system to remove the LUNs information that is associated with the WWID of the controller that you removed.

Removing and disposing of the system-board lithium battery

You must take these precautions while replacing a battery and know the battery type which you must replace, and also the procedure to replace and dispose off the used battery.

Before you begin, ensure that you wear an anti-static wrist strap.

When you disassemble the storage subsystem for disposal, use the information in this section to locate, remove, and dispose of the lithium batteries that are on the system boards in controller A and controller B.

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

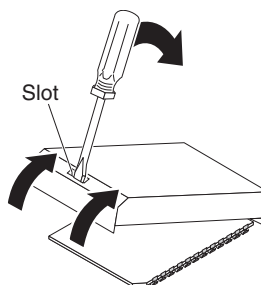
Dispose of the battery as required by local ordinances or regulations.

To remove the batteries for disposal, complete the following steps:

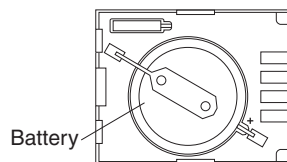
1. Locate the battery compartment on the system board in the controller.

Note:

- a. The battery compartment is located near the edge of the controller system board next to the mounting posts for the optional host daughter cards.
 - b. If a host daughter card is installed on the controller, you must remove the card to gain access to the battery compartment.
2. Insert the flat blade of a small screwdriver into the slot on the battery-compartment cover.



3. Move the screwdriver as shown in the illustration until the cover is released from the battery-compartment base.
4. Lift the contact tab and slide the battery out of the battery compartment.



5. Repeat Steps 1 through 4 to locate and remove the lithium battery in Controller B; then, continue with Step 6.
6. Dispose of the batteries as required by local ordinances or regulations.

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 batteries. For information on proper disposal of these batteries, contact IBM at 1-800-426-4333.

Installing an optional host interface adapter

These are the conditions in which you can replace a host interface adapter.

Attention:

- If you plan to install a host interface adapter in a controller and the storage system contains two controllers, ensure that an identical host interface adapter is installed in the other controller.
- If you are installing new host interface adapters in both controllers, to prevent data loss, shut down the storage system before you remove the controller from the chassis. For the correct shutdown sequence, see the "Turning off the storage subsystem" section of this document. If you are installing new host interface adapters, you need to schedule time to power down the storage subsystem. Failure to upgrade both controllers before powering on the system results in the controllers having mismatched host interface adapters. Such a mismatch can cause a controller lock-down.

Before you begin:

- Read the "Safety" and "Best practices guidelines" sections of this document.
- Ensure that you wear an anti-static wrist strap.

To install a host interface adapter:

1. Turn off the storage subsystem.
2. Disconnect the cables that are connected to the controller.
3. Remove the controller from the chassis.

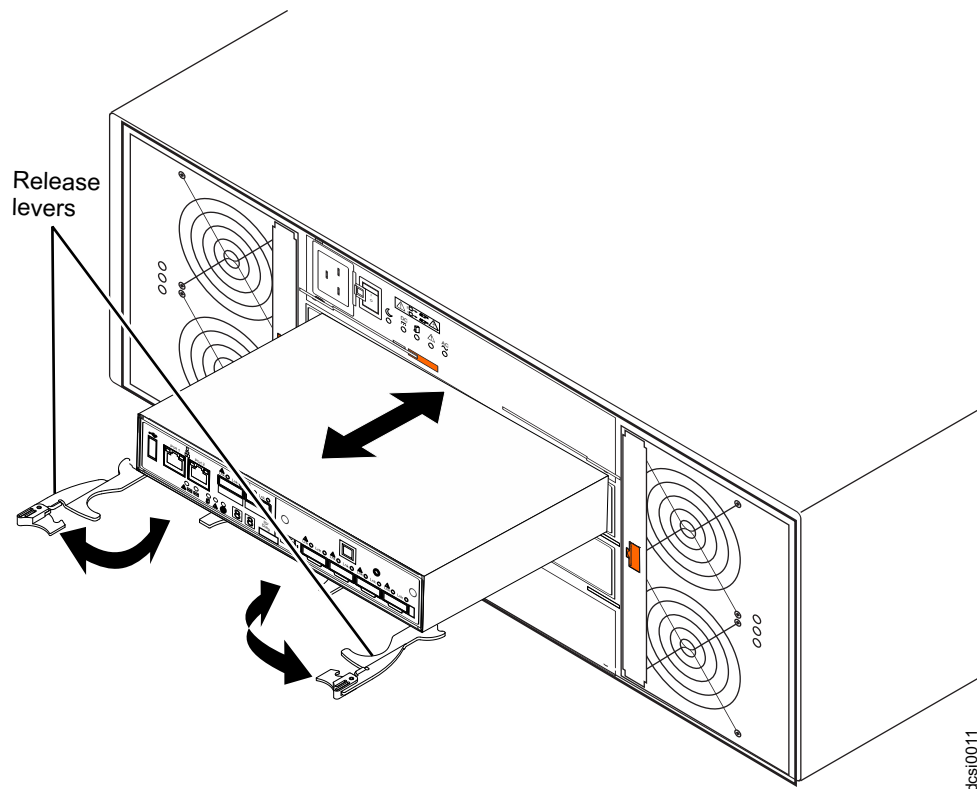


Figure 63. Removing a controller

- a. Open the two release levers as shown in the illustration. The controller moves out of the bay approximately 0.6 cm (0.25 inch).
- b. Pull the controller out of the bay.
- c. Place the controller on a level surface.
4. Remove the cover (see "Removing and installing a cover" on page 97).
5. Remove the two screws from the cover plate. Rotate the cover plate to release the alignment tab and remove the cover plate from the controller.

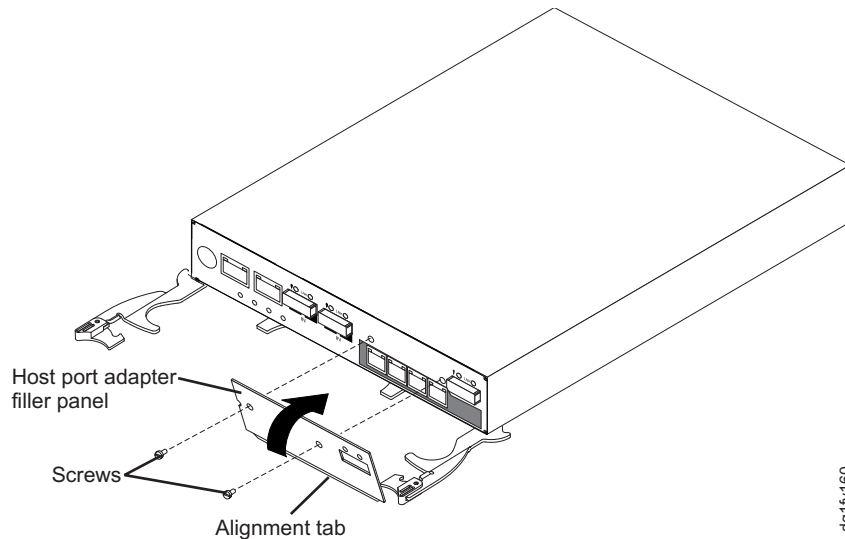


Figure 64. Removing the host port adapter filler panel

6. Touch the static-protective package that contains the host port adapter to any unpainted metal surface on the storage subsystem; then, remove the adapter from the package.
7. Align the host port adapter as shown in the following illustration:

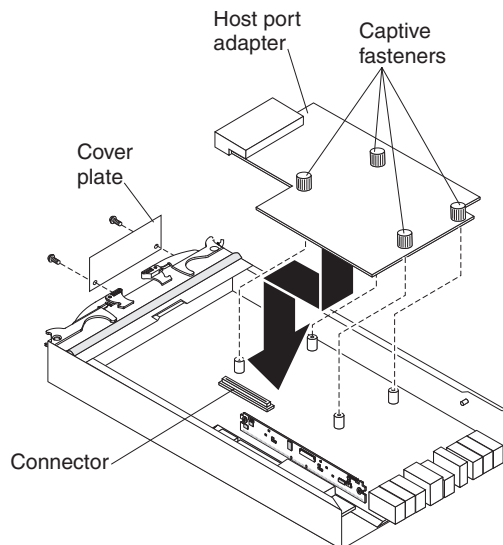


Figure 65. Installing a host port adapter

8. Press the card in the connector and tighten the four captive fasteners.

9. Use the alignment tab to align the cover plate that comes with the optional host port adapter.
10. Secure the cover plate with two screws.
11. Install the cover (see "Removing and installing a cover" on page 97).
12. Insert the controller into the chassis.
 - a. Ensure that the release levers on the controller are in the open position.
 - b. Slide the controller into the bay until it stops.
 - c. Push the release levers to the closed position.
13. Reconnect the cables that you disconnected in step 2 on page 105.
14. Turn on the storage subsystem.
15. Wait for up to 5 minutes for the Storage Manager software to recognize the controller.
16. Check the LEDs on the controller to make sure that the controller is fully operational.
17. Use the Subsystem Management window to check the status of all components in the storage subsystem.
 - If the controller is online and the Subsystem Management window indicates normal operation, go to step 21.
 - If the controller is online and the Subsystem Management window indicates a problem status, go to the "Troubleshooting" section of this document.
 - If the controller is offline, continue with step 18.
18. If the newly inserted controller is in an offline state, see the Storage Manager online help for instructions on bringing the controller online. If necessary, open the Subsystem Management window, place the controller online, select the offline controller, and click **Advanced** → **Recovery** → **Place controller online**.
19. Check the state of the LEDs on the newly inserted controller. For more information, see the "Controller LEDs" section of this document. You can also use the Subsystem Management window to identify any new faults.
20. If any storage subsystems has a fault (Needs Attention) status, click **Recovery Guru** in the Subsystem Management window toolbar, and complete the recovery procedure. If the problem remains, contact your IBM technical-support representative.
21. If the storage subsystems have no fault, use the Storage Manager software to print a new storage subsystem profile.

Replacing an optional host interface adapter

Follow these steps to remove or replace an optional host interface adapter.

Before you begin, read "Safety" on page ix and ensure that you wear an anti-static wrist strap.

Attention: If the host interface adapter is to be removed from both controllers or is being replaced with a new host interface adapter, then you will need to power off the subsystem. See "Turning off the storage subsystem" on page 89. You do not need to power off the subsystem to replace a failed host interface adapter.

To replace a host interface adapter that is installed in a controller that is still installed in the storage subsystem, complete the following steps. Otherwise, go to step 4 on page 108.

1. Label and disconnect the cables that are connected to the controller.
2. To open the two controller release levers, pull the lever orange tabs outward. The controller moves out of the bay approximately 0.6 cm (0.25 inch).
3. Pull the controller out of the bay and place the controller on a level surface.
4. Remove the cover.
5. Loosen the four captive fasteners on the host interface card and gently pull the card up off the controller.
6. If the HIC is to be replaced by an HIC of a different type, then remove the cover plate from the controller. To do so, remove the two screws from the cover plate, rotate the cover plate to release the alignment tab, and then remove the cover plate from the controller.
7. If the controller is to be replaced without the optional host interface adapter, secure the port cover plate with no cutouts for the optional host interface port on the controller by using two screws. Otherwise, align the new host interface adapter such that you line up the HIC connector with the connector on the controller board. Then, press the adapter in the connector, and tighten the four captive fasteners.

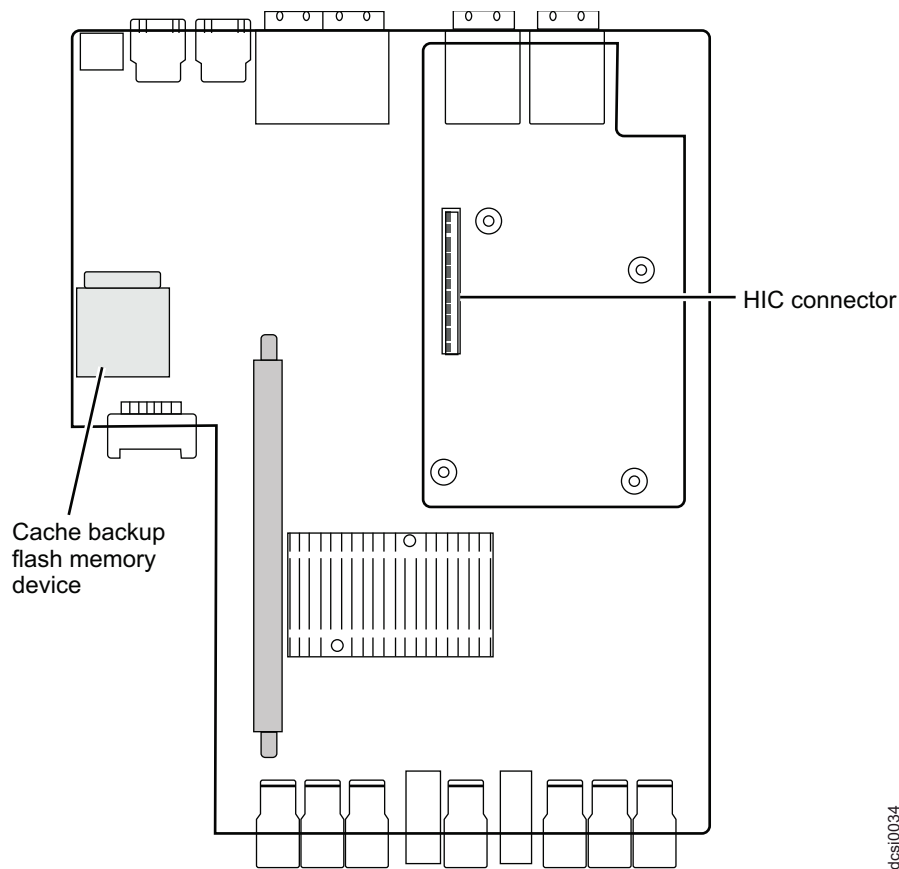


Figure 66. Aligning the HIC connector

Note: Both controllers must have the same optional HIC installed. If an HIC is removed without replacement, then remove the HIC from the other controllers. Otherwise, one of the controller will be put in a lock down state during start up.

8. If this is a host interface adapter replacement, install the cover. Otherwise, install the new port cover by aligning the cover plate on the controller HIC opening. Secure the cover plate with two screws and then install the cover.
 9. Insert the controller into the chassis.
 - a. Ensure that the release levers on the controller are in the open position.
 - b. Slide the controller into the bay until it stops.
 - c. Push the release levers to the closed position.
- Note:** If a different HIC is installed or if the HIC is removed, then perform this step on the other controller too.
10. Reconnect the cables that you disconnected.
 11. If necessary, turn on the storage subsystem (see “Powering on the DCS3700” on page 75).
 12. Check the WWIDs or the MAC addresses of the host ports after replacing the controller and/or the host port interface adapter. If you need to change any WWID or MAC address, update the servers or switches in the configuration.

Working with hot-swap DDMs

This section contains information about how you can increase the storage expansion enclosure capacity by adding more DDMs or by replacing existing 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 ix and in “Handling static-sensitive devices” on page 28.
- Ensure that the current system configuration is working properly.
- Back up all important data before you make changes to data storage devices.
- Ensure that you wear an anti-static wrist strap.

Before you install or remove DDM FRUs, review the following information:

- **DDM FRUs:**
 - When adding DDM FRUs, if you are not installing all 60 DDM FRUs into the DCS3700, install the DDM FRUs in each drive drawer in the front row (slots 1, 4, 7, and 10). To maintain uniform airflow across all drive drawers, the storage expansion enclosure must be configured with a minimum of 20 drives, with four drives in the front row of each of the five drive drawers (slots 1, 4, 7, and 10).
 - Use of non-supported drives in the storage expansion enclosures can cause the storage expansion enclosures to fail.
 - After you remove a DDM FRU, wait for 90 seconds before replacing or reseating it to allow it to properly spin down.
- **Drive LEDs:** Each DDM FRU enclosure has three associated LEDs, a green drive power/drive activity LED, an amber Service Action Required LED, and a blue Service Action Allowed LED. These LEDs indicate the status for that DDM. See Table 26 on page 110 for the drive LED states and descriptions.
- DDM FRUs are not interchangeable between the DCS3700 and the EXP5060 storage expansion enclosure.

Table 26. 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 DCS3700 controller.
Service Action Required LED	Flashing amber	The amber LED flashes to indicate that a drive has been identified by the software.
Service Action Required LED	Steady amber	The amber LED lights to indicate a drive failure. The drive can also be put in a failed state if the drive is not certified for the DCS3700 storage system. Use the DS Storage Manager subsystem management window to verify that this is the case and replace the drive with the drive option or FRU that is certified for that particular storage subsystem.
Activity and Service Action Required LEDs	All unlit	Check for and resolve the following situation: <ul style="list-style-type: none"> • DCS3700 is turned off.
Activity LED	Off	Check for and resolve one of the following situations: <ul style="list-style-type: none"> • Drives are part of an exported array. Once the array is exported, the drives in the array are spun down in preparation for being removed from the enclosure. • Drives are failed by the storage subsystem controllers. • Failed drive drawer.
Activity and Service Action Required LEDs	Flashing together in a certain pattern	Drive failure due to internal drive hardware failures.
Service Action Allowed LED	On (Blue)	The disk drive can be safely removed.

- **Hot-swap hardware:** The DCS3700 contains hardware that enables you to replace a failed DDM without turning off the storage expansion enclosure. You can continue to operate your system while an DDM is removed or installed. These DDMs are known as hot-swap DDMs.

Before you begin, ensure that you wear an anti-static wrist strap.

To install hot-swap DDMs in the storage expansion enclosure:

1. Read the documentation that comes with the DDM.
2. Check for Service Action Required LEDs described in “Drive drawer LEDs” on page 85 and “Disk drive LEDs” on page 85. If any amber LEDs are lit, see “Solving problems” on page 163.
3. Determine the drive drawer and position into which you want to install the DDM.
4. Remove the bezel from the front of the storage expansion enclosure. See “Replacing the bezel” on page 130 for the steps to remove the bezel.
5. Open the drive drawer by completing the following steps:
 - a. Open the release levers on each side of the drawer and pull them out while coming the levers away from the chassis. This will release the drawer.
 - b. Pull on the extended levers to pull the drive drawer out to its full extension without removing it from the storage expansion enclosure.

Note: The fan assemblies spin-up to increase airflow through the enclosure when a drive drawer is open. This is normal and does not indicate a fault. Fan speed will return to normal after the drive drawer is closed.

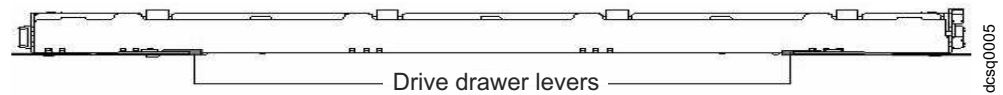


Figure 67. Opening the drive drawer

Attention: To prevent damage to the drive enclosure:

- For drive enclosures without disk drawers, do not force the drive into the drive slot at an angle. Ensure that you carefully insert each hard disk drive straight into the drive slot (horizontal or vertical).
- For drive enclosures with disk drawers, gently press on the back of the drive while pulling the lever downward to push the drive into the connector on the drive drawer board.

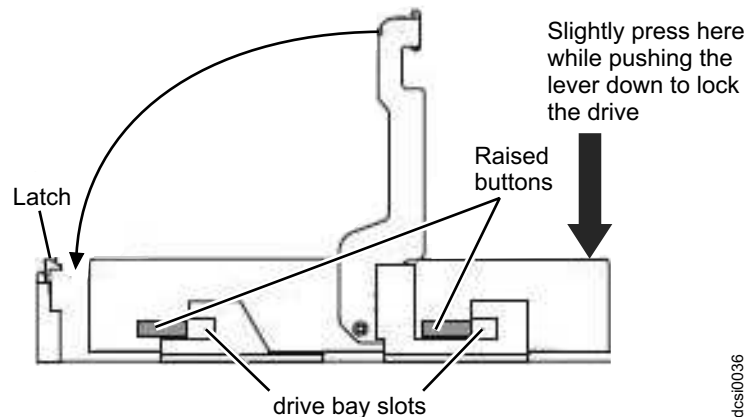


Figure 68. Inserting a hard disk drive into the connector

6. Install the DDM by completing the following steps:

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

- a. Raise the drive handle to the vertical position, as shown in Figure 69 on page 112.

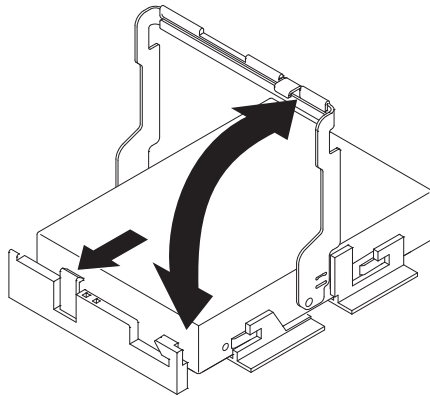


Figure 69. Raising the drive handle

- b. Align the two raised buttons on each side over the matching gap in the drive channel on the drawer, as shown in Figure 70.

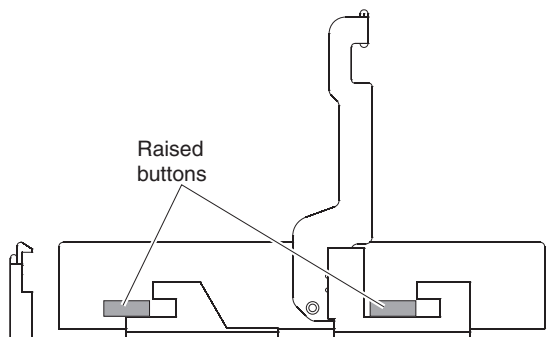


Figure 70. Aligning the drive

- c. Lower the drive straight down; then, rotate the drive handle down until the drive snaps into place under the drive release lever. See Figure 71.

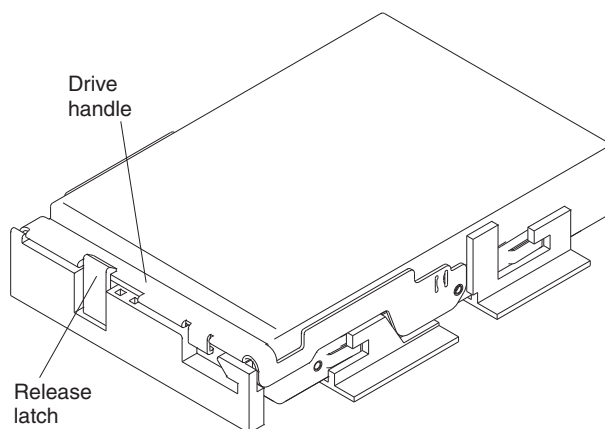


Figure 71. Locking the drive in place

7. Push the drive drawer all the way back into the storage expansion enclosure, closing the levers on each side of the drive drawer.

8. Install the bezel on the front of the storage expansion enclosure. See “Replacing the bezel” on page 130 for the steps to install the bezel.

Installing hot-swap hard disk drives

With the exception of the DCS3700 storage system initial power on, you should add DDMs while the storage expansion enclosure is turned on and running.

Attention: After you remove a DDM FRU, wait for 90 seconds before replacing or reseating it to allow it to properly spin down.

Replacing hot-swap hard disk drives

Follow these steps to replace hard disk drives.

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

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

Attention: Failure to replace the DDMs in their correct drawer and position might result in loss of data. If you are replacing a DDM that is part of a configured array and logical drive, ensure that you install the replacement DDM in the correct drawer and position.

Before you begin, ensure that you wear an anti-static wrist strap.

To replace a hot-swap DDM:

1. Use the Storage Management client software to print a new storage system profile.
2. Determine the location of the DDM that you want to remove.

Attention: Never hot-swap an DDM FRU when its associated green activity LED is flashing. Hot-swap an DDM FRU only when its associated blue Service Action Allowed LED is lit.

3. Put on anti-static protection.
4. Remove the bezel from the front of the storage enclosure. See “Replacing the bezel” on page 130 for the steps to remove the bezel.
5. Open the drive drawer by completing the following steps:
 - a. Release the levers on each side of the drawer by pulling both levers away from the enclosure.
 - b. Pull on the extended levers and cam them outward until they stop. Then pull the drive drawer out to its full extension without removing it from the storage expansion enclosure.

Note: The fan assemblies spin-up to increase airflow through the enclosure when a drive drawer is open. This is normal and does not indicate a fault. Fan speed will return to normal after the drive drawer is closed.

6. Remove the DDM by completing the following steps:
 - a. Press the drive release lever and raise the drive handle to the vertical position.

- b. Wait for 90 seconds to allow the drive to properly spin down and the storage subsystem controller to properly recognize that an DDM is removed from the configuration.
 - c. Ensure that there is proper identification (such as a label) on the DDM FRU, and then lift the drive up and remove it from the drive drawer.
7. Unpack the new DDM. Save all packing material in case you need to return it.
 8. Install the new DDM FRU by completing the following steps:

Note: The DDM is installed in a drive enclosure. Do not attempt to detach the DDM from the enclosure.

- a. Raise the drive handle to the vertical position.
 - b. Align the two raised buttons on each side over the matching gap in the drive channel on the drawer.
 - c. Lower the drive straight down; then, rotate the drive handle down until the drive snaps into place under the drive release lever.
9. Push the drive drawer all the way back into the storage expansion enclosure, closing the levers on each side of the drive drawer.
 10. Check the DDM LEDs for the following:
 - When an 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 (the Service Action Allowed LED might also be lit), remove the DDM from the unit and wait 90 seconds; then, install the DDM again. If the problem persists, use the DS Storage Manager to verify the drive state and contact IBM support if necessary.
 - If the Service Action Allowed LED is lit and the Service Action Required LED is not lit, use the DS Storage Manager to check the drive state. The drive might be part of an exported array - ready for import, and also might be incompatible or uncertified. Use the Recovery Guru to diagnose the problem.
 11. Use the DS Storage Manager subsystem management window to verify that the DDM is shown in the Storage Subsystem Management window.
 12. Install the bezel on the front of the storage expansion enclosure. See “Replacing the bezel” on page 130 for the steps to install the bezel.

Replacing multiple DDMs

This section contains guidelines for upgrading the 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 the software should supersede anything stated in this document.

Before you begin, ensure that you wear an anti-static wrist strap.

Methods for upgrading DDMs are as follows:

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

This method requires that you back up the data on the affected DDMs and then turn off the DCS3700 storage subsystem.

Attention: Turn off the DCS3700 storage system before you turn off the DCS3700 expansion enclosure.

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

This is the safest way to exchange 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 DDMs one at a time**

In this method, you manually fail each DDM, replace it, and wait for the system to restore data to the new DDM before installing the next DDM. After you install the new DDMs, you can configure them to make the additional DDM space available. See the procedure in “Replacing the drives one at a time” on page 117.

Using this method, you can replace the DDMs while the DCS3700 storage subsystem is 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, 5, or 6). 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 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 DDMs.
- How many DDMs exist in an array. Replacing DDMs one at a time is better suited for arrays consisting of 3 to 5 DDMs. If you have more than 10 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 DDM in the array, any new 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 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 DDM failed while the array is in degraded state.

Replacing all DDMs at the same time

Use this procedure to replace all DDMs at the same time.

You must use this method if you are upgrading DDMs containing RAID 0 logical drives. All the data currently on the DDMs is lost when you replace them; therefore, you must back up all data that is currently on the DDMs. This procedure also requires you to turn off the DCS3700 storage subsystem, which makes the storage subsystem inaccessible to other users.

Before you begin, review the following:

- The information in “Replacing multiple DDMs” on page 114, particularly the paragraphs that discuss the differences between the two possible upgrade procedures
- The information in your software documentation regarding DDM upgrades and installation
- The documentation that comes with the new DDMs

Read all precautionary notes, kit instructions, and other information. Kit instructions often contain the most current information regarding the 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.

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

1. Use the DS Storage Manager software to check the status of the DCS3700. Correct any problems that are reported.
2. Perform a complete backup of the DDMs that you are replacing.
You need the backup to restore data on the 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 28.
3. Unpack the new DDMs.
Set the DDMs on a dry, level surface away from magnetic fields. Save the packing material and documentation in case you need to return them.
4. Complete the following steps:
 - a. Stop all I/O activity to the storage subsystem and attached storage expansion enclosures. Make sure of the following:
 - 1) All of the green Drive activity LEDs on the front of the storage subsystem are not flashing.
 - 2) The Cache active LEDs are off. Refer to “Checking the LEDs” on page 79 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 5 for the proper shutdown sequence.

