COMPAQ

HOT-PLUGGABLE WIDE ULTRA2/ULTRA3 HARD DRIVE

Additional Information

For the latest information and instructions on Compaq Hard Drives, such as Hard Drive Compatibility tables, Important cards, and updated installation instructions, refer to the Technical Information area at the following Compaq website:
http://www.compaq.com/products/storageworks/hdd/appinfo.html

Availability of Japanese Documentation

To view or download Japanese versions of Compaq SCSI hard drive documentation, go to the following Compaq website:

http://www.compaq.co.jp/products/manual3.html

To order a hard copy of the Compaq SCSI hard drive documentation in Japanese, please contact the COMPAQ Japan Customer Call Center and provide them with an HDD kit number and a serial number.

Compaq Japan Customer Call Center: 0120-101589

This is a tollfree call number. The center is available Monday through Friday 9:00 – 12:00/13:00 – 17:00 (Except during national holidays).

重要
日本語の取扱説明書について
日本語取扱説明書が必要なお客様は、コンパックのウェブサイトをご参照ください。
http://www.compaq.co.jp/products/manual3.html
なお、印刷物を希望する場合には、製品番号、シリアル番号をご確認のうえ、コンパックカスタマーセンターまでお問い合わせください。
コンパックカスタマーセンター
0120-101589
月～金 9:00～12:00/13:00～17:00 祝日を除く

386195- 006

Important Guidelines for Replacing Hot-Pluggable Hard Drives

Follow these guidelines when replacing drives configured for fault tolerance on a Compaq Smart or Smart2-Array Controller:

- **Never remove more than one drive at a time.**
  When a drive is replaced, the controller uses data from the other drives in the array to reconstruct data on the replacement drive. If more than one drive is removed, a complete data set is not available to reconstruct data on the replacement drives and permanent data loss can occur.

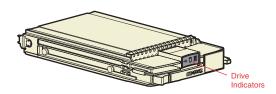- **Never remove a drive while another drive is being rebuilt.**
  A drive's Online LED Indicators will be flashing green while it is being rebuilt. A replaced drive is rebuilt from data stored on the other drives. See Figure 1.

- **Never turn a disk enclosure off while the initiator or controller is powered on or active.**
  Doing so can cause the initiator or controller to mark the drives as "failed." This can result in permanent data loss.

- **If a drive is replaced while the system is Off, it may be necessary to rebuild the replaced drive.**
  Follow the instructions on the screen or the instructions outlined in the system's reference guide.

Drive Indicators

	Do not remove the drive. Removing the drive during this process will cause data loss. The drive is being accessed and is not configured as part of an array.
	Do not remove the drive. Removing the drive during this process will cause data loss. The drive is rebuilding or undergoing capacity expansion.
	Do not remove the drive. Removing the drive during this process will cause data loss. The drive is part of an array being selected by the Array Configuration Utility. - Or - The options ROMpaq is upgrading the drive.
	OK to replace the drive online if a predictive failure alert is received and the drive is attached to an array controller. The drive is not configured as part of an array. - Or - If this drive is part of an array, then a powered-on controller is not accessing the drive. - Or - The drive is configured as an online spare.
	OK to replace the drive online. The drive has failed, and has been placed off-line.
	OK to replace the drive online if a predictive failure alert is received, provided the array is configured for fault tolerance and all other drives in the array are online. The drive is online and configured as part of an array.
	OK to replace the drive online if a predictive failure alert is received, provided the array is configured for fault tolerance and all other drives in the array are online. The drive is online and configured as part of an array.
	OK to replace the drive online if a predictive failure alert is received, provided the array is configured for fault tolerance and all other drives in the array are online. The drive is online and configured as part of an array.

■ OFF   ■ Online   ⇨ Drive Access   ☒ Drive Failure

Before You Begin:

Software Requirement for Intel Servers: Support Software CD
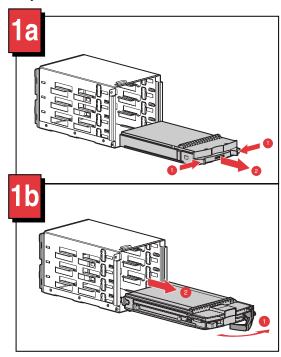**Software Requirement for Alpha Servers:** None

1. **Verify correct drive carrier support**–Verify that the server or disk enclosure supports Wide Ultra2 or Ultra3 SCSI drive carriers. Refer to the documentation included with the system.

2. **Review Important Guidelines**–When replacing a failed drive, refer to the documentation included with the server or disk enclosure system to identify and remove a failed drive. See "Important Guidelines for Replacing Hot-Pluggable Hard Drives" included on this poster.

3. **Remove failed drive**–Follow the steps shown on this card.

4. **Install Hot-Pluggable hard drive**–Follow the steps shown on this card.

5. **Hard Drive Handling Precautions**-Hard drives are sensitive electro-mechanical devices that can be permanently damaged through improper handling. The packaging provided with a hard drive is designed to protect it from accidental drops. Compaq recommends that hard drives remain in their original packaging until installation. Drives should be handled with care and never dropped, even from short distances.

6. **Configuration**–If this is an upgrade or new installation on a ProLiant-based system, run the Compaq System Configuration Utility found on the Software Support CD.

> ⚠ **CAUTION:** Electrostatic discharge can damage electronic components. Be sure you are properly grounded before beginning this procedure. Refer to the documentation that came with your computer or contact your Compaq authorized reseller for procedures to discharge static electricity.

Installing the Hard Drive

Follow these steps to install the Hot-Pluggable hard drive into a system.

Remove the failed drive or blank drive bezel from the disk enclosure before installing a new hard drive.
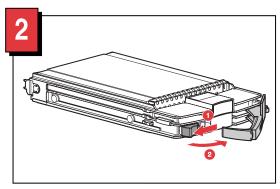
1a: Removing a blank drive bezel.
- ❶ Press the ejector buttons simultaneously.
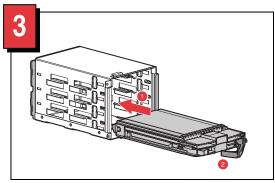- ❷ Pull the blank drive bezel from the disk enclosure system.

1b: Removing a hard drive.
- ❶ Press the ejector button and pivot the lever to full open position.
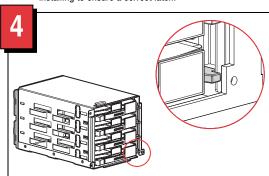- ❷ Pull the drive from disk enclosure.

See "Important Guidelines for Replacing Hot-Pluggable Hard Drives" for more information.

- ❶ Press the ejector button of the hard drive.
- ❷ Pivot the lever into the full open position.

- ❶ Slide the replacement drive into the disk enclosure.
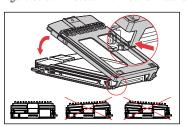- ❷ The ejector lever must be in the full open position while installing to ensure a correct latch.

When the drive has been fully inserted, close the ejector lever.
The locking hinge must be engaged behind the front panel of the unit.

Important option

To install a 1-inch hard drive into a 1.6-inch drive bay, attach a drive height converter to the drive assembly. The drive height converter option is sold seperately. Contact a Compaq authorized reseller for purchasing information.

Installation Instructions

Snap the drive height converter accessory into place as shown in the figure below. Proceed with normal installation procedures.

To confirm a correct attachment, the front view of the drive should be level on both the right and left sides and the fit should be snug.

> ⚠ **CAUTION:** Do not carry the drive by the drive height converter. If the attachment is not secure, the drive may fall resulting in damage to the drive. This will void any drive warranty.