

IBM TotalStorage DS4000 EXP700 and EXP710 Storage
Expansion Enclosures



Installation, User's, and Maintenance Guide

IBM TotalStorage DS4000 EXP700 and EXP710 Storage
Expansion Enclosures



Installation, User's, and Maintenance Guide

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Note: Before using this information and the product it supports, be sure to read the general information in "Notices" on page 105.

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Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الأمنية

Antes de instalar este produto, leia as Informações de Segurança.

在安装本产品之前，请仔细阅读 **Safety Information** (安全信息)。

安裝本產品之前，請先閱讀「安全資訊」。

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

Ennen kuin asennat tämän tuotteen, lue turvaohjeet kohdasta Safety Information.

Avant d'installer ce produit, lisez les consignes de sécurité.

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

Πριν εγκαταστήσετε το προϊόν αυτό, διαβάστε τις πληροφορίες ασφαλείας (safety information).

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

Prima di installare questo prodotto, leggere le Informazioni sulla Sicurezza.

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

Пред да се инсталира овој продукт, прочитајте информацијата за безбедност.

Les sikkerhetsinformasjonen (Safety Information) før du installerer dette produktet.

Przed zainstalowaniem tego produktu, należy zapoznać się z książką "Informacje dotyczące bezpieczeństwa" (Safety Information).

Antes de instalar este produto, leia as Informações sobre Segurança.

Перед установкой продукта прочтите инструкции по технике безопасности.

Pred inštaláciou tohto zariadenia si pečítajte Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

Antes de instalar este producto, lea la información de seguridad.

Läs säkerhetsinformationen innan du installerar den här produkten.

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:
1. Turn everything OFF.	1. Turn everything OFF.
2. First, attach all cables to devices.	2. First, remove power cords from outlet.
3. Attach signal cables to connectors.	3. Remove signal cables from connectors.
4. Attach power cords to outlet.	4. Remove all cables from devices.
5. Turn device ON.	

Statement 3:



CAUTION:

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

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



DANGER

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

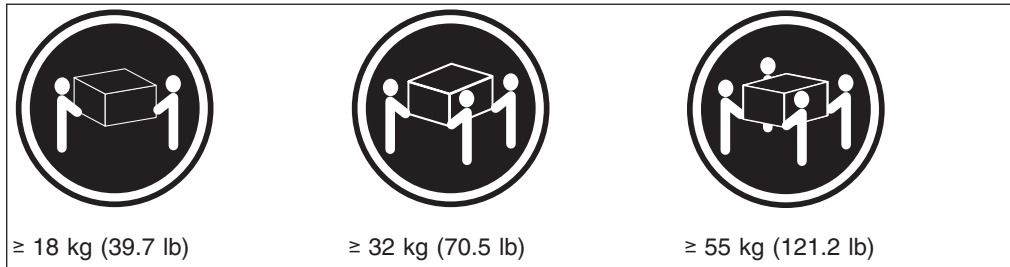
Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

Class 1 Laser statement

Class 1 Laser Product
Laser Klasse 1
Laser Klasse 1
Luokan 1 Laserlaitte
Appareil À Laser de Classe 1

IEC 825-11993 CENELEC EN 60 825

Statement 4:

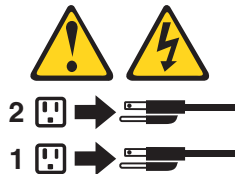


CAUTION:
Use safe practices when lifting.

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.

About this document

This document provides instructions for installing and customizing the configuration of your IBM® TotalStorage® DS4000 EXP700 (Machine Type 1740, Models 1RU, 1RX) and DS4000 EXP710 (Machine Type 1740, Model 710) Storage Expansion Enclosures. It also provides hardware maintenance and troubleshooting information.

FAST product renaming

IBM is in the process of renaming some FAST family products. Table 1 identifies each new DS4000 product name with its corresponding FAST product name. Note that this change of **product name only** indicates no change in functionality or warranty. All products listed below with new names are functionally-equivalent and fully-interoperable. Each DS4000 product retains full IBM service as outlined in service contracts issued for analogous FAST products.

Table 1. Mapping of FAST names to DS4000 Series names

Current FAST Product Name	New DS4000 Product Name
IBM TotalStorage FAST Storage Server	IBM TotalStorage DS4000
FAST	DS4000
FAST Family	DS4000 Mid-range Disk System
FAST Storage Manager vX.Y (for example v9.10)	DS4000 Storage Manager vX.Y (for example v9.10)
FAST100	DS4100
FAST600	DS4300
FAST600 with Turbo Feature	DS4300 Turbo
FAST700	DS4400
FAST900	DS4500
EXP700	DS4000 EXP700
EXP710	DS4000 EXP710
EXP100	DS4000 EXP100
FAST FlashCopy	FlashCopy for DS4000
FAST VolumeCopy	VolumeCopy for DS4000
FAST Remote Mirror (RM)	Enhanced Remote Mirroring for DS4000
FAST Synchronous Mirroring	Metro Mirroring for DS4000
	Global Copy for DS4000 (New Feature = Asynchronous Mirroring without Consistency Group)
	Global Mirroring for DS4000 (New Feature = Asynchronous Mirroring with Consistency Group)

Who should read this document

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

How this document is organized

Chapter 1, “Introduction,” on page 1 describes the IBM TotalStorage DS4000 EXP700 and DS4000 EXP710 storage expansion enclosures. This chapter includes an inventory checklist and an overview of the storage expansion enclosure features, operating specifications, and components.

Chapter 2, “Installing and cabling the storage expansion enclosure,” on page 17 contains the instructions to install the storage expansion enclosure in a standard rack cabinet, setting the interface options, cabling the storage expansion enclosure, and power cord routing. In addition, this chapter contains instructions for turning on and turning off the storage expansion enclosure during normal and emergency situations.

Chapter 3, “Installing and replacing devices,” on page 67 contains step-by-step instructions for installing and removing customer replaceable units (CRUs), such as hard disk drives, power supplies, environmental service modules (ESMs), and fan units.

Chapter 4, “Hardware maintenance,” on page 77 contains problems, symptoms, and error messages that are specific to your storage expansion enclosure.

Appendix A, “Records,” on page 83 provides a table to record and update important information about your storage expansion enclosure, including serial number and device records. Whenever you add options to your storage expansion enclosure, be sure to update the information in this appendix.

Appendix B, “Upgrading ESMs with the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit,” on page 85 provides instructions for upgrading your DS4000 EXP700s with ESMs that have the same internal switched capabilities as the DS4000 EXP710. The ESM upgrade is a feature of the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit (P/N 25R0166).

Appendix C, “Upgrading the controller firmware for DS4300, DS4400, and DS4500 (DS4000 EXP710 only),” on page 93 provides instructions for performing the manual firmware upgrade required if you are attaching one or more DS4000 EXP710s to a DS4400 or DS4500 storage server. The manual firmware upgrade is also required if you are attaching one or more DS4000 EXP710s to a DS4300 without any internal hard disk drives.

Appendix D, “Power cords,” on page 101 lists power cord information for the storage expansion enclosure.

Appendix E, “Accessibility,” on page 103 provides information about DS4000 Storage Manager accessibility features.

“Notices” on page 105 provides product notices.

Notices and statements used in this document

The caution and danger statements used in this document also appear in the multilingual *Safety Information* document provided with your IBM TotalStorage DS4000 EXP700 or DS4000 EXP710 storage expansion enclosure. Each caution and danger statement is numbered for easy reference to the corresponding statements in the safety document.

The following types of notices and statements are used in this document:

- **Note:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.
- **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.
- **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.
- **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.

Figures used in this document

The figures used in this document are for illustrative purposes only. In some cases, the actual device might look different from the figure. This applies particularly in cases where the DS4000 EXP710 differs from the DS4000 EXP700.

DS4000 installation process overview

The following flow chart gives an overview of the DS4000 hardware and the DS4000 Storage Manager software installation process. Lined arrows in the flow chart indicate consecutive steps in the hardware and software installation process. Labeled arrows indicate which current documents provide detailed information about those steps.

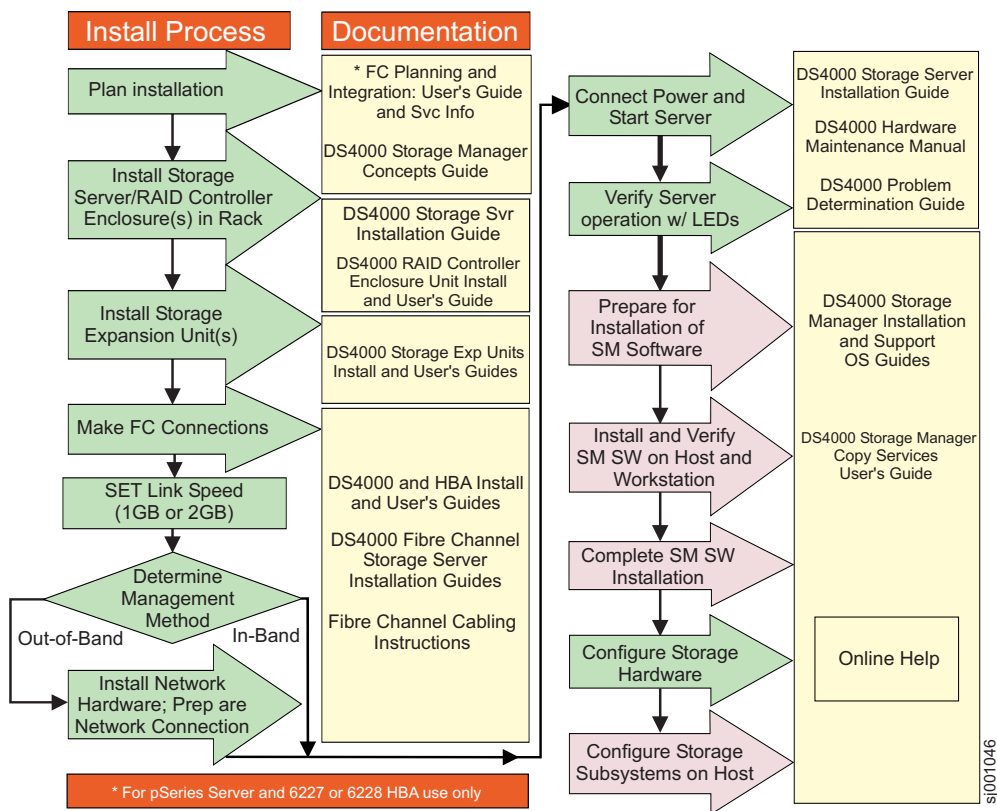


Figure 1. Installation process flow by current publications

DS4000 Storage Server publications

The following tables present an overview of the DS4500, DS4400, DS4300 Fibre Channel, and DS4100 SATA Storage Server product libraries, as well as other related documents. Each table lists documents that are included in the libraries and what common tasks they address.

You can access the documents listed in these tables at one of the following Web sites:

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

www.ibm.com/shop/publications/order/

DS4500 storage server library

Table 2 on page xxi associates each document in the DS4500 (previously FAST900) storage server library with its related common user tasks.

Table 2. TotalStorage DS4500 Fibre Channel Storage Server document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4500 Installation and Support Guide, GC26-7727</i>	✓	✓		✓		
<i>IBM TotalStorage DS4500 Fibre Channel Cabling Instructions, GC26-7729</i>	✓	✓				
<i>IBM TotalStorage DS4500 Storage Server User's Guide, GC26-7726</i>				✓	✓	✓
<i>IBM TotalStorage DS4500 Rack Mounting Instructions, GC26-7728</i>	✓	✓				

DS4400 storage server library

Table 3 associates each document in the DS4400 (previously FAStT700) storage server library with its related common user tasks.

Table 3. TotalStorage DS4400 Fibre Channel Storage Server document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM DS4400 Fibre Channel Storage Server User's Guide, GC26-7730</i>	✓	✓		✓	✓	✓
<i>IBM DS4400 Fibre Channel Storage Server Installation and Support Guide, GC26-7731</i>	✓	✓		✓	✓	
<i>IBM DS4400 Fibre Channel Cabling Instructions, GC26-7732</i>	✓	✓				

DS4300 storage server library

Table 4 associates each document in the DS4300 (previously FAStT600) storage server library with its related common user tasks.

Table 4. TotalStorage DS4300 Fibre Channel Storage Server document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4300 Fibre Channel Storage Server Installation and User's Guide, GC26-7722</i>	✓	✓		✓		
<i>IBM TotalStorage DS4300 Rack Mounting Instructions, GC26-7724</i>	✓	✓				
<i>IBM TotalStorage DS4300 Fibre Channel Cabling Instructions, GC26-7725</i>	✓	✓				
<i>IBM TotalStorage DS4300 SCU Base Upgrade Kit, GC26-7740</i>		✓	✓			
<i>IBM TotalStorage DS4300 SCU Turbo Upgrade Kit, GC26-7741</i>		✓	✓			
<i>IBM TotalStorage DS4300 Turbo Models 6LU/6LX Upgrade Kit, GC26-7723</i>		✓	✓			

DS4100 storage server library

Table 5 associates each document in the DS4100 (previously FAStT100) storage server library with its related common user tasks.

Table 5. TotalStorage DS4100 SATA Storage Server document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4100 Installation, User's and Maintenance Guide, GC26-7733</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4100 Cabling Guide, 24P8973</i>		✓				

DS4000 Storage Manager Version 9 publications

Table 6 associates each document in the DS4000 Storage Manager (previously FAST Storage Manager) library with its related common user tasks.

Table 6. TotalStorage DS4000 Storage Manager Version 9 titles by user tasks

Title	User tasks					
	Planning	Hardware installation	Software installation	Configuration	Operation and administration	Diagnosis and maintenance
<i>IBM TotalStorage DS4000 Storage Manager Version 9 Installation and Support Guide for Windows 2000/Server 2003, NetWare, ESX Server, and Linux, GC26-7706</i>	✓		✓	✓		
<i>IBM TotalStorage DS4000 Storage Manager Version 9 Installation and Support Guide for AIX, UNIX, Solaris and Linux on POWER, GC26-7705</i>	✓		✓	✓		
<i>IBM TotalStorage DS4000 Storage Manager Version 9 Copy Services User's Guide, GC26-7707</i>	✓		✓	✓	✓	
<i>IBM TotalStorage DS4000 Storage Manager Version 9 Concepts Guide, GC26-7734</i>	✓	✓	✓	✓	✓	✓

Other DS4000 and DS4000-related documents

Table 7 associates each of the following documents with its related common user tasks.

Table 7. TotalStorage DS4000 and DS4000–related document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM Safety Information, P48P9741</i>					✓	
<i>IBM TotalStorage DS4000 Quick Start Guide, GC26-7738</i>	✓	✓				
<i>IBM TotalStorage DS4000 Hardware Maintenance Manual,GC26-7702</i>						✓
<i>IBM TotalStorage DS4000 Problem Determination Guide, GC26-7703</i>						✓
<i>IBM Fibre Channel Planning and Integration: User's Guide and Service Information, SC23-4329</i>	✓	✓			✓	✓
<i>IBM TotalStorage DS4000 FC2-133 Host Bus Adapter Installation and User's Guide, GC26-7736</i>		✓			✓	
<i>IBM TotalStorage DS4000 FC2-133 Dual Port Host Bus Adapter Installation and User's Guide, GC26-7737</i>		✓			✓	
<i>IBM TotalStorage DS4000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview GC26-7713</i>	✓	✓	✓	✓		
<i>Fibre Channel Solutions - IBM DS4000 FAStT EXP500 Installation and User's Guide, 59p5637</i>	✓	✓		✓	✓	✓

Table 7. TotalStorage DS4000 and DS4000–related document titles by user tasks (continued)

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM TotalStorage DS4000 EXP700 and EXP710 Storage Expansion Enclosures Installation, User's, and Maintenance Guide, GC26-7735</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4000 Hard Drive and Storage Expansion Enclosures Installation and Migration Guide, GC26-7704</i>	✓	✓				
<i>IBM DS4000 Management Suite Java User's Guide, 32P0081</i>					✓	✓
<i>IBM Netfinity® Fibre Channel Cabling Instructions, 19K0906</i>		✓				
<i>IBM Fibre Channel SAN Configuration Setup Guide, 25P2509</i>	✓		✓	✓	✓	

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 IBM @server xSeries® or IntelliStation® system, and whom to call for service, if it is necessary.

Before you call

Before you call, make sure that you have taken 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 following Web site:
www.ibm.com/servers/storage/support/disk/
- 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 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 xSeries and IntelliStation 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 the xSeries or IntelliStation system and preinstalled software, if any, is available in the documents that come with your system. This includes printed documents, online documents, readme files, and help files. See the troubleshooting information in your system documentation for instructions on how to use the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software.

Web sites

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

- For DS4000 information, go to the following Web site:
www.ibm.com/servers/storage/support/disk/
The support page has many sources of information and ways for you to solve problems, including:
 - Diagnosing problems using the IBM Online Assistant
 - Downloading the latest device drivers and updates for your products
 - Viewing frequently asked questions (FAQ)
 - Viewing hints and tips to help you solve problems
 - Participating in IBM discussion forums
 - Setting up e-mail notification of technical updates about your products
- You can order publications through the IBM Publications Ordering System at the following web site:
www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi/
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www.ibm.com/eserver/pseries/
- For the latest information about the IBM IntelliStation information, go to the following Web site:
www.ibm.com/pc/intellistation/
- For the latest information about operating system and HBA support, clustering support, SAN fabric support, and Storage Manager feature support, see the TotalStorage DS4000 Interoperability Matrix at the following Web site:
www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html

Software service and support

Through IBM Support Line, for a fee you can get telephone assistance with usage, configuration, and software problems with xSeries servers, IntelliStation

workstations, and appliances. 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.

"Storage expansion enclosure operating specifications" on page 13 lists the environmental specifications for the EXP700 and EXP710.

How to send your comments

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- IBMLink™ from U.S.A.: STARPUBS at SJEVM5
- IBMLink from Canada: STARPUBS at TORIBM
- IBM Mail Exchange: USIB3WD at IBMAIL

You can also mail your comments by using the Reader Comment Form in the back of this manual or direct your mail to

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Tucson, AZ 85744-0001
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Chapter 1. Introduction

This chapter describes the IBM TotalStorage DS4000 EXP700 and DS4000 EXP710 storage expansion enclosure operating specifications, features, and components. This chapter also includes a list of hardware that comes with the storage expansion enclosure.

Note: Throughout this document, the IBM TotalStorage DS4000 EXP700 storage expansion enclosure is referred to as the *DS4000 EXP700*. The IBM TotalStorage DS4000 EXP710 storage expansion enclosure is referred to as the *DS4000 EXP710*. When information in this document applies to both the DS4000 EXP700 and DS4000 EXP710, the generic term *storage expansion enclosure* is used.

Overview

The IBM TotalStorage DS4000 EXP700 (Machine Type 1740, Models 1RU and 1RX) and DS4000 EXP710 (Machine Type 1740, Model 710) storage expansion enclosures provide high-capacity, fibre channel disk storage. Both storage expansion enclosures deliver fast, high-volume data transfer, retrieval, and storage functions for multiple drives, to multiple hosts. The storage expansion enclosures provide continuous, reliable service, using hot-swap technology for easy replacement without shutting down the system. Both the DS4000 EXP700 and DS4000 EXP710 support redundant, dual-loop configurations. External cables and Small Form-Factor Pluggable (SFP) modules connect the controller to the storage expansion enclosure.

The DS4000 EXP710 Fibre Channel storage expansion enclosure provides improved reliability and efficiency, utilizing internal switch technology to attach to each disk drive within the DS4000 EXP710 storage expansion enclosure. Within the DS4000 EXP710, the redundant environmental service modules (ESMs) utilize a fibre channel switched technology attaching directly to each of the dual ported disk drive modules for additional redundancy and high availability.¹

The DS4000 EXP710 fibre channel storage expansion enclosure offers the following diagnostic and performance benefits:

- Improved diagnostic capabilities
 - Provides full isolation of drives
 - Eliminates the risk of a single drive disrupting the loop, causing other drives on the loop to fail
 - Enables selective diagnosis of fibre channel errors
 - Provides a platform for future enhanced diagnostic and serviceability capabilities
- Performance

1. The DS4000 EXP710 uses *switched JBOD* (or switched storage expansion enclosure) technology to enable an enhanced version of the 2 Gb/s fibre channel JBOD. The primary difference between a switched JBOD and a JBOD is that the switched JBOD contains a fibre channel "Loop Switch" Application-Specific Integrated Circuit (ASIC). The Loop Switch ASIC allows the switched JBOD drives and any connected initiator to operate as though they were on a private Fibre Channel Arbitrated Loop (FC-AL), while retaining the performance and diagnostic advantages of fibre channel fabric. The Loop Switch ASIC allows FC-AL devices to communicate directly with each other using a non-blocking crossbar switch, which reduces the loop latency inherent in a true arbitrated loop. Because fibre channel communication is essentially point-to-point with the Loop Switch ASIC, diagnosis and isolation of loop problems is greatly simplified. The advent of switched JBOD storage expansion enclosures is expected to be a significant improvement in fibre channel based storage diagnostic and performance.

- Improves performance in large configurations by reducing node delays (loop latency)
- Drive isolation frees up bandwidth to improve drive rebuild times

The DS4000 EXP710 is currently supported by DS4300 Turbo Option, DS4400, and DS4500 storage servers only. Additional DS4000 storage server support for the DS4000 EXP710 might be available in the future. Contact your IBM reseller or representative for more information.

Attention

Before you attach the DS4000 EXP710 to a supported storage server, you must verify that the controller firmware is updated to firmware version 6.10.xx.xx or later. This firmware is provided with Storage Manager 9.1 and must be installed before attaching the DS4000 EXP710.

Storage Manager 9.1 software and the controller firmware version 6.10.xx.xx can be downloaded from the DS4000 support Web site:

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

Upgrading your DS4000 EXP700s

The DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit (P/N 25R0166) is available to upgrade DS4000 EXP700s in existing configurations with ESMs that have the same internal switched capabilities as the DS4000 EXP710. The ESM upgrade process is described in this document in Appendix B, “Upgrading ESMs with the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit,” on page 85.

Attention: Do not dispose of the DS4000 EXP700 ESMs you replace with the ESMs in the upgrade kit. Refer to the separate instructions included with the upgrade kit for return processing information for the DS4000 EXP700 ESMs you are replacing.

Note: The upgrade option is not available for storage expansion enclosures connected to FAStT200 or FAStT500 storage servers. Additionally, the upgrade option cannot be used to upgrade DS4000 EXP700 storage expansion enclosures connected to DS4000 storage servers that are configured with drive loops that intermix FAStT EXP500 and DS4000 EXP700 storage expansion enclosures.

Intermixing DS4000 EXP700s with DS4000 EXP710s and other storage expansion enclosures

You can connect multiple DS4000 EXP700s or DS4000 EXP710s together to support a large number of disk drives on a fibre channel loop. You can also intermix DS4000 EXP700s and DS4000 EXP710s together in a fibre channel drive loop. However, when intermixing DS4000 EXP700s and DS4000 EXP710s in a fibre channel drive loop, the DS4000 EXP710s must be grouped together. The minimum ESM firmware requirement for intermixing DS4000 EXP700s or DS4000 EXP710s is version 9326. For more information, see “Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop” on page 44.

You can intermix DS4000 EXP700s with FASiT EXP500s in a fibre channel loop. You cannot intermix DS4000 EXP710s with FASiT EXP500s in a fibre channel loop. When you attach DS4000 EXP710 storage expansion enclosures, you must remove any 1 Gb/s FASiT EXP500 storage expansion enclosures from the drive loop and you must set the fibre channel speed of the drive loop to 2 Gb/s. See “Connecting storage expansion enclosures in a loop with FASiT EXP500s (DS4000 EXP700 only)” on page 50.

You can intermix DS4000 EXP100s with DS4000 EXP700s or DS4000 EXP710s in the same DS4000 Storage Server configuration. You must purchase the FC/SATA Enclosure Intermix premium option to combine DS4000 EXP100s with DS4000 EXP700s or DS4000 EXP710s in the same storage server configuration. To attach DS4000 EXP100s or DS4000 EXP710s storage expansion enclosures to a storage server, the storage server controller firmware must be at version 06.xx.xx.xx or higher. In addition, the minimum ESM firmware requirement for intermixing DS4000 EXP700s or DS4000 EXP710s with DS4000 EXP100s is version 9554. See “Intermixing DS4000 EXP700s or DS4000 EXP710s with DS4000 EXP100s in the same loop” on page 52

Fibre channel defined

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

Using a Fibre Channel Arbitrated loop (FC-AL), more than 100 fibre channel devices can be supported, compared to 15 small computer system interface (SCSI) devices.

The DS4000 EXP700 and DS4000 EXP710 are 2 Gb/s fibre channel devices that support data transfer rates up to 200 MB per second half-duplex and 400 MB per second full-duplex on optical interfaces.

Product updates

Important

In order to keep your system up to date with the latest firmware and other product updates, use the information below to register and use the **My support** web site.

Download the latest version of the DS4000 Storage Manager host software and the any appropriate DS4000 product series firmware at the time of the initial installation and when product updates become available.

To be notified of important product updates, you must first register at the IBM Support and Download Web site:

www.ibm.com/support/us/

Go to the **Personalized Support** section of the web page and click **My support**. On the next page, if you have not already done so, register to use the site by clicking **register now**.

Perform the following steps to receive product updates:

1. After you have registered, type your user ID and password to log into the site. The **My support** page opens.
2. Click **add products**. Using the pull downs in the **Products** area, select **Storage** → **Computer Storage** → **Disk Storage Systems** → **TotalStorage DS4000 Midrange Disk Systems & FASTT Stor Svrs.**
3. Place a check in the box for the machine type of your DS4000 series product, as well as any other attached DS4000 series product(s) for which you would like to receive information. Select **Add products**. The **My support** page reopens.
4. Select **Subscribe to email**. In the **Documents** area on the next page, use the pull down and select **Storage**.
5. On the next page, place a check in the following boxes:
 - a. **Please send these documents by weekly email**
 - b. **Downloads and drivers**
 - c. **Flashes**
 and any others you may be interested in, and then click **Update**.

Inventory checklist

The storage expansion enclosure comes with the following items:

- **Hardware**

- Power cables
 - **DS4000 EXP700 Model 1RU:** Two U.S. power cables
 - **DS4000 EXP700 Model 1RX:** None
 - **DS4000 EXP710 Model 710:** None
- Two line cord jumpers
- One rack-mounting hardware kit
- Two rails (right and left assembly)
- Ten M6 black hex-head screws
- Ten M6 cage nuts
- 14 drive blank trays (shipped inside the storage expansion enclosure)

Your storage expansion enclosure ships with 14 hard disk drives; any drive bays not containing hard disk drives will contain blank drive trays. Each of the 14 drive bays must always contain either a blank tray or a hard disk drive.

- **Documentation**

- *IBM TotalStorage DS4000 EXP700 and EXP710 Storage Expansion Enclosures Installation, User's, and Maintenance Guide*
- *IBM Safety Information*
- Rack Mounting Template
- IBM License Agreement for Machine Code
- Statement of Limited Warranty

To connect your storage expansion enclosure to other devices, use the following options:

- IBM Small Form-Factor Pluggable (SFP) module
- IBM LC-LC Fibre Channel cable

For DS4000 EXP700 only: Depending on your configuration, you might also need the following options:

- IBM LC-SC Fibre Channel Cable Adapter
- Gigabit Interface Converter (GBIC)

Note: For some storage expansion enclosure models, you must order these options separately.

Storage expansion enclosure components

The storage expansion enclosure has the following removable components, called customer replaceable units (CRUs). All CRUs are accessible from the front or back of the storage expansion enclosure.

- DS4000 2 Gb/s fibre channel hard disk drives
- Environmental service modules (ESMs) (comes with two)

Note: The DS4000 EXP700 and EXP710 ESMs are not interchangeable. In addition, you cannot mix DS4000 EXP700 and EXP710 ESMs in the same storage expansion enclosure. Always verify that you have the correct FRU P/N before you order replacement ESMs or insert replacement ESMs in the storage expansion enclosure.

- Power supplies (comes with two)
- Fans (comes with two)

Note: The figures used in this document are for illustrative purposes only. In some cases, the actual device might look different from the figure. This applies particularly in cases where the DS4000 EXP710 differs from the DS4000 EXP700.

Storage expansion enclosure bays

This section shows the location of storage expansion enclosure hot-swap CRU bays and describes the functionality of each CRU. The hot-swap features of the storage expansion enclosure enable you to remove and replace DS4000 2 Gb/s fibre channel hard disk drives, power supplies, ESMs, and fan units 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.