5. 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 DCS3700 storage system before you power off the DCS3700 expansion enclosure. Turn off both power supply switches on the back of the storage subsystem.
 - c. Turn off power to other supporting devices (for example, management stations, Fibre Channel switches, or Ethernet switches).
6. Use the procedures in “Replacing hot-swap hard disk drives” on page 113 to remove the DDMs that you want to replace. Use the procedures in “Installing hot-swap hard disk drives” on page 113 to install the new DDMs into the DCS3700.
7. After you install all the new DDMs, check the system documentation for the hardware devices that you intend to power on, 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 expansion enclosures before the storage system. The controllers might not recognize the correct configuration if the drives are powered up after the storage subsystem.
 - c. Turn on the power to the storage system; then restart or turn on the power to the host.
8. Turn on the power to each device, based on the power-on sequence in step 7. To turn on power to the DCS3700 storage system and expansion enclosures, turn on the power-supply switches on the back of the enclosures. You must turn on both power-supply switches to take advantage of the redundant power supplies.
9. Check the green Drive activity LEDs and the amber Drive fault LEDs above the new drive FRUs.
Ensure that the Drive activity LEDs are on and the Drive fault LEDs are off.

Note: The Drive fault LEDs might flash intermittently while the DDMs spin up.
 - If the Drive activity LED is off, the DDM FRU might not be installed correctly. Remove the DDM FRU, wait for 30 seconds, and then reinstall it.
 - If the Drive fault LED stays on or the Drive activity LED stays off, the new DDM might be faulty. See the DS Storage Manager software for problem determination.
10. Use the DS Storage Manager software to configure the new DDMs. See the DS Storage Manager software online Help for detailed instructions.
11. Restore the data from backup to all the 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 DDMs at the same time” on page 115).

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 unassign the hot spares, reconstruction might start on the hot spare before you insert the new drive. The data on the new DDM is still rebuilt, but the process takes longer for each DDM. Remember to reassign the hot spares when you are finished with this procedure.

Attention: After you remove a DDM FRU, wait for 90 seconds before replacing or reseating it to allow it to properly spin down.

Before you begin, review the following:

- “Replacing multiple DDMs” on page 114, 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.

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

1. Use the DS Storage Manager software to check the status of the unit. Correct any problems that are reported.
2. Back up the data in the arrays and logical drives that are configured using the 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 28.

3. Unpack the new DDMs.

Set the DDMs on a dry, level surface away from magnetic fields. Save the packing material and documentation in case you need to return them.

4. Use the DS Storage Manager software to ensure that the array that was defined using these DDMs is in optimal (not degraded) state before manually failing the first DDM you want to replace. If the array is in degraded state, use the recovery procedures to bring the array into the optimal state.

Ensure that you fail only one DDM. The software status should display a failed status for the appropriate DDM. The amber Drive fault LED (on the front bezel below the DDM) should be on.

Attention: Removing the wrong DDM can cause data loss. Ensure that you remove only the failed DDM FRU. The Drive fault LED below the failed DDM FRU should be on.

If you remove an active DDM accidentally, wait for 30 seconds and then reinstall it. Because you failed two 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 DDMs until the array is brought back to optimal state.

5. Use the procedures in “Replacing hot-swap hard disk drives” on page 113 to remove the failed drive. Use the procedures in “Installing hot-swap hard disk drives” on page 113 to install the new DDMs into the DCS3700.

The new 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 DDM until the data is reconstructed on the hot spare. This increases the time that is required to complete the procedure.

6. Check the green Drive activity LED and the amber Drive fault LED above the new DDM FRUs.

Ensure that the Drive activity LEDs are on and the Drive fault LEDs are off.

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

- If the Drive activity LED is off, the DDM FRU might not be installed correctly. Remove the DDM FRU, wait for 30 seconds, and then reinstall it.
 - If the Drive fault LED stays on or the Drive activity LED stays off, the new DDM might be faulty. See the DS Storage Manager software for problem determination.
7. Use the DS Storage Manager software to monitor the status of the new 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 DDM. In that case, use the host software to determine if the data reconstruction is finished.

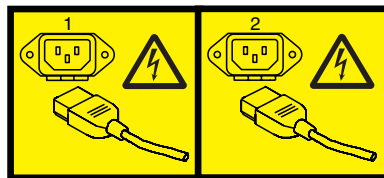
8. When reconstruction is finished on the new DDM, repeat step 4 on page 118 through step 7 for each additional DDM that you want to install.
9. Use the DS Storage Manager software to configure the additional space on the new DDMs.

Replacing an ac power supply

You must take these precautions while replacing an AC power supply and follow the steps to replace the power supply.



(L003)



or



The power supplies are customer replaceable units (CRUs) and do not require preventive maintenance. Use only the supported power supplies for the storage subsystem.

Each power supply 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 (does not automatically restart), make sure that the environment is optimal (no overheating has occurred, all electrical receptacles are working, and so on).

If both power supplies fail or if the power supplies cannot maintain an internal temperature below 65°C (149°F), the power supplies will automatically shut down (an overtemperature condition). If this occurs, you must cool the storage subsystem and restart it.

Attention: Do not remove the failed power supply until you have the replacement power supply. When you do remove the failed power supply, be sure to install the second power supply within 5 minutes to prevent any overheating due to the interruption to the air flow that cools the storage subsystem.

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

Before you begin:

- Use the Storage Manager software to print a storage system profile, if required.
- Read the "Safety" section of this document.
- Ensure that you wear an anti-static wrist strap.



DANGER

When working on or around the system, observe the following precautions:

Electrical voltage and current from power, telephone, and communication cables are hazardous. To avoid a shock hazard:

- Connect power to this unit only with the provided power cord. Do not use the provided power cord for any other product.
- Do not open or service any power supply assembly.
- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- The product might be equipped with multiple power cords. To remove all hazardous voltages, disconnect all power cords.
- Connect all power cords to a properly wired and grounded electrical outlet. Ensure that the outlet supplies proper voltage and phase rotation according to the system rating plate.
- Connect any equipment that will be attached to this product to properly wired outlets.
- 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 procedures when installing, moving, or opening covers on this product or attached devices.

To disconnect:

1. Turn off everything (unless instructed otherwise).
2. Remove the power cords from the outlets.
3. Remove the signal cables from the connectors.
4. Remove all cables from the devices.

To connect:

1. Turn off everything (unless instructed otherwise).
2. Attach all cables to the devices.
3. Attach the signal cables to the connectors.
4. Attach the power cords to the outlets.
5. Turn on the devices.

(D005a)

To replace a power supply, complete the following steps.

CAUTION:

To prevent damage to the storage subsystem components from overheating, replace a failed power supply within 5 minutes of removal. If replacing it will take longer than 5 minutes, stop all I/O activity to the storage subsystem and turn off the power until you complete the replacement. Do not remove the failed power supply from the storage enclosure until you:

- Review the replacement procedure in this section.
- Have the replacement power supply and are ready to install it in the enclosure.



(L001)



1. Ensure that you run the Recovery Guru to identify the failed component.
2. Unpack the new power supply. Save all packing material in case you have to return the failed power supply.
3. Turn off the power switch on the new unit.
4. Check the fault LED to locate the failed power supply. If a fault is detected, the amber fault LED is lit.
5. Ensure that the Service Action Allowed LED is lit. Do not remove the power supply if the LED is off. For more information about the Service Action Allowed LED, see “Service Action Allowed LED” on page 95.
6. Turn off the power switch and disconnect the power cord from the failed power supply.
7. Remove the power supply from the bay.

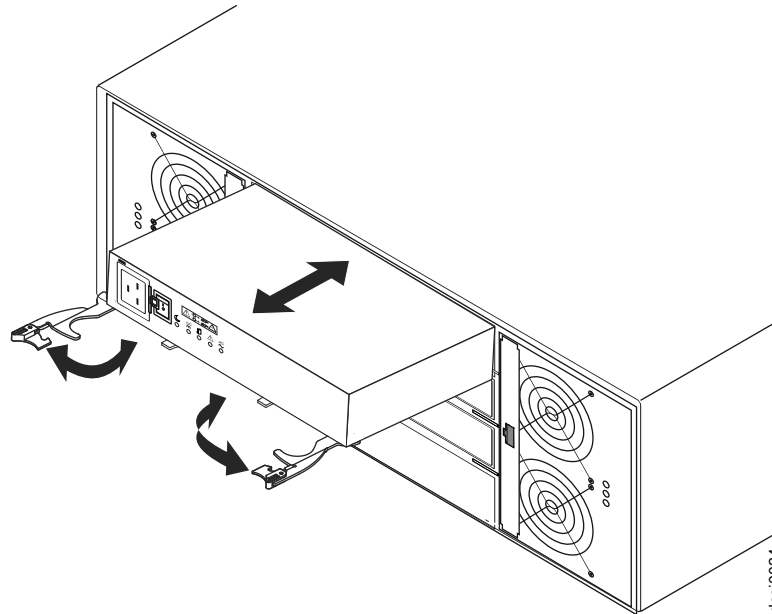


Figure 72. Replacing a power supply

- a. Open the two release levers as shown in the illustration. The power supply moves out of the bay approximately 0.6 cm (0.25 inch).
- b. Slide the power supply out of the bay and set it aside.
8. Place the replacement power supply on a level surface.
9. Ensure that the release levers on the power supply are in the open position.
10. Slide the power supply into the bay until it stops.
11. Push the release levers to the closed position.
12. Connect the power cord and turn on the power.
13. Check the power and fault LEDs on the new unit.
14. According to the status of the power and fault LEDs, use one of the following procedures:
 - **The fault LED is lit and the ac and dc power LEDs are off:** The new unit might be installed incorrectly. The power-supply switch might not be turned on. The power-cord connector might not be fully inserted into the power receptacle or the power-supply ac socket. There might not be any power to the receptacle that the power supply is connected to. The power cord might be faulty. Go to step 15.
 - **The fault and ac power LEDs are lit but the dc power LED is off:** The power supply is faulty. Turn off the power switch and contact your IBM technical-support representative for a replacement power supply.
 - **The ac and dc power LEDs are lit but the fault LED is off:** Go to step 16 on page 124.
15. Perform the following task or tasks to solve 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 receptacle and the power supply ac connector.
 - Reinstall the power supply.

If these tasks do not solve the problem, contact your IBM technical-support representative.

16. Complete any remaining Recovery Guru procedures.
17. If any amber LEDs are lit on any of the components of the storage subsystem, click **Recovery Guru** in the Subsystem Management window toolbar and complete the recovery procedure. If a problem is still indicated, contact your IBM technical-support representative.
18. If the status of each component is 'Optimal', create, save, and print a new storage subsystem profile.

Replacing a battery

Follow these steps to replace the failed cache battery.

The controller in the DCS3700 storage system contains a rechargeable battery backup unit that provides power to back up the cache memory onto flash memory in the event of a power failure. Each battery unit contains a sealed, rechargeable SMART lithium ion battery. The cache battery is the only replaceable battery in the storage subsystem.

Use the following procedure if the Storage Manager software instructs you to replace the battery because the current battery has failed. You can also use the Storage Manager software to check the status of the battery. Because write-caching is disabled when the battery fails, replace the failed battery as soon as possible to minimize any performance impact due to the disabling of the write-caching function.

Attention: When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling static-sensitive devices, see the safety information in the prolog of this document.

Attention: To avoid overheating the storage enclosure and causing damage to its components, replace failed parts within 10 minutes. The Recovery Guru in the Storage Manager software identifies failed parts.

Do not remove the failed part from the storage enclosure until you:

- Review the replacement procedure for the failed part in this guide.
- Locate screw drivers or any other hand tools that you might need to replace the failed part.
- Receive the replacement part and are ready to install it in the enclosure.

Before you begin:

- Use the Storage Manager software to print a storage subsystem profile.
- Read the "Safety" section of this document.
- Ensure that you wear an anti-static wrist strap.

To replace a battery unit:

1. Locate the controller that contains the failed battery unit.
2. Remove the controller from the chassis.

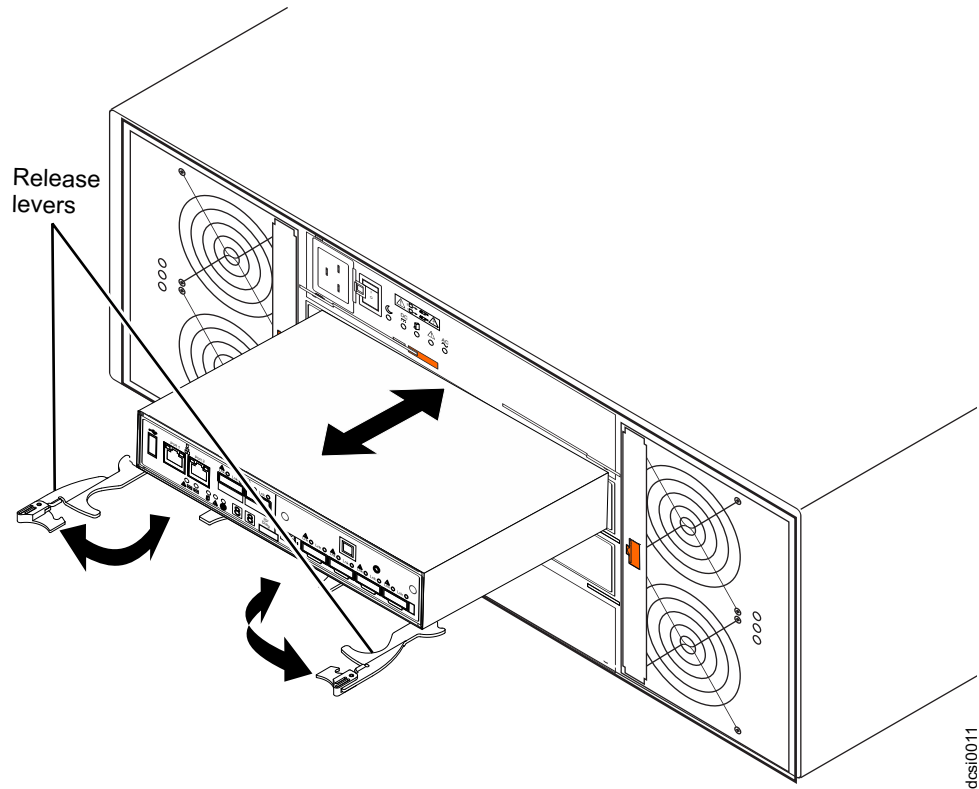


Figure 73. Removing a controller

- a. Open the two release levers as shown in the illustration. The controller moves out of the bay approximately 0.6 cm (0.25 inch).
- b. Pull the controller out of the bay.
- c. Place the controller on a level surface.
3. Remove the cover (see “Removing and installing a cover” on page 97).
4. Place the controller on a flat surface.
5. Remove the failed battery unit from the controller.

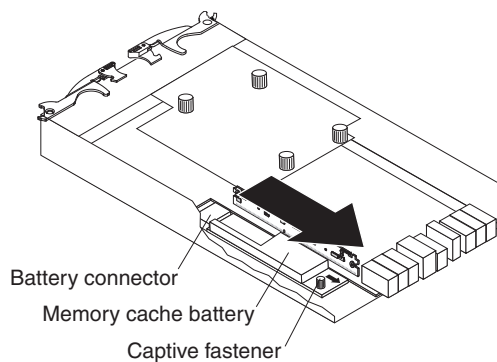


Figure 74. Removing a battery unit from the controller

- a. Loosen the blue captive fastener until the battery can move in the direction that is indicated by the arrow.
- b. Slide the battery unit out of the controller in the direction that is indicated by the arrow.

- c. Dispose of the battery as required by local ordinances or regulations.
6. Unpack the new battery unit. Set the new battery unit on a dry, level surface. Save all packing materials in case you have to return the new battery unit.
7. Insert the new battery unit into the controller chassis:
 - a. Slide the battery pack into the controller until the battery-pack connector pins are firmly seated in the controller battery connector.
 - b. Tighten the captive fastener to secure the battery pack in place.
8. Install the cover (see “Removing and installing a cover” on page 97).
9. Insert the controller into the chassis.
 - a. Ensure that the release levers on the controller are in the open position.
 - b. Slide the controller into the bay until it stops.
 - c. Push the release levers to the closed position.

After you replace a controller cache battery, reset the battery age timer. For information about resetting the batter age timer, see the Storage Manager software online help.

Replacing the memory cache DIMM

Follow these steps to remove a failed DIMM and install a new DIMM.

Attention: To avoid damage to the DIMM, you must first remove the memory cache battery and wait for a specified time before you install or remove the DIMM.

Attention: To avoid overheating the storage enclosure and causing damage to its components, replace failed parts within 10 minutes. The Recovery Guru in the Storage Manager software identifies failed parts.

Use these procedures if you are replacing a failed DIMM or if you are removing and installing the DIMM as directed in “Replacing a controller” on page 98.

The following illustration shows the location of the memory cache DIMM.

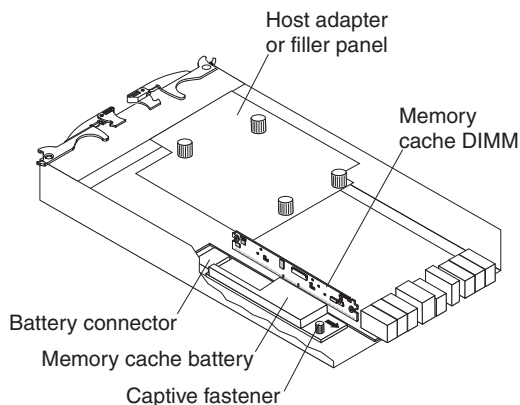


Figure 75. Memory cache DIMM location

Removing the DIMM

Follow these steps to remove the DIMM.

Before you begin:

- Read the "Safety" and "Best practices guidelines" sections of this document.
- Ensure that you wear an anti-static wrist strap.

To remove the DIMM from the controller, complete the following steps:

1. Remove the controller from the chassis.

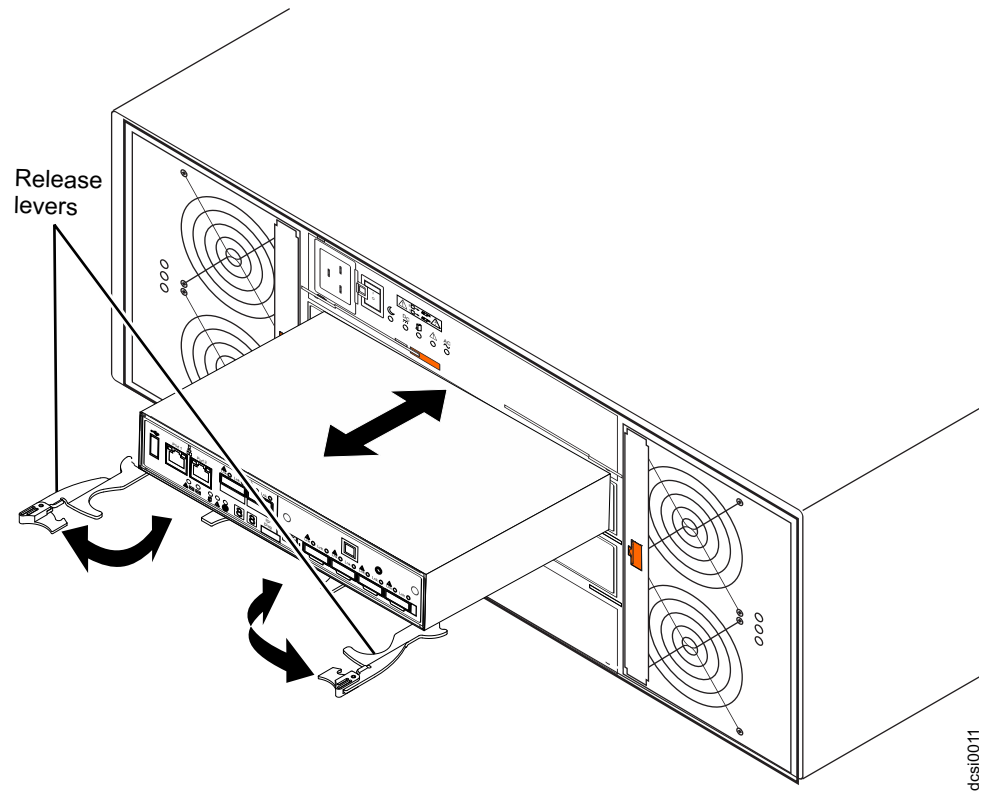


Figure 76. Removing a controller

- a. Open the two release levers as shown in the illustration. The controller moves out of the bay approximately 0.6 cm (0.25 inch).
 - b. Pull the controller out of the bay.
 - c. Place the controller on a level surface.
2. Remove the cover (see "Removing and installing a cover" on page 97).
 3. Remove the DIMM from the connector.

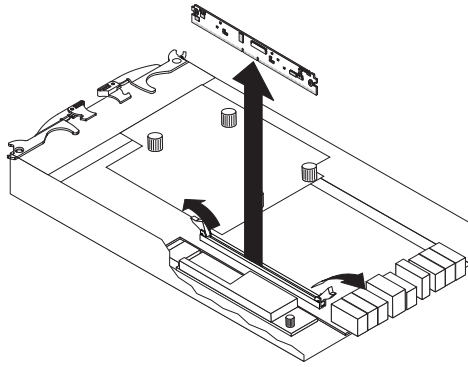


Figure 77. Removing the DIMM from the controller

- a. Open the retaining clip on each end of the DIMM connector.
 - b. Lift the DIMM out of the connector.
4. If the DIMM is functional, place the DIMM in a static-protective package until you are ready to install it.

Installing the DIMM

Follow these steps to install a new DIMM.

Before you begin, ensure that you wear an anti-static wrist strap.

Complete the following steps to install the DIMM in the controller:

1. Open the retaining clip on each end of the DIMM connector.
2. Touch the static-protective package that contains the DIMM to any unpainted metal surface on the storage subsystem. Then, remove the DIMM from the package.

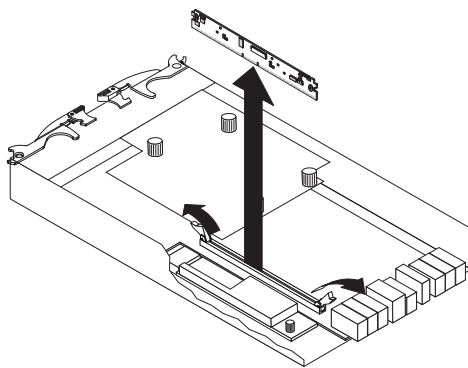


Figure 78. Installing the DIMM in the controller

3. Turn the DIMM so that the DIMM keys align correctly with the slot.
4. Match the angle of the DIMM with the angle of the connector.
5. Firmly press the DIMM into the connector. The retaining clips snap into the locked position when the DIMM is firmly seated in the connector. If there is a gap between the DIMM and the retaining clips, the DIMM has not been correctly inserted. Open the retaining clips, remove the DIMM, and then reinsert it.
6. Install the cover (see "Removing and installing a cover" on page 97).

7. Insert the controller into the chassis.
 - a. Ensure that the release levers on the controller are in the open position.
 - b. Slide the controller into the bay until it stops.
 - c. Push the release levers to the closed position.

Attention: After you remove a controller, wait 90 seconds before you reset or replace the controller. Failure to do so might cause unpredictable results.

Removing and replacing the cache backup flash memory device

Follow these steps to remove and replace the cache backup flash memory device.

Before you begin, ensure that you wear an anti-static wrist strap.

Complete the following steps to remove the cache backup flash memory device from the controller.

Figure 79 shows the location of the cache backup flash memory device on the controller board.

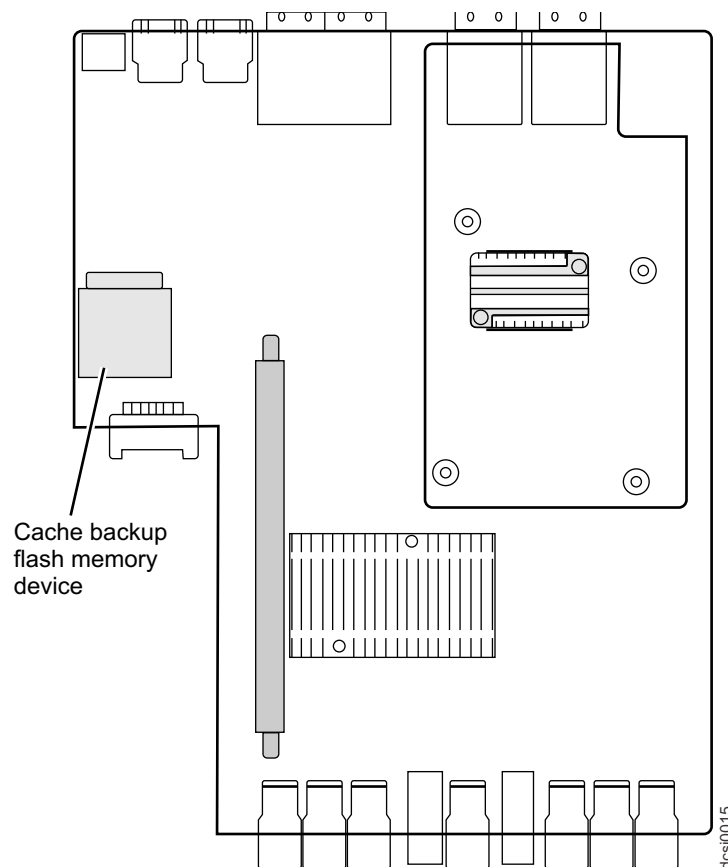


Figure 79. Cache backup flash memory device

1. Release the flash memory device by gently pushing the memory farther into the slot. The slot releases the flash memory device and pushes the flash memory device out of the slot.
2. Carefully remove the flash memory device from the slot.

To replace the cache backup flash memory device:

1. Install the cache battery backup flash memory device into the empty slot location.
2. Press the flash memory device into the slot until the flash memory is fully seated.

Replacing the bezel

Follow these steps to remove and replace the bezel on the front of the storage expansion enclosure.

Before you begin, ensure that you wear an anti-static wrist strap.

Complete the following steps to remove and replace the bezel on the front of the storage expansion enclosure. You must remove the bezel before you can access the drives drawers and disk drive modules.

1. At the front of the storage expansion enclosure, remove the bezel by pressing inward on the latches (see Figure 80).



Figure 80. Removing the bezel

2. Pull the bezel toward you to remove it from the enclosure.
3. Place the bezel to the front of the storage expansion enclosure (see Figure 80).
4. Press the bezel inward until both latches lock the bezel in place.

Working with environmental service modules

You must be ready with these things prior to working with environmental service modules (ESM).

CAUTION:

To prevent damage from overheating, replace a failed ESM assembly FRU within 5 minutes of removal. If replacing it will take longer than 5 minutes, stop all I/O activity to the storage expansion enclosure and turn off the power until you complete the replacement.

Do not remove the failed part from the storage enclosure until you:

- Review the replacement procedure for the failed part in this guide.
- Locate screw drivers or any other tools that you might need to replace the failed part.
- Receive the replacement part and are ready to install it in the enclosure.

Replacing an ESM

Follow these steps to replace an environmental service module (ESM).

Before you begin, read the safety information found in the prolog of this document.

CAUTION:

To prevent damage from overheating, replace a failed ESM assembly FRU within 5 minutes of removal. If replacing it will take longer than 5 minutes, stop all I/O activity to the storage expansion enclosure and turn off the power until you complete the replacement.

To replace an ESM, complete the following steps:

1. Disconnect the SAS cables from the ESM.
2. Open the two release levers. The ESM moves out of the bay approximately 0.6 cm (0.25 inch).

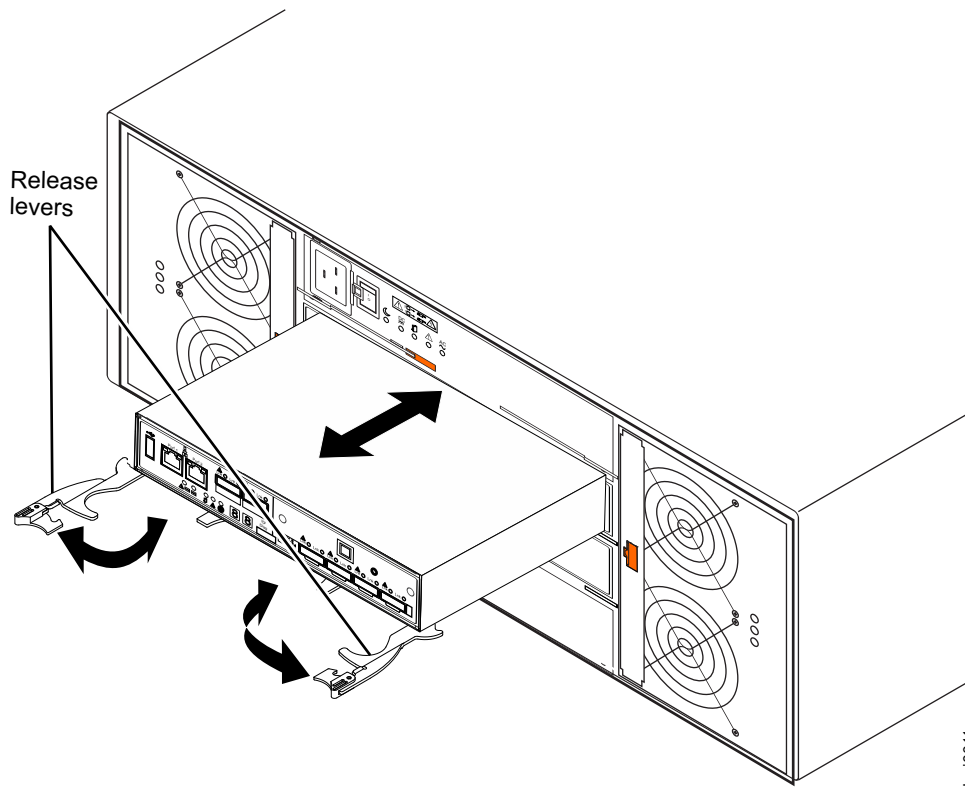


Figure 81. Removing an environmental service module

3. Slide the ESM out of the bay and set it aside.
4. Ensure that the release levers on the ESM are in the open position.
5. Slide the ESM into the bay until it stops.
6. Close the release levers.
7. Connect the SAS cables to the ESM.
8. Turn on the power.
9. Go to <http://www.ibm.com/servers/storage/support/> to check for ESM code updates. For more information, see the download instructions on page 1.

Replacing a fan assembly

Follow these steps to replace a failed fan assembly.

Before you begin, ensure that you wear an anti-static wrist strap.

Complete the following steps to replace a failed fan assembly. To preserve the optimal airflow, do not remove a failed fan assembly FRU from the storage expansion enclosure until you are ready to replace it with a new FRU.

CAUTION:

To prevent damage from overheating, replace a failed fan assembly FRU within 5 minutes of removal. If replacing it will take longer than 5 minutes, stop all I/O activity to the storage expansion enclosure and turn off the power until you complete the replacement.

Attention: If one of the fan assemblies has failed, the remaining fan assembly will operate at maximum fan speed.

1. Remove the fan assembly to be replaced by completing the following steps:
 - a. At the rear of the storage expansion enclosure, remove the fan assembly (see Figure 82) by pressing on the locking tab holding the fan assembly handle in place; then, pull the fan assembly handle toward you.

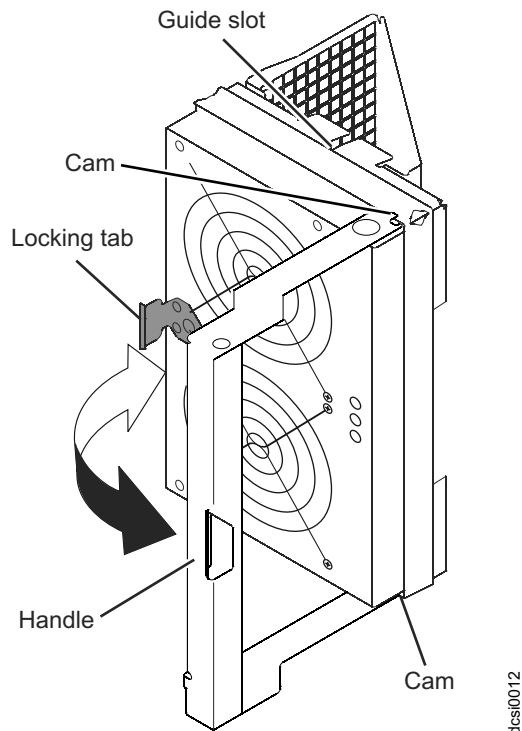


Figure 82. Removing a fan assembly

- b. Use the fan assembly handle to pull the fan assembly out of the enclosure.
2. Install a new fan assembly FRU by completing the following steps:

Attention: If you are performing this procedure with the power turned on, you must reinstall the fan assembly within 5 minutes. Otherwise, the equipment could overheat.

- a. Orient the fan assembly to the fan assembly bay and push the fan assembly all the way into the bay.

Note: Although both fan assemblies (left and right) are identical, they are seated in the DCS3700 enclosure in opposite orientations. If the fan assembly cannot be fully inserted in the fan assembly bay, rotate it 180 degrees and reinsert it.

- b. Ensure that cams on the fan assembly handle engage the corresponding slots in the enclosure; then, rotate the fan assembly handle to the closed position.
- c. Press the fan assembly handle in until it latches in place.

Replacing a drive drawer

Follow these steps to replace a failed drive drawer.

Before you begin, ensure that you wear an anti-static wrist strap.

Use this procedure to replace a failed drive drawer FRU. The disk drives in the drawer to be replaced must be removed and reinstalled in the replacement drive drawer. See “Replacing hot-swap hard disk drives” on page 113 for the steps to remove a DDM.

Attention:

1. **Potential hardware damage** - Electrostatic discharge can damage sensitive components. To prevent electrostatic discharge damage to the storage expansion enclosure, use proper anti-static protection when handling components.
 2. **Potential loss of data access** - If the logical unit numbers (LUNs) have already been assigned and created, the location of the drives in drive drawer is critical. Record the location of the drives before removing the drives from the drawer.
 3. **Potential loss of data access** - Replacing a drawer will cause all of the drives in the replaced drawer to be unavailable to the controllers in the storage subsystem. If the arrays that have drives in the to-be-replaced drawer were created without drawer loss protection, you must schedule down time to replace the drawer because these arrays will fail when the drawer is replaced. Examples of arrays without drawer loss protection:
 - Raid 6 arrays with more than two drives in the to-be-replaced drawer
 - Raid 1, 3, or 5 arrays with more than one drive in the to-be-replaced drawer
 - Raid 0 array
1. Prepare the drive drawer for removal by completing the following steps:
 - a. If possible, stop the I/O activity to the storage expansion enclosure. If it is not possible to stop the I/O activity, perform the drive drawer replacement during a period of low I/O activity.
 - b. If power is not applied to the storage expansion enclosure, go to step 3 on page 134.
 - c. Open the script window and execute the following SMcli script command:
**set enclosure [enclosureID] drawer [drawerID]
serviceAllowedIndicator=on;**
Where:
 - **[enclosureID]** is the identifier of the storage expansion enclosure that contains the replaced drive drawer. Drive enclosure ID values are 0 to 99.

- **[drawerID]** is the identifier of the replaced drive drawer. Drawer ID values are 1 to 5.

Note: Prepare for Removal turns on the blue Service Action Allowed LED located on the front of drive drawer, the Service Action Allowed LEDs located on each side of the drawer in the back, and lights the Service Action Allowed LED on all the installed drives in the drawer. It also prevents the controller from accessing the drives in the drawer.

2. Remove the bezel from the front of the storage expansion enclosure. See “Replacing the bezel” on page 130 for the steps to remove the bezel.
3. Remove the cable chains from the rear of the drive drawer to be removed by completing the following steps:
 - a. At the rear of the drive enclosure, remove the right fan assembly. See “Replacing a fan assembly” on page 132 for the steps to remove a fan assembly. Figure 83 shows the area with the fan assembly removed.

Attention: If you are performing this procedure with the power turned on, you must reinstall the fan assembly within 5 minutes. Otherwise, the equipment could overheat.

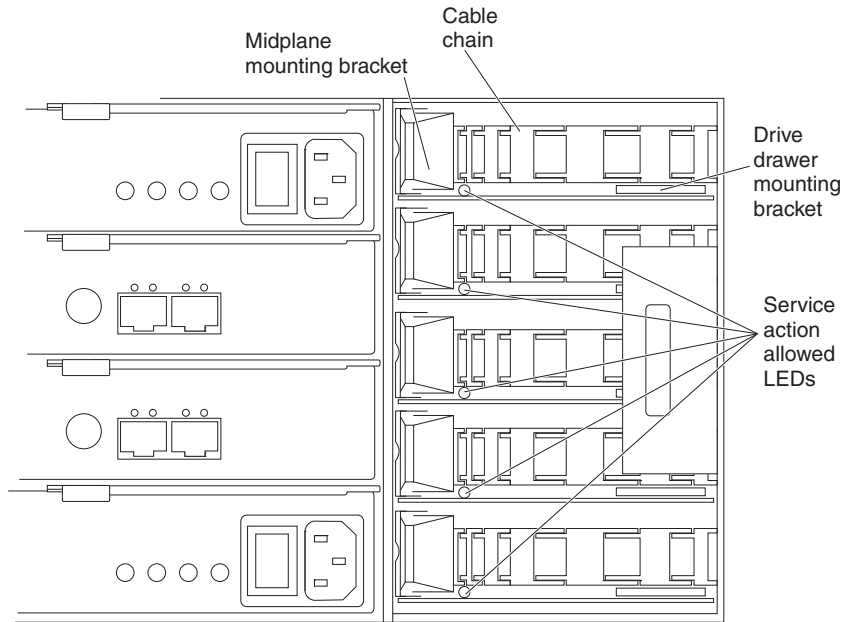


Figure 83. Rear view of the storage expansion enclosure with the right fan assembly removed

Note:

- 1) Each cable chain has a vertical mounting bracket that connects to the midplane and a horizontal mounting bracket that connects to the drive drawer.
 - 2) The left and right cable chains are not interchangeable.
- b. If power is applied and you performed step 1c on page 133, locate the drive drawer with the Service Action Allowed LED lit. If power is not applied, manually determine which cable chain you must disconnect. The top cable chain is attached to drive drawer 1. The bottom cable chain is attached to drive drawer 5.

CAUTION:

Verify that you have identified the correct drive drawer before removing the cable chains. Removing the wrong drawer cable chains might cause loss of data access.

- c. Disconnect the right cable chain mounting bracket from the midplane. Hold the orange handle (see Figure 84), and pull the mounting bracket completely out of the storage expansion enclosure. If necessary, use a flashlight to see the orange handle.

Note: The vertical side of the cable chain (the end that is connecting the midplane) should be removed before the horizontal side of the cable chain (the end that is connecting to the drive drawer).

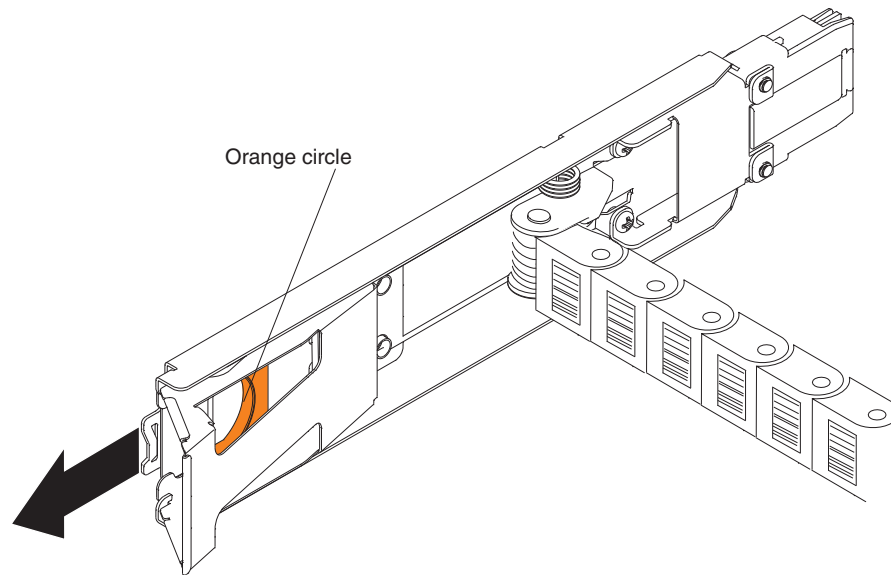


Figure 84. Vertical mounting bracket that connects to the midplane

- d. Disconnect the right cable chain mounting bracket from the drive drawer. Hold the orange handle (see Figure 85), and pull the mounting bracket completely out of the drive enclosure. Remove the right cable chain.

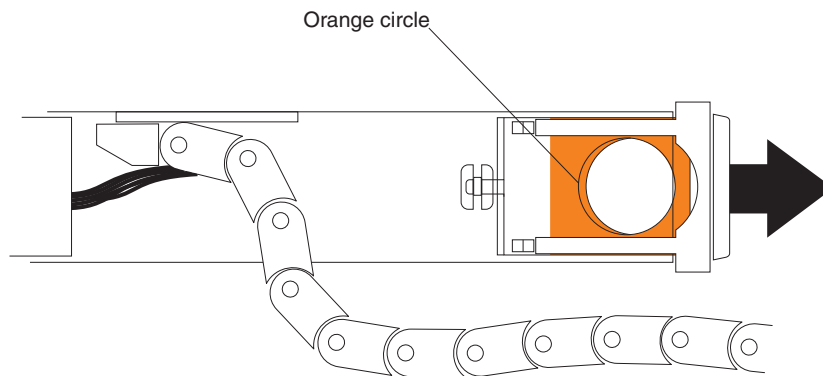


Figure 85. Horizontal mounting bracket that connects to the drive drawer

- e. Reinstall the right fan assembly. Wait until the fan speed slows down and the green Power LED is lit before proceeding to ensure that the right fan

assembly is operating correctly before removing the left fan assembly. See “Replacing a fan assembly” on page 132 for the steps to install a fan assembly.

- f. Remove the left fan assembly. See “Replacing a fan assembly” on page 132 for the steps to remove a fan assembly.

Attention: If you are performing this procedure with the power turned on, you must reinstall the fan assembly within 10 minutes. Otherwise, the equipment could overheat.

- g. Disconnect the left cable chain mounting bracket from the midplane. Hold the orange handle and pull the mounting bracket completely out of the storage expansion enclosure.
- h. Disconnect the left cable chain mounting bracket from the drive drawer. Hold the orange handle and pull the mounting bracket completely out of the storage expansion enclosure. Remove the left cable chain.
- i. Reinstall the left fan assembly. See “Replacing a fan assembly” on page 132 for the steps to install a fan assembly.

Attention: If you are performing this procedure with the power turned on, you must reinstall the fan assemblies before you remove the drive drawer. Otherwise, the equipment could overheat.

- 4. Remove the drive drawer by completing the following steps:

- a. At the front of the storage expansion enclosure, pull the handles on the drive drawer to be removed until the drive drawer stops. The drive drawer should not come completely out of the enclosure at this time.
- b. Label all of the disk drives in the drawer before you remove them, so that the drives can be reinstalled in the same slot in the replacement drive drawer.

Attention: If the logical unit numbers (LUNs) have already been assigned and created, the location of the drives in drive drawer is critical. You must record the location of the drives before removing them in the next step.

- c. Remove all of the disk drive modules from the drive drawer. See “Replacing hot-swap hard disk drives” on page 113 for the steps to remove a DDM.
- d. Slide the drive drawer release lever (see Figure 86) on both sides of the drive drawer toward you, and remove the drive drawer from the enclosure.

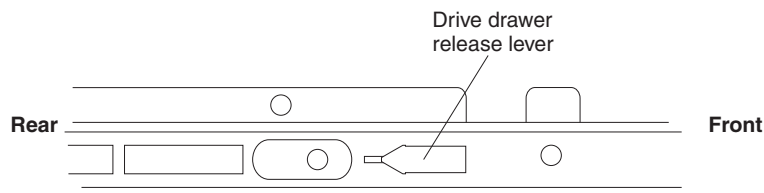


Figure 86. Drive drawer release lever on the side of the drive drawer

- 5. Install a new drive drawer FRU by completing the following steps:

Attention: Damage might occur if the lock-out tumbler is in the middle of the drawer guide.

- a. At the front of the storage expansion enclosure, install the new drive drawer into the slot, making sure the lock-out tumbler is located on the top of the drawer guide. The lock-out tumbler is a small alignment piece that is attached to the frame. Figure 87 on page 137 shows the location of

the lock-out tumbler as shown from the front of the enclosure.

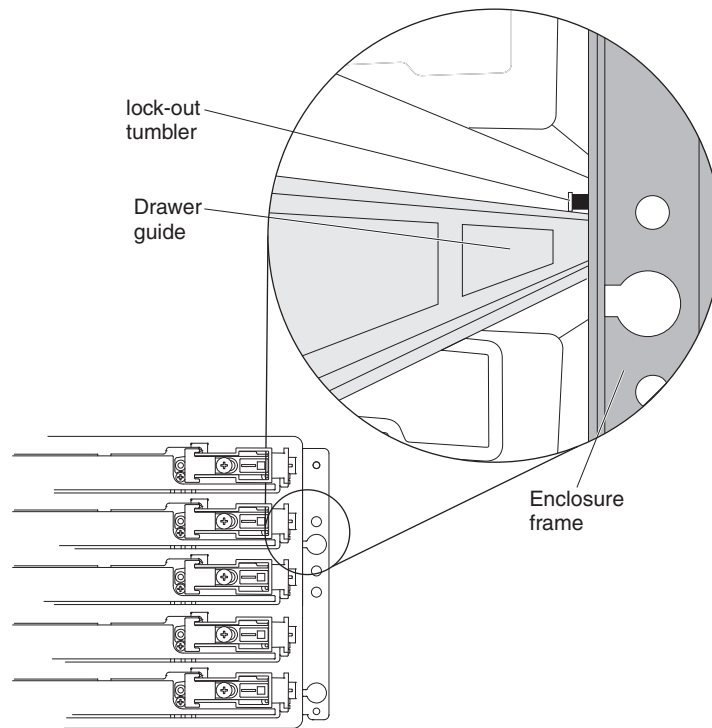


Figure 87. Lock-out tumbler located above the drawer guide

- b. Push the drive drawer all the way in until the latch fully engages.
 6. Install the cable chains on the rear of the drive drawer by completing the following steps:
 - a. Remove the left fan assembly. See “Replacing a fan assembly” on page 132 for the steps to remove a fan assembly.
 - b. Connect the left cable chain mounting bracket to the drive drawer. Use a flashlight, if necessary, so that you can see the connector on the mounting bracket connect to the disk drawer connector.
 - c. Connect the left cable chain mounting bracket to the midplane.
 - d. Reinstall the left fan assembly. Wait until the fan speed slows down before proceeding to ensure that the left fan assembly is operating correctly before removing the right fan assembly. See “Replacing a fan assembly” on page 132 for the steps to install a fan assembly.
 - e. Remove the right fan assembly. See “Replacing a fan assembly” on page 132 for the steps to remove a fan assembly.
 - f. Use the handle to pull the right fan assembly out of the storage expansion enclosure.
 - g. Connect the right cable chain mounting bracket to the drive drawer. Use a flashlight, if necessary, so that you can see the connector on the mounting bracket connect to the midplane connector.
 - h. Connect the right cable chain mounting bracket to the midplane.
 - i. Reinstall the right fan assembly.
 7. Install the disk drives in the new drive drawer FRU by completing the following steps:

- a. Open the drive drawer by pulling the handles on the drive drawer towards you until the drive drawer stops.
- b. Install the drives you that you removed previously in the drive drawer, one disk drive at a time. Wait at least 90 seconds or until each drive is recognized in the DS Storage Manager Physical View before inserting the next drive. If you do not wait until the drive is recognized by the DS Storage Manager, one or more drives will be marked as failed/bypassed or incompatible. If this occurs, you must remove the failed/bypassed drive, reinsert it, and wait at least 90 seconds or until it is recognized by the DS Storage Manager. See “Installing hot-swap hard disk drives” on page 113 for the steps to install the drives.

Attention: You must add the drives to the same location in the drive drawer that they were in before the drive drawer was replaced.
- c. Push the drive drawer all the way in until the latch fully engages.
8. Install the bezel on the front of the storage expansion enclosure. See “Replacing the bezel” on page 130 for the steps to install the bezel.
9. Remove the anti-static protection.
10. Is the storage expansion enclosure power turned on?
 - **No** - You are finished with the procedure, and you can turn on the power.
 - **Yes** - Go to step 11
11. The Service Action Allowed LED on the replaced drive drawer should be turned off automatically by the controllers. If it is not turned off automatically, open the script window for the DCS3700 storage system, and execute the following SMcli script command:


```
set enclosure [enclosureID] drawer [drawerID]
serviceAllowedIndicator=off;
```

 Where:
 - **[enclosureID]** is the identifier of the storage expansion enclosure that contains the replaced drive drawer. Drive enclosure ID values are 0 to 99.
 - **[drawerID]** is the identifier of the replaced drive drawer. Drawer ID values are 1 to 5.

This command turns off the blue Service Action Allowed LED that is located on the drive drawer and allows the controller to access the storage expansion enclosure.
12. Use the DS Storage Manager to verify that the new drive drawer is operating correctly.

Replacing an enclosure chassis

Follow these steps to replace an enclosure chassis.

The replacement chassis package includes a RID tag and a power supply module. You can either ship this power supply module or your existing power supply module back to IBM along with the old enclosure chassis.

Before you begin, ensure that you wear an anti-static wrist strap.

Complete the following steps to replace the enclosure chassis.

1. Schedule downtime for the storage subsystem configuration, and:
 - a. Stop all applications in the servers, and either unmount or remove the drive letters of the mapped LUNs from the storage subsystem.

- b. Use the storage manager to collect support data of the subsystem. Save this information in a location other than the mapped LUNs from the storage subsystem.
 - c. Power off the DCS3700 enclosure with the controllers CRUs/FRU first. Then, power off the drive expansion enclosures.
2. Remove the bezel of the DCS3700 enclosure with the enclosure chassis you want to replace.
 3. Label the drive drawers of the DCS3700 enclosure.
 4. Label and remove the fan assembly modules.
 - a. At the rear of the storage expansion enclosure, remove the fan assembly (see Figure 88) by pressing on the locking tab holding the fan assembly handle in place; then, pull the fan assembly towards you.

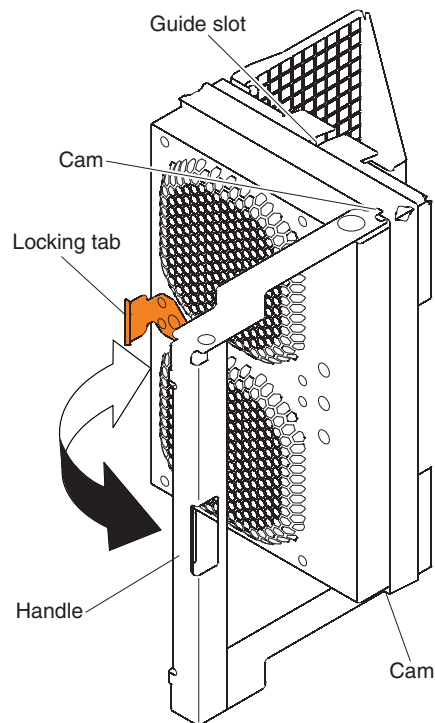


Figure 88. Removing a fan assembly

- b. Use the fan assembly handle to pull the fan assembly out of the enclosure.
5. Unplug the power cord, label the power supply modules, remove them by pulling outward the latches together, and pull the levers open to release the power supply from the enclosure. Then, slowly pull the levers to slide the power supply out of the power supply bay. The latches are the orange colored tabs on the levers.
 6. Label all connections to the controller or ESM modules, disconnect all connections, and squeeze to remove the controller or ESM modules.
 7. Remove the five sets of cable chains that connect the disk drawers to the midplane in the DCS3700 enclosure. Complete the following steps to remove each set of cable chains:

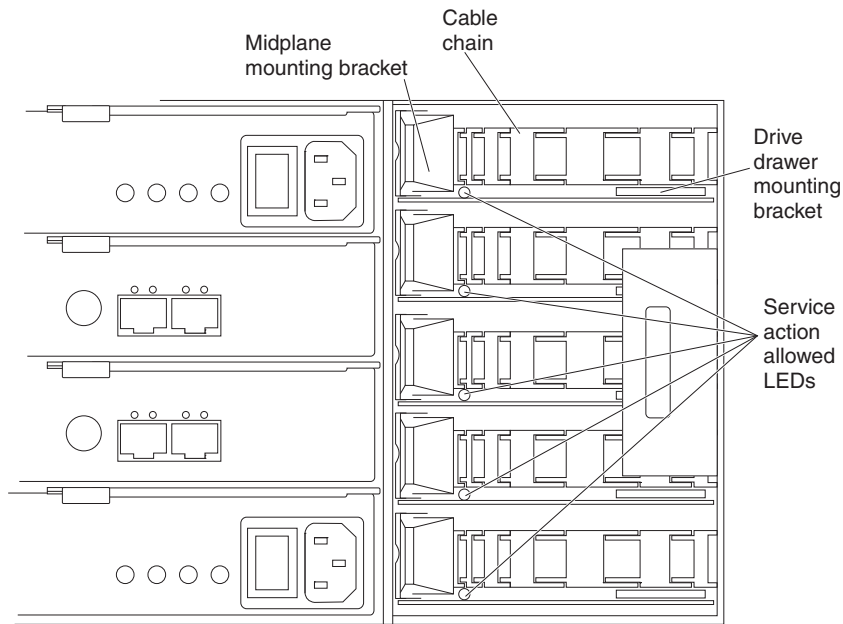


Figure 89. Rear view of the storage expansion enclosure with the right fan assembly removed

Note: Each cable chain has a vertical mounting bracket that connects to the midplane and a horizontal mounting bracket that connects to the drive drawer. Also, the left and right cable chains are not interchangeable.

- a. Disconnect the right cable chain mounting bracket from the midplane. Hold the orange handle (See Figure 90 on page 141) and pull the mounting bracket out of the storage expansion enclosure. If necessary, use a flashlight to locate the orange circle.

Note: The vertical side of the cable chain (the end that connects to the midplane) should be removed before the horizontal side of the cable chain (the end connects to the drive drawer).

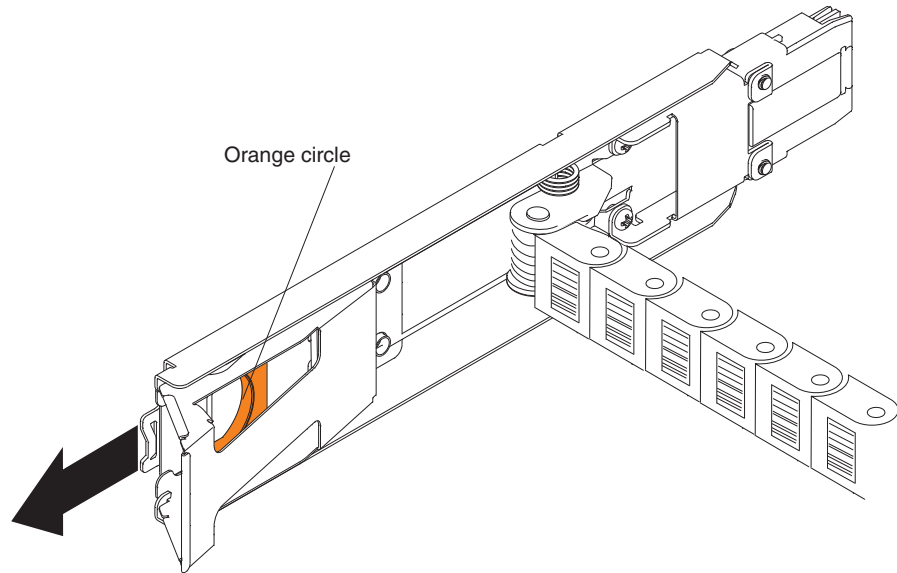


Figure 90. Vertical mounting bracket that connects to the midplane

- b. Disconnect the right cable chain mounting bracket from the drive drawer. Hold the orange handle (See Figure 91), and pull the mounting bracket out of the drive enclosure.