Hot-swap drive bays

The hot-swap drive bays that are accessible from the front of your storage expansion enclosure are shown in Figure 2.

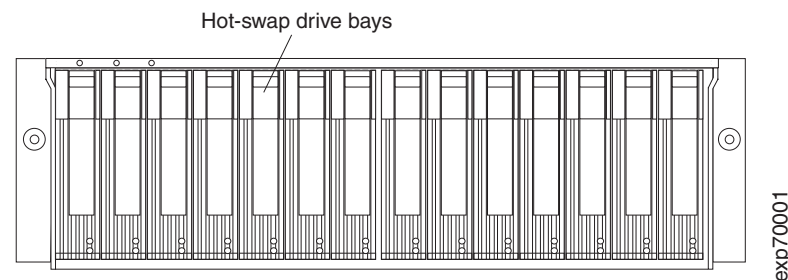


Figure 2. Hot-swap drive bays

The storage expansion enclosure supports up to 14 DS4000 2 Gb/s fibre channel hard disk drives or later versions. These drives come preinstalled in drive trays. This drive-and-tray assembly is called a drive CRU. You install the drive CRUs in the 14 drive bays on the front of the storage expansion enclosure.

Note: DS4000 2 Gb/s fibre channel hard disk drives must be used in the storage expansion enclosure even if the system is set to a 1 Gb per second rate. 1 Gb/s hard disk drives are not supported.

Attention: Never hot-swap a drive CRU when its green Activity LED is flashing. Hot-swap a drive CRU when its amber Fault LED is lit and not flashing or when the drive is inactive and the green Activity LED is lit and not flashing.

If the drive is not in a failed state (as indicated by its lit amber LED), manually fail the drive using the Storage Management client before attempting to remove it from the drive slot.

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

Fan, ESM, and power-supply bays

The location of the hot-swap fan bays, hot-swap ESM bays, and hot-swap power supply bays are shown in Figure 3.

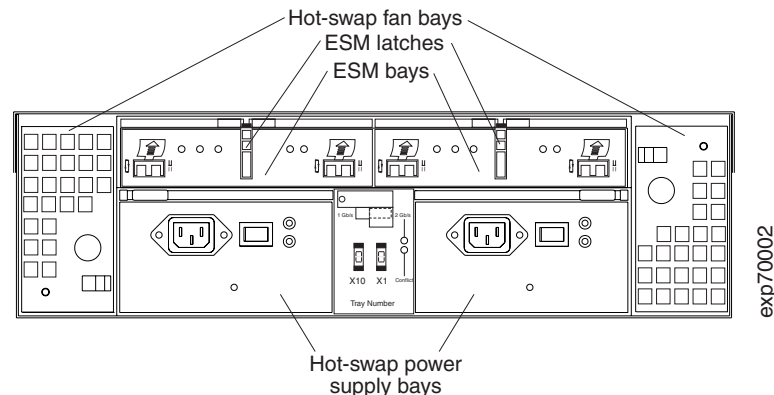


Figure 3. Hot-swap fan, ESM, and power supply bays

- **Hot-swap fan bays:** Your storage expansion enclosure comes with two interchangeable hot-swap and redundant fan units. These two fan units are located in the hot-swap fan bays. Each fan unit contains two fans. If one fan unit fails, the second fan unit continues to operate. Both fan units must be installed to maintain proper cooling within your storage expansion enclosure, even if one fan unit is not operational.

Attention: The fans in your storage expansion enclosure draw in fresh air and force out hot air. These fans are hot-swappable and redundant; however, *when one fan fails, the failed fan unit must be replaced within 48 hours* to maintain redundancy and optimum cooling. When you remove the failed unit, be sure to install the replacement fan unit within 10 minutes to prevent overheating.

- **ESM bays:** Your storage expansion enclosure comes with two hot-swappable ESMs, which are located in the ESM bays. The ESMs monitor the overall status of the storage expansion enclosure. The DS4000 EXP700 ESMs provide a 1

Gb/s or 2 Gb/s fibre channel interface to the DS4000 storage server drive loop ports. The DS4000 EXP710 provides a 2 Gb/s fibre channel interface only to the DS4000 storage server drive loop ports.

Attention: After you remove an ESM, wait 70 seconds before reseating or replacing the ESM. Failure to do so may cause undesired events.

Each ESM has two SFP module connector ports for connecting your storage expansion enclosure to the controller or connecting two or more storage expansion enclosures together. The ESMs provide redundancy when both of them are configured into redundant fibre channel loops. See your fibre channel controller documentation to determine if the controller supports this redundancy function.

Note: The DS4000 EXP700 and EXP710 ESMs are not interchangeable. In addition, you cannot mix DS4000 EXP700 and DS4000 EXP710 ESMs in the same storage expansion enclosure. Always verify that you have the correct FRU P/N before you order replacement ESMs or insert replacement ESMs in the storage expansion enclosure.

Your storage expansion enclosure ESMs come with locking latches to secure the ESMs to the storage expansion enclosure bays. The latch must be unlocked before the ESM can be removed from the storage expansion enclosure.

- **Hot-swap power-supply bays:** Your storage expansion enclosure comes with two hot-swap and redundant power supplies. The power supplies are located in the hot-swap power-supply bays. Both power supplies must be installed in your storage expansion enclosure, even if one power supply is not operational.

Front controls and indicators

This section describes the primary controls on the front of the storage expansion enclosure. The location of these primary controls are shown in Figure 4.

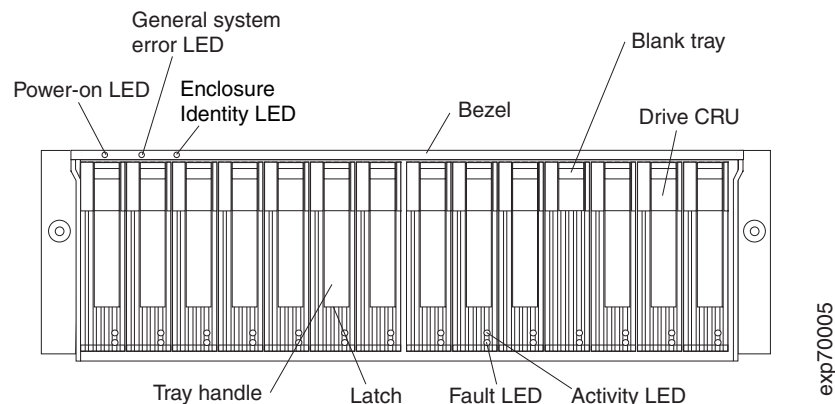


Figure 4. Front controls and indicators

- **Drive Activity LED:** Each drive CRU has a DriveActivity LED. When flashing, this green LED indicates drive activity. When lit, this green LED indicates the drive is properly installed and powered on.
- **Blank tray:** Storage expansion enclosures come with blank trays in the unused drive bays. To begin installing new drives, you must first remove the blank trays and save them. Each of the 14 bays must always contain either a blank tray or a drive CRU to ensure proper air flow across the drives and to comply with regulatory electromagnetic emission limits.

- **Drive CRU:** You can install up to 14 hot-swap drive CRUs in the storage expansion enclosure.
- **Drive Fault LED:** Each drive CRU has a DriveFault LED. When lit, this amber LED indicates a drive failure. When flashing, this amber LED indicates that a drive identify or rebuild process is in progress.
- **General system error LED:** When lit, this amber LED indicates that the unit has a power supply, fan unit, ESM, or hard disk drive error.
- **Power-on LED:** When lit, this green LED indicates that the storage expansion enclosure has dc power.
- **Enclosure identity LED:** When lit, this blue LED indicates that the unit is being identified by the controller. This LED is also lit when the devices that are part of a fibre channel loop are identified.

Table 8 shows the Storage Manager and firmware versions required to support enclosure identity LED activity for the different storage servers that support the DS4000 EXP700 and DS4000 EXP710.

Table 8. Enclosure identity LED activity support requirements

Connected storage server	Storage Manager version	Firmware version
FAStT200, FAStT500, or DS4400	8.21 or later	5.21 or later
DS4300	8.33 or later	5.33 or later
DS4500	8.30 or later	5.30 or later

- **Tray handle:** Use this multipurpose handle to insert and remove a drive CRU in the bay.
- **Latch:** This multipurpose blue latch releases or locks the drive CRU in place.

Rear controls, indicators, and connectors

Two hot-swap power-supply CRUs, two hot-swap fan CRUs, and two ESMs are accessible from the back of the storage expansion enclosure. These components contain several controls, indicators, and connectors.

Power-supply controls, indicators, and connectors

The storage expansion enclosure comes with two 400-Watt hot-pluggable, redundant power supplies. Each power supply has a power and a fault LED located on the back of the storage expansion enclosure. The green LED indicates that the power supply is detecting ac power. The amber fault LED is lit if the power supply is unable to deliver dc power. The storage expansion enclosure requires that both power supplies be installed to meet Electromagnetic Compatibility (EMC) and cooling requirements. Figure 5 on page 9 shows their locations.

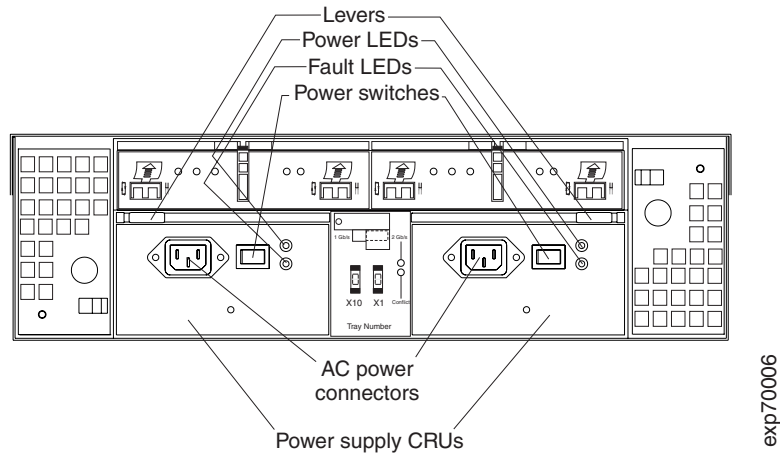


Figure 5. Power-supply controls, indicators, and connectors

- **Levers:** When you remove or install a power supply CRU, the levers located at the top of the power supply CRU must be unlocked.
- **Power LEDs:** These green power LEDs are lit when the storage expansion enclosure is turned on and receiving ac power.
- **Fault LED:** The amber power-supply fault LED is lit if a power-supply failure occurs.
- **Power switches:** The power switches are used to turn the power supplies on and off. You must turn on both switches to use the redundant power supplies.
- **AC power connectors:** To provide ac power to the storage expansion enclosure, power cables must be connected to the ac power connectors located on the back of the storage expansion enclosure.
- **Hot-swap power-supply CRUs:** The two hot-swap power supplies are located on the back of the storage expansion enclosure. Both power-supply CRUs must be installed, even if one power supply is not working.

Fan controls and indicators

The storage expansion enclosure comes with two fan units. Each storage expansion enclosure has two fans as shown in Figure 6 on page 10. The fan units in your storage expansion enclosure are hot-swappable and redundant. One fan will continue to operate if the other fan fails. You can remove and replace the fan unit while the storage expansion enclosure is powered on and accessing drives.

Each fan has a temperature sensor built into the air inlet. This sensor maintains fan speed to provide the necessary air flow. If the speed of one of the fans drops to a level that is too low or stops, the Fault LED located on the back of the fan unit is lit, and the General system error LED on the front of the storage expansion enclosure is lit. For the locations of the LEDs on the front of the storage expansion enclosure, see Figure 4 on page 7. For the LEDs on the back of the storage expansion enclosure, see Figure 6 on page 10.

Attention: The fans in your storage expansion enclosure draw in fresh air and force out hot air. These fans are hot-swappable and redundant; however, *when one fan fails, the failed fan unit must be replaced within 48 hours* to maintain redundancy and optimum cooling. When you remove the failed unit, be sure to install the replacement fan unit within 10 minutes to prevent overheating.

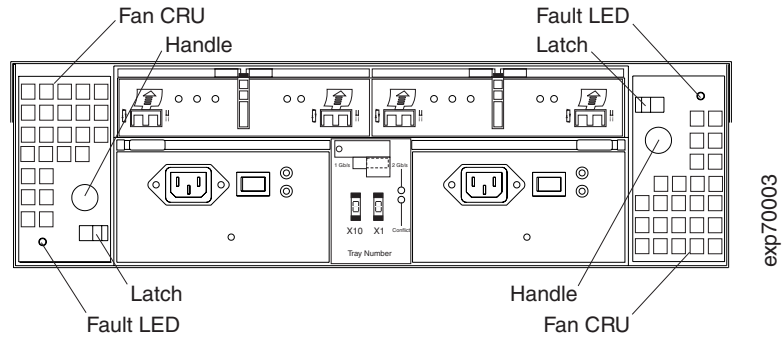


Figure 6. Fan controls and indicators

- **Fan CRUs:** The storage expansion enclosure comes with two fan CRUs. These fan units are hot-swappable and redundant.
- **Latches and handles:** Use the latches and handles to remove or install the fan CRUs.
- **Fault LED:** The amber fan fault LED is lit if a fan failure occurs.

ESMs and user controls

The ESMs and user controls on the DS4000 EXP700 are shown in Figure 7.

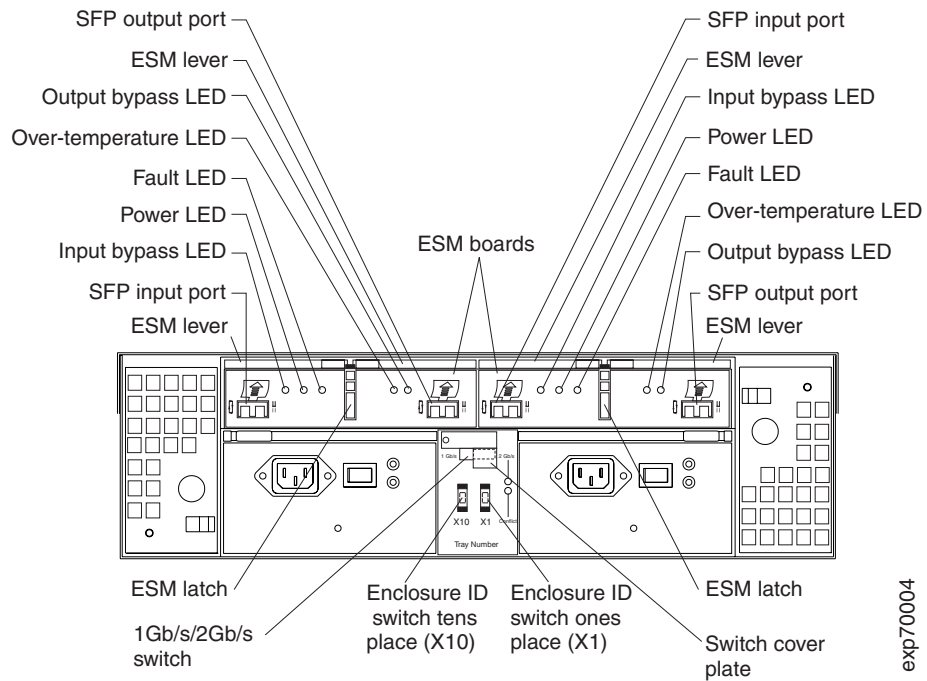


Figure 7. ESMs and user controls (DS4000 EXP700)

The ESM LED positions are changed slightly in the EXP710, as shown in Figure 8.

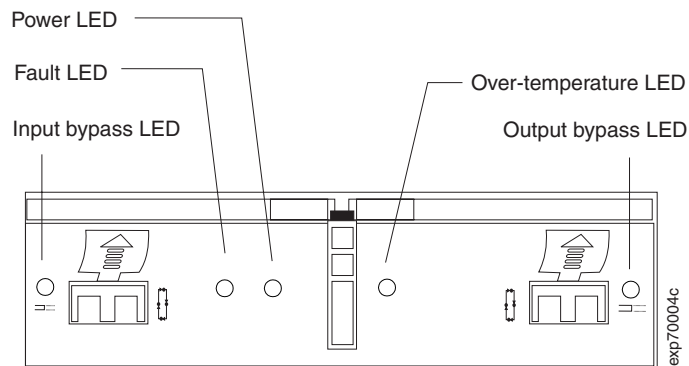


Figure 8. ESM LEDs on the DS4000 EXP710

- **SFP module input/output ports:** Each ESM has two SFP module connector ports for connecting your storage expansion enclosure to the controller or connecting two or more storage expansion enclosures together. Install an SFP module into the input and output ports. Fibre channel cables are used to connect the storage expansion enclosure to the controller or to additional storage expansion enclosures.
- **ESM latch:** The ESM latch secures the ESM to the storage expansion enclosure.
- **ESM levers:** The ESM latch must be unlocked before you can use the ESM levers to remove the ESM from the storage expansion enclosure. When you are installing the ESM into the bay, use the ESM levers to guide the unit into the ESM bay.
- **ESMs:** The ESMs contain the storage expansion enclosure controls, switches, and LEDs. Each ESM has two SFP module ports for connecting the storage expansion enclosure to the controller.
- **Fault LED:** The amber ESM fault LED is lit when an ESM failure occurs.
- **Input/output bypass LEDs:** These amber LEDs are lit when a faulty SFP module or fiber-optic cable is installed. Both ports on the ESM are bypassed and the LEDs are lit in the event of an ESM fault. In this case, the ESM fault error LED is also lit. This LED is also lit if an SFP module is installed and not connected to another device.
- **Power LED:** The green power LED is lit when there is power to the ESM.
- **Over-temperature LED:** The ESM amber LED is lit if the storage expansion enclosure overheats.
- **Enclosure ID switches:** Two enclosure ID switches (x1 and x10) are located between the power supplies at the rear of the storage expansion enclosure. These switches are used to identify the storage expansion enclosure on a fibre channel loop and to assign physical addresses to the drives. The enclosure ID switch settings for each digit range from 0 through 7.
Attention: When connecting storage expansion enclosures to storage servers, it is recommended that you use only the ones digit (x1) setting to set unique server IDs or enclosure IDs. For more information, see “Enclosure ID settings” on page 30.
- **1 Gb/s 2 Gb/s switch:** Use the 1 Gb/s 2 Gb/s switch located on the back of the storage expansion enclosure to enable drive operation. The default setting is 2 Gb/s. Your switch setting will depend on your system configuration.

Attention: The only speed setting allowed for the DS4000 EXP710 is 2 Gb/s. In addition, if a storage expansion enclosure in a drive loop has the speed set to 1 Gb/s, all storage expansion enclosures and DS4000 storage servers in the same DS4000 configuration must have their speeds set to 1 Gb/s.

Note: To determine which speed the storage expansion enclosure must be set to, see Table 9 and Table 10.

Storage-management software and hardware compatibility

Table 9 lists the DS4000 EXP700 hardware and software compatibility and the maximum speed that the DS4000 EXP700 can be set to when configured with other IBM DS4000 hardware and software products.

Table 9. DS4000 EXP700 hardware and software compatibility

Storage server / storage expansion enclosure	Storage-management software	Firmware	EXP700 FC drive loop port speed setting
FAStT500 RAID Controller Enclosure Unit	Storage Manager 8.21 or later	5.2x.xx.xx or later	1 Gb/s
FAStT EXP500 Storage Expansion Enclosure	n/a	n/a	1 Gb/s
FAStT200 Storage Server	Storage Manager 8.21 or later	5.20.07 or later	1 Gb/s
TotalStorage DS4400 Fibre Channel Storage Server	Storage Manager 8.21 or later	5.2x.xx.xx or later	1 Gb/s or 2 Gb/s
TotalStorage DS4300 Fibre Channel Storage Server	Storage Manager 8.33 or later	5.33.xx.xx or later	2 Gb/s
TotalStorage DS4500 Fibre Channel Storage Server	Storage Manager 8.30 or later	5.30.xx.xx or later	1 Gb/s or 2 Gb/s

Table 10 lists the DS4000 EXP710 hardware and software compatibility and the maximum speed that the DS4000 EXP710 can be set to when configured with other IBM DS4000 hardware and software products.

Note: Additional DS4000 storage server support for the DS4000 EXP710 might be available in the future. Contact your IBM reseller or representative for more information.

Table 10. DS4000 EXP710 hardware and software compatibility

Storage server / storage expansion enclosure	Storage-management software	Firmware	EXP710 FC drive loop port speed setting
TotalStorage DS4300 Turbo Option Fibre Channel Storage Server	Storage Manager 9.1 or later	6.10.xx.xx or later	2 Gb/s
TotalStorage DS4400 Fibre Channel Storage Server	Storage Manager 9.1 or later	6.10.xx.xx or later	2 Gb/s
TotalStorage DS4500 Fibre Channel Storage Server	Storage Manager 9.1 or later	6.10.xx.xx or later	2 Gb/s
DS4000 EXP700 Storage Expansion Enclosure	n/a	n/a	2 Gb/s

Note: For the latest information about supported servers and operating systems for the DS4000 EXP700 and DS4000 EXP710, go to the ServerProven® Web site at

www.ibm.com/pc/us/compat/

Storage expansion enclosure operating specifications

This section provides general information about the storage expansion enclosure. All components plug directly into the backplane.

Table 11. Storage expansion enclosure specifications

<p>Size</p> <ul style="list-style-type: none"> • Width: 44.5 cm (17.52 in.) • Height: 12.8 cm (5.03 in.) • Depth: 56.3 cm (22.17 in.) <p>Weight: 30.12 kg (66.4 lb)</p> <p>Electrical input</p> <ul style="list-style-type: none"> • Sine-wave input (50 to 60 Hz) is required • Input voltage low range: <ul style="list-style-type: none"> – Minimum: 90 V ac – Maximum: 127 V ac • Input voltage high range: <ul style="list-style-type: none"> – Minimum: 198 V ac – Maximum: 257 V ac • Input kilovolt-amperes (kVA), approximately: <ul style="list-style-type: none"> – Minimum configuration: 0.06 kVA – Maximum configuration: 0.39 kVA <p>Environment</p> <ul style="list-style-type: none"> • Air temperature <ul style="list-style-type: none"> – Storage expansion enclosure on: <ul style="list-style-type: none"> - 10° to 35° C (50° to 95° F) - Altitude: 0 to 914 m (3000 ft) – Storage expansion enclosure off: <ul style="list-style-type: none"> - 10° to 32° C (50° to 90° F) - Altitude: 914 m (3000 ft) to 2133 m (7000 ft) • Humidity <ul style="list-style-type: none"> – 8% to 80% – Noncondensing 	<p>Heat dissipation</p> <ul style="list-style-type: none"> • Fully configured storage expansion enclosure (14 DS4000 2 Gb/s hard disk drives) <ul style="list-style-type: none"> – 1,221 BTU per hour <p>Acoustical noise emission values</p> <p>For open-bay (0 drives installed) and typical system configurations (Eight hard disk drives installed):</p> <ul style="list-style-type: none"> • Sound power (idling): <ul style="list-style-type: none"> – 5.9 bel (open bay) – 6.1 bel (typical) • Sound power (operating): <ul style="list-style-type: none"> – 5.9 bel (open bay) – 6.2 bel (typical) • Sound pressure (idling): <ul style="list-style-type: none"> – 44 dBA (open bay) – 46 dBA (typical) • Sound pressure (operating): <ul style="list-style-type: none"> – 44 dBA (open bay) – 47 dBA (typical) <p>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.</p>
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Storage expansion enclosure features

The following features are available with this product.

Table 12. Storage expansion enclosure features

<p>Power supply</p> <ul style="list-style-type: none">• Two 400 W hot-pluggable power supplies• Power supplies are accessible from the rear using camming levers or latches.• Two ac line cords• Two 9-ft jumper cords• On/off switch on the back of each power supply• 14 disk drives run continuously from a single power supply. <p>Two fan units</p> <ul style="list-style-type: none">• Hot pluggable fan units accessible from the rear of the storage expansion enclosure, one on each side• Two fan units, with two fans per unit, for a total of four fans. The fans are redundant, meaning that if one fan is disabled the remaining three fans continue to cool the storage expansion enclosure.	<p>Environmental service module (ESM)</p> <ul style="list-style-type: none">• Two ESMs are accessible from the back of the storage expansion enclosure.• ESMs are hot pluggable.• ESMs are redundant.
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Heat output, airflow, and cooling

The maximum heat output of the storage expansion enclosure is 390 watts (1088 BTU/hr). Each rack-mounted storage expansion enclosure requires an airflow of 2.5 m³ (87 ft³) per minute. The input air temperature to all racks should be in the range 10° C - 35° C (50° F - 95° F).

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

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

- Air enters at the front of the rack and leaves at the back. To prevent the air that is leaving the rack from entering the intake of another piece of equipment, you must position the racks in alternate rows, back-to-back and front-to-front. This arrangement is known as “cold aisle/hot aisle” and is shown in Figure 9 on page 15.
- Where racks are in rows, each rack must touch the rack that is next to it to reduce the amount of hot air that can flow around from the back of the rack into the intakes of the storage expansion enclosures that are in that rack. You should use Suite Attach Kits to completely seal any gaps that remain between the racks. For details about Suite Attach Kits, contact your marketing representative.
- Where racks are in rows front-to-front or back-to-back, a gap of at least 1220 mm (48 in.) must separate the rows across the cold aisle.

- To ensure correct airflow in each rack, the rack filler plates must be installed in unused positions. Also, all the gaps in the front of the racks must be sealed, including the gaps between the storage expansion enclosures.

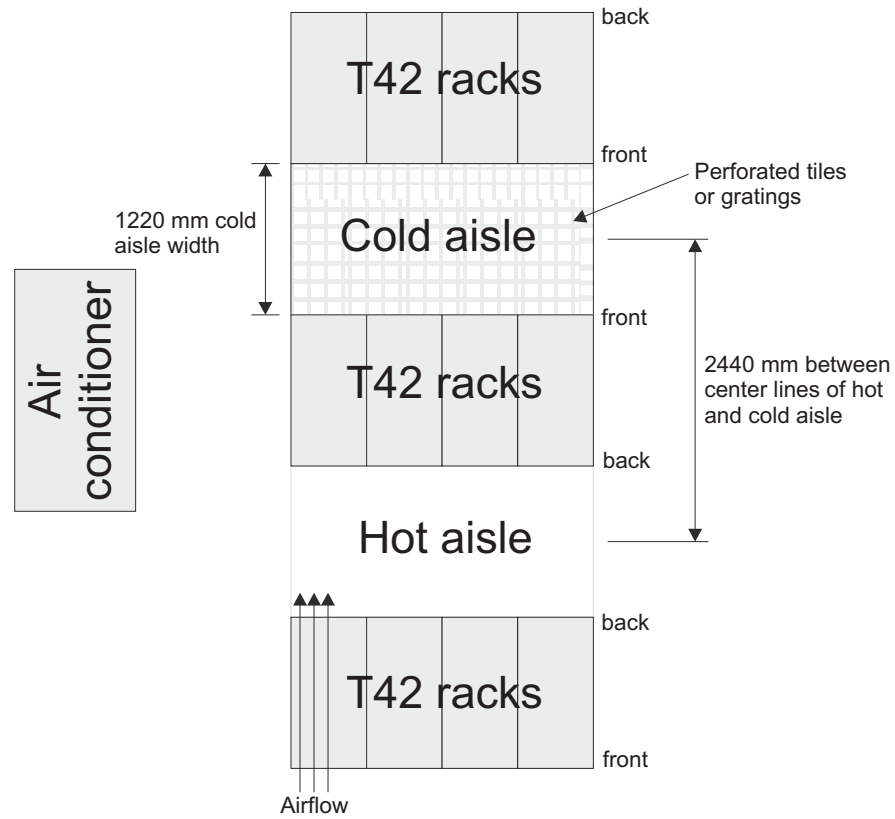


Figure 9. Example of cold aisle/hot aisle rack configuration

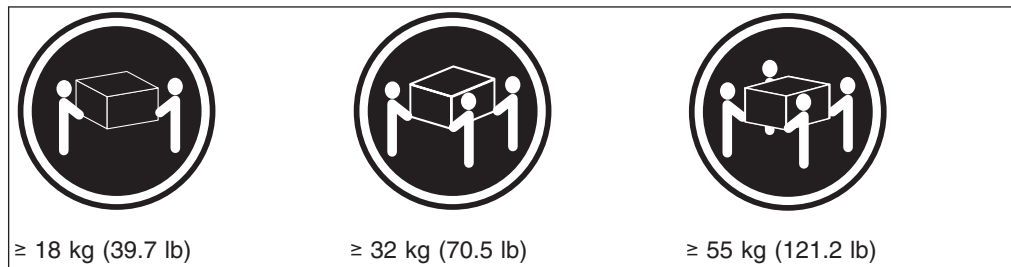
Chapter 2. Installing and cabling the storage expansion enclosure

This chapter provides the information needed for preparing the storage expansion enclosure for installation into a rack cabinet. This chapter also contains information about cabling, setting interface options, and installing optional cables.

Preparing for installation

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

Statement 4:



CAUTION: Use safe practices when lifting.

Before you begin: The fully configured storage expansion enclosure weighs up to 40.8 kg (85.7 lbs). At least three persons are required to safely lift the storage expansion enclosure from the shipping box and place it in the rack. If desired, you can open the sides of the shipping box and remove the CRUs from the storage expansion enclosure before you lift it from the shipping box in order to reduce the weight of the storage server. See “Preparing the storage expansion enclosure” on page 19.

1. Prepare the site to meet all area, environmental, power, and site requirements. For more information, see “Storage expansion enclosure operating specifications” on page 13.
2. Move the storage expansion enclosure and its rack cabinet to the site.
3. Remove the storage expansion enclosure from its shipping container and check the contents (see “Inventory checklist” on page 4). If any items are missing, contact your IBM reseller before proceeding.
4. Assemble the tools and equipment you will need for installation. These might include:
 - Power cords
 - Number 2 Phillips and medium flat-blade screwdrivers
 - Antistatic protection (such as a grounding wrist strap)
 - Fibre channel (FC) and Ethernet interface cables and cable straps
 - Rack-mounting hardware (comes with the storage expansion enclosure)

- Storage Manager software to configure the storage subsystems (comes with the DS4000 storage server or downloadable from the Web)
5. Continue with “Handling static-sensitive devices.”

Handling static-sensitive devices

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

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

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

Continue with “Preparing the site.”

Preparing the site

This section lists the space requirements and weight information for the storage expansion enclosure. For information on interface cables and connections, see “Cabling the storage expansion enclosure” on page 31.

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

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

Weight: The storage expansion enclosure total weight depends on the number of DS4000 2 Gb/s fibre channel hard disk drives that are installed. A fully configured storage expansion enclosure with two fans, two power supplies, two ESMs, and up to 14 fibre channel hard disk drives installed weighs 43.99 kg (97 lbs).

Continue with “Preparing the rack.”

Preparing the rack

To prepare the rack for installation, review the following list and complete all applicable preparatory procedures:

1. Move, unpack, and level the rack at the installation site.
2. Remove the external rack panels.

3. Stop all I/O activity to the devices in the rack (optional).
4. Turn off all storage expansion enclosure and rack power, and disconnecting existing power, network, and other external cables (optional).
5. Install additional interface cables and power cables.
6. Install support rails for mounting the storage expansion enclosure. See the Rack mounting template and instructions that come with the storage expansion enclosure.
7. Remove, add, or reconfigure storage expansion enclosures or devices in the rack cabinet.

Important: Before installing the storage expansion enclosure in a rack, it is important that you do the following:

- Review the documentation that comes with your rack enclosure for safety and cabling considerations.
- Install the storage expansion enclosure in a maximum 35°C (95° F) environment.
- To ensure proper airflow, do not block the air vents; 15 cm (6 in.) of air space is sufficient.
- To ensure rack stability, load the rack starting at the bottom.
- If you install multiple components in the rack, do not overload the power outlets.
- Always connect the storage expansion enclosure to a properly grounded outlet.
- Always connect redundant power supplies of devices in the rack into separate electrical circuits.

Continue with “Preparing the storage expansion enclosure.”

Preparing the storage expansion enclosure

You will need an antistatic wrist strap and a cart or level surface (to hold the CRUs). You will use the following procedure to prepare the storage expansion enclosure for installation. These instructions can be used after you have completed all applicable site, rack cabinet, and storage expansion enclosure preparations discussed in “Preparing for installation” on page 17.

The storage expansion enclosure comes with a rack-mounting hardware kit for installation into a rack cabinet. It is easier to lift the storage expansion enclosure and install it in a rack cabinet if you remove all CRUs first.

Attention: This section describes how to remove the CRUs in order to minimize the weight of the storage expansion enclosure before you install it in the rack. However, if you have three or more people available to lift and install the storage expansion enclosure in a rack, you might not find it necessary to remove the CRUs before you install the storage expansion enclosure. If this is the case, you can skip the CRU removal instructions provided in this section. Instead, continue with “Installing the support rails and the storage expansion enclosure into a rack cabinet” on page 22, and then skip the CRU replacement instructions provided in “Replacing the CRUs” on page 27.

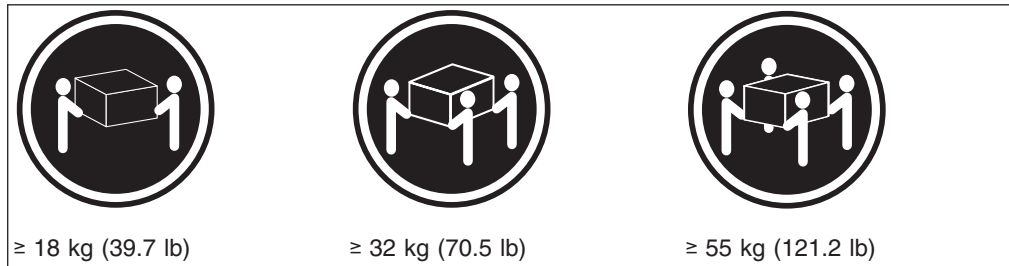
Remove the following CRUs from the storage expansion enclosure before installing it in the rack cabinet:

- ESMs
- Power supplies
- Fans
- Hot-swap hard disk drives

Note: You do not need to remove blank trays.

Use the following procedures to remove storage expansion enclosure CRUs. Removing the CRUs will reduce the overall weight of the storage expansion enclosure.

Statement 4:



CAUTION:
Use safe practices when lifting.

Attention: The storage expansion enclosure comes with the bezel attached to the front of the unit with two white plastic screws and nuts. This bezel protects the light pipes located above the drive trays. Leave the protective bezel in place until you are instructed to remove it.

Complete the following steps to remove an ESM:

1. Push down on the ESM latch and hold it the down position.
2. With the ESM latch in the down position, grasp the pull rings and pull out on the levers; then, remove the ESM from the bay as shown in Figure 10.

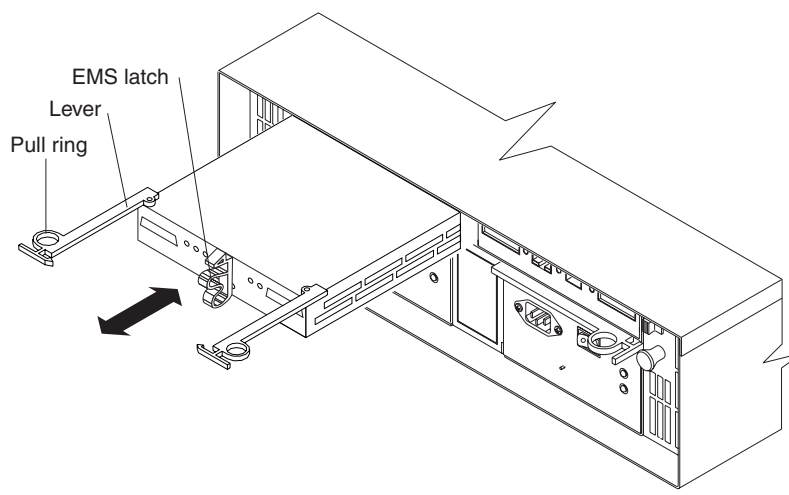


Figure 10. Removing an ESM

3. Place the ESM on a level surface.

Complete the following steps to remove a power supply CRU:

1. Grasp the pull-ring on the power-supply lever and squeeze the latch to release it.
2. Pull the lever open and remove the power supply as shown in Figure 11.

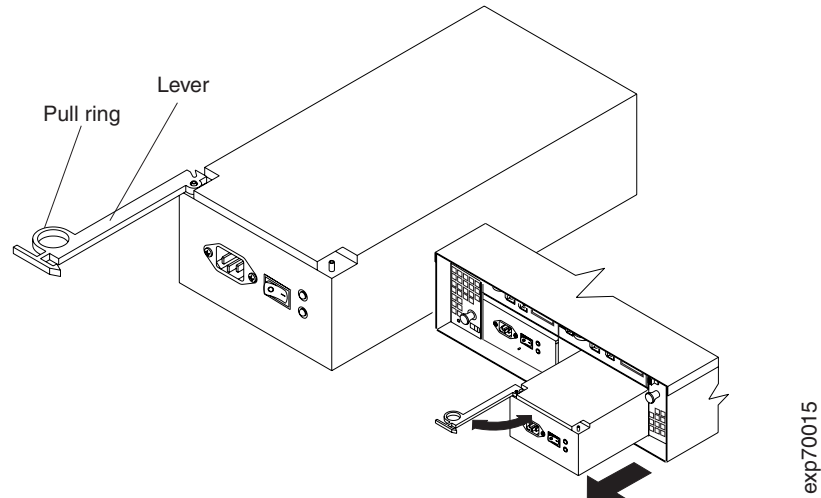


Figure 11. Removing a power supply CRU

3. Place the power supply on a level surface.

Complete the following steps to remove a fan CRU:

1. Unlock the latch by moving the latch towards the exterior of the storage expansion enclosure (away from the power supply and ESM CRUs) and hold it in the open position.
2. Grasp the handle and pull the fan unit out of the bay as shown in Figure 12.

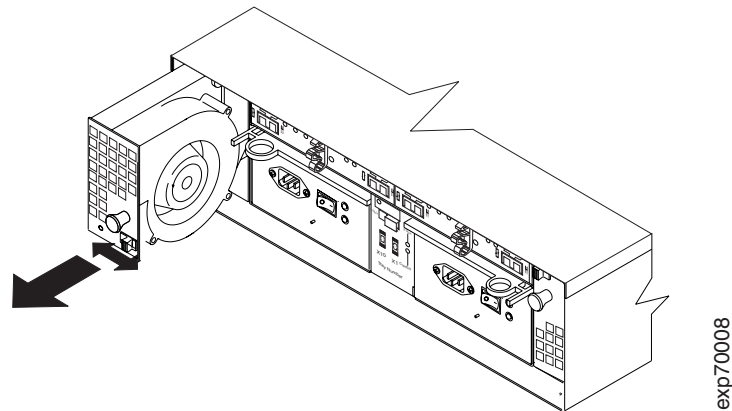


Figure 12. Removing a fan CRU

3. Place the fan unit on a level surface.

Complete the following steps to remove a hot-swap hard disk drive:

Note: The hard disk drive comes installed in a drive tray. Do not attempt to detach the drive from the tray.

1. Use Table 20 on page 83 to record the location and identify your DS4000 2 Gb/s fibre channel hard disk drives. This record is required for replacing the hard disk drives in the original order before they were removed.
2. Release the blue latch on the drive CRU by pressing on the inside of the bottom of the tray handle.
3. Pull the handle on the tray out so that it is in the open position and pull the drive out of the bay as shown in Figure 13.

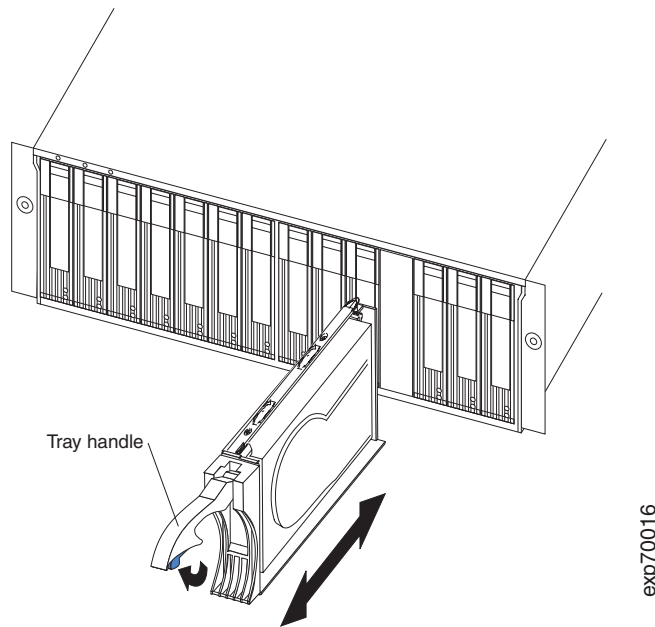


Figure 13. Removing drive CRUs

4. Place the drive CRU horizontally on a level surface, with the printed circuit boards facing down.

Attention: Do not stack drive CRUs on top of one another. Protect the drive CRUs from vibrations or sudden shocks.
5. Repeat step 1 through step 4 for additional drive CRUs.

Continue with “Installing the support rails and the storage expansion enclosure into a rack cabinet.”

Installing the support rails and the storage expansion enclosure into a rack cabinet

To install the storage expansion enclosure in a rack cabinet, use the rails and rack-mounting hardware that come with your storage expansion enclosure. The storage expansion enclosure requires an EIA 310-D Type A 19-inch rack cabinet. This required rack cabinet has a minimum and maximum rack depth of 24 inches and 32 inches respectively, which is the distance between EIA rails, from the front of the rack cabinet to the rear of the rack cabinet. This rack cabinet conforms to the Electronic Industries Association (EIA) standard. Where you place the support rails in the cabinet depends on where you intend to position the storage expansion enclosure.

Use the following templates (Figure 14 on page 24 and Figure 15 on page 25) to identify the proper locations for inserting M6 screws when mounting the support rails and storage expansion enclosure to a rack. The locations for the M6 screws are highlighted in the templates.

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

Note: The following templates and rack mounting installation instructions are also included in the rack mounting assembly package that comes with the storage expansion enclosure to locate the rack mounting holes and install the unit into a rack cabinet. Instructions for removing and replacing the bezel are also included in the Rack Mounting Template that comes with the storage expansion enclosure.

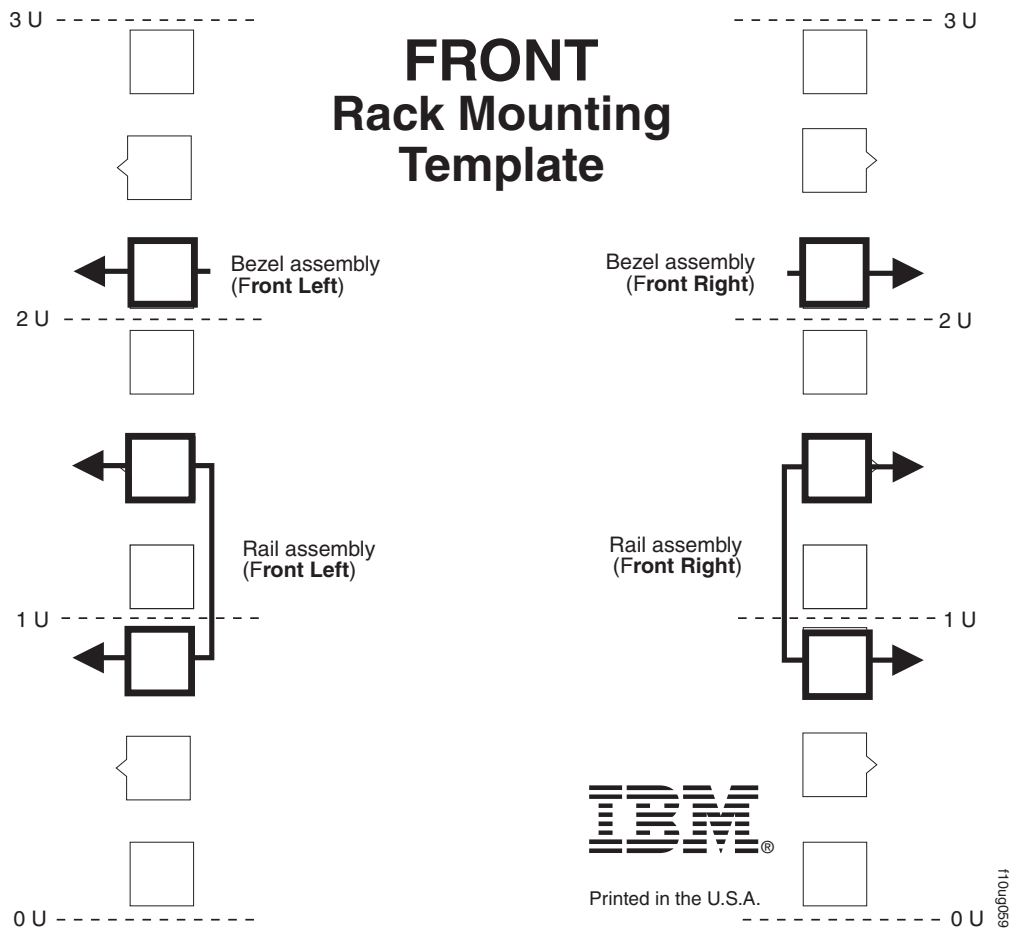


Figure 14. Front rack mounting template

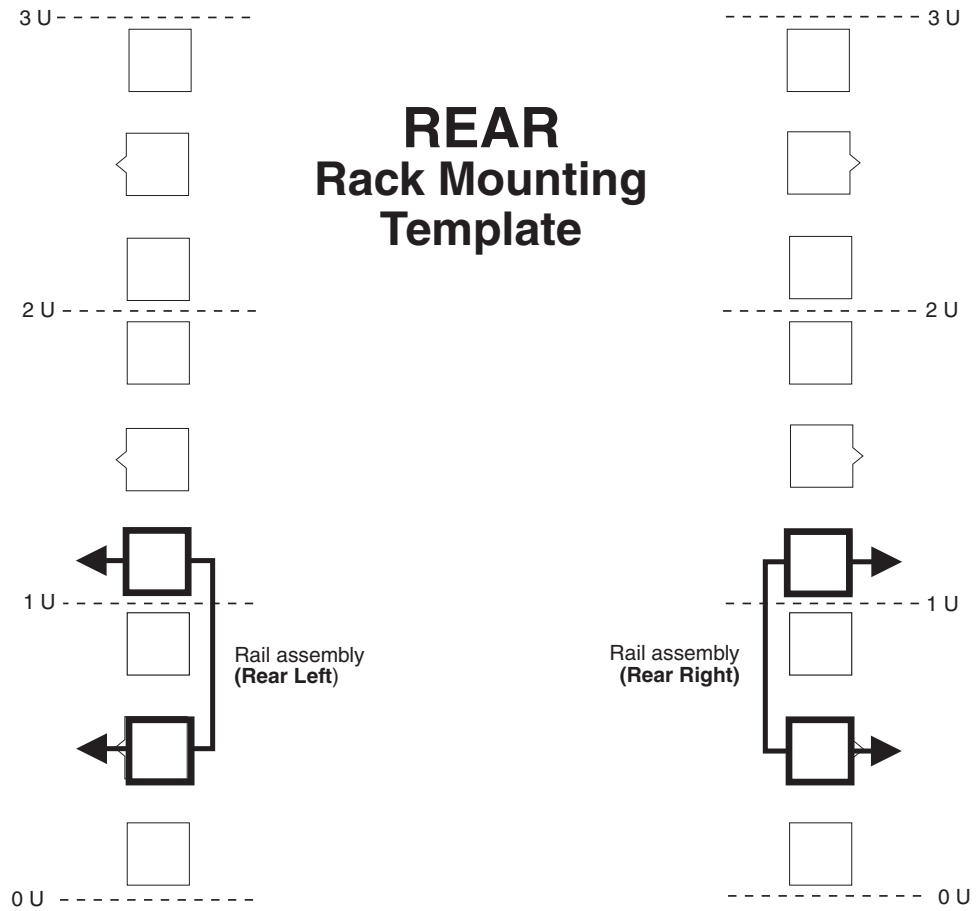
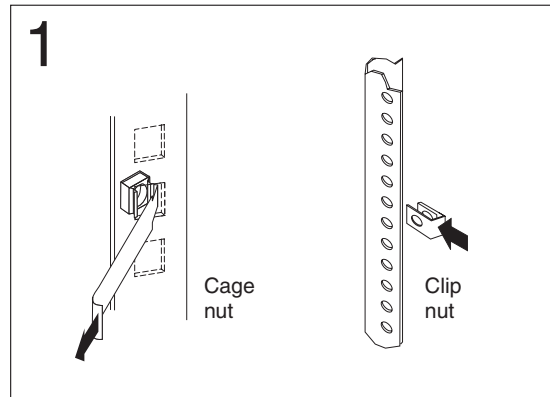


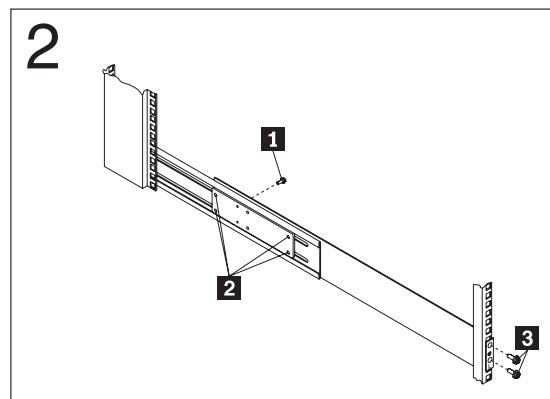
Figure 15. Rear rack mounting template

To install the support rails and the storage expansion enclosure into a rack cabinet, perform the following steps:

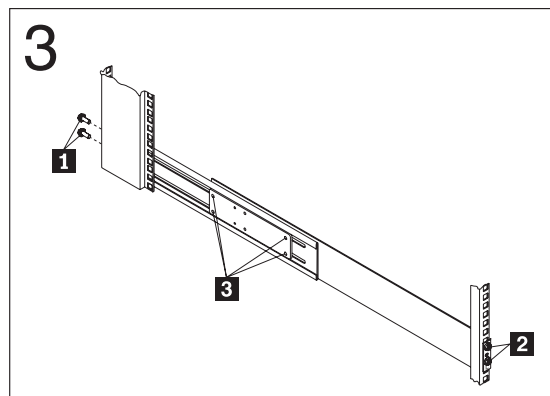
1. Align arrows on the front and rear of the template with rack holes to guide cage nut or clip nut installations.



2. On the rail marked "L", remove and save the small screw (1); then, loosen the four large screws (2). Hold the rail against the outside of the left rack mounting flange and loosely insert the front black hex screws (3).

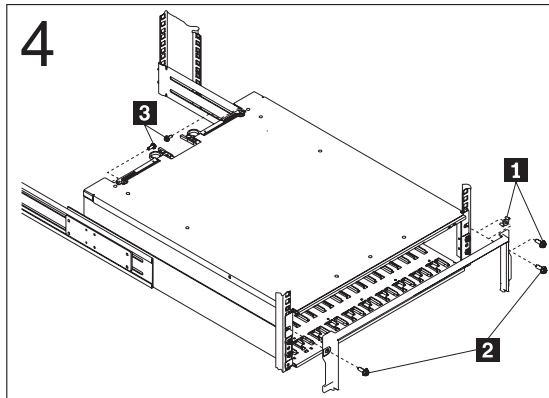


3. Extend the rail outside of the rear rack mounting flange; then, install and tighten both rear black hex screws (1). Tighten the front screws (2) and the four large screws (3). Repeat steps 2 and 3 for the rail marked "R" on the right side of the rack.



4. Slide the device into the rack; then, remove and discard both white screws and wingnuts (1) from the bezel. Align the bezel locator pins; then, secure the bezel with two black hex screws (2). Secure the rear of the device with two small

screws (3) (removed in step 2).

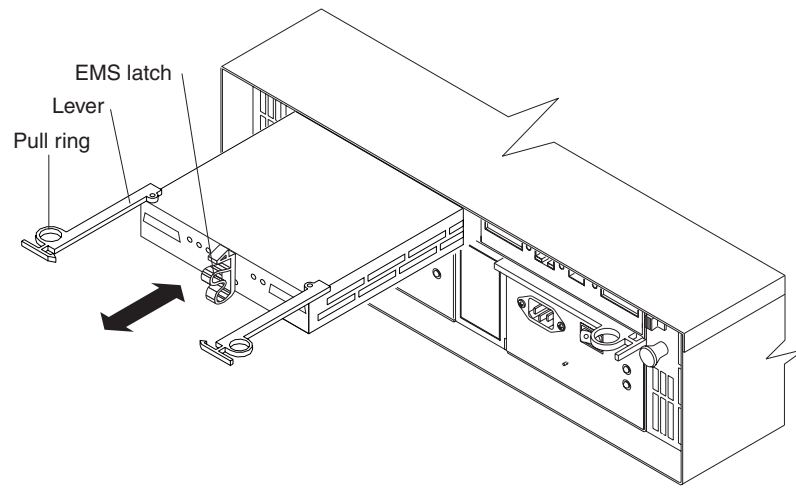


After you install the storage expansion enclosure in a rack cabinet, continue with “Replacing the CRUs.”

Replacing the CRUs

Complete the following steps to replace the ESM CRUs that you removed:

1. Slide one ESM into the empty slot in the storage expansion enclosure. Be sure the levers are pulled straight out as you slide it in, as shown in Figure 16.



exp70014

Figure 16. Replacing an ESM

2. After you install the ESM into the bay, the ESM latch will lock into place. Close the levers until the pull-ring latch locks in place. Make sure the levers lock into place in the storage expansion enclosure chassis.
3. Repeat steps 1 and 2 to replace the second ESM.

Complete the following steps to replace the power-supply CRUs that you removed:

1. Slide one power supply into the storage expansion enclosure. Be sure the levers are pulled straight out as you slide the power supply into the storage expansion enclosure, as shown in Figure 17 on page 28.

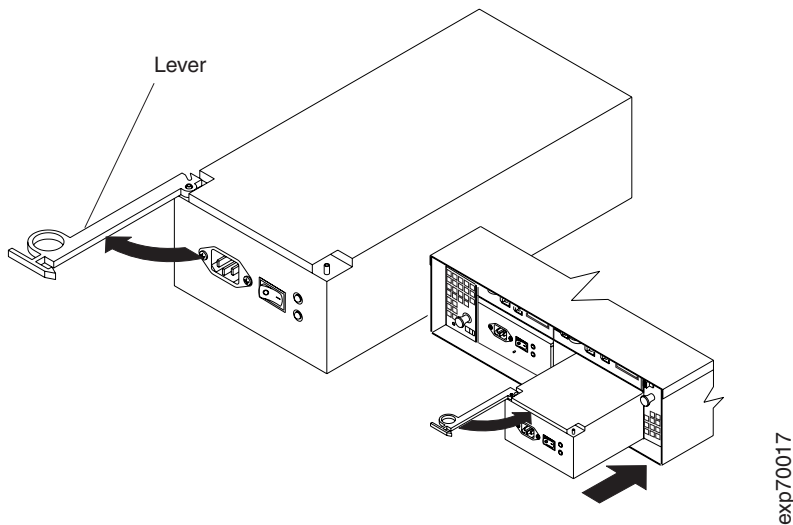


Figure 17. Replacing a power-supply CRU

2. Close the lever until the pull-ring latch locks in place. Make sure the lever locks into place in the storage expansion enclosure chassis.
3. Repeat steps 1 and 2 to replace the second power supply.

Complete the following steps to replace the fan unit CRUs that you removed:

1. Place the fan CRU in front of the fan bay.
2. Ensure that you move the fan latch towards the exterior of the storage expansion enclosure (away from the power supply and ESM CRUs) before you insert the fan. Hold the latch in the open position while inserting the fan unit into the fan bay.

The open side of the fan CRU faces the power supply and ESM CRUs. If the fan does not go into the bay, rotate it 180°. (See Figure 18.)

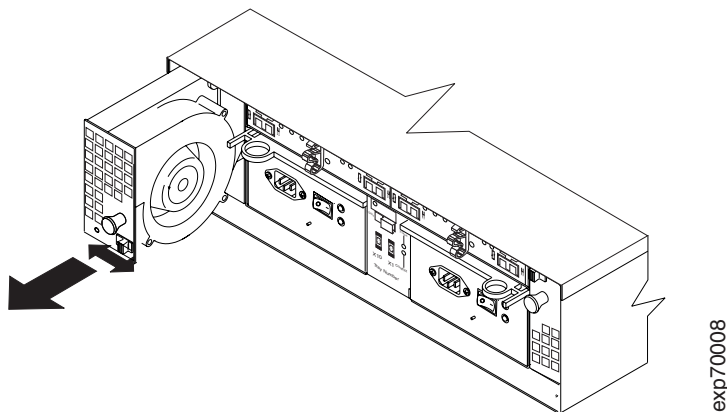


Figure 18. Replacing a fan CRU

3. If the latch does not automatically lock when you have successfully inserted the fan unit into the bay, pull back on the fan slightly and then push it in again until the latch snaps into place.
4. Repeat steps 1 through 3 to replace the second fan.