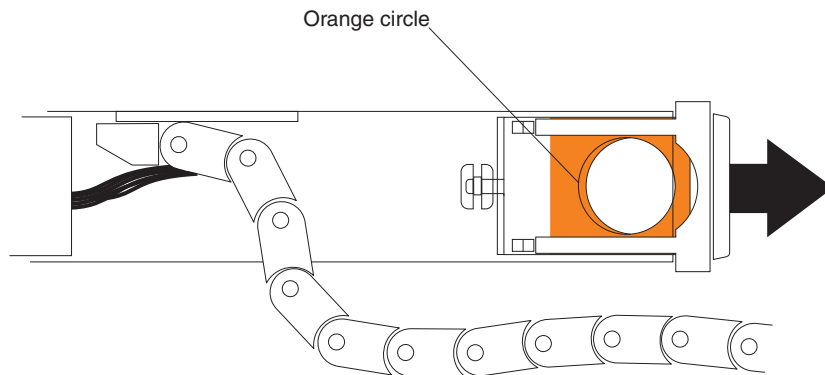


Figure 91. Horizontal mounting bracket that connects to the drive drawer

- c. Disconnect the left cable chain mounting bracket from the midplane. Hold the orange handle and pull the mounting bracket out of the storage expansion enclosure.
 - d. Disconnect the left cable chain mounting bracket from the drive drawer. Hold the orange handle and pull the mounting bracket out of the storage expansion enclosure.
8. Remove the drive drawers by completing the following steps.

CAUTION:

Hold disk drawers with both hands on each side between the second and third row of drives. Place the removed disk drawer on a flat and static-free surface. Do not stack disk drawers or hold the disk drawer such that it would to bend. The disk drawers fully loaded with 3.5" drives might be heavy for one person, so we recommend that more than one personnel should move the disk drawer. Do not use excessive force while removing the boards. You might damage the disk drawer or the disk drawer guides.

- a. Release the levers on each side of the drawer by pulling both levers towards the center. At the front of the storage expansion enclosure, pull the handles on the drive drawer to be removed until the drive drawer stops. The drive drawer should not come completely out of the enclosure at this time.
- b. Slide the drive drawer release lever (see Figure 92) on both sides of the drive drawer toward you, and remove the drive drawer from the enclosure.

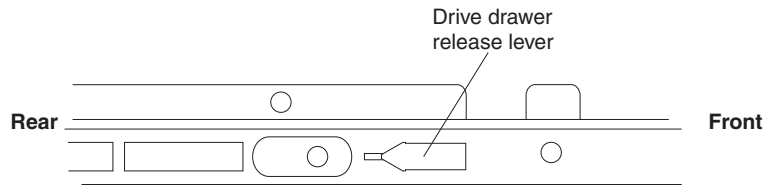


Figure 92. Drive drawer release lever on the side of the drive drawer

Important: To remove second to fifth disk drawers, you have to lift the lockout tumblers on the right side of the enclosure. The tumblers prevent more than one disk drive drawer from being pulled out simultaneously.

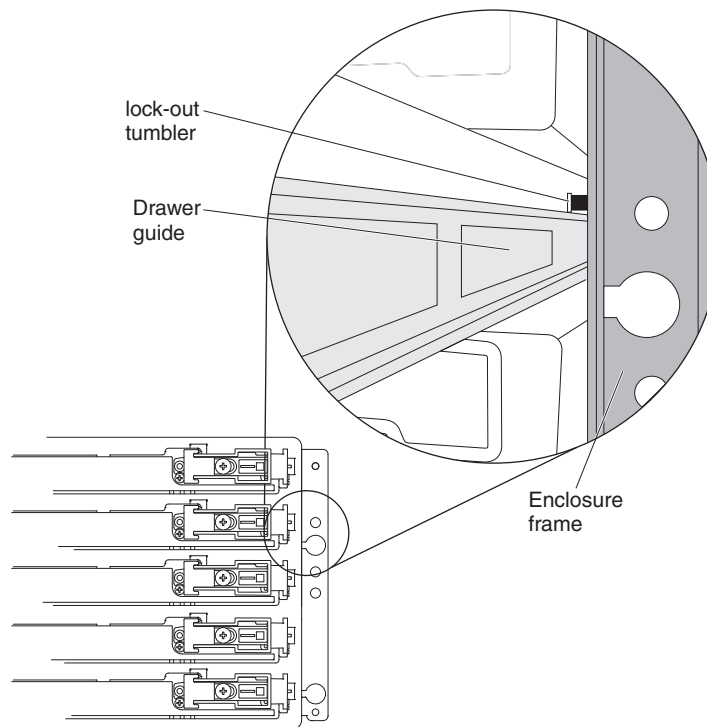
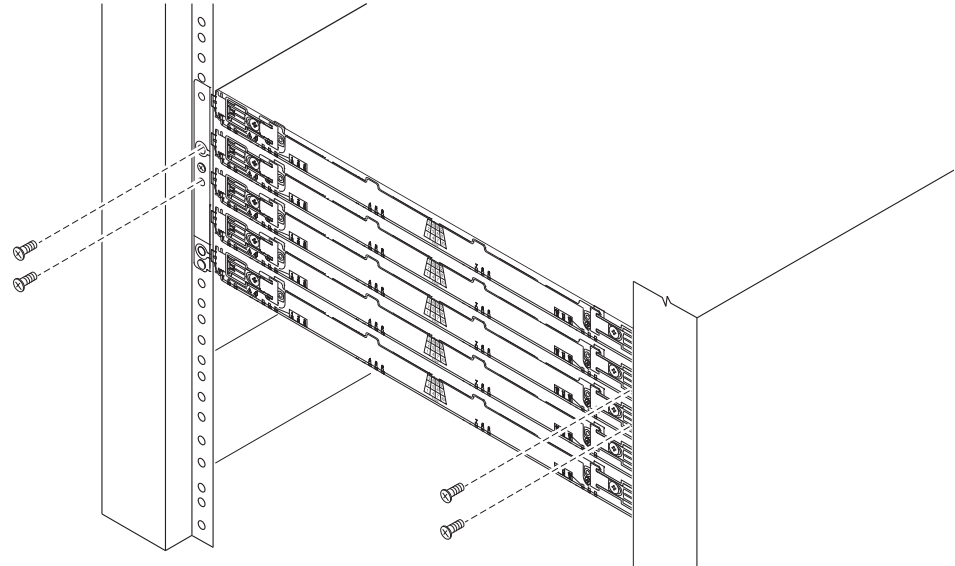


Figure 93. Lock-out tumbler located above the drawer guide

9. Loosen the thumbscrews that attach the rear brackets to the enclosure (one on each side of the enclosure).
10. On the front of the enclosure, remove the four M5 screws that attach it to the chassis (two screws on each side).



11. Remove the empty enclosure from the rack.

CAUTION:
You would need more than one personnel.
12. Insert the new enclosure into the rack.
13. Secure the new enclosure in the rack by tightening the four M5 screws in the front of the chassis and the two thumbscrews on the rear brackets.
14. Insert the disk drawers into the enclosure one by one by completing the following steps. Ensure that the correct disk drawer is inserted in the disk drawer slots. Caution: Hold the disk drawer with both hands between the second and third row of the drives on either side. Ensure that you do not bend the disk drawer board or scrape it with other objects.
 - a. At the front of the storage expansion enclosure, install the new drive drawer into the slot, making sure the lock-out tumbler is located on the top of the drawer guide. The lock-out tumbler is a small alignment piece that is attached to the frame. Figure 93 on page 142 shows the location of the lock-out tumbler as shown from the front of the enclosure.
 - b. Push the drive drawer all the way in until the latch fully engages.
15. Connect the cable chains to the disk drawers and the midplane by completing the following steps.
 - a. Connect the left cable chain mounting bracket to the drive drawer. Use a flashlight, if necessary, so that you can see the connector on the mounting bracket connect to the disk drawer connector.
 - b. Connect the left cable chain mounting bracket to the midplane connector.
 - c. Connect the right cable chain mounting bracket to the drive drawer.
 - d. Connect the right cable chain mounting bracket to the midplane connector.
16. Install the right and left fan modules.
17. Install the ESMs (or Controllers) modules and reconnect all of the connections.
18. Install the power supply modules and connect the power cords to the power supply modules.
19. Install the bezel.
20. Power on the drive expansion enclosures. Wait for five minutes and then turn on the controller enclosure.

21. Use the DS Storage Manager to verify that subsystem and the new enclosure are operated optimally. Use the Recovery Guru for guidance to fix any problems. Contact IBM Support if the problem persists.
22. Fill-out the RID tag and attach it to the new enclosure.
23. Pack the old chassis and the power supply module for shipping back to IBM.

Replacing a Cache Memory DIMM

Follow these steps to replace a Cache Memory DIMM.

1. Wear anti-static protection.
2. Remove the controller.
 - a. Unlock and pull out the release levers to release the controller.
 - b. Using the release levers and your hands, pull the controller out of the controller-drive enclosure.
3. Set the controller on a flat, static-free surface with release levers up.
4. Prepare the controller air diverter by removing it from its packaging and folding it inward at right angles so it is ready to insert into the open controller slot.

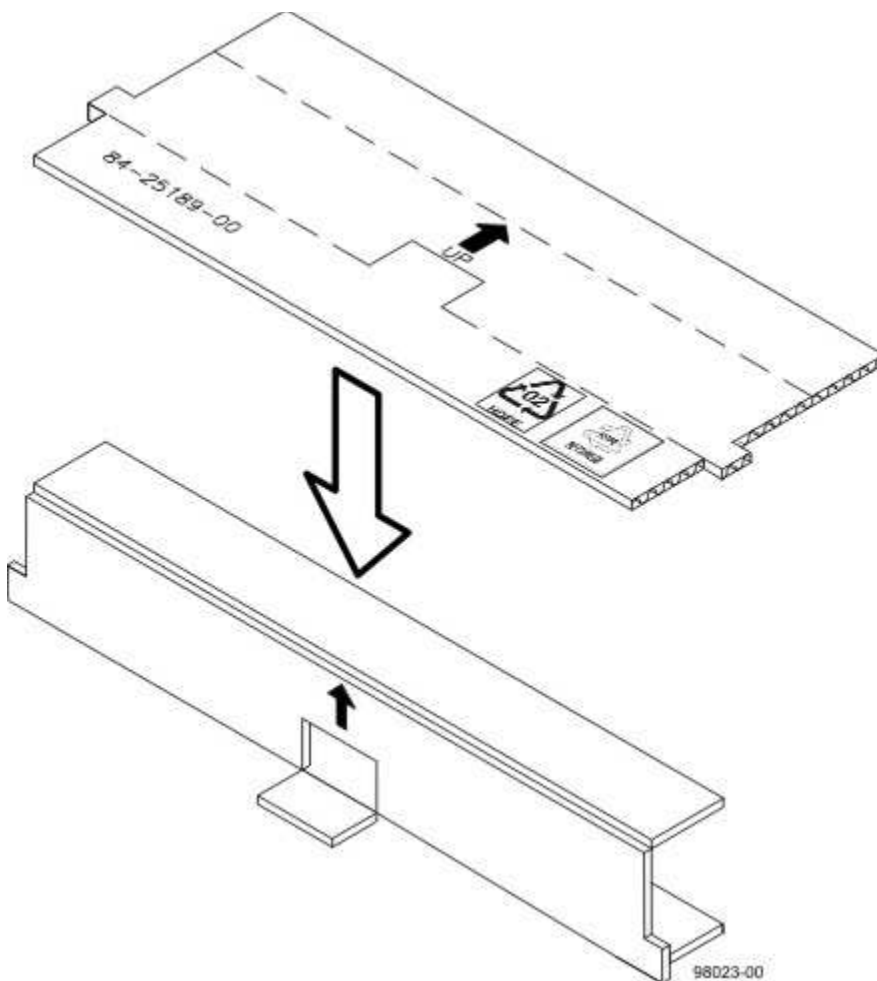


Figure 94. Controller air diverter

5. Insert the controller air diverter into the open controller slot to ensure that correct airflow is maintained.

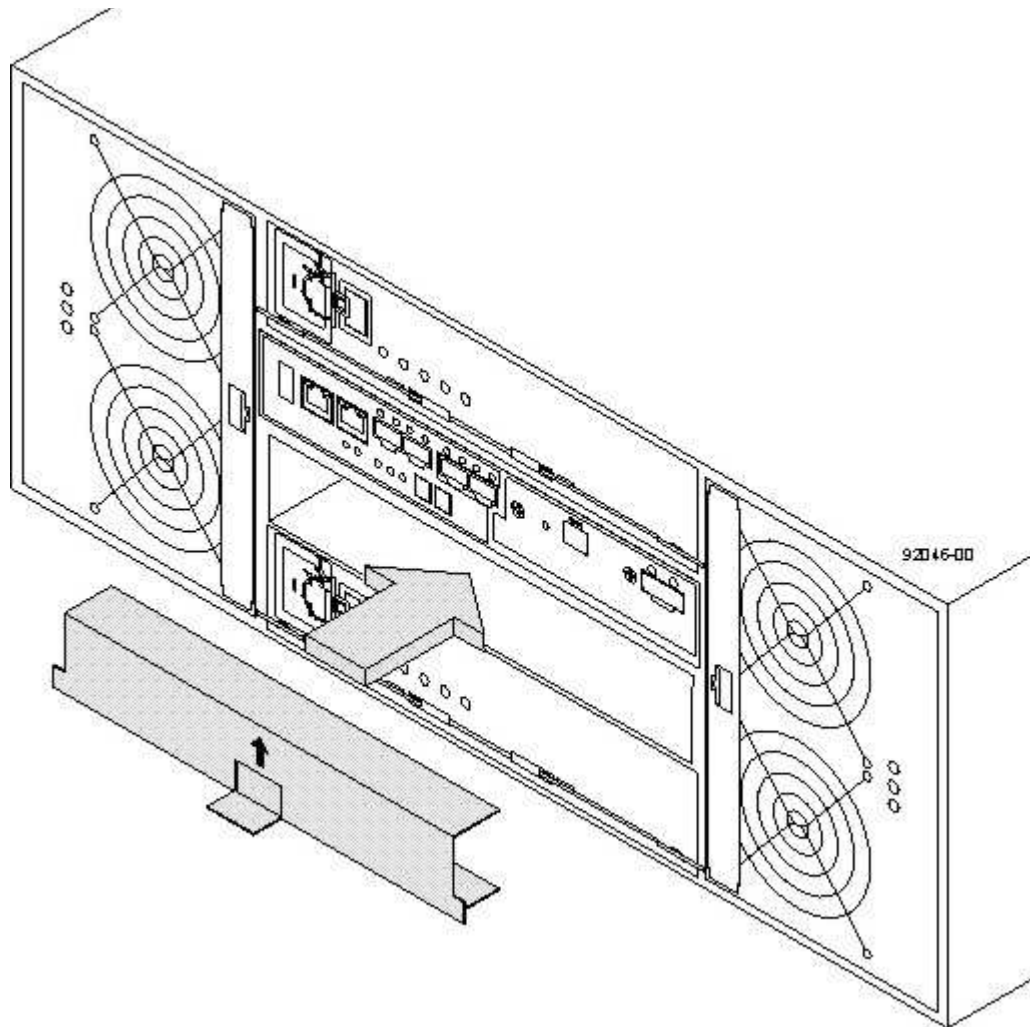


Figure 95. Inserting the controller air diverter into the open controller slot

6. On the controller, press down on both of the top cover latch buttons, and slide the top cover to the rear. Remove the top cover.
7. Locate the cache memory DIMM that you want to replace.

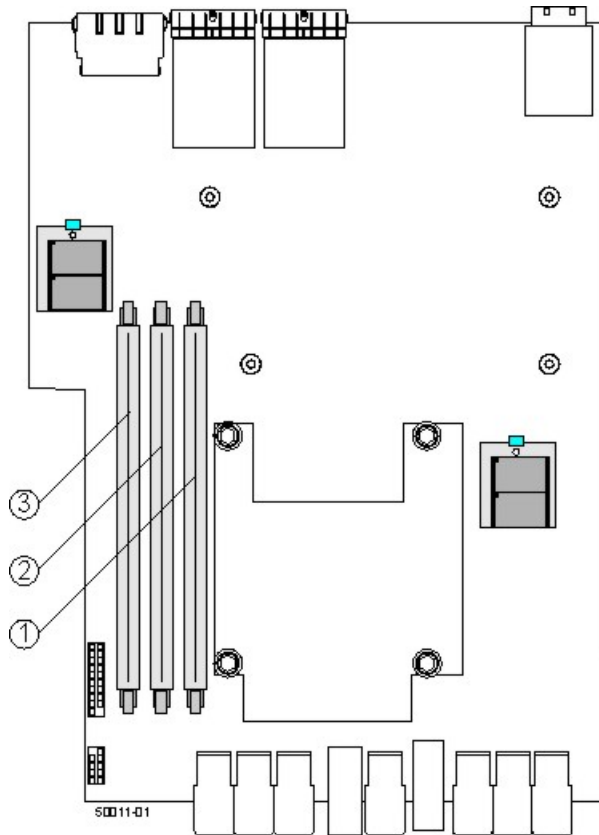


Figure 96. Three cache memory DIMM slots

8. Remove the cache memory DIMM from the slot on the controller card.
 - a. Pull back on each ejector handle (indicated as 2 in the following graphic) to disengage the cache memory DIMM pins from the slot on the controller card.
 - b. Lift the cache memory DIMM (indicated as 1 in the following graphic) out of the slot.

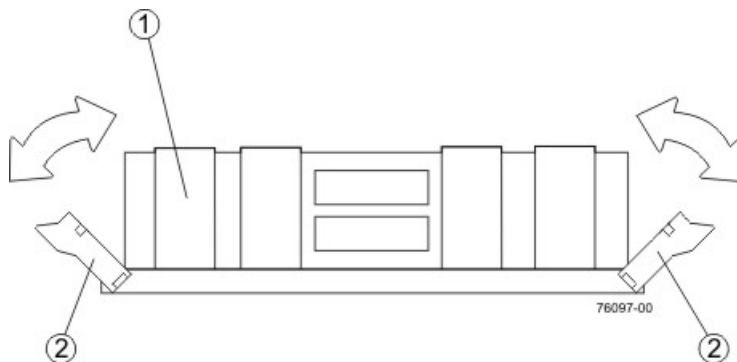


Figure 97. Removing a cache memory DIMM

1 - Cache Memory DIMM, 2- Ejector Handles

9. Place the cache memory DIMM that you removed on a flat, static-free surface.
10. Install the new cache memory DIMM.

- a. Align the new cache memory DIMM in the slot. (The DIMM is notched, so you can install it in only one direction.)
- b. Gently push down on the cache memory DIMM to seat the pins into the slot.

The ejector handles rise up as the cache memory DIMM is inserted into the slot. When these ejector handles are in the vertical position, the cache memory DIMM is fully engaged and is locked in place.

11. Reinstall the top cover on the controller by sliding it forward until the top cover latch buttons click.
12. Remove the controller air diverter.
13. Slide the controller into the controller-drive enclosure. Rotate the release levers towards the center of the controller to lock it into place.
14. Reconnect all the cables to the appropriate ports on both controllers.
15. Use either the GUI or the CLI to bring the controller online.
 - From the Hardware pane in the Subsystem management Window, right-click the picture of the controller, and select **Advanced > Place > Online**.
 - Run the following command:


```
smCLI <DNS-network-name-or-IP-address> -c
"set controller [(a | b)] availability=online";
```
16. Check the LEDs on the controller to ensure that the controller is rebooting correctly. The seven-segment display shows the sequence 0S+ Sd+ blank- to indicate that the controller is performing Start-of-day (SOD) processing. After the controller successfully completes rebooting, the seven-segment display shows the enclosure ID matching the seven-segment display on the second controller. After this time, you can discover the controller by using the IBM DS Storage Manager. Depending on your type of HIC, you might receive an error message about a failed host I/O card. If this problem occurs, follow the instructions in the Recovery Guru.
17. Check the Controller Service Action Required LED, and check all of the controller-drive enclosure's Service Action Required LEDs.
 - Any of the controller-drive enclosure Service Action Required LEDs are on, or the Controller Service Action Required LED is on – Check if the controller is installed correctly. Reinstall the controller, if necessary. Contact IBM support if it is not resolved.
 - All of the Service Action Required LEDs are off, and the Subsystem management Window indicates an Optimal status – Go to the next step.
18. Using the LEDs and the IBM DS Storage Manager, check the status of all of the enclosures in the storage subsystem.
19. If any component has a Needs Attention status, Click **Recovery Guru** in the Subsystem management Window, and complete the recovery procedure. If the problem has not been resolved, contact your Technical Support representative.
20. Remove the anti-static protection.
21. Gather support data about your storage subsystem by using one of these methods:
 - Use the IBM DS Storage Manager to collect and save a support bundle of your storage subsystem. From the Subsystem management window, select **Monitor > Health > Collect Support Data**. Then name and specify a location on your system where you want to store the support bundle.
 - Use the command line interface (CLI) to run the save storageArray supportData command to gather comprehensive support data about the

storage subsystem. For more information about this command, refer to the *IBM System Storage DS3000, DS4000, and DS5000 - Command Line Interface and Script Commands Programming Guide*. Running this command can temporarily impact performance on your storage subsystem.

Replacing a controller battery in the drive enclosure

Follow these steps to replace a controller battery.

Before you start to replace a controller battery in the controller-drive enclosure, get an anti-static protection and a replacement controller battery.

Read through all of the following steps in this procedure before you start to replace the controller battery.

Attention: Possible hardware damage – To prevent electrostatic discharge damage to the enclosure, use proper anti-static protection when handling enclosure components.

You can determine whether you have a failed controller battery in two ways:

- The **Recovery Guru** directs you to replace a failed controller battery.
- You locate the failed controller battery by checking the Battery Service Action Required LED.
 1. Gather support data about your storage subsystem by using one of these methods:
 - Use the IBM DS Storage Manager to collect and save a support bundle of your storage subsystem. From the Subsystem Management Window toolbar, select **Monitor > Health > Collect Support Data**. Then name and specify a location on your system where you want to store the support bundle.
 - Use the command line interface (CLI) to run the `save storageArray supportData` command to gather comprehensive support data about the storage subsystem. For more information about this command, see *IBM System Storage DS3000, DS4000, and DS5000 - Command Line Interface and Script Commands Programming Guide*. Running this command can temporarily impact performance on your storage subsystem.
 2. Run the **Recovery Guru** to identify the failed controller battery.
 3. Wear the anti-static protection.
 4. Unpack the new controller battery.
 - a. Set the new controller battery on a flat, static-free surface near the controller-drive enclosure.
 - b. Save all the packing materials in case you need to return the controller battery.
 5. Locate the failed controller battery by checking the Battery Service Action Required LEDs.

If a battery fault is detected, the amber Battery Service Action Required LED is on.

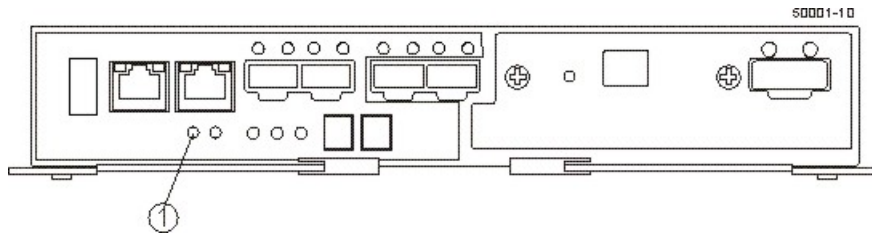


Figure 98. Battery Service Action Required LED on the controller

1 - Battery Service Action Required LED (Amber)

Attention: Potential degraded performance – To prevent degraded performance, do not twist, fold, pinch, or step on the cables. Many cables have a minimum bending radius. For example, do not bend fiber-optic cables tighter than a 5-cm (2-in.) radius. Check the specifications for your cables, and do not bend any cable tighter than the minimum specified radius.

6. Label each copper cable or fiber-optic cable that is attached to the controller with the failed battery so that you can reconnect each cable correctly after the controller is reinstalled.
7. Record the information from the seven-segment display on the controller-drive enclosure.

The display flashes a sequence of codes. To find information about the displayed diagnostic codes, refer to the Installation Guides located on the *IBM System Storage DS Storage Manager* installation DVD.

Use either the GUI or the CLI to take the appropriate controller offline.

- From the GUI - From the Hardware pane in the Subsystem Management Window, right-click the picture of the controller you want to take offline, and select **Advanced > Place > Offline**.
- Run the following command from the CLI.

```
smCLI <DNS-network-name-or-IP-address> -c "set controller [(a | b)]
availability=offline";
```

If necessary, wait for the Controller Service Action Allowed LED to come on. This indication might take several minutes for a large configuration.

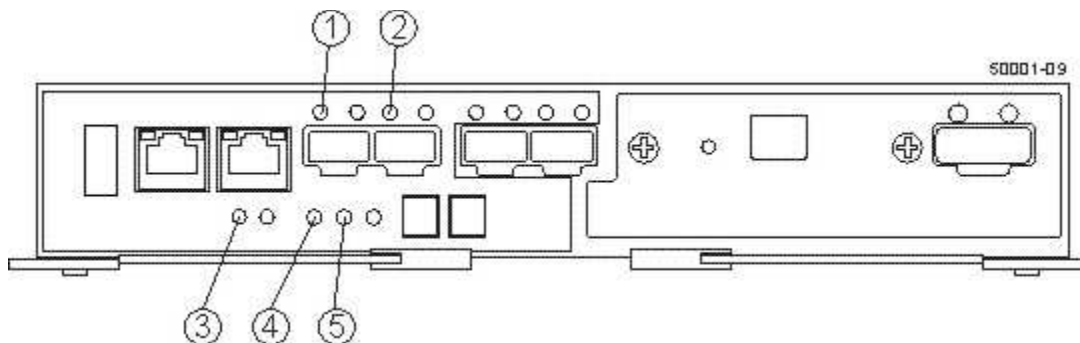


Figure 99. Controller LEDs

1. Host Link 1 Service Action Required LED (Green)
 2. Host Link 2 Service Action Required LED (Green)
 3. Battery Service Action Required LED (Amber)
 4. Controller Service Action Allowed LED (Blue)
 5. Controller Service Action Required LED (Amber)
8. Disconnect all interface cables (drive connections, host connections, and Ethernet connections) from the controller that has the failed battery.

If the storage subsystem is running while you perform the controller battery replacement, do not disturb the second controller.

Note: If Small Form-factor Pluggable (SFP) transceivers are present, you do not need to remove them from the controller when replacing the battery.

9. Remove the controller that has the failed controller battery.
 - a. Unlock the release lever, and pull the release lever outward to release the controller.
 - b. Using the release lever and your hands, pull the controller out of the controller-drive enclosure.

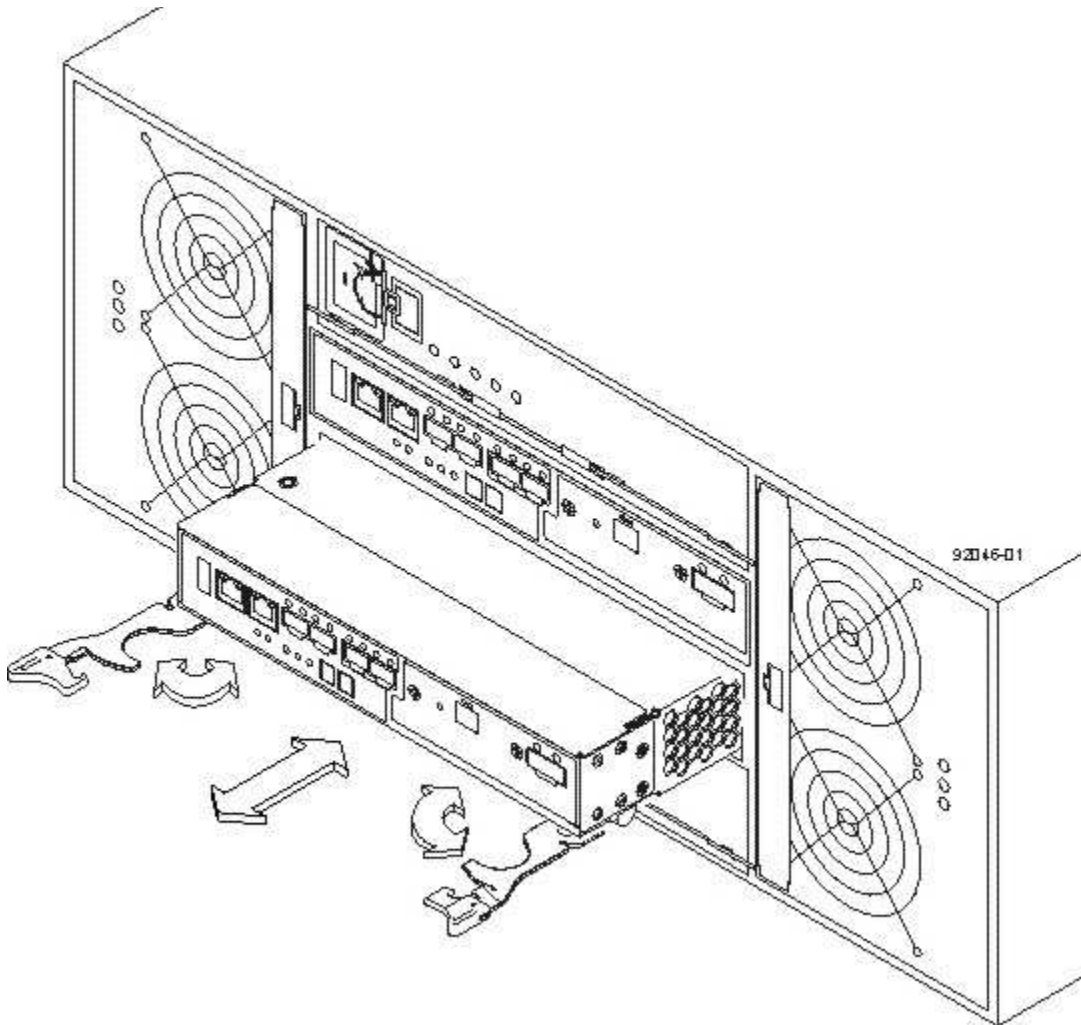


Figure 100. Removing and replacing a controller

10. Set the controller on a flat, static-free surface, with the release lever up.
11. Prepare the controller air diverter by removing it from its packaging and folding it inward at right angles so it is ready to insert into the open controller slot.

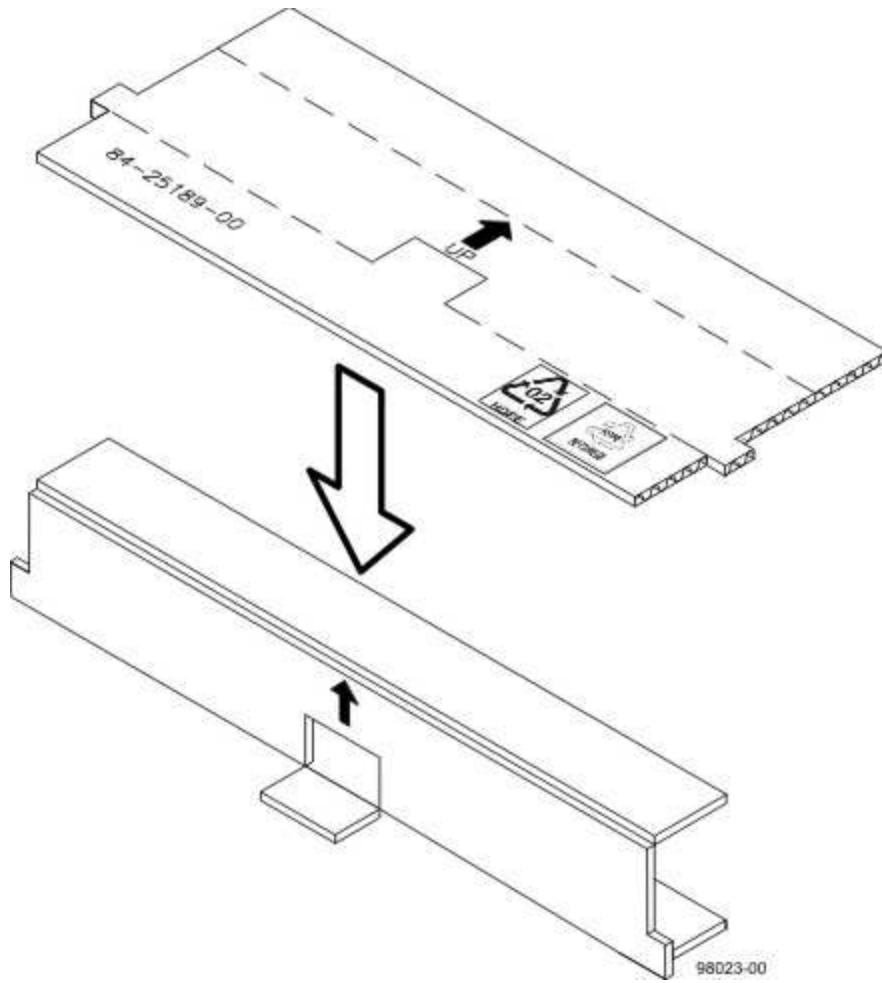


Figure 101. Controller air diverter

12. Insert the controller air diverter into the open controller slot to ensure that correct airflow is maintained.

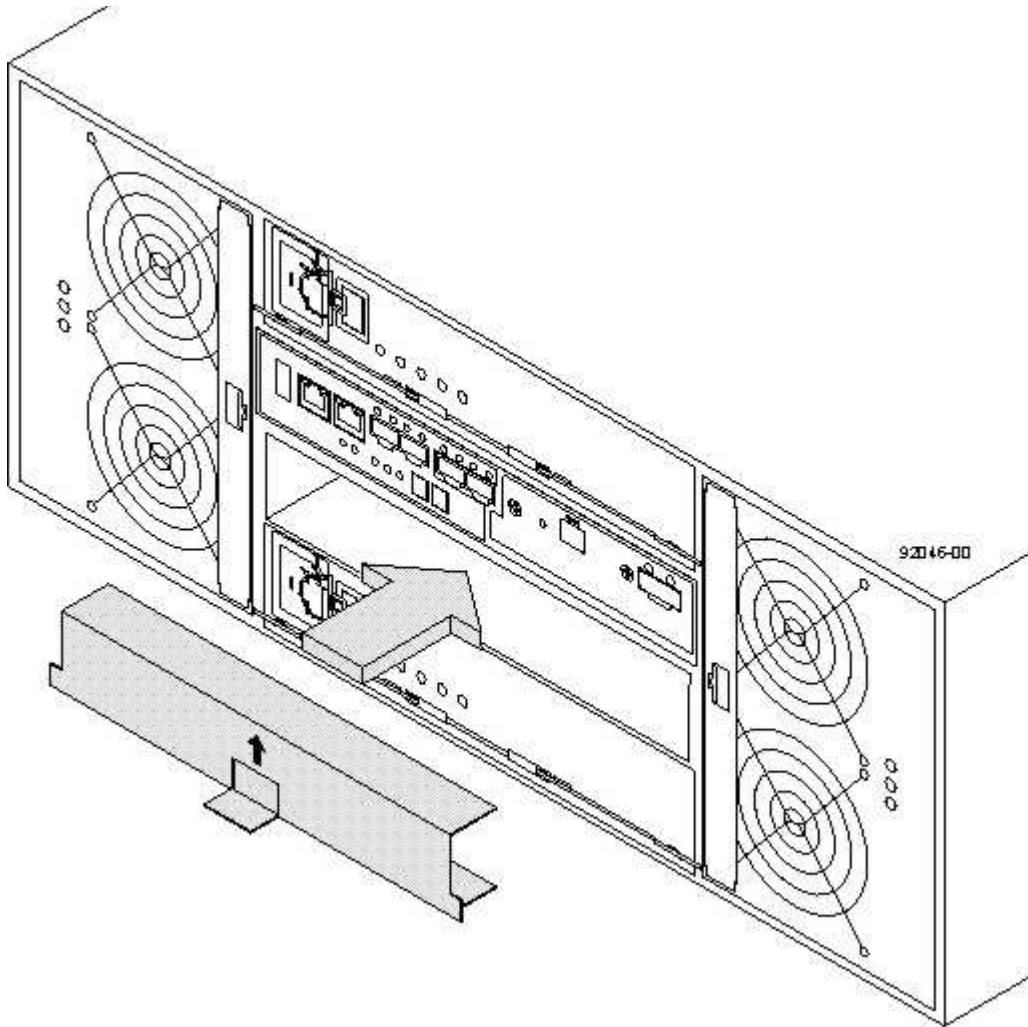


Figure 102. Inserting the controller air diverter into the open controller slot

13. Press down on both of the top cover latch buttons, and slide the top cover to the rear of the controller.
14. Move the locking handle down to pull the failed controller battery out of the controller.
15. Remove the failed controller battery by sliding it towards the rear of the controller.
16. Insert the new battery into the controller by sliding the new controller battery towards the front of the controller.
17. Move the locking handle up to secure the new battery circuit board to the controller.

Note: To ensure that the new controller battery is seated correctly, you might need to slide it out and insert it again.

18. Reinstall the top cover on the controller by sliding the top cover forward until the top cover latch buttons click.
19. Slide the controller into the controller-drive enclosure. Push the release lever towards the center of the controller to lock it into place.
20. Reconnect all cables that were disconnected when you removed the controller.

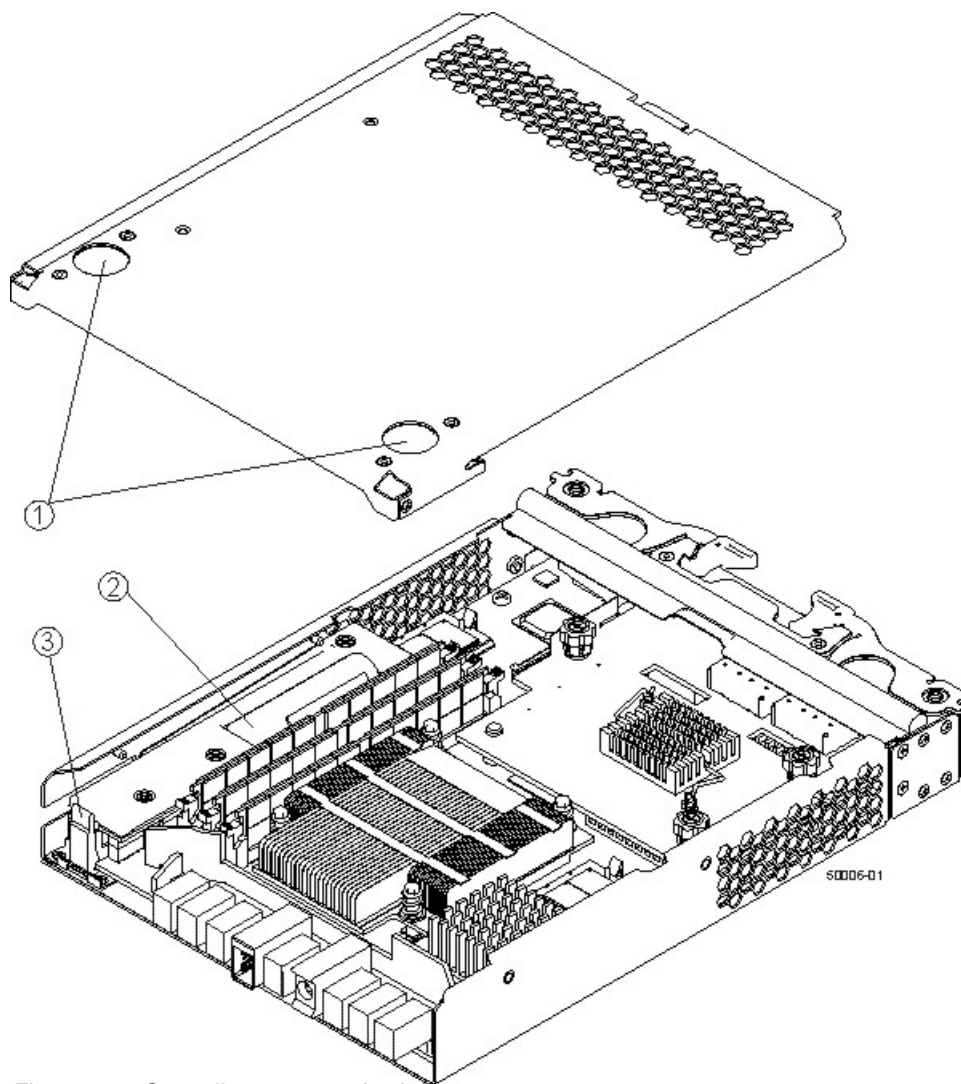


Figure 103. Controller top cover latch buttons

1. Top Cover Latch Buttons 2 - Battery Circuit Board 3 - Locking Handle
 Use either the GUI (first bullet) or the CLI (second bullet) to bring the controller online.

- From the GUI - From the Hardware pane in the Subsystem Management Window, right-click the picture of the controller, and select **Advanced > Place > Online**.
- Run the following command from the CLI:


```
smCLI <DNS-network-name-or-IP-address> -c "set controller [(a | b)]
      availability=online";
```

21. Check the LEDs on the controller to ensure that the controller is rebooting correctly.

The seven-segment display shows the sequence 0S+ Sd+ blank- to indicate that the controller is performing Start-of-day (SOD) processing. After the controller successfully completes rebooting, the seven-segment display shows the enclosure ID matching the seven-segment display on the second controller. After this time, you can discover the controller with the new battery by using the IBM DS Storage Manager.

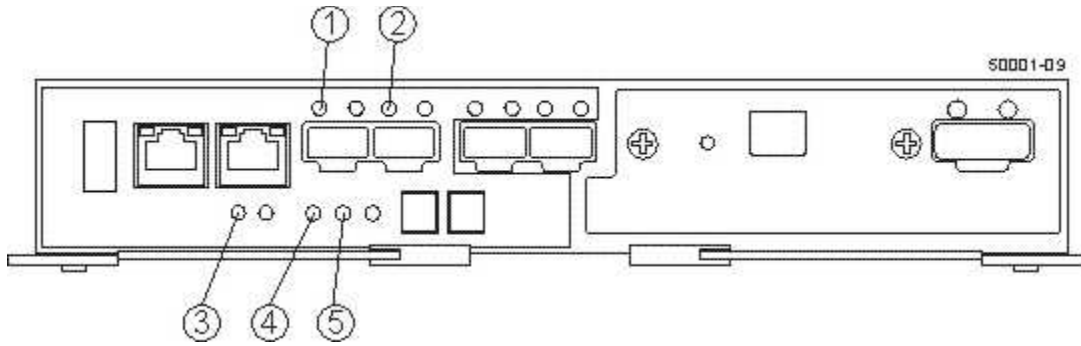


Figure 104. Controller LEDs

1. Host Link 1 Service Action Required LED (Green)
 2. Host Link 2 Service Action Required LED (Green)
 3. Battery Service Action Required LED (Amber)
 4. Controller Service Action Allowed LED (Blue)
 5. Controller Service Action Required LED (Amber)
22. On both controllers, check the Host Link Service Action Required LEDs and the Controller Service Action Required LEDs.
 - All of the Service Action Required LEDs are off and the Subsystem Management Window indicates an optimal status – Go to the next step.
 - Any of the controller-drive enclosure's Service Action Required LEDs are on, or the Controller Service Action Required LED is on – Check that the controller has been installed correctly. Reinstall the controller, if necessary. If the problem is not resolved, contact IBM Technical Support.
 23. Using the LEDs and the IBM DS Storage Manager, check the status of all of the enclosures in the storage subsystem.
 24. Does any component have a **Needs Attention** status?
 - Yes – Click the **Recovery Guru** toolbar button in the Subsystem Management Window, and complete the recovery procedure. If the problem is not resolved, contact IBM Technical Support.
 - No – Go to the next step.
 25. Remove the anti-static protection.
 26. Gather support data about your updated storage subsystem by using one of these methods:
 - Use the IBM DS Storage Manager to collect and save a support bundle of your storage subsystem. From the Subsystem Management Window toolbar, click **Monitor > Health > Collect Support Data**. Then name and specify a location on your system where you want to store the support bundle.
 - Use the CLI to run the `save storageArray supportData` command to gather comprehensive support data about the storage subsystem. For more information about this command, see *IBM System Storage DS3000, DS4000, and DS5000 - Command Line Interface and Script Commands Programming Guide*. Running this command can temporarily impact performance on your storage subsystem.

Installing/Replacing a HIC card in the controller-drive enclosure

Follow these steps to install or replace a HIC card.

Note: Only a qualified service technician should perform this procedure, or equipment damage might result.

Use this procedure to replace a host interface card (HIC) that has failed. The replacement HIC can have Fibre Channel connections. Both controllers in a duplex controller-drive enclosure must have the same arrangement of HICs. Each controller must have the same type of HIC in the same relative position as the other controller.

Note: Ensure that you have the correct host interface card (HIC), Small Form-factor Pluggable (SFP) transceivers, and host bus adapters, or host channel adapters. Because you are replacing one HIC with a potentially different type of HIC, you might not be able to reuse the SFP transceivers. If both controllers in a duplex controller-drive enclosure are powered up at the same time with different types of HICs, a mismatch results that causes both controllers to lock down (shut down and stop operating). If one controller is already running, and you replace the alternate controller with a different HIC, then only the replacement controller locks down, and the running controller remains operational.

Before you upgrade or replace a HIC, get an anti-static protection, and a new HIC.

1. Gather support data about your storage subsystem by using one of these methods:
 - Use the storage management software to collect and save a support bundle of your storage subsystem. From the Subsystem Management Window, select **Monitor > Health > Collect Support Data**. Then name and specify a location on your system where you want to store the support bundle.
 - Use the command line interface (CLI) to run the `save storageArray supportData` command to gather comprehensive support data about the storage subsystem. For more information about this command, refer to the *IBM System Storage DS3000, DS4000, and DS5000 - Command Line Interface and Script Commands Programming Guide*. Running this command can temporarily impact performance on your storage subsystem.
2. Run the Recovery Guru to identify the failed HIC.
3. Wear the anti-static protection.
4. Locate the controller with the failed HIC by checking the Controller Service Action Required LEDs. If a fault is detected, the amber Controller Service Action Required LED is on. If you can safely remove the controller, the blue Controller Service Action Allowed LED is on.

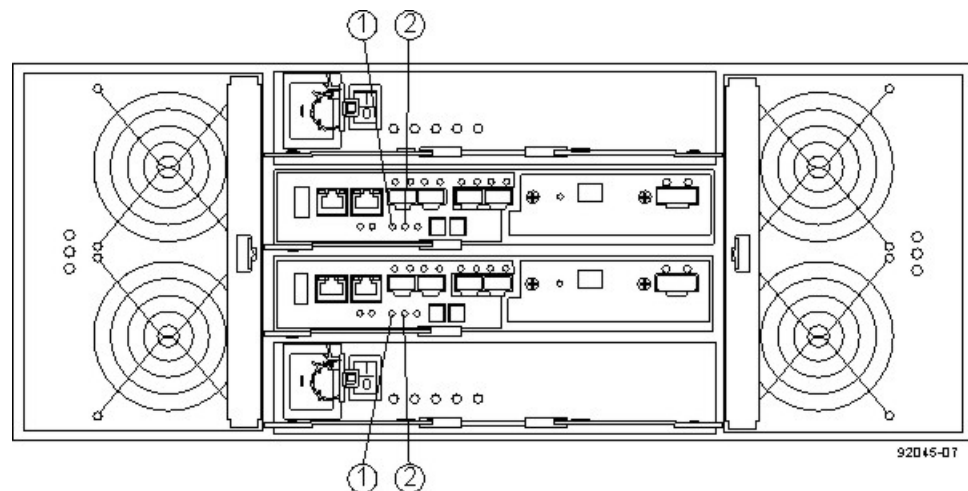


Figure 105. Controller Service Action LEDs

1. Controller Service Action Allowed LED (Blue)
2. Controller Service Action Required LED (Amber)

Note: To prevent degraded performance, do not twist, fold, pinch, or step on the cables. Many cables have a minimum bending radius. For example, do not bend fiber-optic cables tighter than a 5-cm (2-in.) radius. Check the specifications for your cables, and do not bend any cable tighter than the minimum specified radius.

5. Label each copper cable or fiber-optic cable that is attached to the controller so that you can reconnect each cable correctly after the controller is reinstalled.
6. Record the information from the seven-segment display on the rear of the controller-drive enclosure. The display flashes a sequence of codes. To find information about the displayed diagnostic codes, refer to the Installation Guide on the IBM DS Storage Manager Installation DVD. Use either the GUI (first bullet) or the CLI (second bullet) to take the appropriate controller offline.
 - From the Hardware pane in the Subsystem Management Window, right-click the picture of the controller you want to take offline, and select Advanced >> Place >> Offline.
 - Run the following command.


```
smCLI <DNS-network-name-or-IP-address> -c "set controller [(a | b)] availability=offline";
```
7. If necessary, wait for the Controller Service Action Allowed LED to come on. This indication might take several minutes for a large configuration.

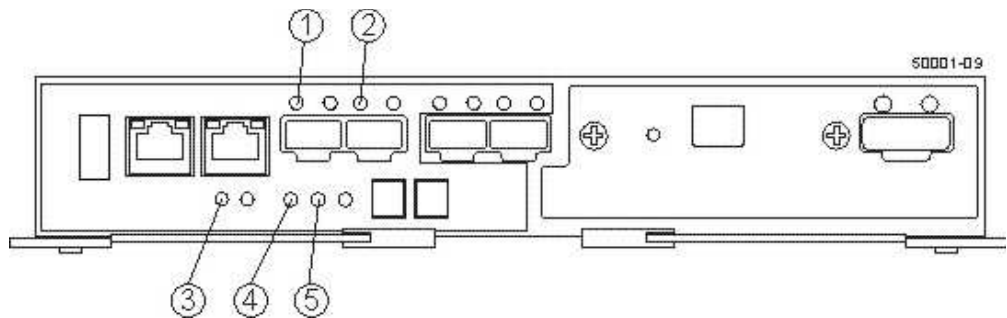


Figure 106. Controller LEDs

1. Host Link 1 Service Action Required LED (Green)
 2. Host Link 2 Service Action Required LED (Green)
 3. Battery Service Action Required LED (Amber)
 4. Controller Service Action Allowed LED (Blue)
 5. Controller Service Action Required LED (Amber)
8. Disconnect all cables from the controller that contains the HIC. If the storage subsystem is running while you perform this replacement, do not disturb the second controller.
 9. Remove the controller.
 - a. Unlock and pull out the release levers to release the controller.
 - b. Using the release levers and your hands, pull the controller out of the controller-drive enclosure.

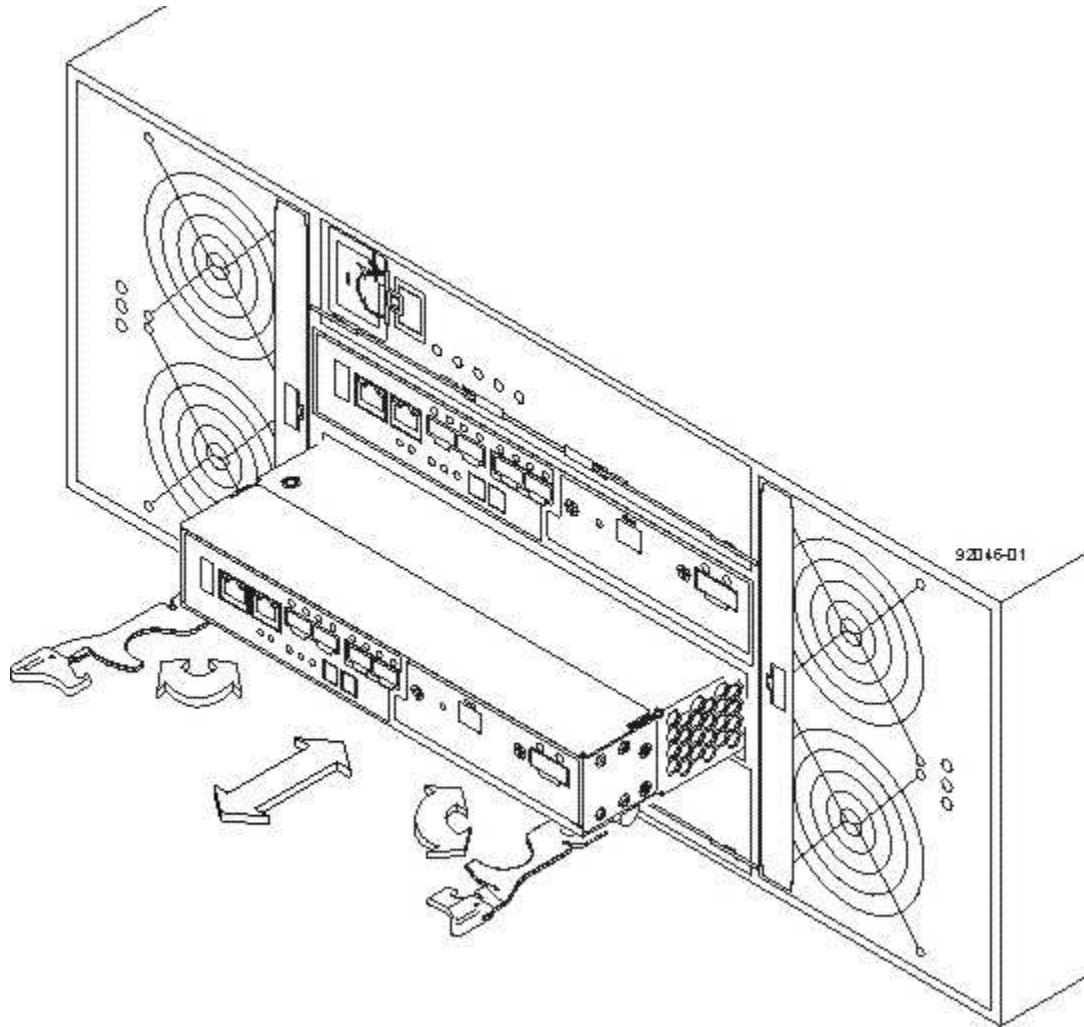


Figure 107. Removing and reinstalling a controller

10. Set the controller on a flat, static-free surface with the release levers up.
11. Prepare the controller air diverter by removing it from its packaging and folding it inward at right angles so it is ready to insert into the open controller slot.