Complete the following steps to replace the hot-swap hard disk drives that you removed:

1. Lift up on the handle and gently push the drive CRU into the empty bay until the tray handle touches the storage expansion enclosure bezel.
2. Push the tray handle down into the closed (latched) position as shown in Figure 19.

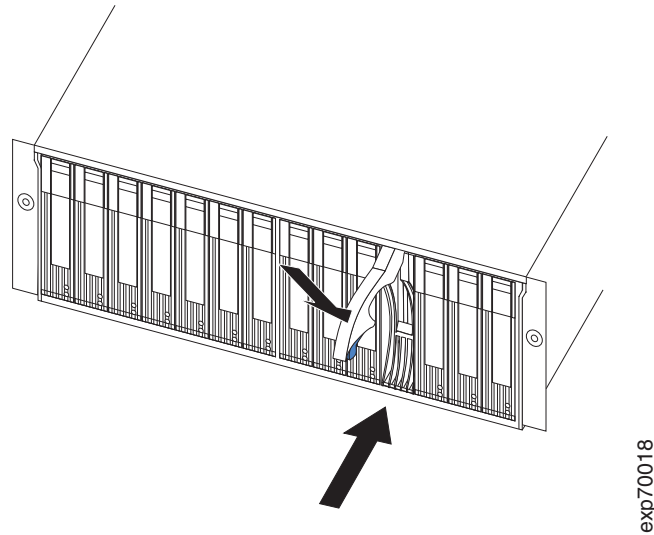


Figure 19. Replacing hot-swap hard disk drives

3. Repeat steps 1 and 2 to replace additional drives.

Continue with “Setting the interface options.”

Setting the interface options

The storage expansion enclosure comes with two enclosure ID switches that are used to identify the storage expansion enclosure on a fibre channel loop, and to assign physical addresses to the drives. The enclosure ID switches are located on the back of the storage expansion enclosure, as shown in Figure 20 on page 30.

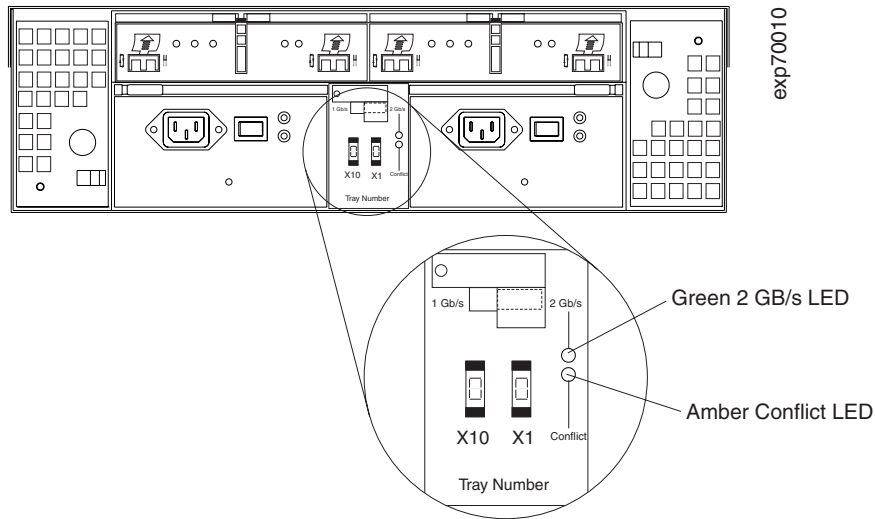


Figure 20. Setting the interface options

Fibre channel loop and ID settings

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

Enclosure ID settings

Each storage expansion enclosure in a DS4000 storage subsystem drive loop must have a unique drive enclosure ID. DS4000 controllers use a combination of the enclosure ID and the number of the physical slot that a fibre channel hard drive occupies to create a unique fibre channel loop address or arbitrated loop physical address (AL_PA) for each drive in a fibre channel drive loop. The enclosure ID consists of two digits, a tens digit (x10) and ones digit (x1).

Attention: When connecting the storage expansion enclosure to a storage server, DO NOT use the tens digit (x10) setting. Use only the ones digit (x1) setting to set unique server IDs or enclosure IDs.

Give each storage expansion enclosure in a redundant drive loop a unique ones digit (x1) ID. This setting will enforce hard AL_PAs (unchangeable between fibre channel Loop Initializations [LIPs]) for the drives and facilitate drive loop problem troubleshooting in the event of an error. If the ones digits are not unique, two or more devices will have the same hard AL_PA. In such a case, the controller will use soft AL_PAs for the devices that have identical hard AL_PAs.

The problem with soft addressing is that addresses may change between LIPs. This possibility increases the difficulty of troubleshooting drive loop problems, since one cannot easily ascertain whether the same device with a different address or different device may be causing a problem.

Note: The storage expansion enclosure is shipped with 00 as the default server ID setting. When you connect the storage expansion enclosure to a storage server, you must set the storage expansion enclosure enclosure ID setting to a value other than 00. Each server unit should have a unique ID if it is going

to be connected to other drive storage expansion enclosures through the drive loop ports. The Server ID setting is only valid for the drive loop. The amber Conflict LED (located on the right-side of the switch) will be lit if another unit in the drive loop has the same ID setting as the server ID.

Storage expansion enclosure speed settings

The default switch setting is 2 Gb per second. Be sure that you have read “Storage-management software and hardware compatibility” on page 12 to determine the correct operating speed *before* you complete the following steps to access and enable drive operation to 1 Gb per second.

Attention

Do *not* change the storage expansion enclosure speed setting from the default 2 Gb/s for the DS4000 EXP710. 2 Gb/s is the only storage expansion enclosure speed setting allowed for the DS4000 EXP710.

1. Using a Phillips screwdriver, loosen the screw that secures the switch cover plate to the storage expansion enclosure; then, remove the switch cover plate.
2. To enable 1 Gb per second drive operation, press on the left side of the switch to 1 Gb/s (when set to 1 Gb/s, the green LED to the right of the switch is off).
3. Replace the switch cover plate.
4. Continue with “Cabling the storage expansion enclosure.”

Cabling the storage expansion enclosure

The storage expansion enclosure provides ports for connections to two redundant drive loops. A redundant drive storage expansion enclosure loop consists of one or more storage expansion enclosures connected to a storage server using two sets of fibre channel cables. If one fibre channel loop fails, the storage server uses the other drive storage expansion enclosure loop to maintain input/output to the storage expansion enclosure array group. Usually, there are two RAID controllers in a storage server. Use the Fibre Channel Cabling Instructions that comes with your storage server for the specific information about cabling the storage expansion enclosure. Before cabling the storage expansion enclosure, read the following information:

- **Fibre channel loop:** A fibre channel loop consists of fibre channel disk drives connected to each other and to one or more RAID controllers. A loop can support multiple RAID controllers, a large number of disk drives, and other addressable entities such as system-management logic chips. Refer to your storage server documentation for information about controller-dependent hardware configuration details. Some controllers might have restrictions on the maximum number of disk drives supported on a loop, cabling restrictions, and other requirements.
- **SFP module ports:** Your storage expansion enclosure supports large, complex, and redundant disk drive loop configurations. Each ESM has two SFP module ports. Each SFP module has an input and output port. A loop is created by connecting one or more storage expansion enclosures to one or more RAID controllers. You then use dual fiber-optic cables to connect one storage expansion enclosure to another.
- **Fibre channel cable restrictions:** RAID controllers use specific IBM fibre channel options. Refer to the Fibre Channel Cabling Instructions that come with your storage server for the cable option that is required for your configuration.

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

Installing SFP modules

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

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

- Do not mix long-wave SFPs and short-wave SFPs on a single storage server. Use either long-wave SFPs or short-wave SFPs. You can use the Storage Manager client to view the Storage Subsystem Profile in order to verify that you are not mixing long-wave and short-wave SFPs.
Attention: In addition, do not use long-wave SFPs or GBICs in any of the FC ports in the FC drive loops. (Long-wave SFPs and GBICs are not supported for use in the drive ports of storage expansion enclosures. Long-wave SFPs and GBICs are only supported in the host ports of the DS4000 storage server).
- The SFP module housing has an integral guide key designed to prevent you from inserting the SFP module improperly.
- Use minimal pressure when inserting an SFP module into an SFP port. Forcing the SFP module into a port could cause damage to the SFP module or 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 fiber-optic cable.
- You must remove the fiber-optic cable from the SFP module before you remove the SFP module from the port. Refer to “Removing SFP modules” on page 34 for more information.

Complete the following steps to install an SFP module:

Statement 3:



CAUTION:

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

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



DANGER

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

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

Attention: When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling static-sensitive devices, see “Handling static-sensitive devices” on page 18.

1. Remove the SFP module from its static-protective package.
2. Remove the protective cap from the SFP module, as shown in Figure 21. Save the protective cap for future use.

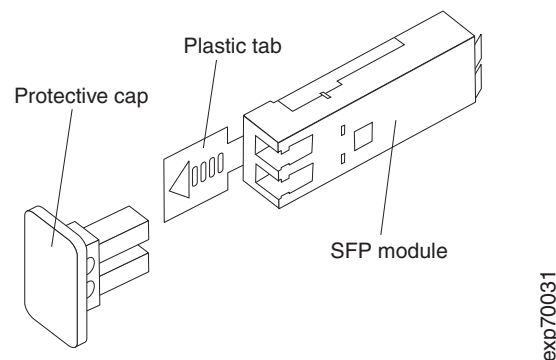


Figure 21. Small Form-Factor Pluggable (SFP) module

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 22 on page 34.

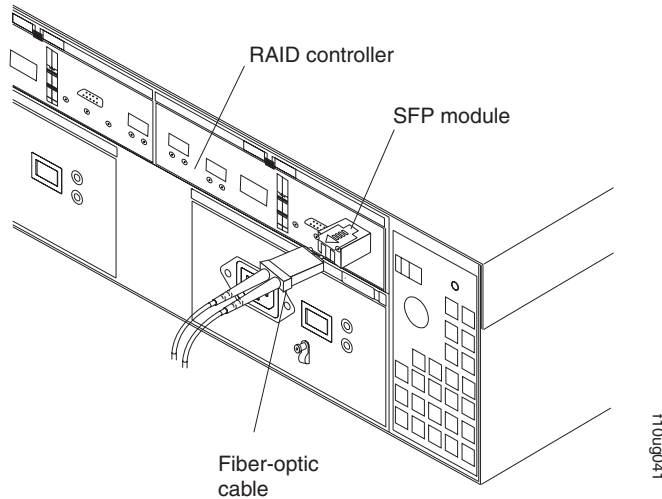


Figure 22. Installing an SFP module into the host port

5. Connect an LC-LC fibre channel cable. For information about the LC-LC cable, see “Using LC-LC fibre channel cables” on page 35.

Removing SFP modules

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

Attention: To avoid damage to the cable or SFP module, make sure 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 static-sensitive devices” on page 18 and “Using LC-LC fibre channel cables” on page 35.
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 23.

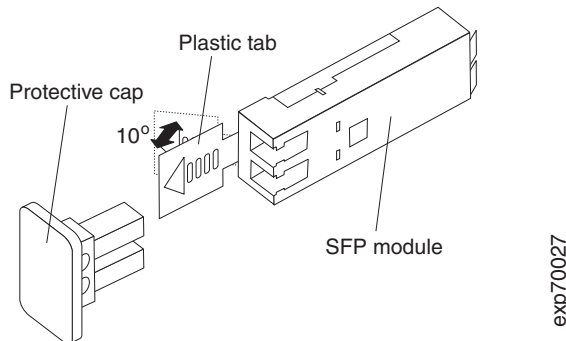


Figure 23. Unlocking the SFP module latch - plastic variety

- For SFP modules that contain wire tabs, unlock the SFP module latch by pulling the wire latch outward 90°, as shown in Figure 24 on page 35.

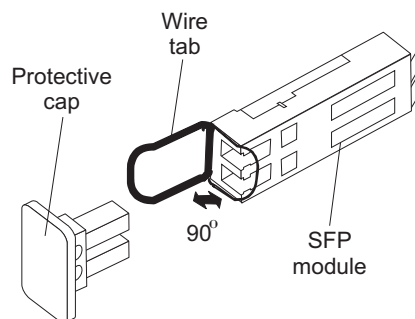


Figure 24. Unlocking the SFP module latch - wire variety

3. With the SFP latch in the unlocked position, slide the SFP module out of the port.
4. Replace the protective cap on the SFP module.
5. Place the SFP module into a static-protective package.

Handling fiber-optic cables

Before using fiber-optic cables, read the following precautions.

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

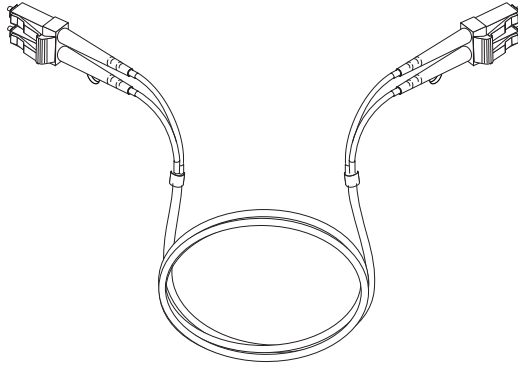
- Do not route the cable along a folding cable-management arm.
- When connecting cables to a device on slide rails, leave enough slack in the cable so that it does not bend to a radius of less than 38 mm (1.5 in.) when extended or become pinched when retracted.
- Route the cable away from places where it can be snagged by other devices in the rack.
- Do not overtighten the cable straps or bend the cables to a radius of less than 38 mm (1.5 in.).
- Do not put excess weight on the cable at the connection point. Be sure that the cable is well supported.

Using LC-LC fibre channel cables

The LC-LC fibre channel cable, shown in Figure 25 on page 36, is a fiber-optic cable that is used to connect into one of the following devices:

- SFP module installed in a storage expansion enclosure
- SFP module installed in a DS4000 storage server

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



exp70036

Figure 25. LC-LC fibre channel cable

Note: DS4000 EXP700 only: If you are connecting the DS4000 EXP700 to an IBM FAStT500 or to an IBM FAStT200, you must also use an LC-SC fibre channel cable adapter. You also need the LC-SC cable adapter when connecting a DS4000 EXP700 to a FAStT EXP500. For more information about using the fibre channel cable adapter, see “Using LC-SC fibre channel cable adapters” on page 39.

Connecting an LC-LC cable to an SFP module

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

Statement 3:



CAUTION:

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

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



DANGER

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

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

1. Read the information in “Handling fiber-optic cables” on page 35.
2. If necessary, remove the protective cap from the SFP module, as shown in Figure 21 on page 33. 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 26. Save the protective caps for future use.

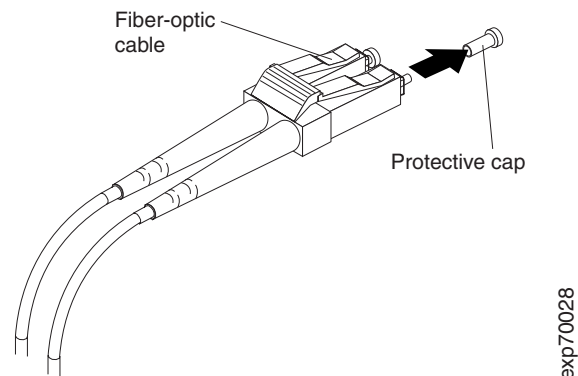


Figure 26. Removing fiber-optic cable protective caps

4. Carefully insert that same end of the LC-LC cable into an SFP module that is installed in the storage expansion enclosure. 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 27 on page 38.

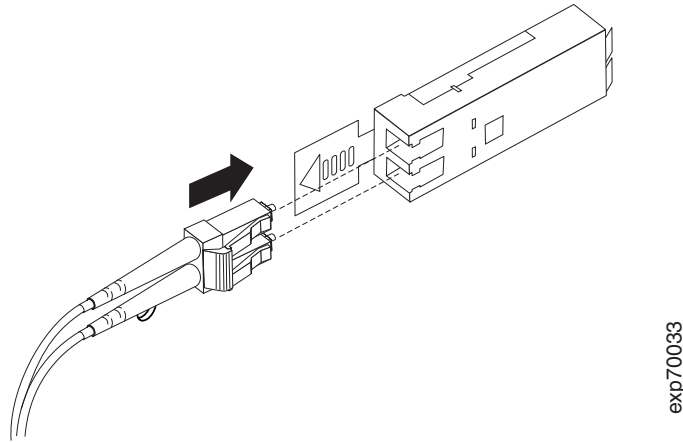


Figure 27. Inserting an LC-LC fibre channel cable into an SFP module

5. Remove the two protective caps from the other end of the LC-LC cable. Save the protective caps for future use.
6. Connect the LC-LC cable to one of the following devices:
 - SFP module that is installed in a separate storage expansion enclosure
 - SFP module that is installed in a DS4000 storage server
 - LC-SC fibre channel cable adapter (for information about using an LC-SC cable adapter, see “Using LC-SC fibre channel cable adapters” on page 39)

Removing an LC-LC fibre channel cable

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

Attention: To avoid damaging the LC-LC cable or SFP module, make sure you 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 removing the cable. When removing the cable from the SFP module, make sure you do not grasp the SFP module plastic tab.

1. On the end of the LC-LC cable that connects into the SFP module or host bus adapter, press down and hold the lever to release the latches, as shown in Figure 28.

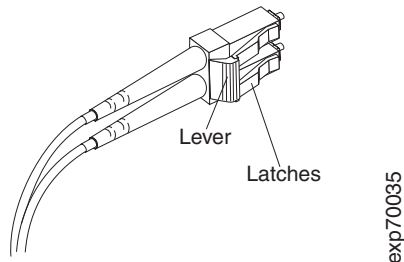


Figure 28. LC-LC fibre channel cable lever and latches

2. Carefully pull on the connector to remove the cable from the SFP module as shown in Figure 29 on page 39.

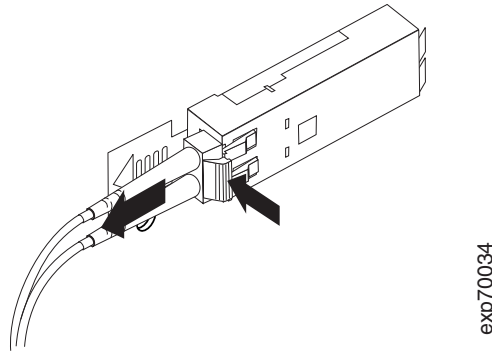


Figure 29. Removing the LC-LC fibre channel cable

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

Using LC-SC fibre channel cable adapters

The LC-SC fibre channel cable adapter is a fiber-optic cable that is used to connect an LC connector into one of the following devices that require SC connectors:

- IBM FAStT200 Storage Server
- IBM FAStT EXP500 Storage Expansion Enclosure
- IBM FAStT500 RAID Controller Enclosure Unit

Note: The LC-SC fibre channel cable adapter is required only in some configurations with the DS4000 EXP700. No configurations that include the DS4000 EXP710 will require the use of an LC-SC fibre channel cable adapter.

For more information about connecting to these devices, see the documentation that comes with the LC-SC fibre channel cable adapter.

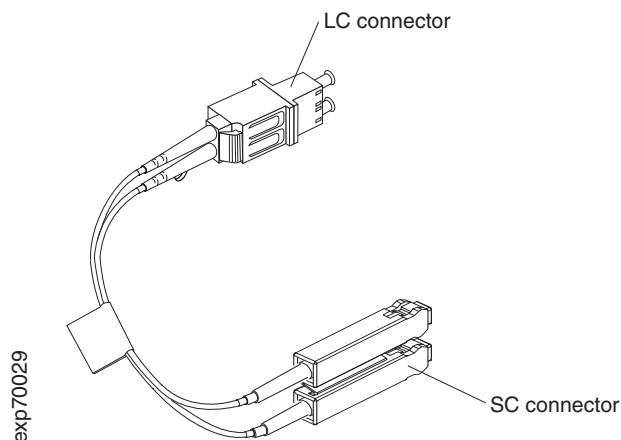


Figure 30. LC-SC fibre channel cable adapter

The following sections provide the procedures for properly connecting and removing an LC-SC fibre channel cable.

Connecting an LC-SC cable adapter to a device

Complete the following steps to connect an LC-SC fibre channel cable adapter to a device:

Statement 3:



CAUTION:

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

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

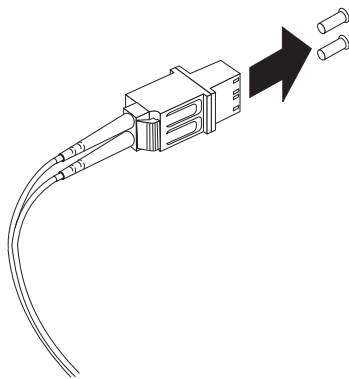


DANGER

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

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

1. Read the information in “Handling fiber-optic cables” on page 35.
2. Connect one end of an LC-LC cable to an SFP module in the DS4000 EXP700. For instructions, see “Installing SFP modules” on page 32.
3. Remove the two protective caps from the LC connector end of the LC-SC cable adapter as shown in Figure 31. Save the protective caps for future use.



exp70030

Figure 31. Removing the LC-SC cable adapter protective caps

4. Carefully insert the other end of the LC-LC cable into the LC connector end of the LC-SC cable adapter as shown in Figure 32. Push in the connector until it clicks into place.

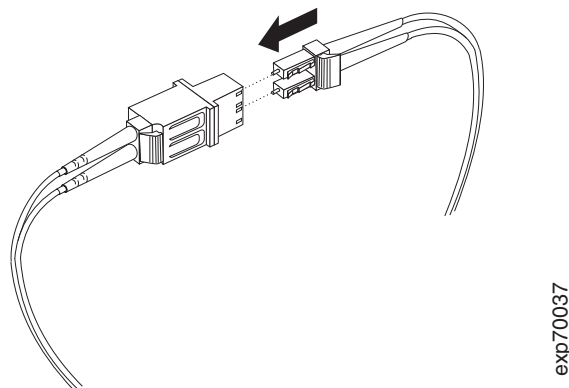


Figure 32. Connecting an LC-LC cable into the LC-SC cable adapter

5. If you are connecting the DS4000 EXP700 to a FAStT200, FAStT500, or FAStT EXP500, connect the SC connector end of the LC-SC cable adapter to a Gigabit Interface Converter (GBIC) that is installed in a FAStT200 or FAStT EXP500. For more information about connecting to these devices, see the documentation that comes with the device.

Removing an LC-LC cable from an LC-SC cable adapter

Complete the following steps to remove an LC-LC cable from an LC-SC cable adapter:

Attention: To avoid damaging the LC-LC cable, make sure you press and hold the lever to release the latches before you remove the cable from an LC-SC cable adapter. Ensure that both levers are in the released position when removing the cable. When removing the cable from the SFP module, make sure you do not grasp the SFP module plastic tab.

1. On the end of the cable that connects into the LC connector end of the LC-SC cable adapter, press down and hold the lever to release the latches. Figure 33 shows the location of the lever and latches.

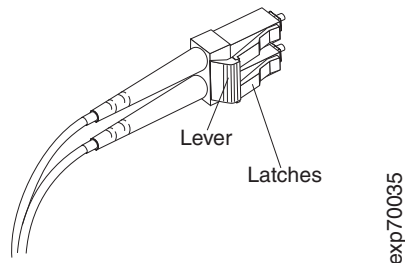


Figure 33. LC-LC fibre channel cable lever and latches

2. Carefully pull on the connector to remove it. Make sure you grasp the connector and not the cable when removing the LC-LC cable from the LC-SC cable adapter as shown in Figure 34.

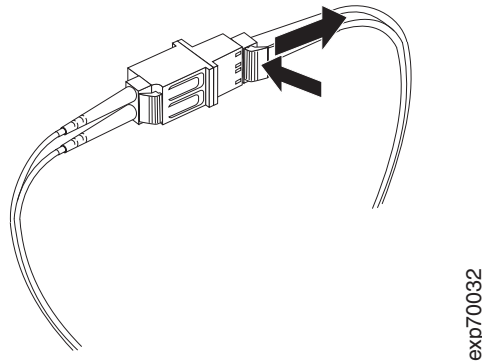


Figure 34. Removing the LC-LC fibre channel cable from an LC-SC fibre channel cable adapter

3. Replace the protective caps on the cable ends.

Cabling storage expansion enclosures to a DS4000 storage server

Attention: The following instructions apply to configurations that involve a new DS4000 storage server installation only. For additions to an existing DS4000 storage server installation, refer to the *IBM TotalStorage DS4000 Fibre Channel Hard Drive and Storage Expansion Enclosure Installation and Migration Guide*.

This section discusses the procedure for cabling the DS4000 EXP700 and DS4000 EXP710 storage expansion enclosures to supported DS4000 storage servers. It provides cabling instructions and diagrams for creating redundant fibre-channel loops, and it also provides cabling instructions and illustrations for connecting single storage expansion enclosures or storage expansion enclosure loops to your DS4000 storage server.

The following steps summarize the procedure for setting up a storage subsystem that includes a DS4000 storage server and one or more DS4000 EXP700 or DS4000 EXP710 storage expansion enclosures. Each step in the following summary is described in detail in the following sections.

1. **Important:** Review the following planning considerations as they apply to your planned configuration:
 - Storage server connectivity requirements for the DS4000 EXP700 and DS4000 EXP710. See “Storage server compatibility” on page 43.
 - Requirements for connecting DS4000 EXP700s and DS4000 EXP710s in the same drive loop. See “Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop” on page 44.
 - Requirements for connecting DS4000 EXP700s and FAStT EXP500s in the same drive loop. See “Connecting storage expansion enclosures in a loop with FAStT EXP500s (DS4000 EXP700 only)” on page 50.
 - Requirements for connecting DS4000 EXP700s or DS4000 EXP710s with DS4000 EXP100s in the same loop. See “Intermixing DS4000 EXP700s or DS4000 EXP710s with DS4000 EXP100s in the same loop” on page 52.

2. Following the applicable requirements described in “Planning considerations,” install the storage expansion enclosure or units in the rack. See “Installing the support rails and the storage expansion enclosure into a rack cabinet” on page 22.
3. If you are connecting more than one storage expansion enclosure, cable together the storage expansion enclosures as described in “Cabling the storage expansion enclosures in a redundant loop” on page 53.

Note: If you are connecting only one storage expansion enclosure to the storage server, continue instead with “Cabling the storage expansion enclosures to the storage server” on page 56.

4. Connect the storage expansion enclosure or enclosure loop to the storage server as described in “Cabling the storage expansion enclosures to the storage server” on page 56.
5. Power on the storage subsystem.
6. Install the Storage Manager host software. Use the Storage Manager client GUI to verify the storage server status. Upgrade the DS4000 storage server controller and storage expansion enclosure ESM firmware as needed.

Note: The DS4000 storage server controller firmware must be at 6.10.xx.xx or higher to enable the DS4000 storage server to recognize the DS4000 EXP710s. If the DS4000 storage server controller firmware is not 6.10.xx.xx or higher and there are only DS4000 EXP710s in the drive loop, see Appendix C, “Upgrading the controller firmware for DS4300, DS4400, and DS4500 (DS4000 EXP710 only),” on page 93 for upgrading instructions.

If you are adding a new DS4000 EXP700 or DS4000 EXP710 to an existing drive loop, see “Adding a new storage expansion enclosure to a loop” on page 61.

Planning considerations

Review the following important planning considerations as they apply to your planned configuration:

- “Storage server compatibility”
- “Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop” on page 44
- “Connecting storage expansion enclosures in a loop with FAStT EXP500s (DS4000 EXP700 only)” on page 50
- “Intermixing DS4000 EXP700s or DS4000 EXP710s with DS4000 EXP100s in the same loop” on page 52

Storage server compatibility

You can cable the DS4000 EXP700 to a FAStT200 Storage Server, FAStT500 RAID Controller Enclosure Unit, DS4300 Fibre Channel Storage Server, DS4400 Fibre Channel Storage Server, or DS4500 Fibre Channel Storage Server.

You can cable the DS4000 EXP710 to a DS4300 (Turbo only) Fibre Channel Storage Server, DS4400 Fibre Channel Storage Server, or DS4500 Fibre Channel Storage Server.

Note: Connections to other storage servers might be supported in the future. Check the IBM DS4000 storage support Web site

(www.ibm.com/servers/storage/support/disk/) and the Installation, User's, and Maintenance Guide of your storage server to verify its compatibility with the DS4000 EXP700 or DS4000 EXP710.

To cable the DS4000 EXP700 to a FAStT200 or FAStT500, you need optional LC-LC and LC-SC cable adapters. You must also set the enclosure speed switch to 1Gb/s.

Table 13 provides a matrix that details the storage servers that can connect to the DS4000 EXP700, DS4000 EXP710, and FAStT EXP500.

Table 13. Storage expansion enclosure connectivity matrix

	DS4000 EXP700	DS4000 EXP710	FAStT EXP500
FAStT200	Yes (requires an LC-SC cable adapter; drive loop speed must be set to 1 Gb/s)	No	Yes
FAStT500	Yes (requires an LC-SC cable adapter; drive loop speed must be set to 1 Gb/s)	No	Yes
DS4300	Yes	Yes (DS4300 Turbo option only)	No
DS4400	Yes	Yes	Yes (requires an LC-SC cable adapter; drive loop speed must be set to 1 Gb/s)
DS4500	Yes	Yes	Yes (requires an LC-SC cable adapter; drive loop speed must be set to 1 Gb/s)
DS4100	No	No	No

Contact your IBM support representative for information about future DS4000 EXP700 and EXP710 support for other DS4000 storage servers.

Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop

You can intermix DS4000 EXP700s and DS4000 EXP710s in the same drive loop, but all DS4000 EXP710s in the redundant drive loop must be grouped together, as described in this section.

Important

IBM does not support intermixed drive loop configurations in which all DS4000 EXP710s are not grouped together.

The minimum DS4000 EXP700 ESM firmware requirement for intermixing DS4000 EXP710s and EXP700s is version 9326. Verify that the ESM firmware for all DS4000 EXP700s is at version 9326 or higher before intermixing DS4000 EXP700s with DS4000 EXP710s.

In order to attach DS4000 EXP710 storage expansion enclosures to a DS4000 Storage Server, the DS4500 Storage Server controller firmware must be at version 06.xx.xx.xx or higher.

Figure 35 on page 46 though Figure 37 on page 48 show three acceptable DS4000 EXP700 and DS4000 EXP710 intermixing cabling configurations in which all DS4000 EXP710s are grouped together. Figure 38 on page 49 and Figure 39 on page 50 show two unacceptable intermixed configurations in which all DS4000 EXP710s are not grouped together.

These intermixing requirements must also be met if you are upgrading some (but not all) of the DS4000 EXP700s in a drive loop with the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit (P/N 25R0166). See Appendix B, “Upgrading ESMs with the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit,” on page 85.

Important

IBM does not support drive loop configurations in which all DS4000 EXP710s are not grouped together.

Figure 35 on page 46 though Figure 37 on page 48 show three acceptable DS4000 EXP700 and DS4000 EXP710 intermixing cabling configurations in which all DS4000 EXP710s are grouped together. Note that in Figure 37 on page 48, the DS4000 EXP710s are grouped together even though the DS4000 EXP700s are not grouped together.

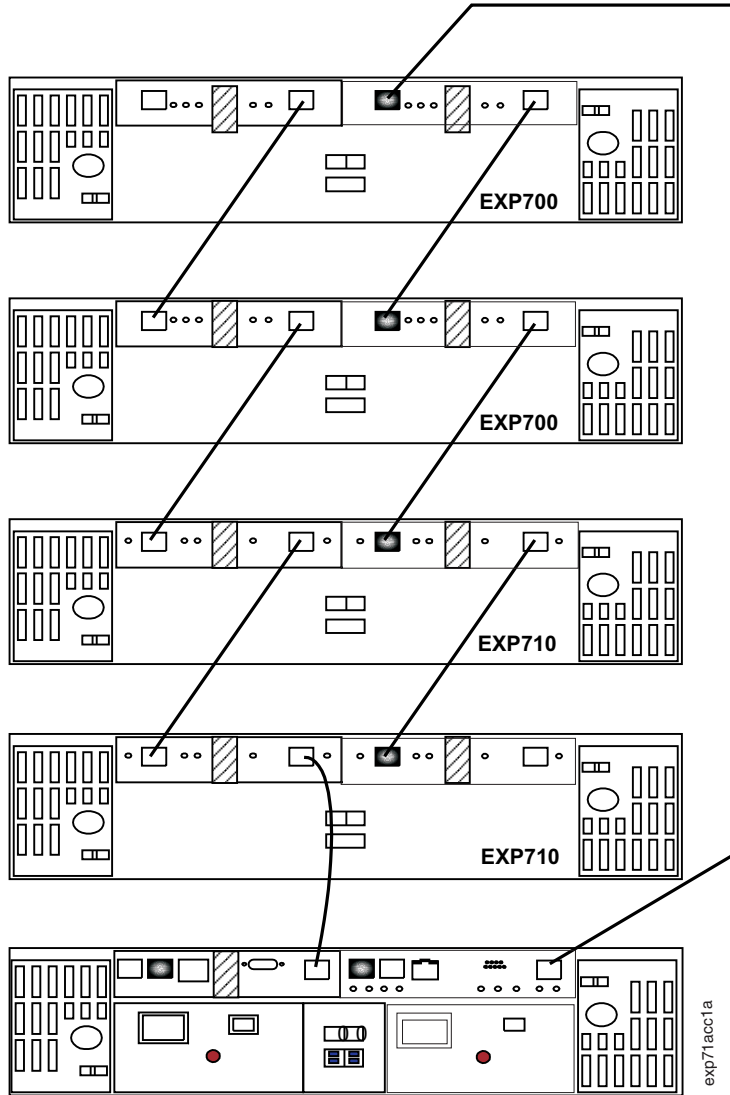


Figure 35. Acceptable intermixed DS4000 EXP700 and DS4000 EXP710 loop configuration

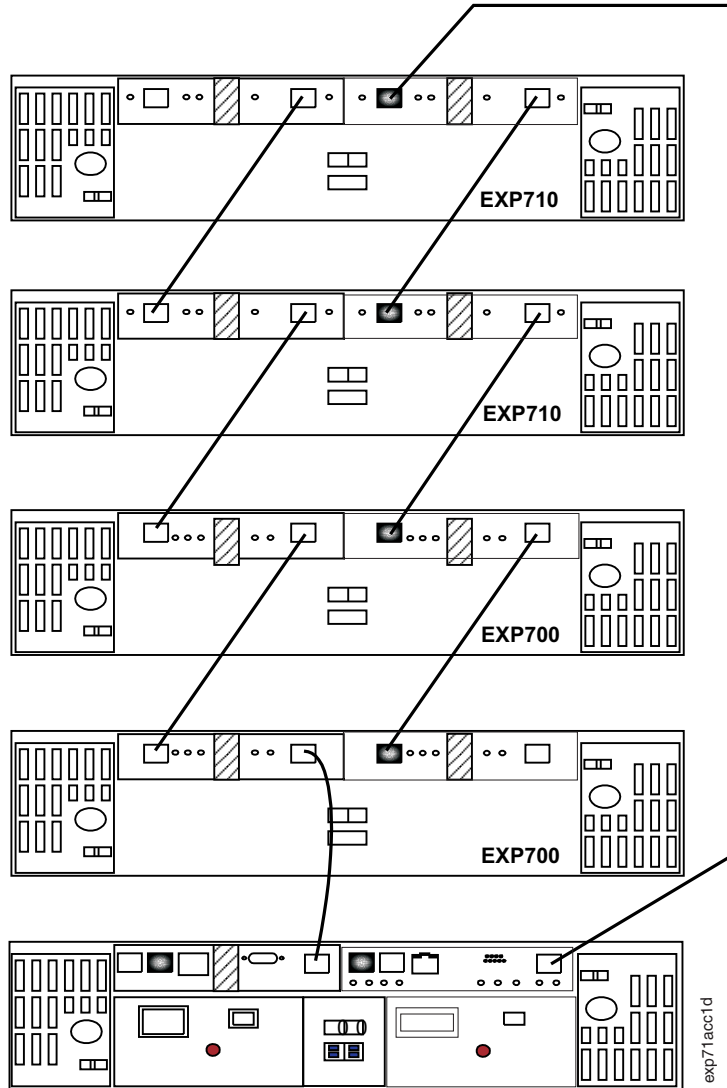


Figure 36. Acceptable intermixed DS4000 EXP700 and DS4000 EXP710 loop configuration

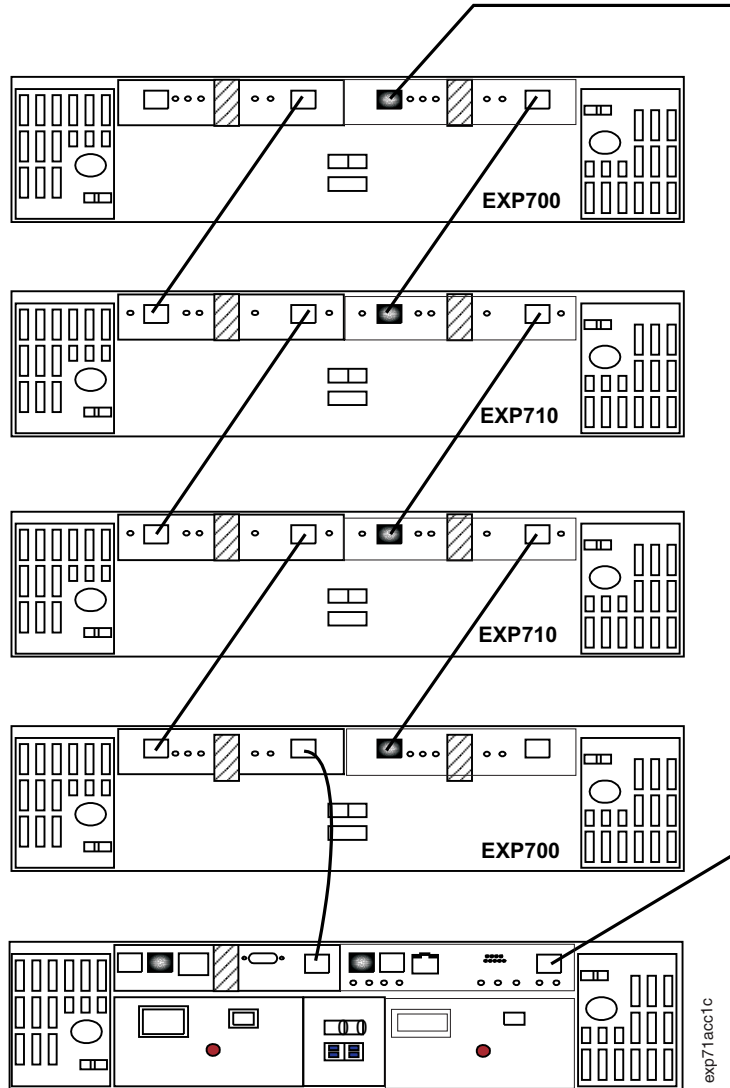


Figure 37. Acceptable intermixed DS4000 EXP700 and DS4000 EXP710 loop configuration

In Figure 38 on page 49 and Figure 39 on page 50, the intermixed configurations shown are unacceptable because the DS4000 EXP710s in the redundant drive loop are not grouped together.

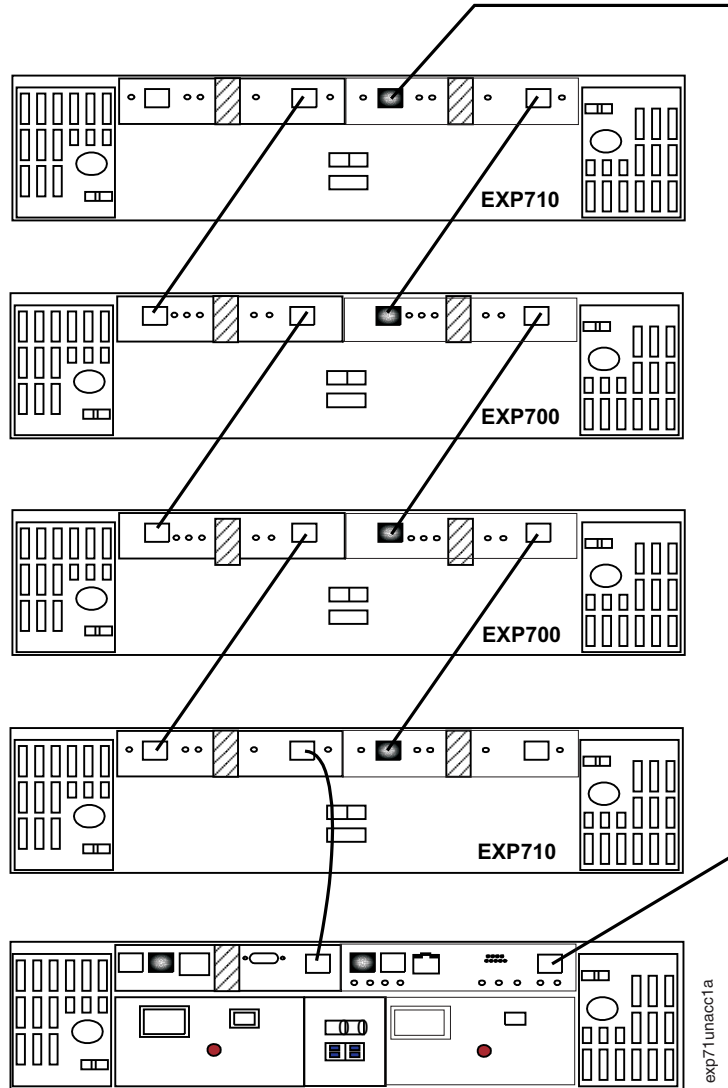


Figure 38. Unacceptable intermixed DS4000 EXP700 and DS4000 EXP710 loop configuration

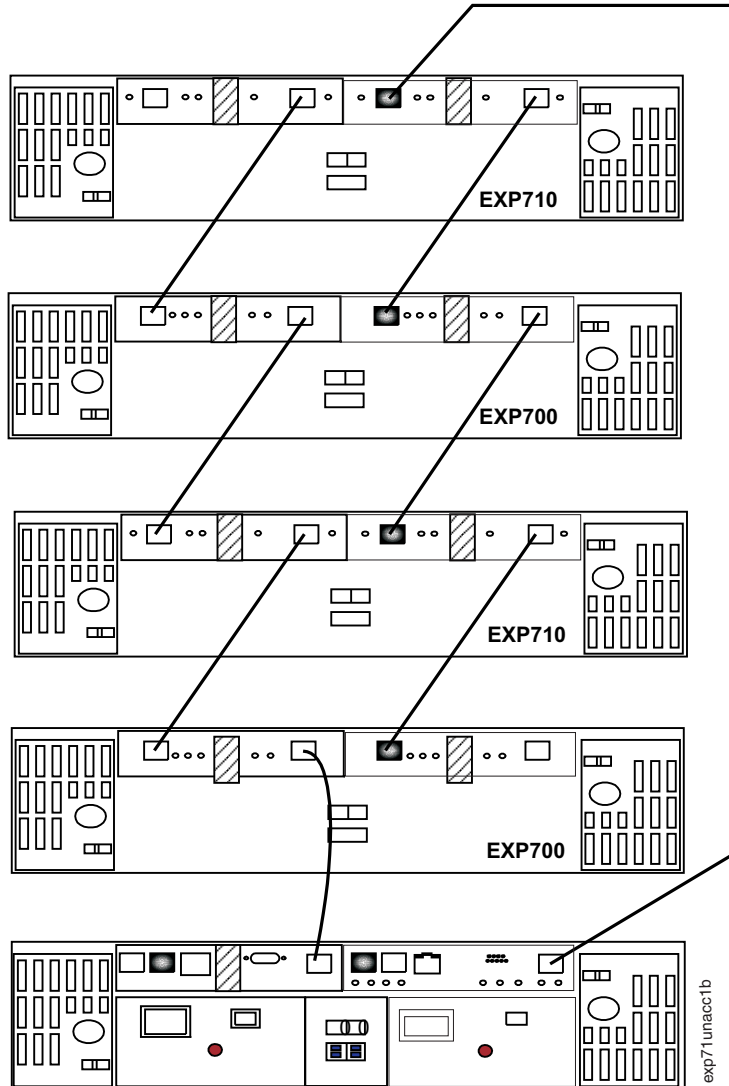


Figure 39. Unacceptable intermixed DS4000 EXP700 and DS4000 EXP710 loop configuration

Connecting storage expansion enclosures in a loop with FAStT EXP500s (DS4000 EXP700 only)

You can connect both FAStT EXP500 and DS4000 EXP700 storage expansion enclosures to FAStT200, FAStT500, DS4400, and DS4500 storage servers. The DS4300 does not support the FAStT EXP500. Use Table 14 on page 51 and Table 15 on page 52 to determine the number of storage expansion enclosures that you can connect to a DS4000 storage server redundant loop (drive loop pair).

Attention: You cannot mix the DS4000 EXP710 with FAStT EXP500s in a drive loop with any storage server. In addition, with a DS4000 storage server that supports redundant drive loops (such as the DS4400 and DS4500), if a DS4000 EXP710 is included in one drive loop, no FAStT EXP500s can be present in the other drive loop (because the storage server does not support mixed drive loop speeds).

If you are intermixing FAStT EXP500s and DS4000 EXP700s, it is strongly recommended that you do not cable the FAStT EXP500 and DS4000 EXP700

storage expansion enclosure models in the same redundant drive loop pair. Instead, you should cable the FAStT EXP500 storage expansion enclosures together using one pair of redundant drive loops, and you should the DS4000 EXP700 storage expansion enclosures together using the other pair of redundant drive loops.

Note: You might need to purchase two additional drive mini hubs to implement this cabling scheme.

If you are intermixing FAStT EXP500s and DS4000 EXP700s, your drive loop configuration must meet the following requirements:

- The maximum Fibre Channel transfer speed in all of the DS4000 EXP700s must be set to 1 Gbps because the maximum FC transfer speed of the IBM FAStT EXP500 storage expansion enclosures is 1 Gbps. Otherwise, a drive channel mini hub data rate mismatch error will be generated.
- The maximum Fibre Channel transfer speed in all the DS4000 Storage Server drive-side mini hubs must be set to 1 Gbps.

Attention: If you change the DS4000 EXP700 storage expansion enclosure or DS4500 Storage Server enclosure link speed setting, you must power-cycle the storage server. See the applicable IBM TotalStorage DS4000 Storage Server User's Guide for the proper DS4000 configuration power-down and power-up sequences. For more information, see the *IBM TotalStorage DS4000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide*.

Table 14 shows the number of FAStT EXP500 and DS4000 EXP700 storage expansion enclosures that you can connect to one FAStT500, DS4400, or DS4500 storage server. In addition, it shows the maximum number of hard disk drives that are supported in each configuration.

Table 14. DS4000 EXP700 configurations with the FAStT500, DS4400, and DS4500

Storage server ¹	Number of FAStT EXP500 storage expansion enclosures	Number of DS4000 EXP700 storage expansion enclosures	Maximum number of hard disk drives
1-FAStT500 or 1-DS4400 or 1-DS4500	9	1	104
	8	2	108
	7	3	112
	6	3	102
	5	4	106
	4	5	110
	3	6	114
	2	6	104
	1	7	108
	0	8	112

¹ Running DS4000 Storage Manager 9.1 and firmware version 05.21.xx.xx or higher. For more information, see Table 9 on page 12.

Table 15 on page 52 shows the number of FAStT EXP500 and DS4000 EXP700 storage expansion enclosures that you can connect to one FAStT200 HA (dual RAID controllers). In addition, it shows the maximum number of hard disk drives that are supported in each configuration.

Table 15. DS4000 EXP700 configurations with the FASiT200

Storage server ¹	Number of FASiT EXP500 storage expansion enclosures	Number of DS4000 EXP700 storage expansion enclosures	Maximum number of hard disk drives
1-FASiT200 HA	3	1	54
	2	2	58
	1	2	48
	0	3	52
	1	3	62
	0	4	66

¹ Running Storage Manager 9.1 and firmware version 05.20.07.xx or higher. For more information, see Table 9 on page 12.

Intermixing DS4000 EXP700s or DS4000 EXP710s with DS4000 EXP100s in the same loop

You can intermix DS4000 EXP100 SATA storage expansion enclosures with either DS4000 EXP710s, DS4000 EXP700s, or both EXP710s and EXP700s, but all DS4000 EXP710s must be grouped together as described in “Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop” on page 44.

Important

The requirements for intermixing DS4000 EXP100s with either DS4000 EXP710s, DS4000 EXP700s, or both EXP710s and EXP700s, state that all DS4000 EXP710s in the same pair of redundant drive loops must be grouped together. IBM does not support intermixed drive loop configurations in which all DS4000 EXP710s are not grouped together.

In order to attach DS4000 EXP100 or EXP710 storage expansion enclosures to a DS4000 Storage Server, the DS4000 Storage Server controller firmware must be at version 06.xx.xx.xx or higher. In addition, you must purchase the FC/SATA Enclosure Intermix premium option to combine EXP100s with EXP700s or EXP710s in the same DS4000 Storage Server configuration.

For more information on the cabling requirements and best practices for intermixing EXP100s with EXP700s or EXP710s in the same DS4000 Storage Server configuration, refer to the *IBM TotalStorage DS4000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview* that ships with the FC/SATA Enclosure Intermix premium feature. You can also refer to the *IBM TotalStorage DS4000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide*.

Attention: The minimum DS4000 EXP100 ESM firmware requirement for intermixing DS4000 EXP100s with DS4000 EXP710s or EXP700s is version 9554. Before intermixing DS4000 EXP100s with DS4000 EXP700s or DS4000 EXP710s, you must verify that the ESM firmware for all DS4000 EXP100s is at version 9554 or higher. You must also verify that the ESM firmware for all DS4000 EXP710s and EXP700s is at version 9326 or higher.

Cabling the storage expansion enclosures in a redundant loop

If you are attaching a loop of storage expansion enclosures to your storage server, you should cable the units together before connecting the loop to the storage server.

Note: If you are attaching only a single storage expansion enclosure to the storage server, you do not need to review this section. Continue instead with “Cabling the storage expansion enclosures to the storage server” on page 56.

Storage expansion enclosure loop redundancy

Both the DS4000 EXP700 and DS4000 EXP710 provide redundant loop support when the second ESM is configured, and when both loops (called A and B) are connected to a storage server that supports redundant loops. Figure 40 shows a redundant loop. If an ESM, cable, or SFP module fails on drive loop A, drive loop B provides redundancy, which is an alternate path to your disk drives.

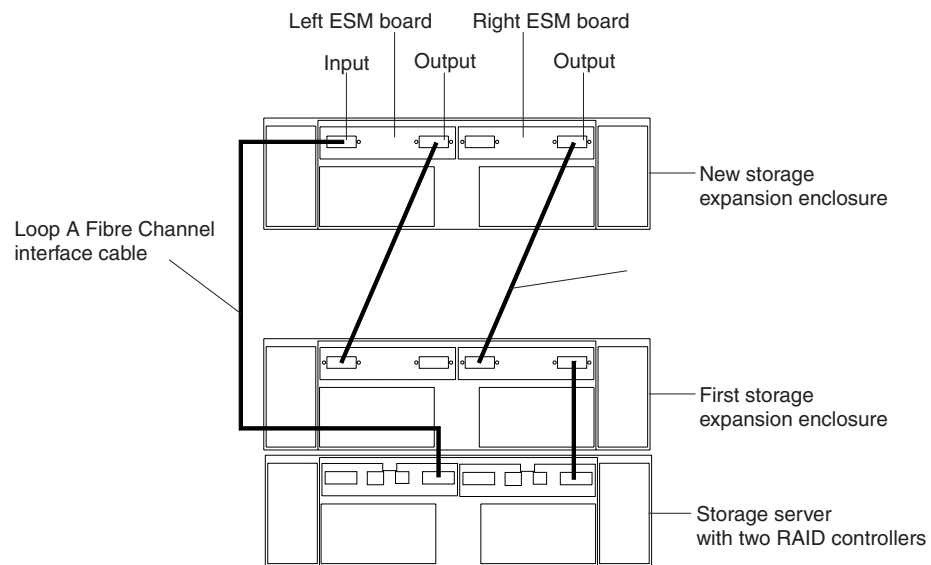


Figure 40. Redundant loop configuration

IBM fibre channel disk drives are dual-ported, providing individual access from two fibre channel loops to the same disk drive. When configuring the ESMs, configure the second ESM the same way you configured the first ESM. Refer to the Fibre Channel Cabling Instructions that come with your storage server for more information about dual-loop support and implementation.

Each ESM has an SFP module input port and an SFP module output port. As you cable storage expansion enclosures together, connecting input ports to output ports can improve diagnostic capability by decreasing the risk of making fibre channel cabling errors and simplifying troubleshooting procedures (because cabling connections are more easily identified). Refer to your storage server documentation and the Fibre Channel Cabling Instructions for cabling connections between input and output ports.

Redundant loop cabling examples

Figure 41 on page 55 through Figure 44 on page 56 show four options for cabling a redundant loop of storage expansion enclosures. *Figure 41 on page 55 shows the preferred cabling configuration.* Figure 42 on page 55, Figure 43 on page 56, and Figure 44 on page 56 show alternate acceptable cabling configurations. All four figures show redundant loops of storage expansion enclosures consisting of only DS4000 EXP710s, but you can intermix DS4000 EXP700s and DS4000 EXP710s or DS4000 EXP700s and FAStT EXP500s in a drive loop according to the requirements listed in “Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop” on page 44 and “Connecting storage expansion enclosures in a loop with FAStT EXP500s (DS4000 EXP700 only)” on page 50.

Attention: It is strongly recommended that you choose one scheme of cabling when connecting your storage expansion enclosures together and apply that scheme to all your fibre channel cabling connections. Mixing cabling schemes can increase the risk of making fibre channel cabling errors and complicate troubleshooting procedures in the event of drive loop problems.

All four figures show examples of cabling configurations with both integrated drive and RAID controller DS4000 storage server models (such as the DS4300) on the left and with standalone RAID controller DS4000 storage server model (such as the DS4400 or DS4500) on the right. The numbers provided in the figures correspond to the following cabling instructions and show the order in which cables should be attached.

Note: Unlike the DS4300, the ports on the DS4400 and DS4500 are marked *Input* and *Output*. For more information on these ports, see the appropriate Installation and User’s Guide for your DS4000 storage server.

To create the redundant loops shown in Figure 41 on page 55 through Figure 44 on page 56, you would perform the following steps:

1. Make two fibre-channel connections from the first storage expansion enclosure to the second storage expansion enclosure (connections 1 and 2).
2. Make two fibre-channel connections from the second storage expansion enclosure to the third storage expansion enclosure (connections 3 and 4).
3. Continue making fibre-channel connections in this manner until you have connected all new storage expansion enclosures.

Note: For the DS4400 and DS4500, the maximum number of DS4000 EXP700 and DS4000 EXP710 storage expansion enclosures in a single drive loop is eight. For the DS4300, the maximum number of DS4000 EXP700 and DS4000 EXP710 storage expansion enclosures in a single drive loop is seven. (With the DS4400 and DS4500, when you mix FAStT EXP500 and DS4000 EXP700s, the maximum number of storage expansion enclosures in the same drive loop is increased.)

The following two steps describe connecting the storage expansion enclosures. They are described in greater detail in “Cabling the storage expansion enclosures to the storage server” on page 56.

4. Make a fibre-channel connection from the DS4000 storage server drive port to the **OUT** port in the left ESM of the first storage expansion enclosure in the redundant drive loop (connection 5).
5. Make a fibre-channel connection from the DS4000 storage server drive port to the **IN** port in the right ESM of the last storage expansion enclosure in the redundant drive loop (connection 6).