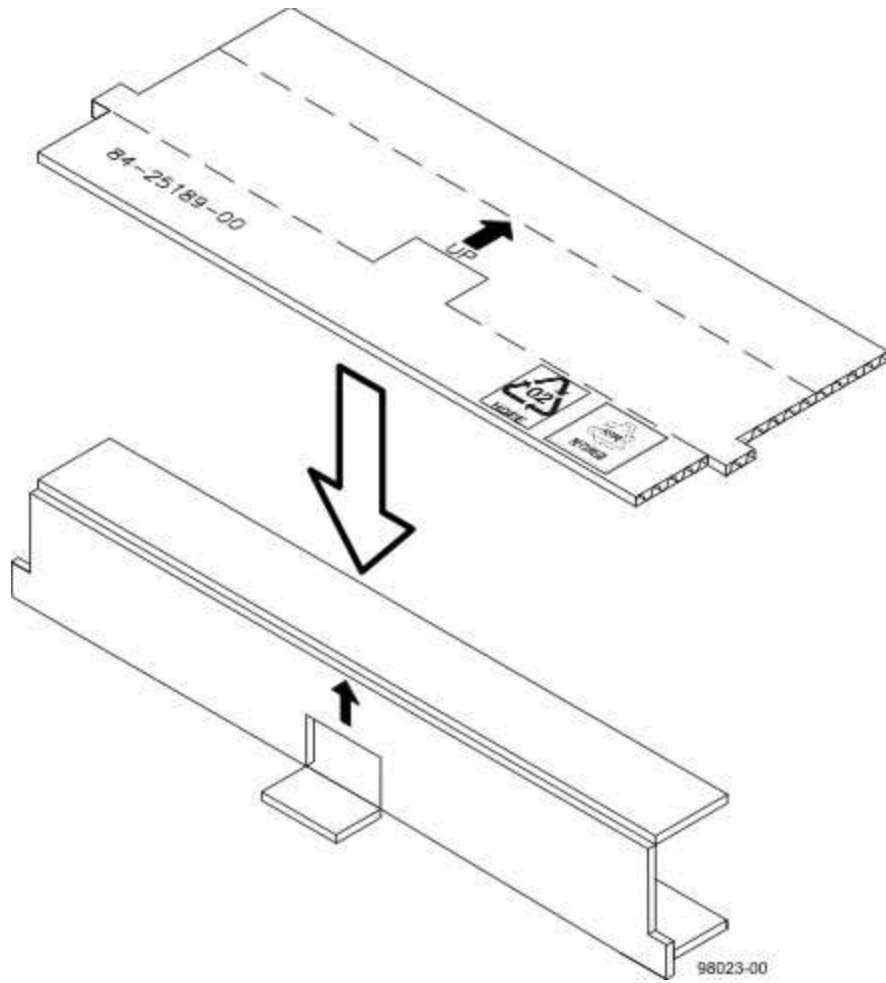
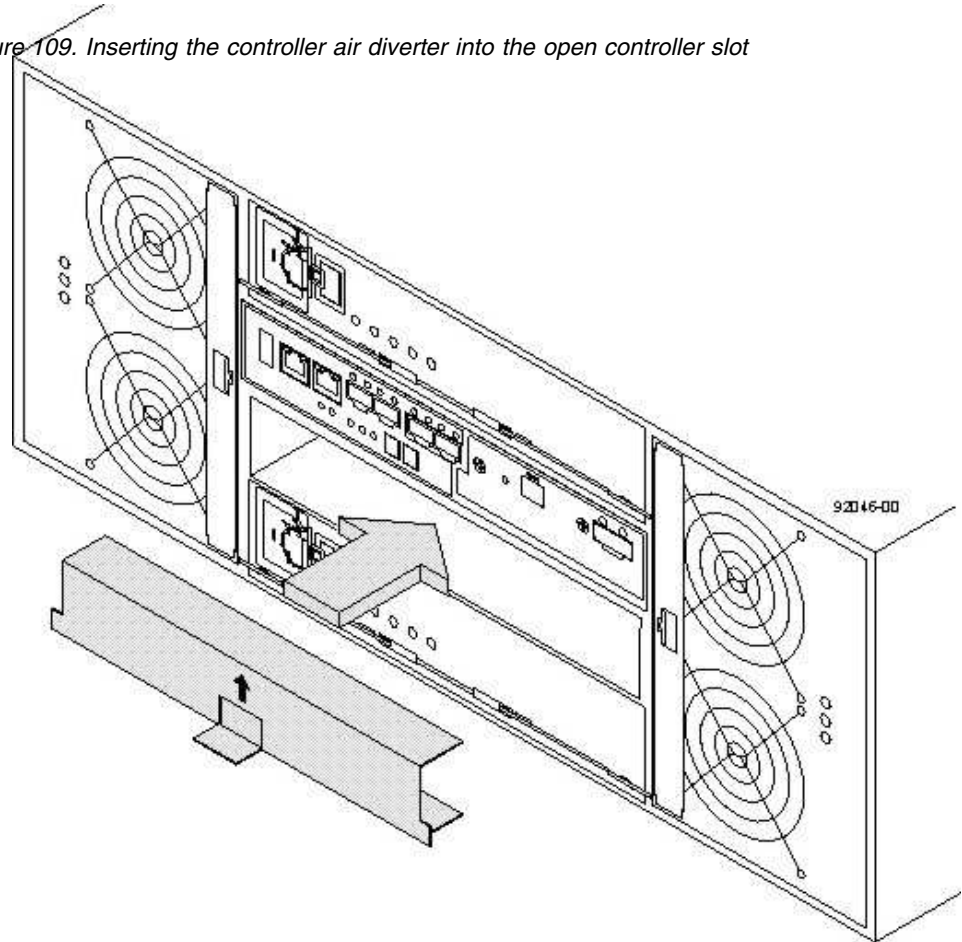


Figure 108. Controller air diverter

12. Insert the controller air diverter into the open controller slot to ensure that correct airflow is maintained.

Figure 109. Inserting the controller air diverter into the open controller slot



13. If Small Form-factor Pluggable (SFP) transceivers are present, record the ports to which they are attached, and remove them.
14. On the controller, press down on both of the top cover latch buttons, and slide the top cover to the rear. Remove the top cover.

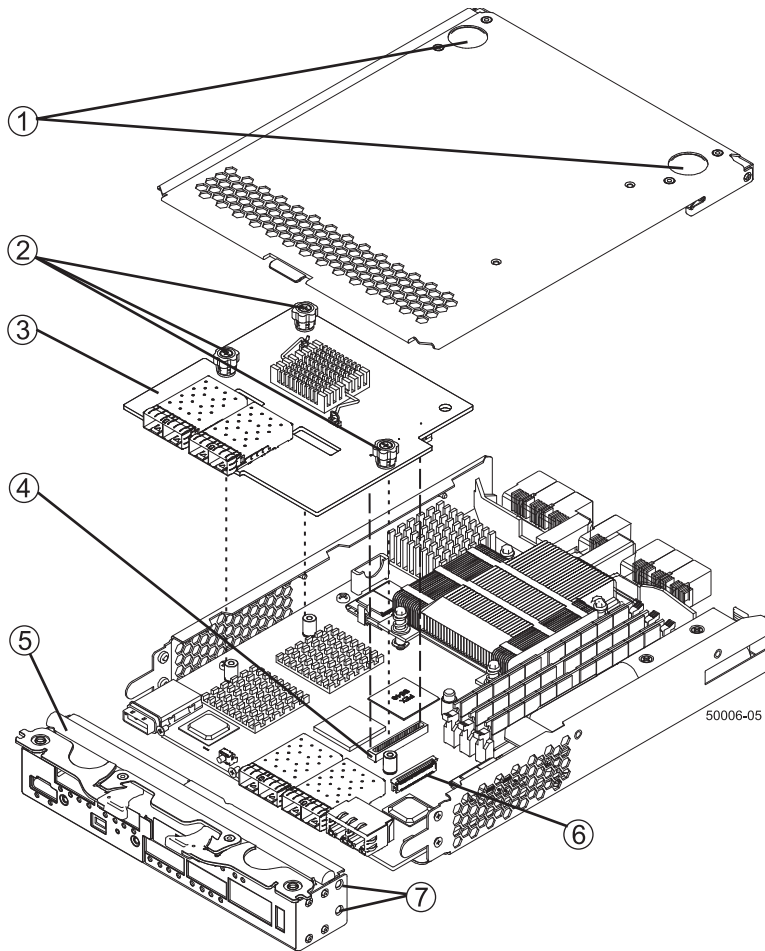


Figure 110. Host Interface Card replacement

1. Top Cover Latch Buttons 2. HIC Thumbscrews 3. Host Interface Card 4. HIC Interface Connector 5. Front Bezel 6. Zero Insertion Force (ZIF) Socket 7. Front Bezel Screws

15. Disconnect the front bezel flex harness by gently opening the zero insertion force (ZIF) socket.

Note: The ZIF socket is very fragile and is easily broken. Either use your fingers or a screwdriver to gently pull the ZIF socket open.

16. Remove the screws holding the front bezel to the controller with a phillips screwdriver.

Note: The front bezel can suddenly pop loose and cause damage to either the front bezel flex harness or the zero insertion force (ZIF) socket that is attached to the controller card. Make sure that you gently move the front bezel away from the controller to allow access to the HIC.

17. Remove the front bezel from the controller, carefully working it from side-to-side until you can slide it off and gain access to the HIC.
18. Loosen the HIC thumbscrews that secure the HIC to the controller card.

Note: If the thumbscrews were overtightened, you may use a phillips screwdriver to help you loosen them

19. Gently disengage the HIC from the controller card, and remove the HIC.

Note: The connector is located on the edge of the HIC next to the thumbscrews.

20. Place the HIC that you removed on a static-free surface.

Now you must install the new HIC Card

1. Install the new HIC by gently connecting the HIC to the HIC interface connector. Do not scratch or bump any of the components on the bottom of the HIC or the top of the controller card.

Note: If both controllers in a duplex controller-drive enclosure are powered up at the same time with different types of HICs, a mismatch results that causes both controllers to lock down (shut down and stop operating). If one controller is already running, and you replace the alternate controller with a different HIC, then only the replacement controller locks down, and the running controller remains operational.

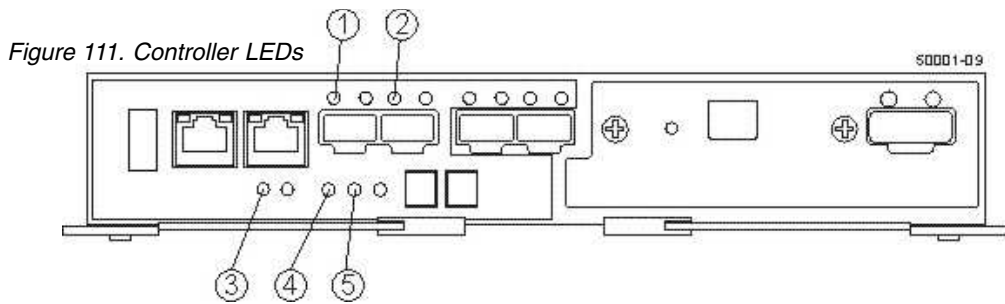
2. Install and tighten the HIC thumbscrews that secure the HIC to the controller card. Tighten the thumbscrews by hand only. A screwdriver can overtighten the screws.

Note: Make sure that the seven-segment display ribbon cable is still connected to the motherboard connector. If the ribbon cable is not connected, you must lift the center piece of the motherboard connector, and insert the ribbon cable into the motherboard connector.

3. If you are changing the HIC type, attach the replacement HIC subplate to the front bezel.
4. Align the connectors in the controller with the corresponding openings in the front bezel, and reattach the front bezel to the controller by reinserting the screws with the phillips screwdriver.
5. Reattach the bezel flex harness by gently lifting the latch on the ZIF socket, and inserting the ribbon cable into the ZIF socket. Then push the ZIF socket closed.
6. Reinstall the top cover on the controller.
7. If the SFP transceivers were present, reinstall them.
8. Remove the controller air diverter.
9. Slide the controller into the controller-drive enclosure. Rotate the release lever towards the center of the controller to lock it into place.
10. Reconnect all of the cables that were disconnected when you removed the controller. Use either the GUI (first bullet) or the CLI (second bullet) to bring the controller online.
 - From the Hardware pane in the Subsystem management Window, right-click the picture of the controller, and select **Advanced > Place > Online**.
 - Run the following command:

```
smCLI <DNS-network-name-or-IP-address> -c
"set controller [(a | b)] availability=online";
```
11. Check the LEDs on the controller to make sure that the controller is rebooting correctly. The seven-segment display shows the sequence 0S+ Sd+ blank- to indicate that the controller is performing Start-of-day (SOD) processing. After the controller successfully completes rebooting, the seven-segment display shows the enclosure ID matching the seven-segment display on the second controller. After this time, you can discover the controller by using the IBM DS Storage Manager. Depending on your type of HIC, you might receive an error

message about a failed host I/O card. If this problem occurs, follow the instructions in the Recovery Guru.



1. Host Link 1 Service Action Required LED (Green)
 2. Host Link 2 Service Action Required LED (Green)
 3. Battery Service Action Required LED (Amber)
 4. Controller Service Action Allowed LED (Blue)
 5. Controller Service Action Required LED (Amber)
12. Check the Controller Service Action Required LED and all Service Action Required LEDs of the enclosure.
 - Any of the controller-drive enclosure Service Action Required LEDs are on, or the Controller Service Action Required LED is on – Check that the controller has been installed correctly. Reinstall the controller, if necessary. Contact IBM Technical support if it is not resolved.
 - All of the Service Action Required LEDs are off, and the Subsystem management Window indicates an Optimal status – Go to the next step.
 13. Using the LEDs and the IBM DS Storage Manager, check the status of all of the enclosures in the storage subsystem.
 14. If any component has a Needs Attention status, Click **Recovery Guru** in the Subsystem management Window, and complete the recovery procedure. If the problem is not resolved, contact your IBM Technical support.
 15. Remove the anti-static protection.
 16. Gather support data about your storage subsystem by using one of these methods:
 - Use the IBM DS Storage Manager to collect and save a support bundle of your storage subsystem. From the Subsystem management window, select **Monitor > Health > Collect Support Data**. Then name and specify a location on your system where you want to store the support bundle.
 - Use the command line interface (CLI) to run the save storageArray supportData command to gather comprehensive support data about the storage subsystem. For more information about this command, refer to the *IBM System Storage DS3000, DS4000, and DS5000 - Command Line Interface and Script Commands Programming Guide*. Running this command can temporarily impact performance on your storage subsystem.

Chapter 6. Hardware maintenance

This section 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 xvi.

General checkout

You can carry out a general check to diagnose problems.

Use the indicator lights, the diagnostics and test information, the symptom-to-FRU index, and the connected server HMM to diagnose problems.

Solving problems

This section contains information to help you solve some of the problems you might have with your DCS3700 storage system with Gen2 controllers or DCS3700 expansion enclosure.

The following table 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 the following table, 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 on this table for a FRU replacement decision.

Troubleshooting problems in the DCS3700 storage system with Gen2 controllers

A table lists the typical problems along with the possible cause and solution, and the affected component.

Table 27. Troubleshooting

Problem indicator	Component	Possible cause	Possible solutions
Amber LED is lit	Drive (drive fault LED)	Drive failure	Replace the failed drive. See "Replacing components" on page 95 for more information.
		Drive uncertified	Verify the drive and part number to make sure that it is supported by the DCS3700. See http://www.ibm.com/systems/storage/disk
	storage controller (service action required LED)	controller failure	Replace the controller. See "Replacing components" on page 95 for more information.
		The controller was placed offline by a user or the other controller.	Use the Subsystem Management window to place the controller back online. If the controller continues going to an offline state after being placed online, replace the controller.
	storage controller (battery fault LED)	Battery unit failure	Use the Storage Manager software to confirm the failure; then, replace the failed battery unit.
	storage controller (SAS link service action LED)	SAS cable failure	Replace the SAS cable.
		SAS host bus adapter failure	Check the SAS host bus adapter in the host and replace the adapter if necessary.
		SAS port failure	Replace the controller. See "Replacing components" on page 95 for more information.
	Front bezel (system error LED)	General machine fault	A fault LED is lit somewhere on the storage subsystem (check for amber LEDs on components).
		General machine fault (continued)	<p>Open the Subsystem Management window and click Recovery Guru to see problems in the DCS3700 configuration.</p> <p>Some errors cause the system error LED to be lit but not cause any individual component fault LEDs to be lit. (Drive PFA exceeded or nominal temperature exceeded errors are examples.) Follow the corrective actions in the Recovery Guru window.</p>

Table 27. Troubleshooting (continued)

Problem indicator	Component	Possible cause	Possible solutions
Amber LED is lit (continued)	storage controller fault LED (service action LED may also be lit)	Unsupported controller	Controller configurations do not match. Check that host daughter card and cache memory are the same in both controllers.
	Front panel	Fibre Channel connection	<p>Check that the CRUs are properly installed. If no amber LEDs are lit, suspect failure of the SFP module. Verify the failure using the Storage Manager Client.</p> <p>If all Fibre Channel connections failed, suspect failure of the Fibre Channel host daughter card.</p>
		SAS connection	<p>Check the SAS connection to verify that the CRUs are properly installed.</p> <p>If the SAS port LED is off, suspect failure of the SAS host daughter card.</p>
		iSCSI connection	<p>Check the iSCSI connection to verify that the CRUs are properly installed.</p> <p>If the iSCSI port LED is off, check the Ethernet cable or verify the link speed.</p> <p>If all the iSCSI port LEDs are off, suspect failure of the iSCSI host daughter card.</p>
		One of the drive drawers is not fully closed	<p>Use Storage Manager software to identify the drive drawer that was not closed and close that drawer. Pull the drawer out about 1 inch; then push it back in until it clicks in place.</p> <p>Check all drive drawers in the enclosure to ensure they are fully closed.</p>
Battery fault	Battery unit failure	Verify the failure using the Storage Manager Client and replace the failed battery.	
ESM	Board failure	Replace the failed ESM. See "Replacing components" on page 95 for more information.	

Table 27. Troubleshooting (continued)

Problem indicator	Component	Possible cause	Possible solutions
Amber LED is lit and green LED is off	Power supply (Amber fault LED is lit and both power LEDs are not lit)	The power switch is turned off or there is an ac or dc power source failure.	Replace the failed power supply or turn on all power-supply switches. If this is a dc power supply, check the disconnect device to make sure that it is working and is in the on position.
Amber and green LEDs are lit	Power supply (Amber fault LED is lit and both power LEDs are not lit, AC power or DC IN LED is lit and DC power or DC out LED is not lit)	Power supply failure	Replace the failed power supply. See "Replacing components" on page 95 for more information.
	Fan assembly	Fan failure	Replace the fan assembly.
	Drive	Drive not certified	Verify the drive and part number to make sure the drive is supported by the DCS3700. See http://www.ibm.com/systems/storage/disk
Drive failure		Use Storage Manager to identify the failed drive; then replace the failed drive.	
All amber and green LEDs are slowly flashing	All drives (activity and fault LEDs are not lit)	Check for and solve one of the following situations: <ul style="list-style-type: none"> storage enclosures are not correctly connected to the DCS3700. DCS3700 does not have the correct firmware version. 	

Table 27. Troubleshooting (continued)

Problem indicator	Component	Possible cause	Possible solutions
All green LEDs are off	All components	Subsystem power is off	Make sure that all storage subsystem power cables are connected and that the power-supply switches are on. If applicable, make sure that the main circuit breakers for the rack are turned on.
		Power failure	Check the main circuit breaker and ac receptacle (ac models). Check the -48 V dc power source and disconnect device (dc models).
		Power-supply failure	Replace the power supply.
		Operating environment is too hot	Cool down the environment.
		Midplane failure	Contact your IBM technical support representative.
Amber LED is flashing	Drives (fault LED is lit)	Drive identification is in process	No corrective action is needed.
	Front panel	One or multiple components has intermittent problems	Use the Storage Manager Recovery Guru menu function and the Major Event Log to troubleshoot the problem.

Table 27. Troubleshooting (continued)

Problem indicator	Component	Possible cause	Possible solutions
One or more green LEDs are off	Power supplies	Power cable is disconnected or switches are turned off	Make sure that the power cables are connected (ac or dc) and that the disconnect device (dc only) and the power-supply switches are turned on.
	Several components	Hardware failure	Replace the affected components. If this does not correct the problem, replace the controllers. Contact your IBM technical-support representative.
		The DCS3700 was not powered-on, or all SAS cable connections between the storage enclosures and the DCS3700 storage subsystem failed.	Perform one of the following actions: <ul style="list-style-type: none"> • Power-on the storage subsystem. • Make sure that the SAS cable connections between the storage enclosures and the DCS3700 storage system are made.
	Front panel	Power supply problem	Make sure that the power cables are connected and that the power supplies are turned on.
		Hardware failure	If any other LEDs are lit, replace the midplane. Contact your IBM technical-support representative.
	All drives	Midplane failure	Replace the DCS3700. Contact your IBM technical-support representative.
		The DCS3700 expansion enclosure is connected to unsupported storage subsystem	Verify that the expansion enclosure is connected to a supported storage subsystem. See http://www.ibm.com/systems/storage/disk

Table 27. Troubleshooting (continued)

Problem indicator	Component	Possible cause	Possible solutions
One or more green LEDs are off (continued)	All drives (continued)	The DCS3700 storage system is connected to unsupported expansion enclosure	Verify that the storage system is connected to a supported expansion enclosure. See http://www.ibm.com/systems/storage/disk
		Bad disk drawer	Use Storage Manager software to verify the drive drawer failure and replace the drawer.
		The disk drawer cable chains are not installed correctly	This condition might occur after the disk drawer is replaced and the disk drawer cable chains are not fully inserted in the disk drawer or the midplane sockets. Use the instructions in "Replacing a drive drawer" to reseal the left and right disk drawer cable chains.
		Drives are not fully inserted in the drive drawers	Verify that the drives are seated correctly in the drive drawers. Remove and reinsert the drives if required.
		No activity to the drives	No action is required.
		Damaged or loose SAS cables	Check the SAS cables and connections.
		ESM failure. Use the Storage Manager software to check the drive status, if necessary, replace the ESM.	Use the Storage Manager software to check the drive status, if necessary, replace the ESM.
Green LED is flashing slowly (once every 2 seconds)	Drives	The DCS3700 was not powered-on, or all SAS connections between the storage enclosures and the DCS3700 storage system have failed.	Perform one of the following actions: <ul style="list-style-type: none"> • Power-on the storage subsystem. • Make sure that the SAS connections between the storage enclosures and the DCS3700 storage system are made. • Make sure that all the storage enclosures in the same channel pair have the same enclosure speed setting.

Table 27. Troubleshooting (continued)

Problem indicator	Component	Possible cause	Possible solutions
Intermittent or sporadic power loss to the storage subsystem	Some or all components	Defective power source or incorrectly connected power cable	Check the ac or dc power source. Reseat all installed power cables and power supplies. If applicable, check the power components (power supplies or uninterruptible power supply). Replace defective power cables.
		Power supply failure	Check the fault LED on the power supply. If the LED is lit, replace the failed component.
		Faulty disconnect device	Check and install a new 30A rated disconnect device.
		Midplane failure	Replace the DCS3700. Contact your IBM technical-support representative.
Unable to access drives	Drives	Incorrect storage subsystem ID settings	Make sure that the SAS cables are undamaged and correctly connected. Check the storage subsystem ID settings.
		controller failure	Replace one or both controllers. Contact an IBM technical-support representative.
		Drive failure	Replace the failed drive or drives.
		SAS cable	<ol style="list-style-type: none"> 1. Make sure that the SAS cables are undamaged and correctly connected. 2. Replace the SAS cables.
		ESM failure	Contact your IBM technical support representative.
Random errors	Subsystem	Midplane failure	Replace the DCS3700. Contact your IBM technical-support representative.

Table 27. Troubleshooting (continued)

Problem indicator	Component	Possible cause	Possible solutions
Drive is not visible in the Storage Manager software	Several components	Drive failure	Replace the failed drive or drives.
		SAS cable failed	Replace the SAS cable.
		controller failure	Replace controller. See "Replacing components" on page 95 for more information.
		Midplane failure	Replace the DCS3700. Contact your IBM technical-support representative.
		A drive has an interface problem with the ESM or controller.	Replace the drive. See "Replacing components" on page 95 for more information.
		Incorrect firmware version	Make sure that the DCS3700 has the correct firmware version.
		In a dual-controller storage subsystem, one controller has failed, and in the drive channel that originates from the other (functioning) controller, an ESM has failed.	Replace the failed controller and ESM. See "Replacing components" on page 95 for more information.
Storage enclosure is not detected	Storage subsystem	Storage enclosure is not supported	Verify that the storage enclosure is supported by the DCS3700 storage system.
		SAS cable failed	Replace the SAS cable.

Table 27. Troubleshooting (continued)

Problem indicator	Component	Possible cause	Possible solutions
Blue LED is lit (no Amber LED is lit)	Front panel	The enclosure is being located by the Storage Manager software.	Stop locating the enclosure from the Storage Manager software.
	Drive	Drives are part of an array that is in "exported – Ready to import" state. Once the array is exported, the drives in the array are spun down in preparation for being removed from the enclosure.	Use the Storage Manager software to import the array or remove the drives from the storage subsystem.
		Drives are incompatible. Incompatible drives are spun down when they are inserted into the drive slots. The associated drive Service Action LED might also be lit.	Use the Storage Manager software to verify the incompatible drives and remove the drives from the storage subsystem.
	Controller, ESM, Disk Drawer, or Power Supply	Component Blue Service Action Allowed LED was turned on by the "Prepare for Removal" menu function in the Storage Manager Subsystem Management window.	Turn off the SAA LED by using the appropriate script command in the script window. <ul style="list-style-type: none"> The script command to turn off a drive drawer SAA LED is: <pre>set enclosure [enclosureID] drawer [drawerID] serviceAllowedIndicator=off;</pre> The script command to turn off a Controller, ESM or Power Supply SAA LED is: <pre>set enclosure [enclosureID] (powerFan [(top bottom)] esm [(top bottom)] controller [(top bottom)]) serviceAllowedIndicator=off;</pre>
Blue LED is lit with associate Amber LED lit	Disk drive, Controller, ESM, Drive Drawer, Power Supply, Fan Assembly	Failed component	Use the Recovery Guru in the Storage Manager Subsystem Management window to identify the failure and replace the failed component.

Table 27. Troubleshooting (continued)

Problem indicator	Component	Possible cause	Possible solutions
Link fault amber LED lit	ESM	SAS communication failure	<ol style="list-style-type: none">1. Reconnect the SAS cable2. Replace the SAS cable3. If the LED is still lit, replace either the ESM or the controller. Also, consider replacing the device at the other end of the SAS cable.

Parts listing

Tables provide a parts listing for the DCS3700.

Figure 112 illustrates parts for the DCS3700.

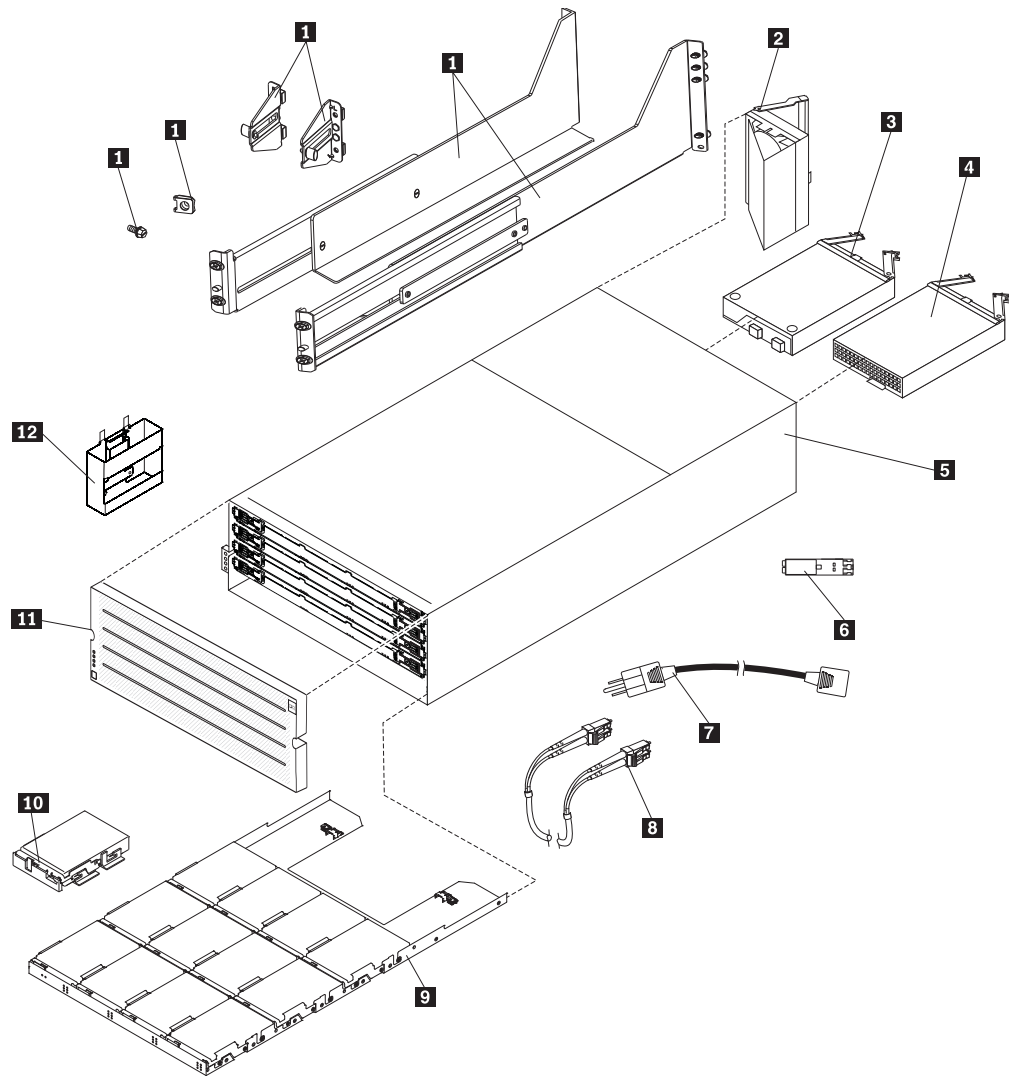


Figure 112. DCS3700 storage system enclosure parts list

Table 28. Parts listing (DCS3700 storage system with Gen2 Controllers and expansion enclosure).

Index	DCS3700 (MT 1818-80E, 80C)	FRU P/N
1	Rail kit	59Y5414
2	Fan assembly	90Y8598
3	Power supply, 1755w, AC	00W1526

Table 28. Parts listing (DCS3700 storage system with Gen2 Controllers and expansion enclosure) (continued).