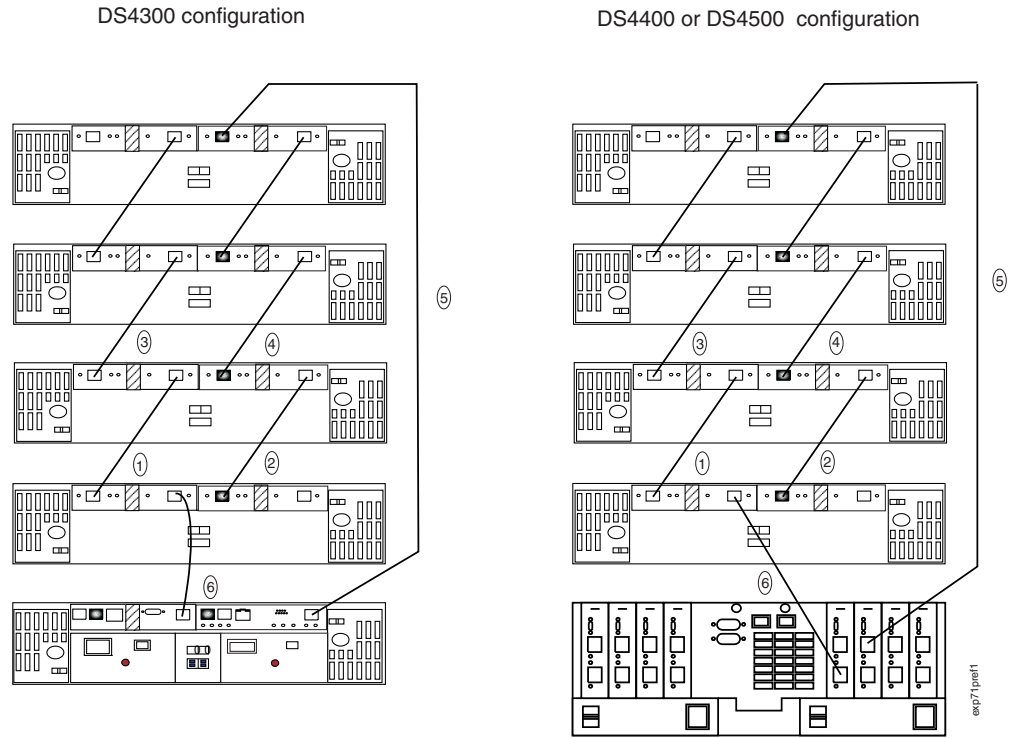


Figure 41. Preferred storage expansion enclosure redundant loop configuration

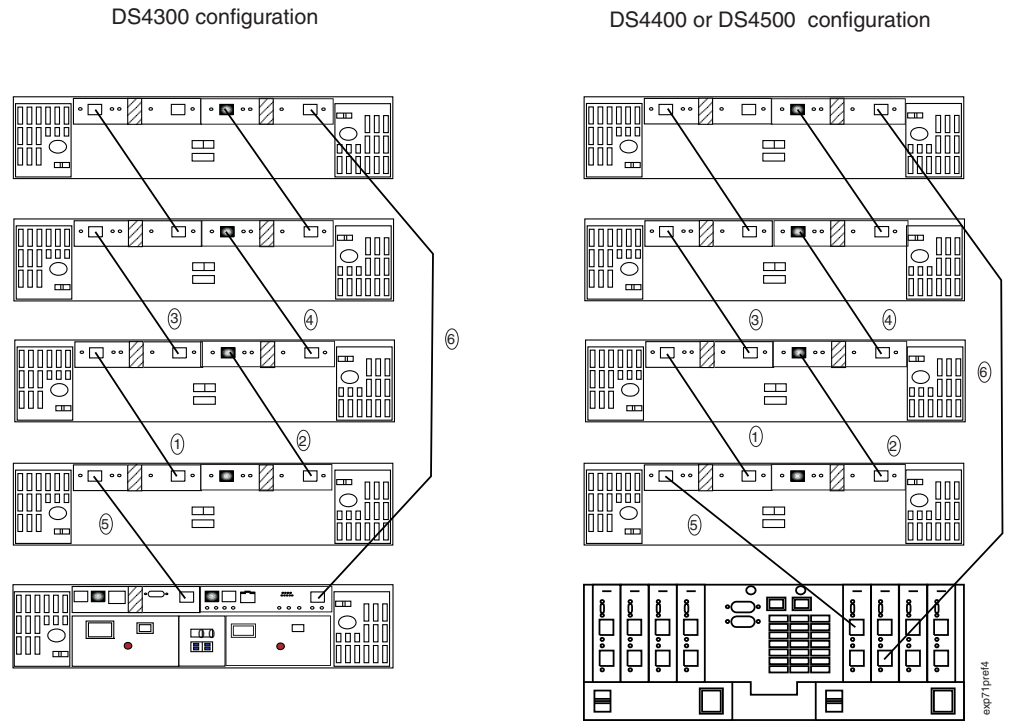


Figure 42. Alternate storage expansion enclosure redundant loop configuration 1

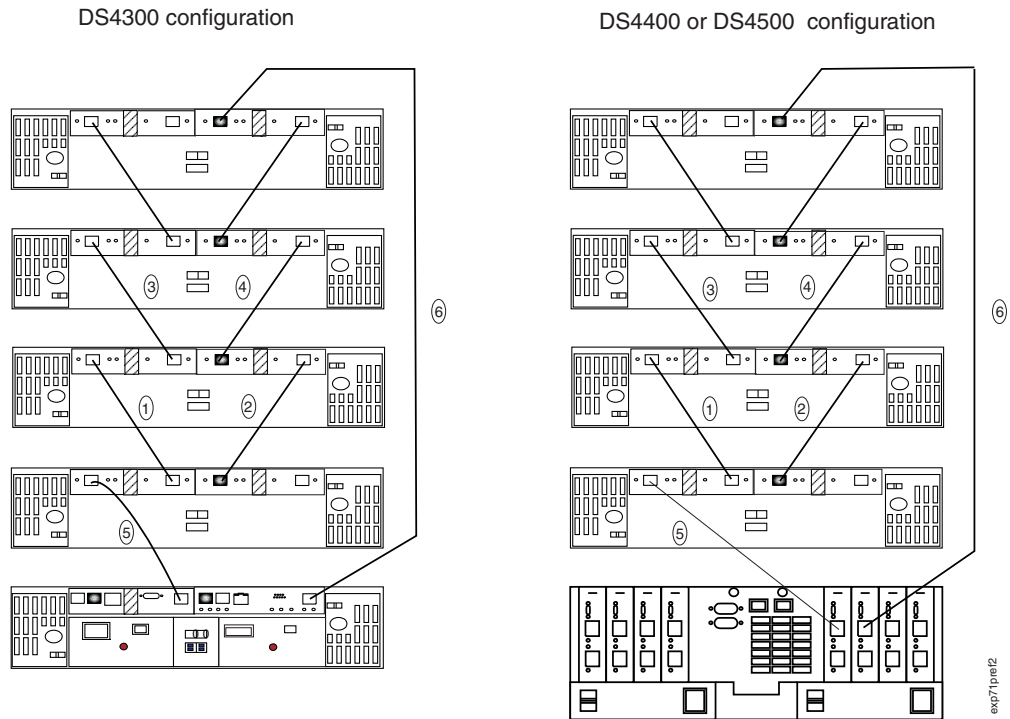


Figure 43. Alternate storage expansion enclosure redundant loop configuration 2

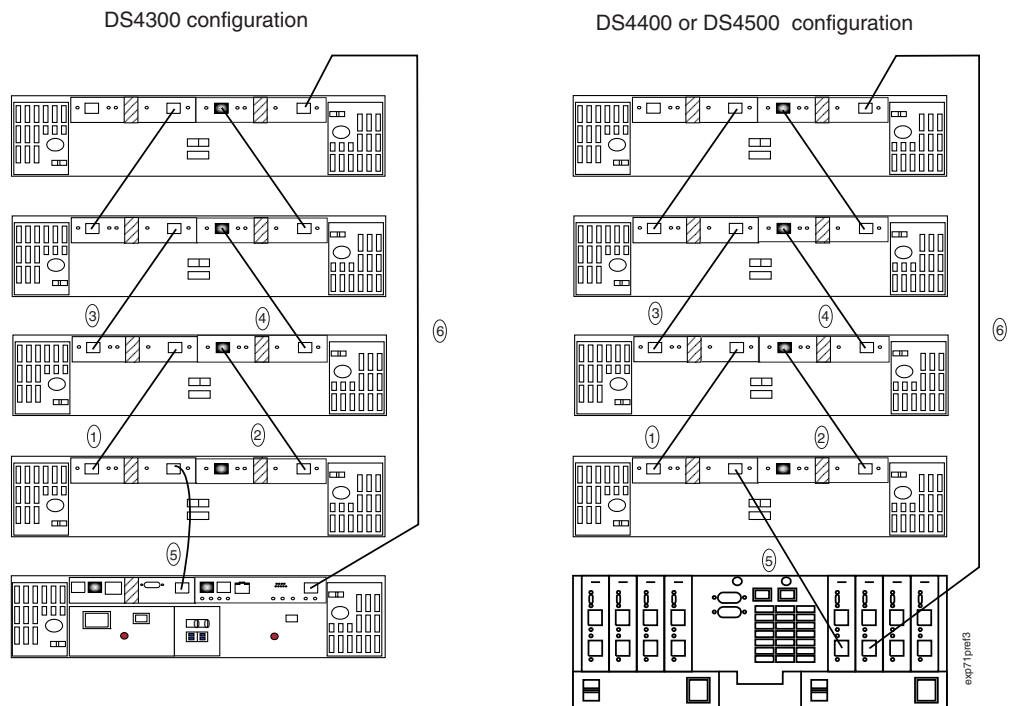


Figure 44. Alternate storage expansion enclosure redundant loop configuration 3

Cabling the storage expansion enclosures to the storage server

The following sections describe the procedure for connecting a single storage expansion enclosure or a storage expansion enclosure loop to the storage server:

- “Cabling the storage expansion enclosure to a FAStT200 or DS4300 Storage Server”
- “Cabling the EXP700 to a FAStT500 RAID Controller Enclosure Unit” on page 58
- “Cabling the storage expansion enclosure to a DS4400 or DS4500” on page 60

Cabling the storage expansion enclosure to a FAStT200 or DS4300 Storage Server

Complete the following steps to cable the storage expansion enclosure to a FAStT200 or DS4300:

Attention: You cannot connect the DS4000 EXP710 to a FAStT200. The FAStT200 instructions apply only to connections with the DS4000 EXP700.

1. Insert a GBIC into the expansion port located on the back of a FAStT200 or DS4300 and remove the protective cap, as shown in Figure 45.

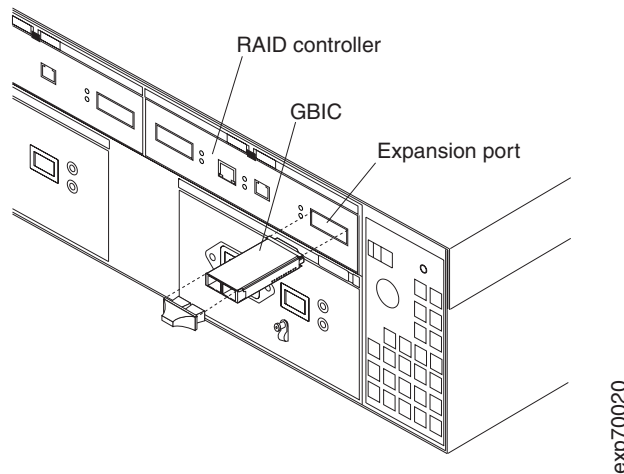
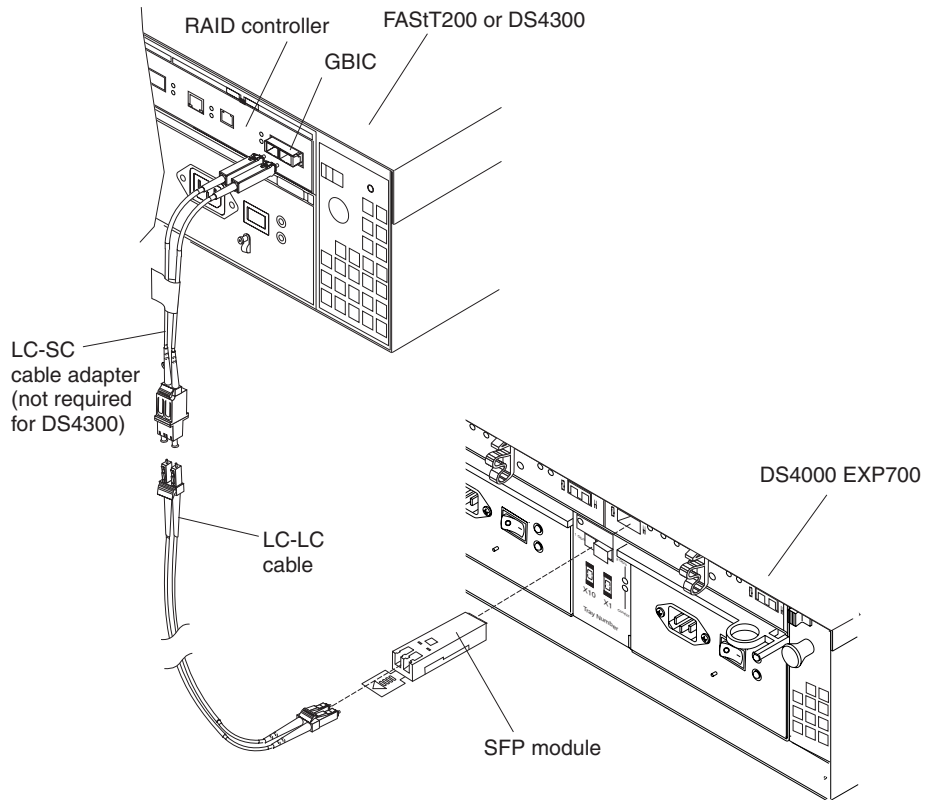


Figure 45. Installing a GBIC in a FAStT200

2. **For FAStT200 (EXP700 only):** Using Figure 46 on page 58 as a guide, complete the following steps to connect the FAStT200 to the DS4000 EXP700:
 - a. Connect the SC end of an LC-SC cable adapter to the GBIC.
 - b. Connect one end of an LC-LC cable to the LC end of the LC-SC cable adapter.
 - c. Insert an SFP module into the SFP port located on the back of the DS4000 EXP700; then, connect the other end of the LC-LC cable to the SFP module.
3. **For DS4300:** Using Figure 46 on page 58 as a guide, complete the following step to connect the DS4300 to the storage expansion enclosure:
 - a. Insert an SFP module into the SFP port located on the back of the storage expansion enclosure; then, connect the other end of the LC-LC cable to the SFP module.



exp70024

Figure 46. Connecting the FAST200 or DS4300 to the storage expansion enclosure

Cabling the EXP700 to a FAST500 RAID Controller Enclosure Unit

Complete the following steps to cable the DS4000 EXP700 to a FAST500.

Attention: You cannot connect the DS4000 EXP710 to a FAST500. The FAST500 instructions apply only to connections with the DS4000 EXP700.

1. Insert a GBIC into a drive mini-hub port located on the back of a FAST500, as shown in Figure 47 on page 59.

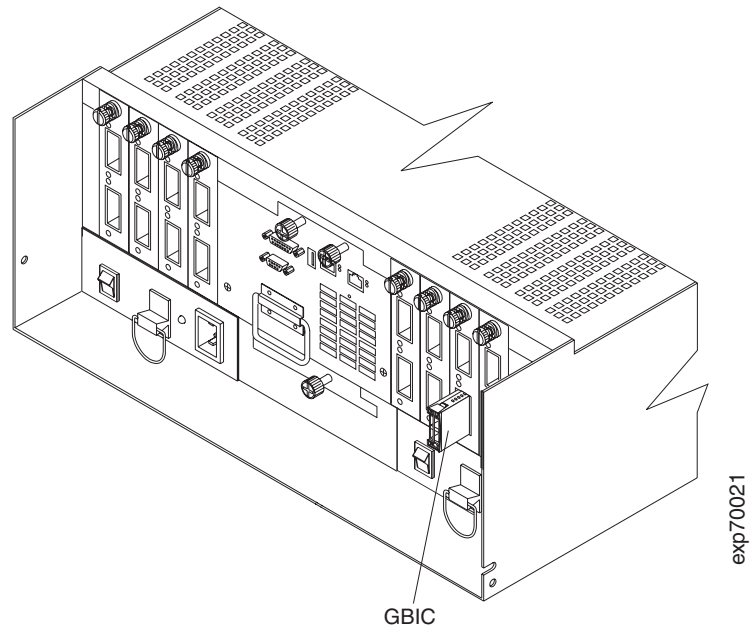
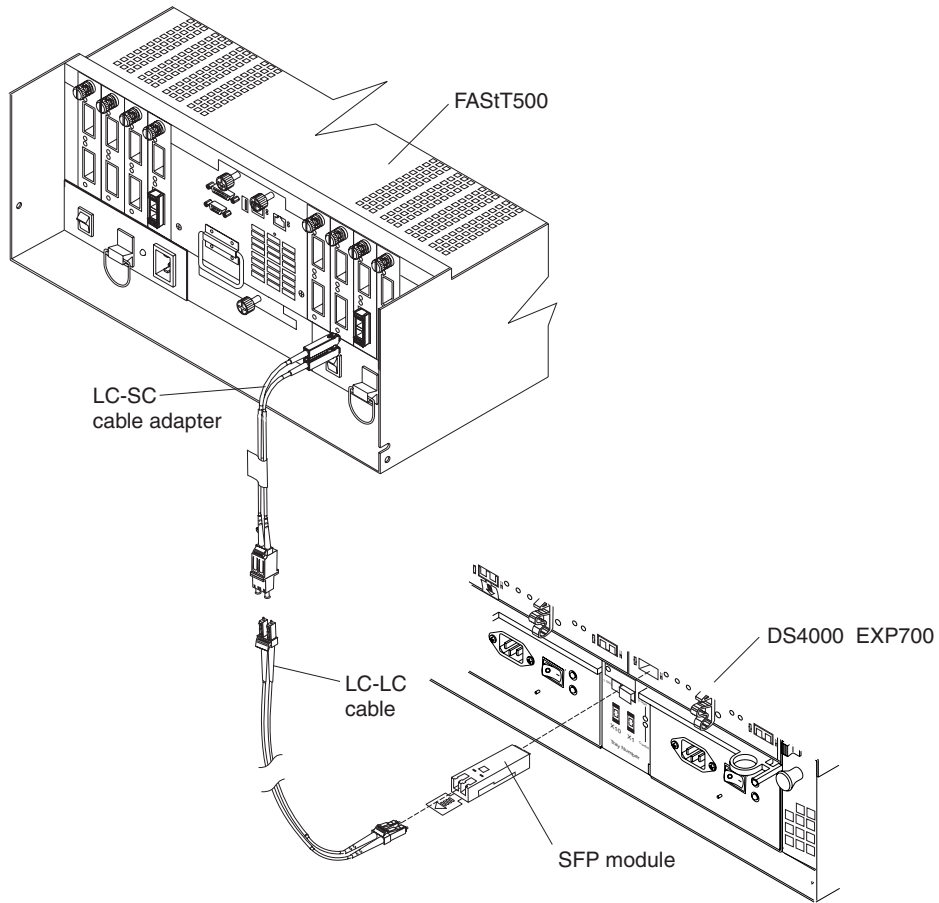


Figure 47. Installing a GBIC in a FAST500

2. Using Figure 48 on page 60 as a guide, complete the following steps to connect the DS4000 EXP700 to a FAST500 RAID controller:
 - a. Connect the SC end of an LC-SC cable adapter to the GBIC.
 - b. Connect one end of an LC-LC cable to the LC end of the LC-SC cable adapter.
 - c. Insert an SFP module into the SFP port located on the back of the DS4000 EXP700; then, connect the other end of the LC-LC cable to the SFP module.



exp70025

Figure 48. Connecting the FAST500 to the DS4000 EXP700

Cabling the storage expansion enclosure to a DS4400 or DS4500

Complete the following steps to cable the DS4000 EXP700 or DS4000 EXP710 storage expansion enclosure to a DS4400 or DS4500 Fibre Channel Storage Server:

1. Install an SFP module in the drive mini-hub port on the back of a DS4400 or DS4500 Fibre Channel Storage Server.
2. Connect an LC-LC fiber-optic cable into the SFP module, as shown in Figure 49 on page 61.

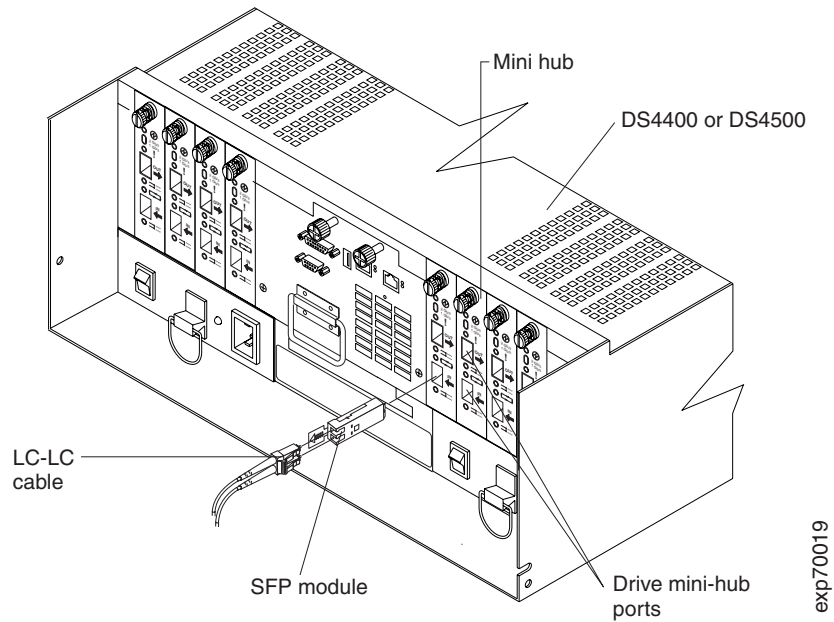


Figure 49. Installing an SFP module and LC-LC cable in a DS4400 or DS4500

3. Install an SFP module in the SFP port on the back of the storage expansion enclosure; then, connect the other end of the LC-LC cable into the SFP module, as shown Figure 50.

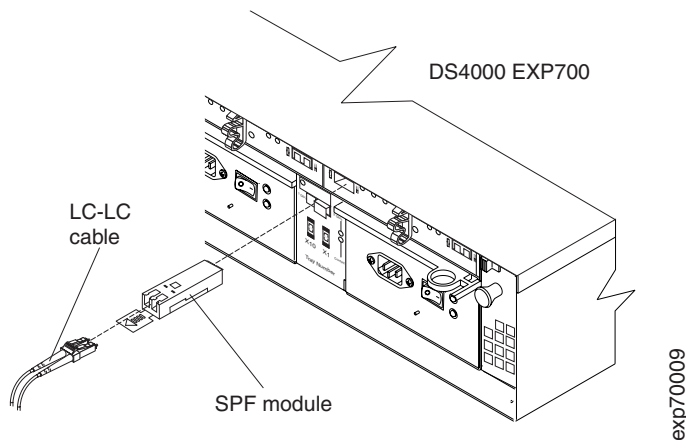


Figure 50. Installing an SFP module and connecting an LC-LC cable to the storage expansion enclosure

Adding a new storage expansion enclosure to a loop

You can add a new storage expansion enclosure to an existing fibre channel drive loop.

Important

- Always add a new storage expansion enclosure to the end of a drive loop, as described in this section.

Exception when intermixing DS4000 EXP700s and DS4000 EXP710s:

Depending on the model of the last storage expansion enclosure in the existing drive loop and the model of the storage expansion enclosure to be added, you might not be able to add a new storage expansion enclosure to the end of a drive loop if you are already intermixing DS4000 EXP700s and DS4000 EXP710s in the same drive loop. To minimize problems that could arise during the addition of a new storage expansion enclosure in a redundant drive loop environment that intermixes DS4000 EXP700s and DS4000 EXP710s, it is strongly recommended that the addition of new storage expansion enclosures be performed when the configuration is offline (all applications have been stopped and the DS4000 configuration has been powered down). Contact IBM support for help if required.

- If you are intermixing DS4000 EXP700s and DS4000 EXP710s in the same drive loop, review the requirements discussed in “Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop” on page 44.
- If you are intermixing FAStT EXP500s and DS4000 EXP700s in the same drive loop, review the requirements discussed in “Connecting storage expansion enclosures in a loop with FAStT EXP500s (DS4000 EXP700 only)” on page 50.

Figure 51 on page 63 shows an example of a fully configured storage server with the maximum number of drive loops that are supported. Before you cable a new storage expansion enclosure to a loop, refer to the Fibre Channel Cabling Instructions that come with your storage server for specific instructions.

To add a storage expansion enclosure to a fibre channel loop, cable the SFP module input port on an existing ESM (shown as “Last DS4000 EXP700” in Figure 51 on page 63) to an SFP module output port (shown as “New DS4000 EXP700”). You can cable additional storage expansion enclosures until the loop reaches the maximum defined by the storage server. The storage server might also have cabling configuration information or restrictions that you must follow. The numbers provided in Figure 51 on page 63 indicate the proper cabling order for adding a new storage expansion enclosure.

Note: Figure 51 on page 63 shows only one example of redundant loop cabling. Other examples are provided in “Cabling the storage expansion enclosures in a redundant loop” on page 53.

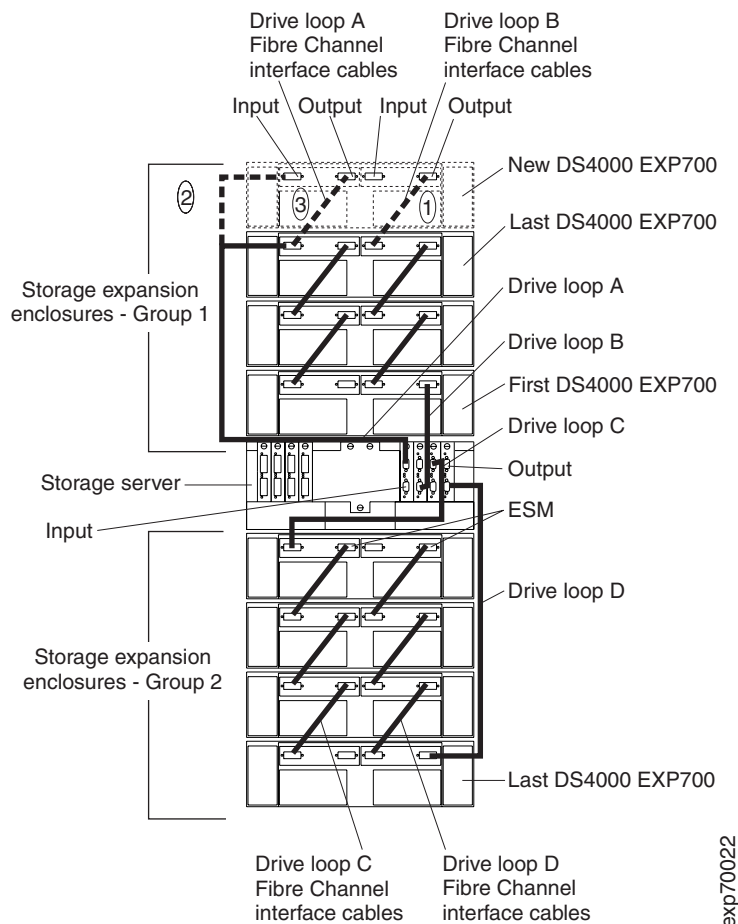


Figure 51. Cabling a new storage expansion enclosure to a redundant loop

For more detail on the process of adding a new storage expansion enclosure to an existing loop, refer to the *IBM TotalStorage DS4000 Fibre Channel Hard Drive and Storage Expansion Enclosure Installation and Migration Guide*.

Cabling the power supply

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

1. Wrap the strain-relief clamp around the power cable approximately 20 cm (8 in.) from the power supply connection end.
2. Attach the power-supply nut and tighten it securely.
3. Connect the power cable to the power supply.
4. Plug the supply power cable into a properly grounded electrical outlet.
5. Continue with “Turning the storage expansion enclosure on and off” for the initial startup of the storage expansion enclosure.

Turning the storage expansion enclosure on and off

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

Turning on the storage expansion enclosure

Use the following startup sequence to turn on the power for the initial startup of the storage expansion enclosure:

1. Verify that:
 - All communication and power cables are plugged into the back of the storage expansion enclosure and all power cables are connected to an ac power outlet.
 - All hard disk drives are locked securely in place.
 - The enclosure IDs on the storage expansion enclosure are set correctly. (See “Setting the interface options” on page 29 for more information.)
2. Check the system documentation for all the hardware devices you intend to turn on and determine the proper startup sequence.

Note: Be sure to turn on the storage expansion enclosure before or at the same time as you turn on the storage server.

3. Turn on the power to each device, based on the startup sequence.

Attention: If you are restarting the system after a normal shutdown, wait at least 10 seconds before you turn on the power-supply switches.
4. Turn on both power-supply switches on the back of the unit. The storage expansion enclosure might take a few seconds to turn on. During this time, you might see the amber and green LEDs on the storage expansion enclosure flash intermittently. When the startup sequence is complete, only the green LEDs on the front and back are lit. If other amber LEDs remain lit, see Chapter 4, “Hardware maintenance,” on page 77.

Note: If any DS4000 EXP710 enclosures are present in the drive loop and the DS4000 controller firmware is not at version 6.10.xx.xx or higher, the Enclosure ID conflict LED on the DS4000 EXP710s will light (even if the Enclosure ID is set to a unique value among the storage expansion enclosures and the DS4000 storage server in the same drive loop). After you upgrade the controller firmware to version 06.10.xx.xx, the Enclosure ID conflict LED will become unlit.

Turning off the storage expansion enclosure

Use this procedure to turn off the power for the storage expansion enclosure.

Attention: Except in an emergency, never turn off the power if any Fault LEDs are lit on the storage expansion enclosure. Correct the fault before you turn off the power, using the proper troubleshooting or servicing procedure. This will ensure that the storage expansion enclosure will start correctly later.

The storage expansion enclosure is designed to run continuously. After you turn on the storage expansion enclosure, 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 emergency” on page 65.

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.



Complete the following steps to turn off the power:

1. Check the system documentation for all hardware devices you want to turn off and determine the proper shutdown sequence.
2. Make sure that all input/output activity has stopped.
3. Make sure that all amber Fault LEDs are off. If any Fault LEDs are lit (drives, power supplies, or fans), correct the problem before you turn off the power.

Note: Be sure to turn off the storage expansion enclosure after or at the same time as you turn off the storage server.

4. Turn off both power-supply switches on the back of the storage expansion enclosure.

Performing an emergency shutdown

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

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

1. Stop all activity and check all of the LEDs. Make a note of any Fault LEDs that are lit so that you can correct the problem when you turn on the power.
2. Turn off all power-supply switches; then, unplug the power cables from the storage expansion enclosure.

Restoring power after an emergency

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

1. After the emergency situation is over or power is restored, check the storage expansion enclosure for damage. If there is no visible damage, continue with step 2; otherwise, have your system serviced.

2. After you check the storage expansion enclosure for damage, ensure that the power switches are in the off position; then plug in the storage expansion enclosure power cables.
3. Check the system documentation of the hardware devices that you want to turn on and determine the proper startup sequence.

Note: Turn on the storage expansion enclosure before or at the same time as the controller.

4. Turn on the power to each device, based on the startup sequence.
5. Turn on both of the power supply switches on the storage expansion enclosure. The green LEDs on the front and the back of the storage expansion enclosure should remain lit. If other amber Fault LEDs are lit, see Chapter 4, “Hardware maintenance,” on page 77.

Chapter 3. Installing and replacing devices

This chapter contains information about installing and replacing devices.

Working with hot-swap hard disk drives

This section explains how you can increase the storage expansion enclosure capacity by adding more hard disk drives or replacing existing drives with ones containing a larger capacity. Before you begin:

- Read the safety and handling guidelines provided in “Safety” on page xi and in “Handling static-sensitive devices” on page 18.
- Ensure that your current system configuration is working properly.
- Back up all important data before you make changes to data storage devices.

Before you install or remove drive CRUs, review the following information:

- **Blank trays:** An storage expansion enclosure without a full set of drives (14) contains blank trays in the unused drive bays. Before installing new drives, you must remove these empty trays. Save the empty trays for future use. Each of the 14 bays must always contain either a blank tray or a hot-swap hard disk drive.
- **Drive CRUs:** Your storage expansion enclosure supports IBM 2 Gb/s fibre channel hard disk drives.
- **Drive CRU labels:** A label is provided on the front of each hard disk drive. Use this label to record the location information for each drive before you remove it. Ensure that you keep track of the drives and their corresponding bays. Also, record the location information in Table 20 on page 83. (If you install a drive in the wrong bay, you might lose data.)
- **Drive LEDs:** Each drive tray has two LEDs, which indicate the status for that drive. See Table 16 for the drive LED states and descriptions.

Table 16. Drive LED activity

LED	LED state	Descriptions
Activity LED	Green flashing	The green LED flashes to indicate fibre channel activity to the drive.
Activity LED	Green lit	The green LED is lit to indicate the drive is properly installed.
Fault LED	Amber flashing	The amber LED flashes to indicate a drive rebuild is underway, or that a drive has been identified by the software.
Fault LED	Amber lit	The amber LED is lit to indicate a drive failure.

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

Installing hot-swap hard disk drives

You can install hard disk drives while the storage expansion enclosure is turned on and running. Complete the following steps to install hot-swap hard disk drives in the storage expansion enclosure.

1. Read the documentation that comes with the hard disk drive.
2. Check for Fault LEDs shown in Figure 52. If any amber LEDs are lit, see Chapter 4, "Hardware maintenance," on page 77.

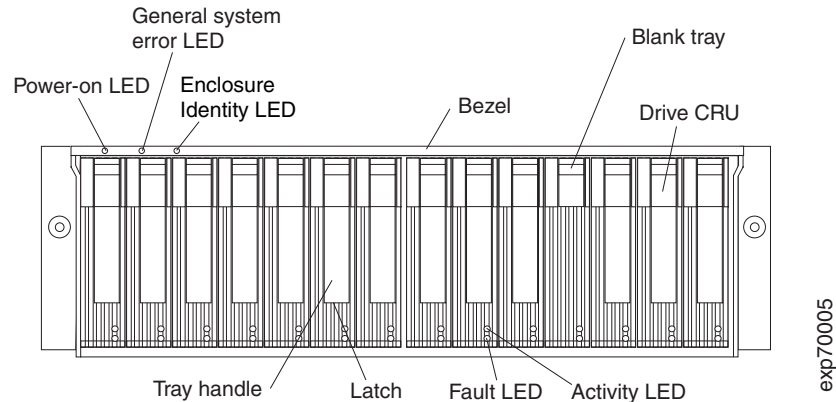


Figure 52. Hot-swap hard disk drive LEDs

3. Determine the bay into which you want to install the drive.
4. Remove the blank tray:
 - a. Insert a finger into the square hole at the top of the blank tray to grip and pull the tray out of the drive bay.
 - b. Save the blank tray for later use.
5. Install the hard disk drive:

Note: The hard disk drive comes installed in a drive tray. Do not attempt to detach the drive from the tray.

- a. Release the blue latch on the drive CRU by pressing on the inside of the bottom of the tray handle.

- b. Pull the handle on the tray out so that it is in the open position, as shown in Figure 53.

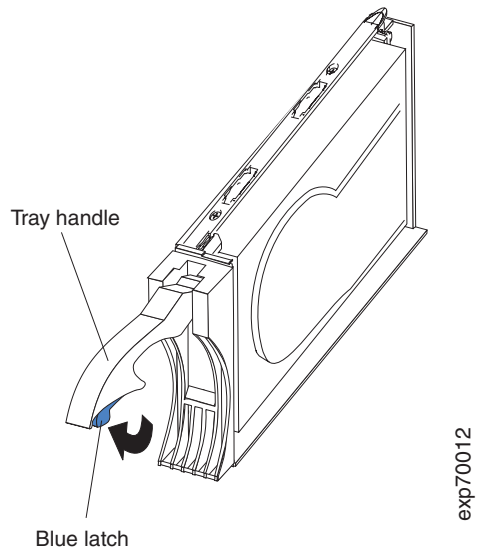


Figure 53. Drive CRU latch

- c. Slide the drive CRU into the empty bay until the tray handle touches the storage expansion enclosure bezel.
- d. Push the tray handle down into the closed (latched) position, as shown in Figure 54.

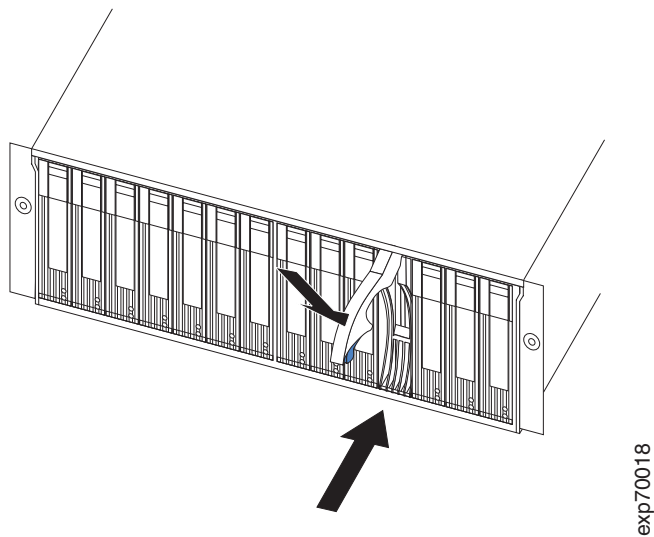


Figure 54. Closing the hot-swap hard disk drive tray handle

Replacing hot-swap hard disk drives

Drive problems include any malfunctions that delay, interrupt, or prevent successful input/output activity between the hosts and the hard disk drives in the storage expansion enclosure. This includes transmission problems between the host controllers, the ESMs, and the drives. This section explains how to replace a failed hard disk drive.

Attention: Failure to replace the hard disk drives in their correct bays might result in loss of data. If you are replacing a hard disk drive that is part of a RAID level 1 or RAID level 5 logical drive, ensure that you install the replacement hard disk drive in the correct bay. Check the hardware and software documentation provided with your system to see if there are restrictions regarding hard disk drive configurations. Some system fibre channel configurations might not allow mixing different drive capacities or types within an array.

Complete the following steps to replace a hot-swap hard disk drive:

1. Determine the location of the drive that you want to remove.
Attention: Never hot-swap a drive CRU when its green Activity LED is flashing. Hot-swap a drive CRU only when its amber Fault LED is lit and not flashing or when the green Activity LED is lit and flashing at one-second intervals.
2. Remove the drive CRU:
 - a. Press on the inside of the bottom of the tray handle to release the blue latch as shown in Figure 53 on page 69.
 - b. Pull the tray handle out into the open position.
 - c. Lift the drive CRU partially out of the bay.
 - d. To avoid possible damage to the drive, wait at least 70 seconds before fully removing the drive CRU from the storage expansion enclosure to allow the drive to stop (spin down).
 - e. Verify that there is proper identification (such as a label) on the drive CRU, and then slide it completely out of the storage expansion enclosure.
3. Install the new drive CRU:
 - a. Gently push the drive CRU into the empty bay until the tray handle touches the storage expansion enclosure bezel.
 - b. Push the tray handle down into the closed (latched) position, as shown in Figure 54 on page 69.
4. Check the drive LEDs:
 - When a drive is ready for use, the green Activity LED is lit and the amber Fault LED is off.
 - If the amber Fault LED is lit and not flashing, remove the drive from the unit and wait 10 seconds; then, install the drive again.

Replacing a failed hot-swap ESM

This section describes the removal and replacement procedure for a failed hot-swap ESM.

Note: The DS4000 EXP700 and DS4000 EXP710 ESMs are not interchangeable. In addition, you cannot mix DS4000 EXP700 and DS4000 EXP710 ESMs in the same storage expansion enclosure. Always verify that you have the correct FRU P/N before you order replacement ESMs or insert replacement ESMs in the storage expansion enclosure. (The P/N for the DS4000 EXP700 ESM is 19K1287; the P/N for the DS4000 EXP710 ESM is 25R0186.)

If you have ordered the DS4000 EXP700 Models 1RU/1RX Upgrade Kit (P/N 25R0166) and are upgrading your DS4000 EXP700 with ESMs that have the same internal switched capabilities as the DS4000 EXP710, see Appendix B, “Upgrading ESMs with the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit,” on page 85.

Complete the following steps to remove and replace a failed ESM:

1. Check the storage-management software online help for instructions on ESM failure-recovery procedures. Follow the steps provided before continuing to step 2.
2. Label each cable to ensure that all cables are properly connected to the new ESM.
3. Label the SFP modules when you remove them. You must install the SFP modules in the same positions on the new ESM.
4. Remove the SFP modules and fibre channel cables from the failed ESM.
Attention: Be careful not to bend the fibre channel cables at a sharp angle or pinch them with objects. This can decrease the performance or cause data loss.
5. Be sure the Fault indicator LED is lit; then, push down on the ESM latch as shown in Figure 55.

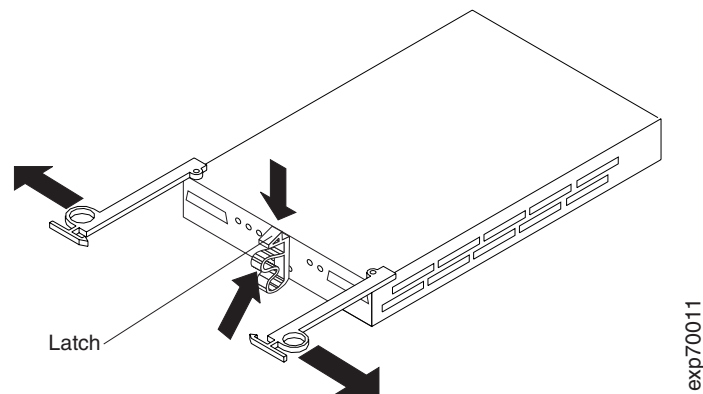


Figure 55. Removing the failed ESM

6. With the ESM latch in the down position, grasp the pull-rings and pull out on the levers; then, remove the ESM.
Attention: After you remove an ESM, wait 70 seconds before replacing or reseating the ESM. Failure to do so may cause undesired events.
7. Install the new ESM by sliding it into the empty slot. Be sure the levers are pulled straight out as you slide the ESM into the storage expansion enclosure. When you install the ESM into the bays, the ESM latch will lock into place.
8. Close the levers until the pull-ring latch locks in place. Make sure the levers lock into place in the storage expansion enclosure chassis.
9. Reconnect the SFP modules and fibre channel cables to their original locations.
10. Check the input and output bypass LEDs at both ends of the reconnected cables. If the input and output bypass LEDs are lit, reconnect the cables and SFP modules.
11. Check the Power and Fault indicator LEDs on the new ESM:
 - If the Power indicator LED is off, the ESM might not be inserted correctly.
 - If the Fault indicator LED is lit, the Power indicator LED is off, or if any other Fault indicator LEDs are lit, see Chapter 4, “Hardware maintenance,” on page 77.
12. See your storage-management software online help for instructions for enabling the ESM.

Working with hot-swap power supplies

The power supplies are customer replaceable units (CRUs) and do not require preventive maintenance.

- Use only the supported power supplies for your specific storage expansion enclosure.
- Both power supplies must always be installed to maintain proper cooling.

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.

Removing the failed hot-swap power supply

Complete the following steps to remove the failed hot-swap power supply:

1. Turn the power-supply switch to the off position.
2. Unplug the power-supply cable from the electrical outlet.
3. Disconnect the power cable from the power supply ac connector.
4. Remove the nut and clamp from the rear of the power-supply.
5. Remove the power supply from the storage expansion enclosure:
 - a. Grasp the pull-ring on the power supply lever and squeeze the latch to release it.
 - b. Pull the lever open and remove the power supply.

Replacing the failed hot-swap power supply

This section describes the procedure for replacing the failed hot-swap power supply.

Note: When you replace the failed power supply, ensure that the new power-supply lever is attached to the side of the power supply that faces the middle of the storage expansion enclosure. If it is not, remove the lever screw, flip the lever over, and tighten the screw on the opposite side as shown in Figure 56 on page 73.

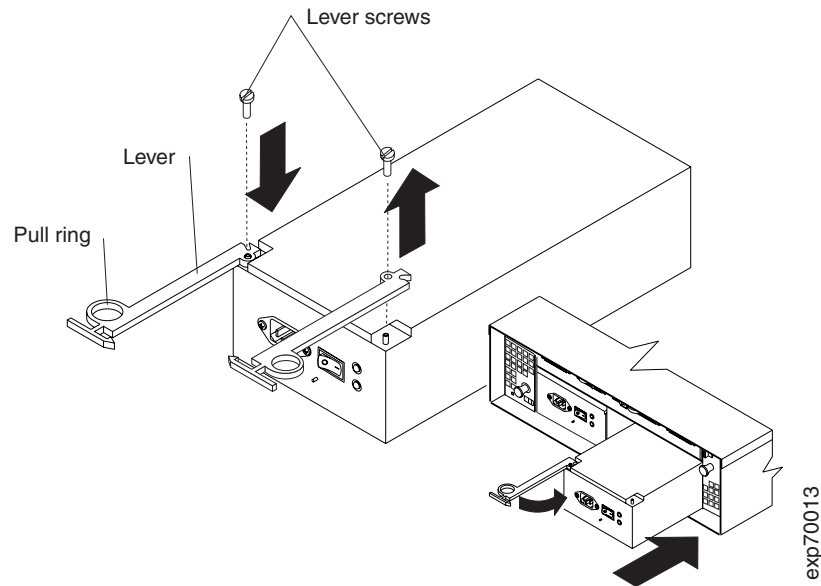


Figure 56. Moving the power-supply lever and replacing the failed hot-swap power supply

Complete the following steps to replace the failed hot-swap power supply.

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.

1. Ensure that the ac power switch on the power supply you are installing is in the off position.
2. Install the power supply in the storage expansion enclosure:
 - a. Slide the power supply into the storage expansion enclosure. Be sure the lever is pulled straight out as you slide the power supply into the storage expansion enclosure (see Figure 56).
 - b. Close the lever until the pull-ring latch locks in place. Make sure the lever locks into place in the storage expansion enclosure chassis.
3. Wrap the strain relief clamp around the power cable approximately 20 cm (8 in.) from the power-supply connection end.

4. Attach the power-supply nut and tighten it securely.
5. Connect the power cable to the power supply ac connector.

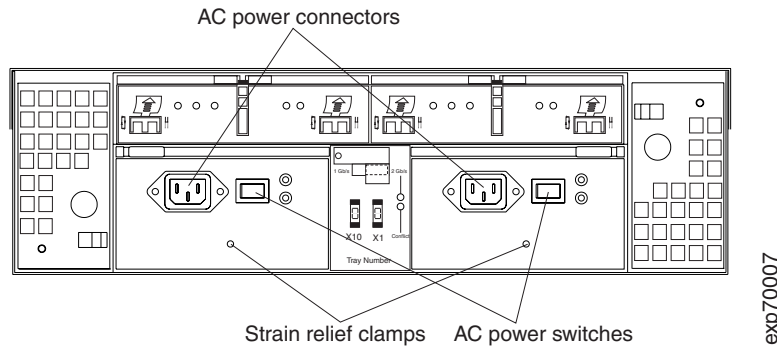


Figure 57. Connecting the power supply

6. Plug the supply power cable into a properly grounded electrical outlet.
7. Turn the power supply switch to the on position.

Replacing a failed hot-swap cooling fan

Attention: Do not run the storage expansion enclosure without adequate ventilation and cooling. Improper ventilation might cause damage to the internal components and circuitry.

The fans are interchangeable and replaceable and do not require preventive maintenance. The fans help maintain proper air circulation across the components inside the storage expansion enclosure. Air flows through the storage expansion enclosure from the front to the back.

You can hot-swap the fans (replace them while the storage expansion enclosure is turned on and running), provided that you complete the exchange within 10 minutes. This time limit applies only to the total time that a fan is out of the storage expansion enclosure, beginning when you remove the failed unit and ending when you reseal the new one. This does not include the time it takes you to perform this entire procedure (checking LEDs, unpacking the new fan, and so on).

For any period of time exceeding ten minutes, both fan units must always be in place, even if one is not functioning properly. This is necessary to maintain proper cooling.

Complete the following steps to replace a hot-swap fan:

1. Check the LEDs on the back of the storage expansion enclosure.
2. If the fan amber Fault LED is lit, remove the failed fan:
 - a. Unlock the fan latch by moving the latch towards the exterior of the storage expansion enclosure (away from the power supply and ESM CRUs) and hold it in the open position.
 - b. Use the handle (black knob) to pull the fan from the fan bay as shown in Figure 58 on page 75.

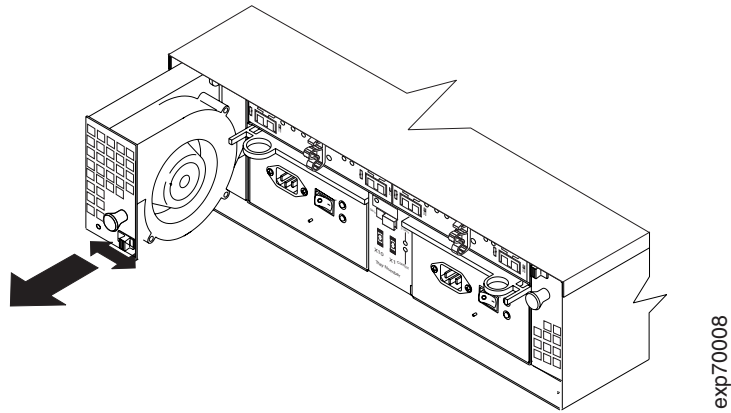


Figure 58. Replacing a hot-swap cooling fan

3. Install the new fan unit:
 - a. Place the fan CRU in front of the fan bay.
 - b. Ensure that you move the fan latch towards the exterior of the storage expansion enclosure (away from the power supply and ESM CRUs) before you insert the fan. Hold the latch in the open position while inserting the fan unit into the fan bay.
 - c. Ensure that you move the latch in the same direction as the arrow before you slide the fan all the way into the bay.

The open side of the fan CRU faces the power supply and ESM CRUs. If the fan does not go into the bay, rotate it 180°. (See Figure 58.)
 - d. If the latch does not automatically lock when you have successfully inserted the fan unit into the bay, pull back on the fan slightly, and then push it in again until the latch snaps into place.
4. Check the LEDs. The Fault LEDs should no longer be lit after a few seconds; if they remain on, see Chapter 4, “Hardware maintenance,” on page 77.

Chapter 4. Hardware maintenance

This chapter contains information to help you solve some of the problems you might have with your storage expansion enclosure. It contains the problem symptoms and error messages along with suggested actions to take to resolve problems.

For instructions on how to obtain service and technical assistance for your storage server and other IBM products, see “Getting information, help, and service” on page xxvii.

Note: See the *IBM TotalStorage DS4000 Problem Determination Guide* for additional troubleshooting and debugging procedures.

General checkout

Use the indicator lights, the Symptom-to-FRU index, and the connected server HMM to diagnose problems.

The PD maps found in the *IBM TotalStorage DS4000 Problem Determination Guide* provide you with additional diagnostic aids.

Attention: If you configure a storage subsystem with a DS4400 or DS4500 (or a DS4300 without internal hard disk drives) that is attached to DS4000 EXP710s only and the storage expansion enclosure drives fail to spin up, you must use an out-of-band management connection to verify that the controller firmware level is at 6.10.xx.xx or higher. Refer to the *IBM TotalStorage DS4000 Storage Manager Version 9 Installation and Support Guide* for your operating system for additional information on establishing an out-of-band management connection. If the firmware version is correct, the problem is likely a hardware issue.

Solving problems

Table 17. Symptom-to-FRU index

Problem indicator	Component	Possible cause	Possible solutions
Amber LED is lit	Drive CRU	Drive failure	Replace failed drive.
	Fan CRU	Fan failure	Replace failed fan.
	ESM over-temperature LED	Subsystem is overheated	Check fans for faults. Replace failed fan if necessary.
		Environment is too hot	Check the ambient temperature around the storage expansion enclosure. Cool as necessary.
		Defective LED or hardware failure	If you cannot detect a fan failure or overheating problem, replace the ESM.
	ESM Fault LED	ESM failure	Replace the ESM. See your controller documentation for more information.
	ESM Bypass LED	No incoming signal detected	Reconnect the SFP modules and fibre channel cables. Replace input and output SFP modules or cables as necessary.
		ESM failure	If the ESM Fault LED is lit, replace the ESM.
Front panel	General machine fault	A Fault LED is lit somewhere on the storage expansion enclosure (check for Amber LEDs on CRUs).	
	SFP transmit fault	Check that the CRUs are properly installed. If none of the amber LEDs are lit on any of the CRUs, this indicates an SFP module transmission fault in the storage expansion enclosure. Replace the failed SFP module. See your storage-manager software documentation for more information.	
Amber LED is lit and green LED is off	Power-supply CRU	The power switch is turned off or there is an ac power failure	Turn on all power-supply switches. Reseat or replace power supply. Replace the power cord.
Amber and green LEDs are lit	Power-supply CRU	Power-supply failure	Replace the failed power-supply CRU.

Table 17. Symptom-to-FRU index (continued)

Problem indicator	Component	Possible cause	Possible solutions
All green LEDs are off	All CRUs	Subsystem power is off	Check that all storage expansion enclosure power cables are plugged in and the power switches are on. If applicable, check that the main circuit breakers for the rack are powered on.
		AC power failure	Check the main circuit breaker and ac outlet.
		Power-supply failure	Replace the power supply.
		Midplane failure	Contact an IBM technical-support representative to service the storage expansion enclosure.
Amber LED is flashing	Drive CRUs	Drive rebuild or identity is in process	No corrective action needed.
Amber Conflict ID is lit	Rear panel	The same enclosure ID is being shared by several storage expansion enclosures.	Using the x1 digit only, set the enclosure ID for each storage expansion enclosure in a drive loop to a unique number 00 to 07.
		DS4000 EXP710 only: The DS4000 EXP710 is set up in a configuration with incorrect controller firmware.	Verify that the controller firmware is at version 6.10.xx.xx or later
One or more green LEDs are on	Drive CRUs	There is no activity to the drive.	Note: This can indicate normal activity.
One or more green LEDs are blinking slowly	Drive CRUs		Replace the SFP.
One or more green LEDs are off	Power supply CRUs	Power cable is unplugged or switches are turned off	Make sure the power cable is plugged in and the switches are turned on.
	All drive CRUs	Midplane failure	Replace the midplane (contact an IBM technical-support representative).
	Several CRUs	Hardware failure	Replace the affected CRUs. If this does not correct the problem, have the ESMs replaced, followed by the midplane. Contact an IBM technical-support representative.
	Front panel	Power-supply problem	Make sure that the power cables are plugged in and that the power supplies are turned on.
Hardware failure		If any other LEDs are lit, replace the midplane. Contact an IBM technical-support representative.	

Table 17. Symptom-to-FRU index (continued)

Problem indicator	Component	Possible cause	Possible solutions
Intermittent or sporadic power loss to the storage expansion enclosure	Some or all CRUs	Defective ac power source or improperly connected power cable	Check the ac power source. Reseat all installed power cables and power supplies. If applicable, check the power components (power units or UPS). Replace defective power cables.
		Power-supply failure	Check the power supply Fault LED on the power supply. If the LED is lit, replace the failed CRU.
		Midplane failure	Have the midplane replaced.
Unable to access drives	Drives and fibre channel loop	Incorrect storage expansion enclosure ID settings	Ensure that the fibre channel optical cables are undamaged and properly connected. Check the storage expansion enclosure ID settings. Note: Change switch position only when your storage expansion enclosure is powered off.
		ESM failure	Have one or both ESMs replaced.
Random errors	Subsystem	Midplane feature	Have the midplane replaced.
		SFP	Replace the SFP
		Optical board	Have the optical board replaced.
		Switch harness	Have the switch harness replaced.
Hard disk drive is not visible in RAID management software	Subsystem		Check the HDD, FC cable, SFP, and ESM. Have the midplane replaced.
Amber temperature LED is enabled in the RAID management software.	ESM board		Check for the fan Fault LED.
			The unit overheating; check the temperature.
			Replace the ESM board.
Amber conflict LED is lit. Note: It is normal for the LED to be lit when no SFP or FC cable is installed.	ESM board	The enclosure IDs of two or more storage expansion enclosures on the same drive loop are set to identical values.	Using the x1 digit only, set the enclosure ID for each storage expansion enclosure in a drive loop to a unique number 00 to 07.

Parts listing

Figure 59 on page 81 and the following tables provide parts listings for the DS4000 EXP700 and DS4000 EXP710.