Index	DCS3700 (MT 1818-80E, 80C)	FRU P/N
4	Controller for iSCSI	38L6618
	Controller for FC/SAS	38L6617
	4-Pt 12GB SAS Host Interface Card	38L6713
	4-Pt 16GB FC/10Gb iSCSI Host Interface Card	38L6612
	2-Pt 12GB SAS Host Interface Card	38L6712
	2-Pt 16GB FC/10Gb iSCSI Host Interface Card	38L6710
	System Memory Cache Battery	69Y2926
	Serial Cable Adapter	39M5942
5	Environmental Service Module (ESM)	90Y8595
6	Chassis assembly, includes midplane, fan cables, and system LED cable	00W1527
7	8 Gbps SFP+ module, short wave	94Y8478
8	PDU jumper cable (C19 and C20)	39M5389
	PDU jumper cable (C19 and C14)	39M5544
9	Cable, Fibre Channel, 1M	12R9913
	Cable, Fibre Channel, 5M	12R9914
10	Drive drawer assembly, includes right and left cable chains	46W6806
	800 GB, 6 Gbps 2.5" SAS, T10 PI capable, 10,000 RPM disk drive module	46W6981
	1.2 TB, 6 Gbps, 2.5" SAS, T10 PI capable, 10,000 RPM disk drive module	46W6819
	1.6 TB, 6 Gbps 2.5 NL-SAS, T10 PI capable, 7200 RPM disk drive module	38L6785
	4 TB, 6 Gbps 3.5 NL-SAS, T10 PI capable, 7200 RPM disk drive module	00Y5144
	6 TB, 6 Gbps 3.5 NL-SAS, T10 PI capable, 7200 RPM disk drive module.	38L6942
11	Bezel	90Y8592
12	Handle	59Y5526
	HDD carrier	69Y2773
	Cable, SAS, 1M	00RY376
	Cable, SAS, 3M	00RY377

Seven-segment display sequence codes and their causes

Seven-segment alphanumeric characters is used as diagnostic information.

If an error occurs during the controller or ESM boot process and the Needs Attention LED is on, the numeric display shows diagnostic information as a sequence of 2-digit diagnostic code. The following figure shows the seven-segment alphanumeric characters.

Numbers	0	1	2	3	4	5	6	7	8	9
7-Segment Font	0	1	2	3	4	5	6	7	8	9

Letters	A	b	C	d	E	F	H	L	n	O	o	P	r	S	U	u
7-Segment Font	A	b	C	d	E	F	H	L	n	0	o	P	r	S	U	u

Similar Letters and Numbers			
Upper-Case Letter "O"	0	0	Number "0"
Upper-Case Letter "S"	5	5	Number "5"
Lower-Case Letter "b"	b	6	Number "6"

Figure 113. Seven-segment alphanumeric characters

The following table lists the sequence category codes and their associated detail codes.

Startup errors and operational states are displayed in sequences. The numeric display not only helps to identify a component failure, but also provides information about the controller state in which the error occurred. The following table lists the different sequences and the corresponding errors.

Table 29. Seven-segment display sequence code definitions.

Category	Category Code	Detail Codes
	(Notation is described in Notes at the end of this table)	
Startup Error	SE+	<ul style="list-style-type: none"> SE+ Power-on default DF+ Power-on diagnostic fault Sx Power-on validation error
Operational Error	OE+	Lx+ Lockdown codes (See note 3)
Operational State	OS+	<ul style="list-style-type: none"> 0L+ Offline (See note 11.) bb+ Battery backup (operating on batteries) CF+ Component failure (See note 12)

Table 29. Seven-segment display sequence code definitions (continued).

Category	Category Code	Detail Codes
Component Failure	CF+	<ul style="list-style-type: none"> • dx+ Processor/Cache DIMM (x = location. See note 6.) • Cx+ Cache DIMM (x = location. See note 7.) • Px+ Processor DIMM (x = location. See note 8.) • Hx+ Host card (x = location) • Fx+ Flash drive (x = location) • b1+ Base controller card
Diagnostic Failure	dE+	Lx+ Lockdown code (See note 3)
Category Delimiter	dash+	Separator between category-detail code pairs (See notes 4 and 9)
End-Of-Sequence Delimiter	blank-	End-of-sequence indicator (See notes 5 and 10)
<p>Notes:</p> <ol style="list-style-type: none"> 1. xy+ Indicates that the diagnostic LED is lit. 2. xy- Indicates that the diagnostic LED is turned off. 3. Lx+ Lockdown codes (See Table 31 on page 179) 4. dash+ All segments are off except the middle segments and the diagnostic light is on. 5. blank- All segments are off and the diagnostic light is off. 6. dx+ Used when there is a single memory system for processor and data cache. 7. Cx+ Used when there are separate processor and data cache memory systems. 8. Px+ Used when there are separate processor and data cache memory systems. 9. Category-Detail separator is used when there is more than one category-detail pair in the sequence. For examples, see Table 30 10. End-of-sequence indicator is automatically inserted by hardware at the end of the sequence. Example: SE+ 88+ blank- (repeat) 11. If an enclosure ID is being displayed, this sequence is programmed to display. The controller is then held in reset. 12. The enclosure ID is nominally displayed during normal operation. This operational state is displayed if an internal controller component failure occurs while the controller is online. An additional detail code identifies the failed component as defined for the Component Failure category. This sequence will continue to display even if the controller is later placed offline (held in reset) to service the failed component. 		

Table 30. Repeating sequences on the seven-segment display and corresponding errors

Repeating Sequence	Startup and Operational Error
Controller power-on failure:	
SE+ 88+ blank-	<ul style="list-style-type: none"> • Initial phase of normal power-on controller insertion • Insertion of a controller while held in reset

Table 30. Repeating sequences on the seven-segment display and corresponding errors (continued)

Repeating Sequence	Startup and Operational Error
Operational failure:	
xy- (static controller enclosure ID)	Normal operation, where xy is the ID of the enclosure
0S+ Sd+ blank-	During start-of-day (SOD) processing that is processing when the controller reaches a fully powered-up state
0S+ 0L+ blank-	Controller is placed in reset while displaying the enclosure ID
0S+ bb+ blank-	Controller is operating on batteries (cache backup)
0S+ 0H+ blank-	The processor temperature exceeds the warning level
Component failure when the controller is operational:	
0S+ CF+ HX+ blank-	The host interface card failed
0S+ CF+ Fx+ blank-	The flash drive failed
Power-on diagnostic failure:	
SE+ dF+ blank-	Failure of a component that is not a field replaceable unit is detected
SE+ dF+ dash+ CF+ dx+ blank-	Failure of a processor DIMM or a cache memory DIMM is detected
SE+ dF+ dash+ CF+ Hx+ blank	Failure of a host interface card is detected
SE+ LC+ dash+ CF+ Fx+ blank-	An incorrect number of cache backup devices are detected
Controller is suspended and no other errors to report:	
0E+ Lu+ blank-	All lockdown conditions, where Lu is the lockdown code as shown in the table of diagnostic codes
Controller is suspended because of component errors:	
0E+ L2+ dash+ CF+ CX+ blank-	Persistent processor or cache DIMM ECC errors are detected
Controller is suspended as a result of persistent cache backup configuration errors:	
0E+ LC+ blank-	During cache restore, the write-protect switch is set
0E+ LC+ dd+ blank-	The memory size is changed with invalid data in the flash drives
Controller is suspended as a result of diagnostic errors:	
dE+ L2+ dash+ CF+ Cx + blank-	A cache memory diagnostic failure is detected
dE+ L3+ dash+ CF+ b1 + blank-	A base controller diagnostic failure is detected
dE+ L3+ dash+ CF+ b2 + blank-	A base controller IOC diagnostic failure is detected

The following tables list the ESM diagnostic codes.

Table 31. Controller numeric display diagnostic codes.

Value	Description
L0	Mismatched controller board ID
L1	Missing interconnect canister
L2	Persistent memory errors
L3	Persistent hardware errors
L4	Persistent data protection errors
L5	ACS failure
L6	Unsupported host card
L7	Submodel identifier not set or mismatched
L8	Memory configuration error
L9	Link speed mismatch
LA	Reserved
LB	Host card configuration error
LC	Persistent cache backup configuration error
LD	Mixed cache memory DIMMs
LE	Uncertified cache memory DIMM sizes
LF	Lockdown with limited SYMBol support
LH	Controller firmware mismatch

Table 32. ESM numeric display diagnostic codes.

Value	Description
--	ESM Boot Diagnostic is running
88	This ESM is being held in Reset by the other ESM
AA	ESM-A application is booting up
bb	ESM-B application is booting up
L0	Mismatched ESM types
L2	Persistent memory errors
L3	Persistent hardware errors
L9	Over Temperature
LL	Cannot read midplane EEPROMs
LP	Missing Drive Port Mapping table
Ln	ESM not valid for enclosure
H2	Invalid/Incomplete Configuration
LF	Lockdown with limited SYMBol support
LH	Controller firmware mismatch
H3	Maximum Reboot Attempts Exceeded
H4	Cannot Communicate with Other ESM
H5	Midplane Harness Failure
H6	Firmware Failure
H9	Non-Catastrophic HW. ESM operational, but in a degraded mode

Table 32. ESM numeric display diagnostic codes (continued).

Value	Description
J0	Incompatible module

Determining basic information of drive FRUs

You can determine the drive capacity and the drive FRU part number of a replacement drive FRU.

IBM might ship drive FRUs of higher capacity than that of the drive FRUs they replace. These new drives are programmed in manufacturing to give the same capacity as the drive FRUs being replaced.

The new drive FRUs have different model IDs than the ones printed on the drive manufacturer label. You can determine the model ID and other information of these drives by referring to one of the following windows of the DS Storage Manager software:

- Properties pane in the Hardware tab of the Subsystem Management window
- Storage Subsystem Profile window

You can also use the IBM hologram label to determine the drive capacity and the drive FRU part number. A sample IBM hologram label is shown in the following figure.



Refer to the drive properties given here.

Do not refer to the drive properties given here.

dcsl0035

Figure 114. An IBM hologram label example

Table 34. Storage subsystem and controller information record (continued)

Storage subsystem name	Management method	Controllers-Ethernet and IP addresses, and host name		Host-IP address and host name

Sample information record

A sample record comprising storage subsystem name, management method, controller and host IP addresses and names.

Table 35 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 35. 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

Installed device records

A table recording the hard disk drives replaced.

Use the following table to record the number of the hard disk drives that you replaced and the corresponding drive drawer and position number.

Chapter 8. Rack mounting template

Duplicate copies of the rack mounting templates to tear out and use.

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 33.

Use the following templates (Figure 115 on page 186 and Figure 116 on page 187) to identify the proper locations for inserting M5 screws when mounting the support rails and DCS3700 to a rack. The locations for the M5 screws are highlighted in the templates.

The DCS3700 is 4 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.

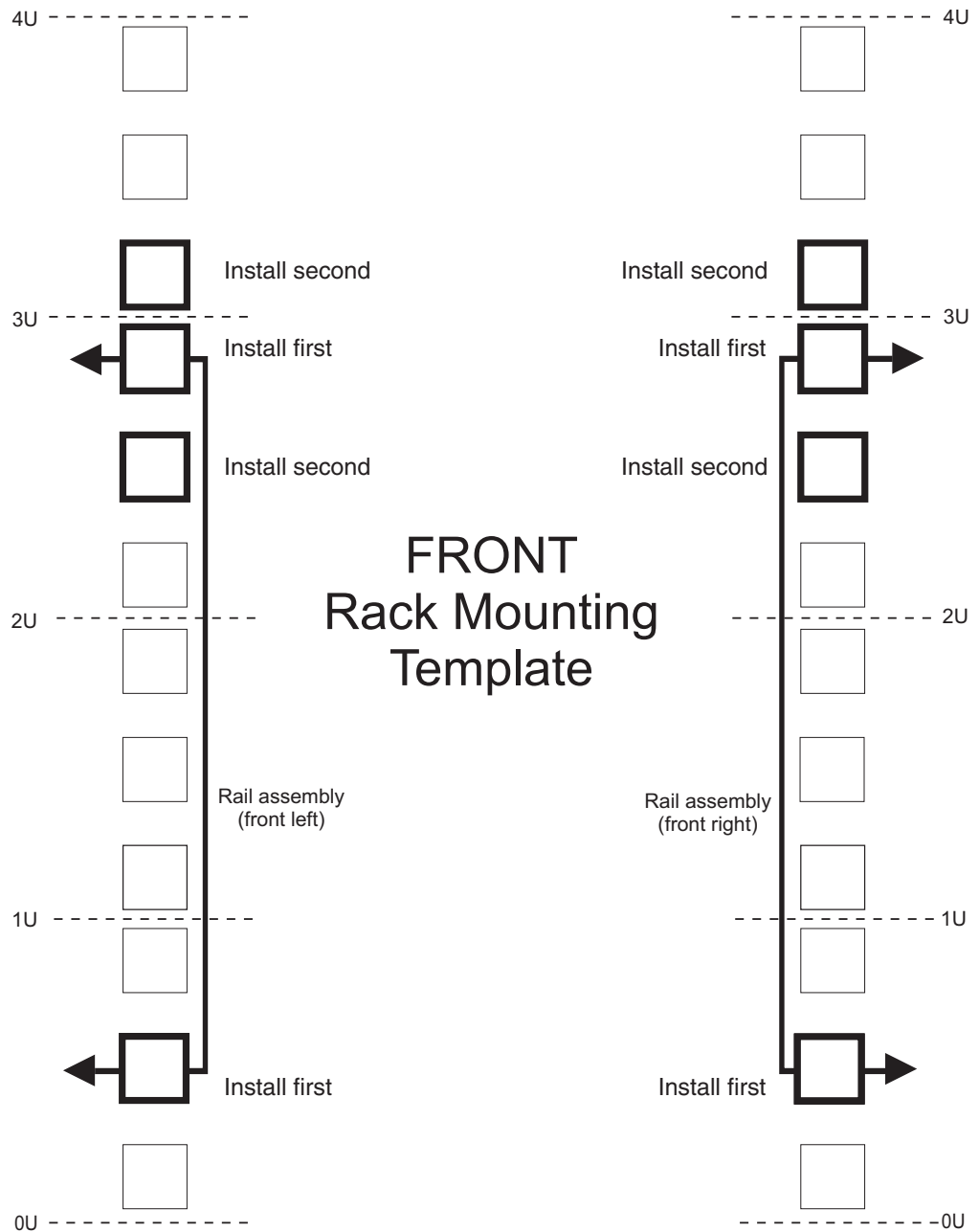


Figure 115. Front rack mounting template

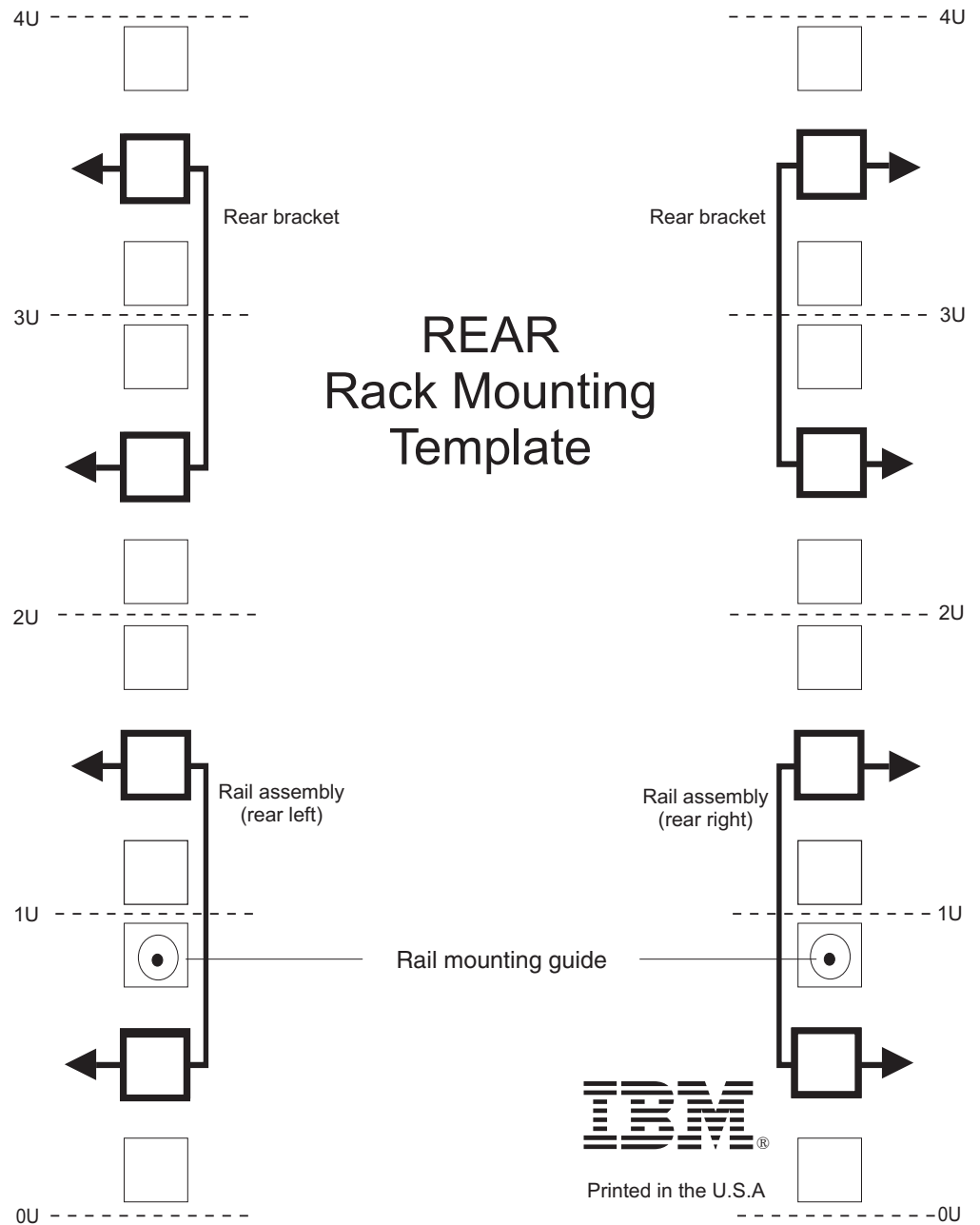


Figure 116. Rear rack mounting template

Chapter 9. Specifications for non-IBM rack installation

Safety requirements and rack specifications to install the storage subsystem into a non-IBM rack.

The following instructions provide safety requirements and rack specifications for installing the DCS3700 storage system and DCS3700 storage expansion enclosures into non-IBM racks.

Note: The information in this section applies to 19-inch racks. It is your responsibility, working with your rack manufacturer, to ensure that the non-IBM rack chosen meets the safety requirements and specifications listed in this section.

General safety requirements for IBM products installed in a non-IBM rack or cabinet

Safety requirements to follow for a non-IBM rack or cabinet.

The general safety requirements for IBM products installed in non-IBM racks are:

1. Any product or component that plugs into either an IBM power distribution unit or mains power (via a power cord), or uses any voltage over 42 V ac or 60 V dc (considered to be hazardous voltage) must be Safety Certified by a Nationally Recognized Test Laboratory (NRTL) for the country in which it will be installed.

Some of the items that require safety certification may include: the rack or cabinet (if it contains electrical components integral to the rack or cabinet), fan trays, power distribution unit, uninterruptible power supplies, multi-outlet strips, or any other products installed in the rack or cabinet that connect to hazardous voltage.

Examples of OSHA-approved NRTLs for the U.S.:

- UL
- ETL
- CSA (with CSA NRTL or CSA US mark)

Examples of approved NRTLs for Canada:

- a. UL (ULc mark)
- b. ETL (ETLc mark)
- c. CSA

The European Union requires a CE mark and a Manufacturer's Declaration of Conformity (DOC).

Certified products should have the NRTL logos or marks somewhere on the product or product label. However, proof of certification must be made available to IBM upon request. Proof consists of such items as copies of the NRTL license or certificate, a CB Certificate, a Letter of Authorization to apply the NRTL mark, the first few pages of the NRTL certification report, Listing in an NRTL publication, or a copy of the UL Yellow Card. Proof should contain the manufacturer's name, product type and model, standard to which it was certified, the NRTL name or logo, the NRTL file number or license number, and a list of any Conditions of Acceptance or Deviations. A Manufacturer's Declaration is not proof of certification by an NRTL.

2. The rack or cabinet must meet all electrical and mechanical safety legal requirements for the country in which it is installed.

The rack or cabinet must be free of exposed hazards (such as voltages over 60 V dc or 42 V ac, energy over 240 VA, sharp edges, mechanical pinch points, or hot surfaces).
3. There must be an accessible and unambiguous disconnect device for each product in the rack, including any power distribution unit.

A disconnect device may consist of either the plug on the power cord (if the power cord is no longer than 1.8 m (6 ft.)), the appliance inlet receptacle (if the power cord is of a detachable type), or a power on/off switch, or an Emergency Power Off switch on the rack, provided all power is removed from the rack or product by the disconnect device.

If the rack/or cabinet has electrical components (such as fan trays or lights), the rack must have an accessible and unambiguous disconnect device.
4. The rack or cabinet, power distribution unit and multi-outlet strips, and products installed in the rack or cabinet must all be properly grounded to the customer facility ground.

There must be no more than 0.1 Ohms between the ground pin of the power distribution unit or rack plug and any touchable metal or conductive surface on the rack and on the products installed in the rack. Grounding method must comply with applicable country's electric code (such as NEC or CEC). Ground continuity can be verified by your IBM service personnel, after the installation is completed, and should be verified prior to the first service activity.
5. The voltage rating of the power distribution unit and multi-outlet strips must be compatible with the products plugged into them.

The power distribution unit or multi-outlet strips current and power ratings are rated at 80 percent of the building supply circuit (as required by the National Electrical Code and the Canadian Electrical Code). The total load connected to the power distribution unit must be less than the rating of the power distribution unit. For example, a power distribution unit with a 30 A connection will be rated for a total load of 24 A (30 A x 80 percent). Therefore, the sum of all equipment connected to the power distribution unit in this example must be lower than the 24 A rating.

If an uninterruptible power supply is installed, it must meet all the above electrical safety requirements as described for a power distribution unit (including certification by an NRTL).
6. The rack or cabinet, power distribution unit, uninterruptible power supply, multi-outlet strips and all products in the rack or cabinet must be installed according to the manufacturer's instructions, and in accordance with all national, state or province, and local codes and laws.

The rack or cabinet, power distribution unit, uninterruptible power supply, multi-outlet strips and all products in the rack or cabinet must be used as intended by the manufacturer (per manufacturer's product documentation and marketing literature).
7. All documentation for use and installation of the rack or cabinet, power distribution unit, uninterruptible power supply, and all products in the rack or cabinet, including safety information, must be available on-site.
8. If there is more than one source of power in the rack cabinet, there must be clearly visible safety labels for "Multiple Power Source" (in the languages required for the country in which the product is installed).

9. If the rack or cabinet or any products installed in the cabinet had safety or weight labels applied by the manufacturer, they must be intact and translated into the languages required for the country in which the product is installed.
10. The rack or cabinet configuration must comply with all IBM requirements for "safe to service" (contact your IBM Installation Planning Representative for assistance in determining if the environment is safe).
There must be no unique maintenance procedures or tools required for service.
11. Elevated service installations, where the product(s) to be serviced are installed between 1.5 m and 3.7 m (5 ft. and 12 ft.) above the floor, require the availability of an OSHA- and CSA-approved nonconductive step ladder. If a ladder is required for service, the customer must supply the OSHA- and CSA-approved nonconductive step ladder (unless other arrangements have been made with the local IBM Service Branch Office). Products installed over 2.9 m (9 ft.) above the floor requires a Special Bid to be completed before they can be serviced by IBM service personnel.
For products not intended for rack-mounting to be serviced by IBM, the products and parts that will be replaced as part of that service must not weigh over 11.4 kg (25 lb). (Contact your Installation Planning Representative if in doubt).
12. There must not be any special education or training required for safe servicing of any of the product(s) installed in the racks. (Contact your Installation Planning Representative if in doubt).

Rack specifications

Specifications to follow for a non-IBM rack.

When installing a DCS3700 storage system or DCS3700 storage expansion enclosure into a non-IBM rack, follow the specifications below.

1. The rack or cabinet must meet the EIA Standard EIA-310-D for 19-inch racks published August 24, 1992. The EIA-310-D standard specifies internal dimensions, for example, the width of the rack opening (width of the chassis), the width of the module mounting flanges, the mounting hole spacing, and the depth of the mounting flanges. The EIA-310-D standard does not control the overall external width of the rack. There are no restrictions on the location of side walls and corner posts relative to the internal mounting space.
The front rack opening must be 451 mm wide + 0.75 mm (17.75 in. + 0.03 in.), and the rail-mounting holes must be 465 mm + 0.8 mm (18.3 in. + 0.03 in.) apart on center (horizontal width between vertical columns of holes on the two front-mounting flanges and on the two rear-mounting flanges).

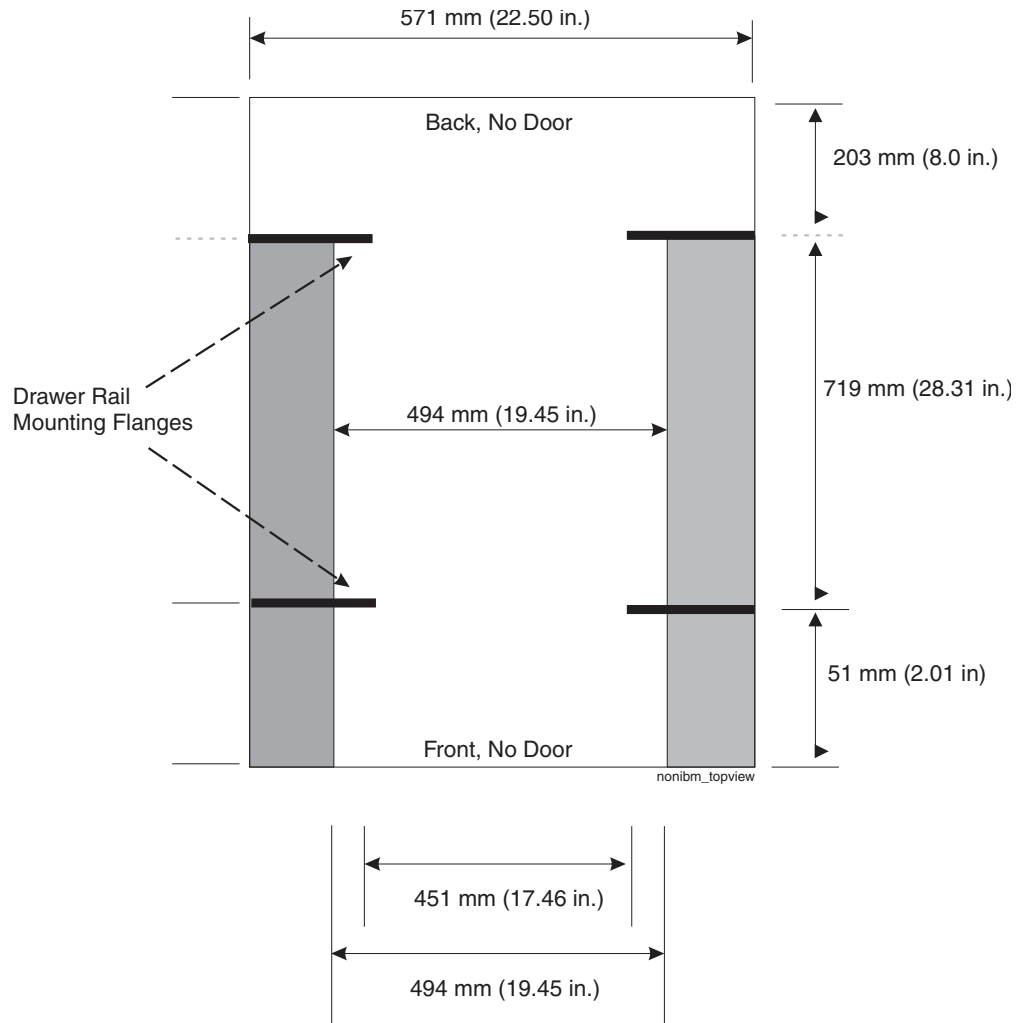


Figure 117. Top View of non-IBM Rack Specifications Dimensions

Top view of non-IBM rack specifications dimensions

The vertical distance between mounting holes must consist of sets of three holes spaced (from bottom to top) 15.9 mm (0.625 in.), 15.9 mm (0.625 in.), and 12.67 mm (0.5 in.) on center (making each three hole set of vertical hole spacing 44.45 mm (1.75 in.) apart on center). The front and rear mounting flanges in the rack or cabinet must be 719 mm (28.3 in.) apart and the internal width bounded by the mounting flanges at least 494 mm (19.45 in.), for the IBM Storage System or eServer™ rails to fit in your rack or cabinet (see Figure 117).

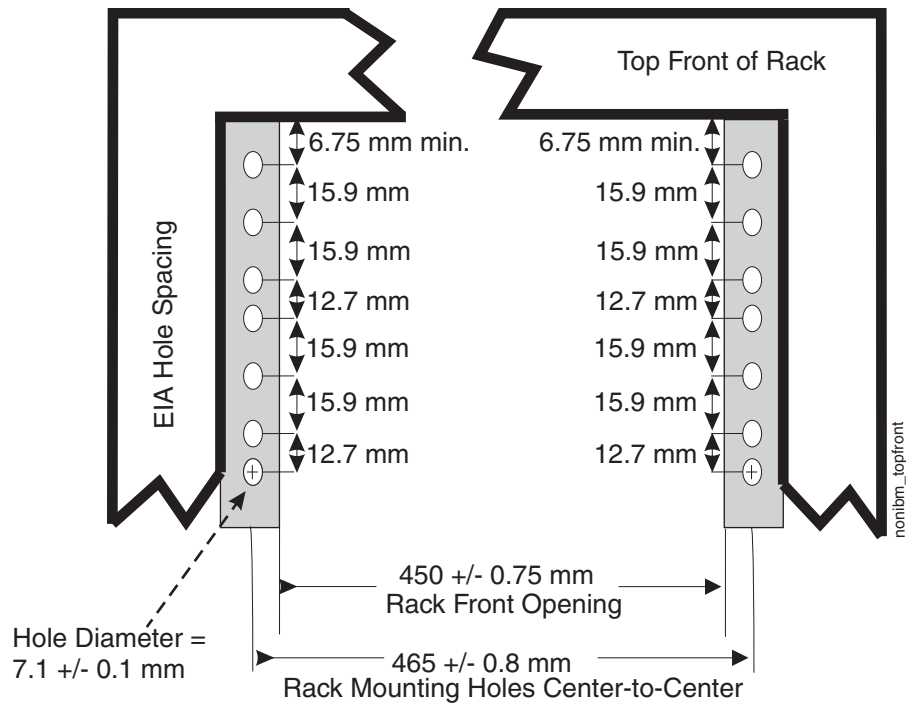


Figure 118. Rack specifications dimensions, top front view

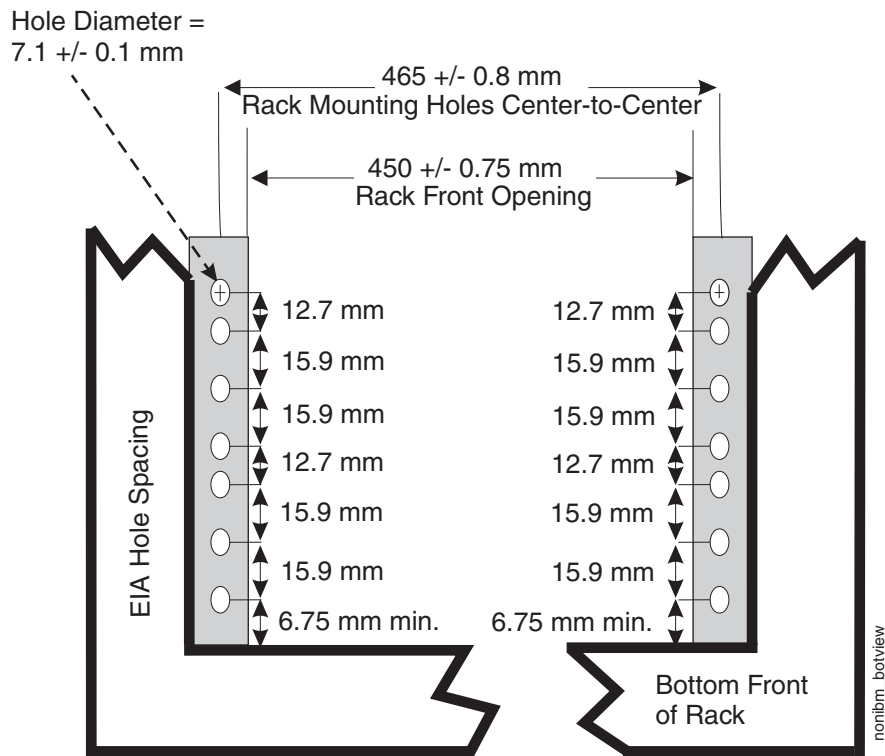


Figure 119. Rack specifications dimensions, bottom front view

- When installing a DCS3700 storage expansion enclosure into a non-IBM rack, contact your Installation Planning Representative to ensure a safe installation into your environment for rack mounting loads and floor loading. Weight for

one DCS3700 fully loaded is 102.27 kg (255 lbs). The load per EIA unit that a standard EIA rack enclosure must be able to support is 25.49 kg (56.2 lbs) per unit.

3. AC or dc power drawers need to be support based on equipment purchased for the rack or cabinet. It is strongly recommended that you use a power distribution unit that meets the same specifications as each unit already installed in the rack. Each power distribution unit needs a dedicated power line. Rack or cabinet power distribution device(s) must meet the drawer power requirements, as well as that of any additional products that will be connected to the same power distribution device.

The rack or cabinet power receptacle (power distribution unit, uninterruptible power supply, or multi-outlet strip) must have a compatible plug type for your drawer or device. The customer is responsible for ensuring the power distribution unit is compatible with the rack or cabinet and assumes responsibility for any and all agency certifications required.

4. The rack or cabinet must be compatible with drawer mounting rails, including a secure and snug fit of the rail-mounting pins and screws into the rack or cabinet rail mounting holes. You must use the IBM mounting rails that are shipped with the IBM product to install it in the rack. The mounting rails that ship with IBM products have been designed and tested to safely support the product during operation and service activities as well as to safely support the weight of your drawer or device. The rails must facilitate service access by allowing the drawer to be safely extended, if necessary, forwards, backwards, or both.

Note: If the rack or cabinet has square holes on the mounting flanges, additional hardware may be required.

5. The rack or cabinet must have stabilization feet or brackets installed both in the front and rear of the rack, or have another means of preventing the rack/cabinet from tipping while the drawer or device is pulled into its extreme front or rear service positions.

Examples of some acceptable alternatives: The rack or cabinet may be securely bolted to the floor, ceiling or walls, or to adjacent racks or cabinets in a long and heavy row of racks or cabinets.

6. There must be adequate front and rear service clearances (in and around the rack or cabinet).

The rack or cabinet must have sufficient horizontal width clearance in the front and rear to allow the drawer to be fully slid into the front and, if applicable, the rear service access positions (typically this requires 914.4 mm (36 in.) clearance in both the front and rear).

If present, front and rear doors must be able to open far enough to provide unrestrained access for service or be easily removable. If doors must be removed for service, it is the customer's responsibility to remove them prior to service.

7. The rack or cabinet must provide adequate clearance around the rack drawer. There must be adequate clearance around the drawer bezel so that it can be opened and closed, according to the product specifications.

Front or rear doors must also maintain a minimum of 51 mm (2 in.) front, 203 mm (8 in.) rear, door to mounting flange clearance, and 494 mm (19.4 in.) front, 571 mm (22.5 in.) rear, side-to-side clearance for drawer bezels and cables (see Figure 117 on page 192).

8. The rack or cabinet must provide adequate front-to-back ventilation.

For optimum ventilation, it is recommended the rack or cabinet not have a front door. If the rack or cabinet has doors, the doors must be fully perforated so that there is proper front-to-back airflow to maintain the required drawer ambient inlet temperature as specified in the server specifications. The perforations should yield at least 34 percent minimum open area per square inch.

Chapter 10. Power cords

Specifications of the power cords to be used - by country and geography.

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).

Attention: The DCS3700 does not support 90-136V AC sources. It supports 200-240V AC sources only. Ensure that the AC input is appropriate for the DCS3700 before turning the power switches to the on position.

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 36. IBM power cords

IBM power cord part number	Feature code	Description	Used in these countries or regions
39M5262	9870	2.5m, 15A/250V, C19 to NEMA 6-15P	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Caicos Islands, Canada, Cayman Islands, Costa Rica, Colombia, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Japan, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Taiwan, United States of America, Venezuela
39M5274	9871	2.5m, 15A/250V, C19 to NEMA L6-15P	Canada, Colombia, Mexico, United States
39M5396	9882		India
39M5354	9883		China

Table 36. IBM power cords (continued)

IBM power cord part number	Feature code	Description	Used in these countries or regions
39M5282	9872	2.5m, 16A/250V, C19 to IEC 60884-1	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 Republic, Dahomey, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Finland, France, French Guyana, French Polynesia, Germany, Greece, Guadeloupe, Guinea, Guinea Bissau, Hungary, Iceland, Indonesia, Iran, Kazakhstan, Kyrgyzstan, Laos (People's 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
39M5290	9873	2.5m, 16A/250V, C19 to SANS 1661 / SABS 164	Bangladesh, Lesotho, Macau (China S.A.R.), Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda
39M5294	9874	2.5m, 13A/250V, C19 to BS 1363/A	Abu Dhabi, Bahrain, Botswana, Brunei Darussalam, Channel Islands, Hong Kong (China S.A.R.), Cyprus, Dominica, Gambia, Ghana, Grenada, Iraq, Ireland, Jordan, Kenya, Kuwait, Liberia, Malawi, Malaysia, Malta, Myanmar (Burma), Nigeria, Oman, Polynesia, Qatar, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Sudan, Tanzania (United Republic of), Trinidad and Tobago, United Arab Emirates (Dubai), United Kingdom, Yemen, Zambia, Zimbabwe
39M5298	9875	2.5m, 16A/250V, C19 to CEI 23-16	Chile, Italy, Libyan Arab Jamahiriya
39M5310	9876	2.5m, 16A/250V, C19 to SI 32	Israel
39M5322	9877	2.5m, 16A/250V, C19 to IEC 309 Type 2P+G IP67	Denmark, Liechtenstein, Switzerland
39M5330	9878	2.5m, 15A/250V, C19 to AS/NZS 3112	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea
39M5334	9879	2.5m, 15A/250V, C19 to JIS C8303, C8306	Japan

Table 36. IBM power cords (continued)

IBM power cord part number	Feature code	Description	Used in these countries or regions
39M5342	9880	2.5m, 20A/250V, C19 to IRAM 2073	Argentina, Paraguay, Uruguay
39M5346	9881	2.5m, 15A/250V, C19 to KSC 8305	Korea (Democratic People's Republic of), Korea (Republic of)
39M5535	9884	2.5m, 16A/250V, C19 to IEC 60083/75	Brazil
39M5366	9885	2.5m, 20A/250V, C19 to CNS 10917-3	Taiwan
39M5544	9890	DCS C19-C14 Power cords	Universal
39M5389	9891	DCS C19-C20 Power cords	Universal

Chapter 11. Component weights

A list of the weights of all components of the storage subsystem and enclosure.

Because of the size and weight of the DCS3700 storage enclosure, a lift tool and two trained service technicians are required to install the enclosure in a rack or remove the enclosure from a rack. If a lift tool is not available, you must reduce the weight of the storage enclosure before you lift it, as follows:

- Remove two power supplies and make sure that the hard disk drive drawers are empty; then, three trained service technicians can lift the storage enclosure.
- Make sure that the hard disk drive drawers are empty. Remove two power supplies, two fan assemblies, two controllers or environmental services modules, and a minimum of three of the five unpopulated hard disk drive drawers; then, two trained service technicians can lift the storage enclosure.

The total weight of the storage expansion enclosure depends on the number of components installed. Table 37 lists the unit weights for the storage expansion enclosure and expansion enclosure components.

Note: Two trained service technicians can lift up to 70 lb, and three trained service technicians can lift up to 121.2 lb.

Table 37. DCS3700 component weights.

Unit or Component	Weight
DCS3700 storage subsystem	
Drive-ready weight: 5 drive drawers, 2 controllers, 2 power supplies, 2 fan assemblies, no disk drive modules	126.8 lb (57.5 kg)
Maximum system weight: 5 drive drawers, 2 controllers, 2 power supplies, 2 fan assemblies, 60 disk drive modules assemblies, and bezel	225 lb (102.1 kg)
DCS3700 Expansion unit	
Drive-ready weight: 5 drive drawers, 2 controllers, 2 power supplies, 2 fan assemblies, no disk drive modules	124.2 lb (56.3 kg)
Maximum system weight: 5 drive drawers, 2 controllers, 2 power supplies, 2 fan assemblies, 60 disk drive modules	222.6 lb (101.0 kg)
Enclosure components	
Chassis with midplane only	43 lb (19.5 kg)
Rails (left and right)	8.2 lb (3.7 kg)
2.5" disk drive module	.68 lb (.31 kg)
3.5" disk drive module	1.6 lb (0.7 kg)
Controller with cache battery backup, no HIC	4.5 lb (2.0 kg)
8 Gbps Fibre Channel host interface card	.18 lb (.08 kg)
Gbps SAS6 host interface card	.15 lb (.07 kg)
ESM	3.4 lb (1.5 kg)
Fan assembly	2.4 lb (1.1 kg)
Power supply	5.5 lb (2.5 kg)

Table 37. DCS3700 component weights (continued).

Unit or Component	Weight
Drive drawer assembly including right and left cable chains	11.5 lb (5.2 kg)

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Important notes

Processor speed indicates the internal clock speed of the microprocessor; other factors also affect application performance.

CD or DVD drive speed is the variable read rate. Actual speeds vary and are often less than the possible maximum.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for 1024 bytes, MB stands for 1 048 576 bytes, and GB stands for 1 073 741 824 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 can 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 that are available from IBM.

Maximum memory might require replacement of the standard memory with an optional memory module.

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Some software might differ from its retail version (if available) and might not include user manuals or all program functionality.

Particulate contamination

Attention: Airborne particulates (including metal flakes or particles) and reactive gases acting alone or in combination with other environmental factors such as humidity or temperature might pose a risk to the storage expansion enclosure that is described in this document. Risks that are posed by the presence of excessive particulate levels or concentrations of harmful gases include damage that might cause the storage expansion enclosure to malfunction or cease functioning altogether. This specification sets forth limits for particulates and gases that are intended to avoid such damage. The limits must not be viewed or used as definitive limits, because numerous other factors, such as temperature or moisture content of the air, can influence the impact of particulates or environmental corrosives and gaseous contaminant transfer. In the absence of specific limits that are set forth in this document, you must implement practices that maintain particulate and gas levels that are consistent with the protection of human health and safety. If IBM determines that the levels of particulates or gases in your environment have caused damage to the storage expansion enclosure, IBM may condition provision of repair or replacement of storage expansion enclosure or parts on implementation of appropriate remedial measures to mitigate such environmental contamination. Implementation of such remedial measures is a customer responsibility.

Table 38. Limits for particulates and gases

Contaminant	Limits
Particulate	<ul style="list-style-type: none"> The room air must be continuously filtered with 40% atmospheric dust spot efficiency (MERV 9) according to ASHRAE Standard 52.2¹. Air that enters a data center must be filtered to 99.97% efficiency or greater, using high-efficiency particulate air (HEPA) filters that meet MIL-STD-282. The deliquescent relative humidity of the particulate contamination must be more than 60%². The room must be free of conductive contamination such as zinc whiskers.
Gaseous	<ul style="list-style-type: none"> Copper: Class G1 as per ANSI/ISA 71.04-1985³ Silver: Corrosion rate of less than 300 Å in 30 days
<p>¹ ASHRAE 52.2-2008 - <i>Method of Testing General Ventilation Air-Cleaning Devices for Removal Efficiency by Particle Size</i>. Atlanta: American Society of Heating, Refrigerating and Air-Conditioning Engineers, Inc.</p> <p>² The deliquescent relative humidity of particulate contamination is the relative humidity at which the dust absorbs enough water to become wet and promote ionic conduction.</p> <p>³ ANSI/ISA-71.04-1985. <i>Environmental conditions for process measurement and control systems: Airborne contaminants</i>. Instrument Society of America, Research Triangle Park, North Carolina, U.S.A.</p>	

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Noise

Government regulations (such as those prescribed by OSHA or European Community Directives) may govern noise level exposure in the workplace and may apply to you and your server installation. The actual sound pressure levels in your installation depend upon a variety of factors, including the number of racks in the installation; the size, materials, and configuration of the room; the noise levels from other equipment; the room ambient temperature, and employees' location in relation to the equipment. Further, compliance with such government regulations also depends upon a variety of additional factors, including the duration of employees' exposure and whether employees wear hearing protection.

IBM recommends that you consult with qualified experts in this field to determine whether you are in compliance with the applicable regulations.

Electronic emission notices

The following statements apply to this product. The statements for other products intended for use with this product will appear in their accompanying manuals.

Federal Communications Commission Statement

This explains the Federal Communications Commission's (FCC's) statement.

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, might 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 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 might not cause harmful interference, and (2) this device must accept any interference received, including interference that might cause undesired operation.

Industry Canada Compliance Statement

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conform 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 might cause radio interference in which case the user might be required to take adequate measures.

European Union Electromagnetic Compatibility Directive

This product is in conformity with the protection requirements of European Union (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 non-recommended modification of the product, including the fitting of non-IBM option cards.

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Germany Electromagnetic Compatibility Directive

Deutschsprachiger EU Hinweis: Hinweis für Geräte der Klasse A EU-Richtlinie zur Elektromagnetischen Verträglichkeit

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Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) (bzw. der EMC EG Richtlinie 2004/108/EG) für Geräte der Klasse A

Dieses Gerät ist berechtigt, in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen.

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Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse A.

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rusemi

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*.

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 DCS3700 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 Global Copy without the write consistency group option. This is also referred to as 'Enhanced Global 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 *Global Mirroring*, *remote mirroring*, *Metro Mirroring*.

Global Mirroring

Refers to a remote logical drive mirror pair that is set up using Global Copy with the write consistency group option. This is also referred to as "Enhanced Global 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 *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 DCS3700 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 DCS3700 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)

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.

A fixed-size portion of a logical volume. A logical partition is the same size as the physical partitions in its array. 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.

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 Metro Mirror. 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

A test to determine whether the number of ones (or zeros) in an array of binary digits is odd or even.

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 DCS3700 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 DCS3700 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 DCS3700 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 DCS3700 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 DCS3700 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

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 DCS3700 Storage Manager host software (SMclient) to uniquely identify each managed storage server. The DCS3700 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 DCS3700 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*.

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 packed-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

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.

A function that allows segmentation of nodes by address, name, or physical port and is provided by fabric switches or hubs.

Index

Numerics

- 6 Gbps SAS host port 11
- 8 Gbps FC host port 11

A

- accessible documentation 206
- acoustical noise emission values 22
- airflow 15, 21, 24
- altitude ranges 21
- area requirements 19

B

- battery 148
- battery, replacing 124
- best practices 6
- bezel, replacing 130
- blank trays 109

C

- cabling
 - an IBM DCS3700 55
- cache active LED 88
- cache backup flash memory device
 - removing 129
 - replacing 129
- cache battery backup module 12
- cache battery learn cycle 89
- cache memory 12, 87
- Cache Memory DIMM 144
- caution and danger notices
 - safety and caution ix
- chassis, enclosure 138
- checking the LEDs 79
- codes
 - category 175
 - detail 175
- Component weights for DCS3700 201
- components
 - replacing 95
 - weights 19
- connectors
 - ESM 58
- contamination, particulate and gaseous 206
- controller 148
 - information record 182
 - LEDs 80
 - removing 96
 - replacing 98
- controller cache battery 88
- controller connectors
 - Fibre channel host port adapters 48
 - iSCSI host port adapters 46
- controller cover
 - installing 97
 - removal 97

- controllers
 - location 10
- controllers connectors
 - SAS host port adapters 45
- controllers, working with 95
- cooling 24
- customer replaceable units (CRUs)
 - replacing a controller 98
 - replacing the battery 124

D

- data sheet 182
- DCS3700
 - cabling 58
 - components 7
 - dimensions 19
 - environmental requirements and specifications 20
 - features 2
 - front LEDs 79
- DDM
 - 2 or 4 Gbps 9
 - replacing all at same time 116
 - replacing one at a time 115, 117
- device drivers, downloading latest versions xvi
- devices, installing and replacing 95
- diagnostic code 175
- DIMM
 - installing 128
 - removing 127
- disk drive
 - 2 or 4 Gbps 9
 - drawers 8
 - hot-swap 9
 - LEDs 85
- disposing of the system-board lithium battery 103
- documentation
 - finding documents xvi
 - format 206
 - Web site xvii
- drawers, disk drive 8
- drive 148
 - drawer LEDs 85
 - drawers 8
 - FRUs 109
 - hard disk, replacing all at same time 116
 - hard disk, replacing one at a time 117
 - hard disk, replacing one at a time 115
 - ID 14
 - installation 41
 - LED activity 110
 - LEDs 109
- drive drawer
 - replacing 133
- drivers xvi

- dual-controller
 - direct-attached 65
- dual-controller configuration
 - adding storage enclosure 60

E

- EIA 310-D Type A 19-inch rack cabinet 33
- electrical requirements 22
- emergency shutdown 91
- enclosure 148
 - enclosure chassis 138
 - enclosure ID Settings 49
- environmental requirements and specifications 20
- environmental service module (ESM)
 - description 13
 - location 13
 - working with 130
- ESM
 - firmware updates 78
 - LEDs 82
 - replacing 131
 - working with 130
- ethernet
 - ports 12
- Ethernet port 10
- expansion enclosure
 - connect 59
- expansion ports 11

F

- fan assembly
 - description 15
 - replacing 132
- Fan assembly
 - LEDs 83
- Features 1
- Fibre Channel hosts
 - connecting 68
- Fibre Channel overview 2
- fibre-optic cable, handling 54
- field replaceable units (FRUs) 174
- fire suppression xviii
- firmware levels, determining 18
- firmware updates 78
- front LEDs, checking 79
- FRUs 174

G

- gaseous contamination 206
- general checkout 163
- glossary 213
- guidelines, fibre-optic cables 54

H

- handles
 - install 38
 - remove 38
- hard disk drive
 - installation 41
 - replacing all at same time 116
 - replacing one at a time 115, 117
- hardware
 - fault indicator LEDs 79
 - inspection 74
 - maintenance 163
 - service and support xviii
- hardware tools 32
- Health Check process 73
- heat dissipation 21
- heat output 24
- HIC card 154
- host bus adapter 32
- host interface adapter
 - installing 105
 - replacing 107
- hot-swap
 - controllers 95
 - DDM, replacing 113
 - DDMs 109
 - disk drives 9
 - drive LED activity described 110
 - hard disk drive, replacing 113
 - hard disk drives 109
 - hardware 110, 113
 - power supplies 95, 119

I

- IBM
 - notices 203
 - System Storage DCS3700 hardware inspection 74
 - System Storage DCS3700 Health Check process 73
 - System Storage DCS3700 powering on 75
 - System Storage Productivity Center xvii
- IBM BladeCenter
 - Connecting 67
 - Installing 67
 - overview 66
- identification numbers 181
- indicator LEDs, during power on 79
- indicator lights, power supply 15
- information record, storage subsystem and controller 182
- installation
 - into a rack 39
 - into a rack cabinet 25
 - preparation 28
- Installation overview 25
- Installation sequence 27
- installed device records 183
- installing and replacing devices
 - a drive drawer 133
 - a fan assembly 132
 - all DDMs at the same time 116
 - battery 124

installing and replacing devices

(continued)

- blank trays 109
- cache backup flash memory device 129
- components 95
- controllers 98
- DDMs 109
- DIMM 126
- drives, one at a time 117
- host interface adapter 107
- host interface adapters 105
- hot-swap hard disk drives 113
- memory cache DIMM 126
- multiple DDMs 114
- power supplies 119
- inventory checklist 4, 5, 31
- Inventory list 30

L

- LC-LC Fibre Channel cable 55
 - connecting to an SFP 56
 - removing 57
- LEDs
 - AC power-supply 84
 - disk drive 85
 - drive drawer 85
 - ESM 82
 - fan assembly 83
 - front of DCS3700 79
 - seven-segment numeric display 87
- lift tool 26
- lift tool order 26
 - United States 26
- loop redundancy 45

M

- management method
 - Direct (out-of-band) 63
 - Host-agent (in-band) 62
- memory cache DIMM
 - installing and replacing 126
- multiple DDMs, replacing 114
- multiple drives, replacing all at same time 114
- My Support 6

N

- non-IBM rack installation 189
- notes, important 205
- notices 203
 - general 203
 - IBM 203
 - patents 203
 - safety and caution ix
- numbers, drive ID 14

O

- operating 73
- operating system support 2
- overview of the product 1

P

- part numbers, power cords 197
- particulate contamination 206
- parts listing 174
- power
 - cords 197
 - recovery 92
 - redundancy 6
 - requirements 23
- power cord routing 32
- power cord use by country 197
- power cords and receptacles 23
- power recovery 23
- power supply
 - cabling 72
 - description 15
 - LEDs 84
 - recovering from overheated power supply 93
 - replacing 119
- powering on 75
- problem determination 163
- product overview 1

R

- rack cabinet
 - EIA 310-D Type A 19 inch 33
 - preparatory procedures 33
 - rail installation 33
 - site preparation 28
- rack mounting template for DCS3700 185
- rack specifications 191
- RAID controllers 45
- rail installation 33
- records
 - identification numbers 181
 - installed device 183
- redundant connections
 - SAN fabric dual-controller 69
- Redundant drive channel pair 61
- replacing 138
- replacing components
 - battery 124
 - bezel 130
 - controller 98
 - DIMM 127, 128
 - drive drawer 133
 - ESM 131
 - fan assembly 132
 - power supply 119
 - Service Action Allowed Status LED 95
 - system-board lithium battery 103
- resources
 - documents xvi
 - Web site xvii

S

- safety requirements
 - non-IBM 189
- safety, static-sensitive devices 28
- sample information record 183
- SAS cables 49

- SAS hosts
 - connecting 65
 - SAS overview 2
 - SAS port 10
 - secondary interface cables
 - connect 62
 - sequence codes 175
 - serial port 12
 - seven-segment numeric display 87, 175
 - SFP modules, described 16
 - shipping box, unpacking 30
 - shipping dimensions 20
 - shock and vibrations requirements 22
 - site preparation 32
 - site wiring requirements 23
 - small form-factor pluggable module (SFP)
 - connecting an LC-LC Fibre Channel cable 56
 - described 16
 - important information about 51
 - protective cap 51
 - removal 53
 - removing an LC-LC cable 57
 - static-protective package 51
 - software service and support xvii
 - solving problems 163
 - specifications 19
 - Specifications 1
 - specifications, fibre-optic cables 54
 - SSPC (System Storage Productivity Center) xvii
 - static-sensitive devices, handling 28
 - storage expansion enclosure
 - airflow 15
 - cabling 45
 - checking status 79
 - drive ID numbers 14
 - fans 15
 - fault indicator LEDs 79
 - identification numbers 181
 - power supplies 15
 - records 181
 - turning on before storage subsystem 117
 - Storage Manager
 - installing for use with IBM System Storage Productivity Center xvii
 - Storage Manager software
 - monitoring status 77
 - Storage Manager Client 76
 - where to obtain xvi
 - storage manager software and hardware compatibility 17
 - storage subsystem
 - information record 182
 - monitoring status 77
 - troubleshooting 78
 - turning off 89
 - storage subsystem management
 - methods 62
 - storage system
 - cabling 58
 - configuring 62
 - subsystem configuration
 - installing 64
 - support code upgrades
 - software and firmware 17
 - support notifications 6
 - support rails
 - install 33
 - switches 32
 - system
 - relocating 72
 - System Storage Productivity Center xvii
- T**
- temperature and humidity 20
 - template, rack mounting 185
 - tools 32
 - trademarks 204
 - troubleshooting 78, 163
 - turning off the storage subsystem 89
- U**
- uninterruptible power supply (UPS) 32
 - updates (product updates) 6
 - upgrades, support code 17
 - user controls 13
- W**
- Web sites, list xvii
 - working with controllers 95
 - working with environmental service modules 130



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