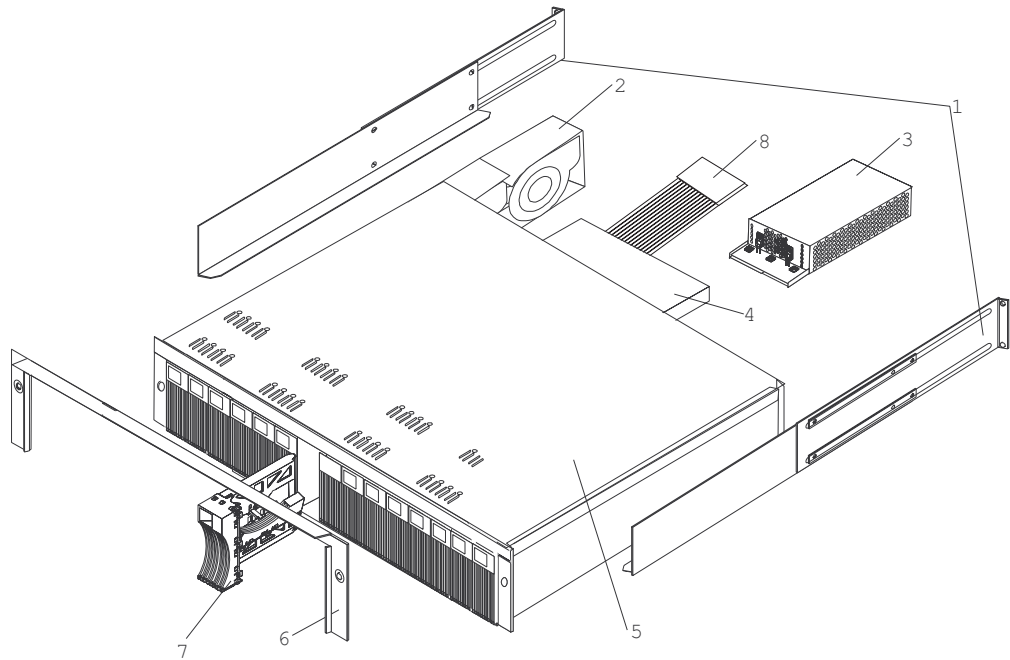


Figure 59. TotalStorage DS4000 EXP700 and DS4000 EXP710 storage expansion enclosure parts list

Table 18. Parts listing (TotalStorage DS4000 EXP700 storage expansion enclosure)

Index	DS4000 EXP700 storage expansion enclosure (1740, Model 1RU/1RX)	FRU P/N
1	rail kit	37L0067
2	blower ASM FRU	19K1293
3	power supply FRU, 400 W	19K1289
4	CDPOP, FC ESM, 2 Gb/s	19K1287
5	Frame, Midplane	19K1288
6	bezel ASM FRU	19K1285
7	tray, blank	19K1291
8	switch, harness	19K1297
	Miscellaneous hardware	09N7288
	cable, FRU-1M	19K1265
	cable, FRU-5M	19K1266
	cable, FRU-25M	19K1267
	cable, FRU Adapter	19K1268
	FRU, SFP LC (shortwave)	19K1280
	FRU, SFP LC (longwave)	19K1281
	power cord, 2.8M	36L8886
	power cord	6952300

Table 19. Parts listing (TotalStorage DS4000 EXP710 storage expansion enclosure)

Index	DS4000 EXP710 storage expansion enclosure (1740, Model 710)	FRU P/N
1	rail kit	37L0067
2	blower ASM FRU	19K1293
3	power supply FRU, 400 W	19K1289
4	CDPOP, FC ESM, 2 Gb/s	25R0186
5	Frame, Midplane	25R0226
6	bezel ASM FRU	25R0228
7	tray, blank	19K1291
8	switch, harness	19K1297
	Miscellaneous hardware	09N7288
	cable, FRU-1M	19K1265
	cable, FRU-5M	19K1266
	cable, FRU-25M	19K1267
	cable, FRU Adapter	19K1268
	FRU, SFP LC (shortwave)	19K1280
	FRU, SFP LC (longwave)	19K1281
	power cord, 2.8M	36L8886
	power cord	6952300

Appendix D, “Power cords,” on page 101 lists the required power cords for the storage expansion enclosure by country and region.

Table 20. Hard disk drive record (continued)

Bay Number	Hard disk drive serial number	Replaced hard disk drive serial number

Appendix B. Upgrading ESMs with the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit

You can upgrade your DS4000 EXP700s with ESMs that have the same internal switched-ESM capabilities as the DS4000 EXP710 by ordering and installing the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit (P/N 25R0166).

Attention: If you are upgrading more than one DS4000 EXP700 in a redundant drive loop, perform all the upgrades at the same time.

The upgrade option can be used to upgrade DS4000 EXP700 storage expansion enclosures that are connected to DS4400, DS4500, and DS4300 (Turbo option only) storage servers.

Important

The upgrade option *cannot* be used to upgrade DS4000 EXP700 storage expansion enclosures connected to FASiT200 or FASiT500 storage servers. Additionally, the upgrade option *cannot* be used to upgrade DS4000 EXP700 storage expansion enclosures connected to DS4000 storage servers that are configured with drive loops that intermix FASiT EXP500 and DS4000 EXP700 storage expansion enclosures.

Attention: Do not dispose of the DS4000 EXP700 ESMs you replace with the ESMs in the upgrade kit. Refer to the separate instructions included with the upgrade kit for return processing information for the DS4000 EXP700 ESMs you are replacing.

Switched-ESM Option Upgrade Overview

Upgrade preparations requirements

Perform the following tasks before you upgrade your DS4000 EXP700s.

1. Perform a full system backup before the upgrade.
2. Save the storage subsystem profile.
3. Upgrade the DS4000 Storage Manager client host software to version 9.1 or later and the DS4000 storage server controller firmware to version 6.10.xx.xx or higher.
4. The minimum DS4000 EXP700 ESM firmware requirement for intermixing DS4000 EXP710s and EXP700s is version 9326. Verify that the ESM firmware for all DS4000 EXP700s is at version 9326 or higher before intermixing DS4000 EXP700s with DS4000 EXP710s.

Two upgrade methods are possible when you perform the ESM upgrade:

- Cold-case upgrade — The DS4000 EXP700s and connected storage server are powered down when ESMs are replaced.

Note: The cold-case ESM upgrade procedure is recommended if you are intermixing DS4000 EXP700s and DS4000 EXP710s in the same drive loop or if your production environment allows the scheduling of downtime for maintenance purposes.

- Hot-case upgrade — The DS4000 EXP700s and connected storage server remain powered on when ESMs are replaced. You should schedule the upgrade during non-peak I/O period. Use the DS4000 Storage Manager performance monitor function to determine the non-peak I/O load time if required.

Note: It is recommended that you schedule the hot-case ESM upgrade during a non-peak (low-usage) I/O period for the following reasons:

- The DS4000 storage server drive loops/channels will be disturbed with FC Loop Initialization events every time the ESM is replaced.
- One of the drive loops in the drive loop will be down during the upgrade, reducing the maximum data bandwidth to the drives by one-half.

Important

After a DS4000 EXP700 is upgraded with the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit, it is considered a DS4000 EXP710 for the purposes of cabling your drive loop. Therefore, if you are not upgrading all the DS4000 EXP700 storage expansion enclosures in a drive loop, you *must* follow the intermixing requirements for redundant drive loops that include both DS4000 EXP700s and DS4000 EXP710s. These requirements state that all DS4000 EXP710s in a redundant drive loop must be grouped together. See “Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop” on page 44.

Cold-case ESM upgrade procedure

In the cold-case ESM upgrade procedure, you must power down the storage subsystem before upgrading the DS4000 EXP700 ESMs. If your environment does not allow you to power down the storage subsystem in a non-emergency situation, use the “Hot-case ESM upgrade procedure” on page 88.

Note: The cold-case ESM upgrade procedure is recommended if you are intermixing DS4000 EXP700s and DS4000 EXP710s in the same drive loop.

Attention: If you are not upgrading all of the DS4000 EXP700s in the redundant drive loop, or if you are upgrading additional DS4000 EXP700s in redundant drive loop that includes both DS4000 EXP700s and DS4000 EXP710s, you *must* follow the intermixing requirements for drive loops that include both DS4000 EXP700s and DS4000 EXP710s. See “Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop” on page 44. Failure to do so can result in drive loop performance problems due to excessive time-outs and LIPs.

1. Before you begin the upgrade procedure, perform a full system backup and save the storage subsystem profile.
2. Upgrade the Storage Manager client to version 9.1 or later.
3. Upgrade the ESM firmware for all DS4000 EXP700s to version 9326 or later.
4. Upgrade the controller firmware to version 6.10.xx.xx or later.

Attention: No I/O activity can be present during the firmware upgrade from version 5.4x.xx.xx or earlier to version 6.10.xx.xx or later.

5. After you have upgraded the Storage Manager client and controller firmware, verify that the storage server is in optimal condition. Use the Recovery Guru function in the Storage Manager client Subsystem Management window for information on how to fix any non-optimal conditions.

Note: Correct any faults before you turn off the power to the storage subsystem using the proper troubleshooting or servicing procedures. This will help ensure that the storage expansion enclosures will operate correctly after the upgrade.

6. Stop the applications in the server and then power down your storage subsystem.

Note: Power down the DS4000 storage server first and then power down the storage expansion enclosures. For more information, see the Installation, User's, and Maintenance Guide for your DS4000 storage server.

7. Whether you are upgrading one or multiple DS4000 EXP700s in a drive loop, complete the disconnection, upgrade, and reconnection process described in the following steps for each storage expansion enclosure before upgrading the next storage expansion enclosure. Disconnecting, upgrading, and reconnecting one DS4000 EXP700 at a time greatly reduces the possibility of making a fibre channel cabling error.



Note: Before upgrading the ESMs, review the guidelines in "Handling static-sensitive devices" on page 18.

- a. Disconnect all fibre channel cables from the left ESM in the first storage expansion enclosure that you will upgrade.
 - b. Replace the left ESM with the upgrade ESM CRU that you received in the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit. Follow the steps for replacing an ESM in "Replacing a failed hot-swap ESM" on page 70.
 - c. Reconnect the fibre channel cables to the upgraded ESM in the first storage expansion enclosure.
 - d. Repeat steps a through c for the right ESM in the first storage expansion enclosure that you will upgrade.
 - e. Replace the DS4000 EXP700 bezel with the new bezel you received in the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit.
 - f. Repeat steps a through e for each DS4000 EXP700 that you are upgrading. Complete the process for each DS4000 EXP700 before you continue with the next storage expansion enclosure.
8. Power on your storage subsystem. Use the LEDs to verify that the DS4000 configuration is operating normally. Correct any Fault LED errors and verify that the ESM port bypass LEDs are not lit (if they are, remove the fibre channel cables and the SFPs and reinsert them).

Note: Power up the storage expansion enclosures first and then power up the DS4000 storage server. For more information, see the Installation, User's, and Maintenance Guide for your DS4000 storage server.

9. Use the Storage Manager client Subsystem Management window to verify that the DS4000 storage server configuration is in an optimal state and that no ESM Redundancy Lost errors or drive errors are being reported. Use the Recovery Guru function in the Storage Manager client Subsystem Management window for information on how to fix any non-optimal conditions. If you experience any of the following drive failure conditions, call IBM support for help:

- The Empty Drive Slot icon () displayed for drive slots that contain drives.

- The Failed Unconfigured Drive icon () displayed for drive slots that contain drives.
 - The Failed Configured Drive icon () displayed for drive slots that contain drives.
10. Restore I/O activity to the DS4000 storage server.
 11. After you have completed the ESM upgrade process, you may be required to return the original DS4000 EXP700 1740 ESMs (FRU 19K1287) to IBM. Refer to the separate instructions included with the upgrade kit for return processing information for the DS4000 EXP700 ESMs you are replacing.

Hot-case ESM upgrade procedure

In the hot-case ESM upgrade procedure, you upgrade the DS4000 EXP700 ESMs while the storage subsystem remains powered on.

Note: It is recommended that you schedule the hot-case ESM upgrade during a non-peak (low-usage) I/O period for the following reasons:

- The DS4000 storage server drive loops/channels will be disturbed with FC Loop Initialization events every time the ESM is replaced.
- One of the drive loops in the redundant drive loop will be down during the upgrade, reducing the maximum data bandwidth to the drives by one-half.

Attention: The hot-case ESM upgrade procedure requires that both loops (drive channels) in the redundant drive loop that contains the DS4000 EXP700s that you are upgrading be in an optimal state. If you perform the upgrade process with one drive loop (drive channel) in non-optimal state, your arrays might fail, causing loss of data access and possibly loss of data. If you not sure that your drive loops are optimal, or if your environment allows you to power down the storage subsystem in a non-emergency situation, it is recommended that you use the “Cold-case ESM upgrade procedure” on page 86 instead of the hot-case ESM upgrade procedure. Contact IBM support for help if required.

Note: You must perform the hot-case upgrade procedure one redundant drive loop at a time.

Attention: If you are not upgrading all of the DS4000 EXP700s in the redundant drive loop, or if you are upgrading additional DS4000 EXP700s in redundant drive loop that includes both DS4000 EXP700s and DS4000 EXP710s, you *must* follow the intermixing requirements for drive loops that include both DS4000 EXP700s and DS4000 EXP710s. See “Intermixing DS4000 EXP700s and DS4000 EXP710s in the same loop” on page 44. Failure to do so can result in drive loop performance problems due to excessive time-outs and LIPs and possibly failed drives.

1. Before you begin the upgrade procedure, perform a full system backup and save the storage subsystem profile.
2. Upgrade the DS4000 Storage Manager client to version 9.1 or later.
3. Upgrade the ESM firmware for all DS4000 EXP700s to version 9326 or later.
4. Upgrade the controller firmware to version 6.10.xx.xx or later.

Attention: No I/O activity can be present during the firmware upgrade from version 5.4x.xx.xx or earlier to version 6.10.xx.xx or later.

- Verify that the drive channels are in an optimal state. Monitor the status of the storage subsystem for several days with the Storage Manager client and DS4000 storage server event logs. It is recommended that you periodically monitor the Read-Link status and drive channels for two to three days looking for any excessive increase in error counts. Use the Recovery Guru function in the Storage Manager client Subsystem Management window for information on how to fix any non-optimal conditions.

In addition, you can also manually force one drive loop/channel in the redundant drive loop to be upgraded into a Degraded state in the Drive Channel (Summary) window. With one loop in a Degraded state, monitor the error counts in the other (Optimal) drive loop/channel in the redundant drive loop (for 20 minutes) with I/O activity present. Then set the Degraded drive loop/channel back into Optimal state. Wait at least 20 minutes and repeat the process for the other drive loop/channel in the redundant drive loop to be upgraded. If there are excessive errors counts (in the tens or hundreds), do not perform the ESM upgrade until you have first resolved the errors using the drive path diagnostics described in the *IBM TotalStorage DS4000 Problem Determination Guide*.

Attention: Resolve any non-optimal conditions *before* continuing with the next step.

- Disconnect the fibre channel cable that connects the right-hand storage server controller drive port to the first storage expansion enclosure. In Figure 60, this cable is shown with a dashed line and marked 1. Mark the cable for later use. You will not reconnect this cable until you have replaced all the ESMs to be upgraded in the disconnected drive loop.

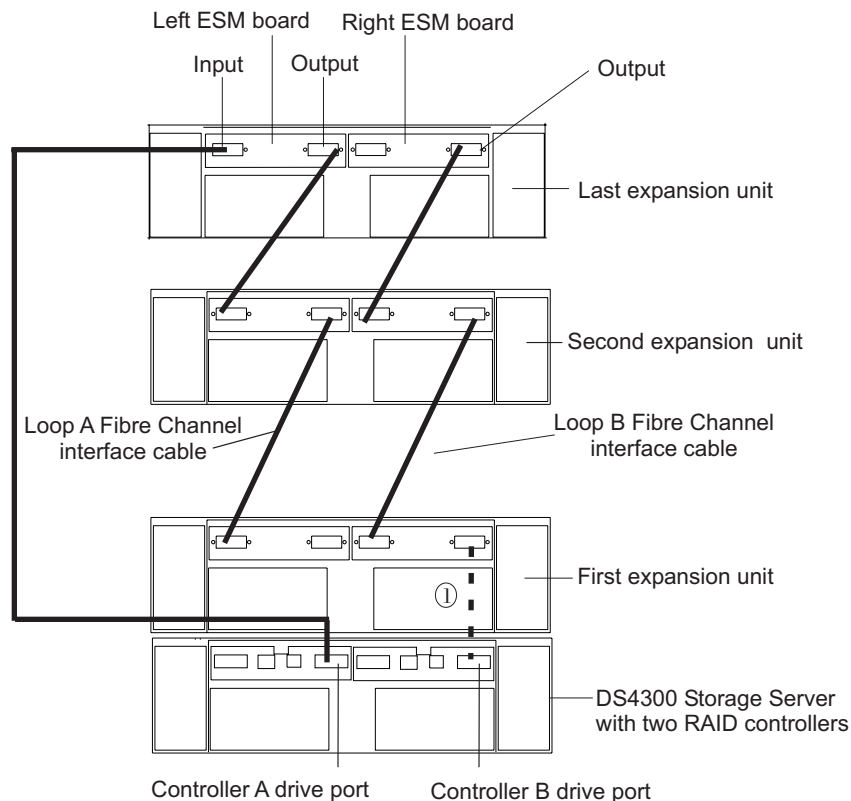


Figure 60. Disconnect the fibre channel cable from one storage server to the first EXP700

7. Whether you are upgrading one or multiple DS4000 EXP700s in the disconnected drive loop, complete the disconnection, upgrade, and reconnection process described in the following steps for each ESM in the disconnected drive loop before upgrading the ESM in the next storage expansion enclosure. Disconnecting, upgrading, and reconnecting one ESM at a time greatly reduces the possibility of making a fibre channel cabling error.
 - a. Disconnect any fibre channel cables from the first ESM (marked 3 in Figure 61) that you will replace in the disconnected drive loop. Leave in place the fibre channel cables connected to the other ESMs in the disconnected drive loop. In Figure 61, the cable to be removed is shown with dashed lines and marked 2.

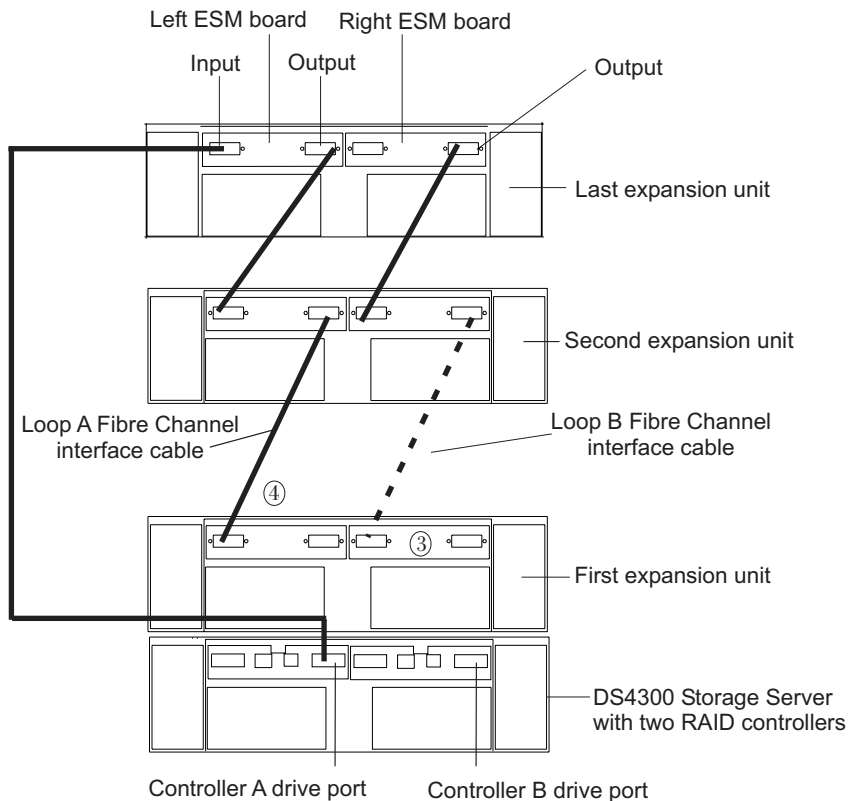


Figure 61. Disconnect the remaining fibre channel cables from the first ESM in the disconnected drive loop

- b. Replace the disconnected DS4000 EXP700 ESM (marked 3 in Figure 61) with one of the upgrade ESMs you received in the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit. Follow the steps for replacing an ESM in “Replacing a failed hot-swap ESM” on page 70.
 - c. Reconnect the fibre channel cables to the ESM that you replaced. Do not reconnect the cable to the storage server controller drive port that you disconnected in step 6.
 - d. Repeat steps a through c for each DS4000 EXP700 that you are upgrading (for the ESMs in the disconnected drive loop only). Complete the process for each DS4000 EXP700 before you continue with the next storage expansion enclosure.
8. After you have upgraded and reconnected each ESM in the drive loop, reconnect the fibre channel cable from the controller drive port to the first

EXP710 ESM port (disconnected in step 6.) In Figure 60 on page 89, this cable is shown with a dashed line and marked 1.

9. Verify that none of the Port Bypass LEDs are lit. If any Port Bypass LEDs are lit, perform the following procedures in the order listed:
 - Remove and replace the fibre channel cable and SFP on the storage expansion enclosure with the lit Port Bypass LED.
 - Perform the fibre channel connection path diagnostic tests detailed in the *IBM TotalStorage DS4000 Problem Determination Guide*.
 - If neither of the above procedures resolves the issue, contact IBM technical support.
10. Use Storage Manager to verify that no ESM Redundancy Lost errors are being reported.

If ESM Redundancy Lost errors are being reported, perform the following tasks to resolve the errors:

- Verify that the correct firmware version is installed (6.10.xx.xx)
- Follow the procedure suggested by the Recovery Guru.
- Call IBM support for help.

Do not proceed with the upgrade until the ESM Redundancy Lost errors are corrected.

Note: You might see errors reporting that ESM firmware or hardware is mismatched on every storage expansion enclosure in which you have upgraded the ESM. These errors are expected; they will stop being reported when you have replaced the other ESMs.

11. Open the Storage Manager Drive Channels (Summary) window, as shown in Figure 62 (from the Subsystem Management window, click **Advanced > Troubleshooting > Drive Channels**). Clear the error counts; then wait 15 minutes and view the error counts in the upgraded drive loop. If there are none or very few errors, proceed to the next step. Otherwise, wait another 15 minutes and then view the error counts again. If the errors continue to increase, call IBM support for help.

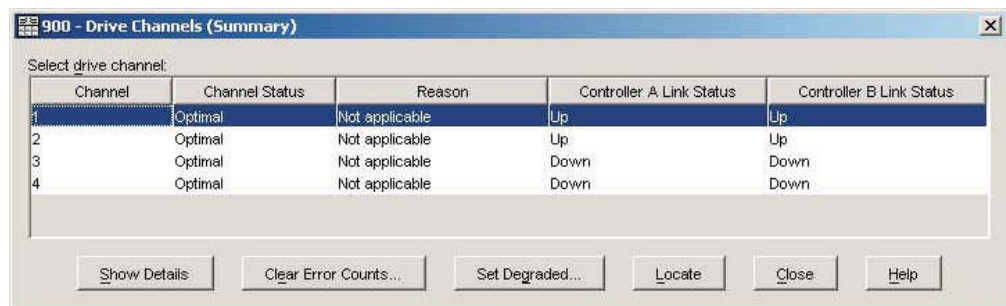





Figure 62. Drive Channels (Summary) window

12. Repeat steps 6 through 10 to upgrade the ESMs in the second drive loop. Begin by disconnecting the fibre channel cable that connects the left-hand storage server controller drive port to the first storage expansion enclosure (marked 4 in Figure 61 on page 90) . You will reconnect this cable only after you have replaced all the ESMs to be upgraded in the second drive loop.
13. For every storage expansion enclosure that you have upgraded, replace the DS4000 EXP700 bezel with the new bezel you received in the DS4000 EXP700 Models 1RU/1RX Switched-ESM Option Upgrade Kit.

14. After you have upgraded and reconnected each ESM in the second drive loop, verify that the system has returned to the same state as before the ESM upgrade. No ESM Redundancy Lost errors or hardware/firmware mismatch errors should be reported as a result of the mismatch of ESM hardware (that is, because both DS4000 EXP700 and DS4000 EXP710 ESM CRUs are inserted in the same storage expansion enclosure chassis).

Note: You might receive ESM hardware/firmware mismatch errors due to mismatched ESM firmware versions. If this is the case, download the latest DS4000 EXP710 ESM firmware version and upgrade the mismatched ESMs with this code, as described in the following step.

If you experience any of the following drive failure conditions, call IBM support for help:

- The Empty Drive Slot icon () displayed for drive slots that contain drives.
- The Failed Unconfigured Drive icon () displayed for drive slots that contain drives.
- The Failed Configured Drive icon () displayed for drive slots that contain drives.

15. Check the ESM firmware and upgrade it to the latest level available on the IBM DS4000 support Web site:

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

You can perform the ESM firmware upgrade with I/O activity present if you select to upgrade one storage expansion enclosure at a time in the ESM Firmware Download window. If you select all or multiple storage expansion enclosures for upgrades, I/O activity must be stopped during the upgrade.

Note: In either case, the storage expansion enclosures are always updated one at a time.

16. After you have completed the ESM upgrade process, you may be required to return the original DS4000 EXP700 1740 ESMs (FRU 19K1287) to IBM. Refer to the separate instructions included with the upgrade kit for return processing information for the DS4000 EXP700 ESMs you are replacing.

Appendix C. Upgrading the controller firmware for DS4300, DS4400, and DS4500 (DS4000 EXP710 only)

The instructions in this appendix are applicable to new storage subsystems that consist of a DS4400 or DS4500 storage server with controller firmware version 5.4x.xx.xx or earlier connected only to one or more DS4000 EXP710s. You must perform the manual firmware upgrade procedure detailed in this appendix if you are attaching one or more DS4000 EXP710s to a DS4400 or DS4500 storage server.

Attention: If you are connecting your storage expansion enclosures to a DS4300 that is populated with hard disk drives, its internal drive will start up normally after you have cabled the DS4000 EXP710s. However, if none of the DS4300 internal drive slots are populated, you must also follow the procedure in this appendix because a DS4300 without any internal hard disk drives will not recognize any connected DS4000 EXP710s.

Because DS4400 and DS4500 RAID controllers with controller firmware version 5.4x.xx.xx or earlier will not recognize the DS4000 EXP710, the RAID controllers will not be able to spin up the drives in the DS4000 EXP710 to complete the normal DS4000 storage server boot process. As a result, the DS4400 and DS4500 RAID controllers A and B will not synchronize and thus will not be presented as a single identity in the DS4000 Enterprise Management window when the new storage expansion enclosures are connected.

DS4000 EXP710 support requires that you upgrade any connected DS4400 and DS4500 Storage Servers with DS4000 controller firmware and NVSRAM version 6.10.xx.xx or later. If you did not order your DS4000 storage server from the factory with firmware version 6.10.xx.xx or later installed, you must upgrade the controller firmware manually from firmware version 5.4x.xx.xx or earlier.

Note: Storage Manager 9.1 software and controller firmware and NVSRAM version 6.10.xx.xx can be downloaded from the DS4000 support Web site:

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

Complete the following procedures to upgrade the controller firmware and synchronize the RAID controller versions:

- “Upgrading the firmware” on page 94
- “Downloading the firmware to controller B” on page 95
- “Powering up the DS4000 Storage Server with DS4000 EXP710s attached” on page 97
- “Adding and synchronizing the firmware for controller A with the firmware for controller B” on page 98
- “Completing the firmware upgrade procedure” on page 98

Note: Refer to the *IBM TotalStorage DS4000 Storage Manager Version 9 Installation and Support Guide* for your operating system for more information on this upgrade procedure and any system requirements.

Upgrading the firmware

Attention: The firmware upgrade procedure requires the out-of-band (Ethernet) management connections to both controllers in the connected DS4000 storage server. You can define the controller TCP/IP addresses in the following three ways:

- By default (to 192.168.128.101 and 192.168.128.102 for Controllers A and B respectively)
- By a DHCP/BootP server
- By static definition. Existing DS4000 controllers have stored TCP/IP addresses that can be used for static definition.

Use the following procedures to upgrade a DS4000 Storage Server manually to controller firmware version 6.10.xx.xx.

1. Power off the DS4000 storage server configuration and the DS4000 EXP710s, if applicable.
2. With the DS4000 storage server and the DS4000 EXP710s powered off, establish all fibre-channel cabling connections and management Ethernet connections. Refer to “Cabling the storage expansion enclosure” on page 31.

Note: Do not power on any units yet.

3. Install Storage Manager 9.1 in the management station.

Refer to the *IBM TotalStorage DS4000 Storage Manager Version 9 Installation and Support Guide* for your operating system for more information on this upgrade procedure and any system requirements.

Attention: The management station must have an Ethernet connection to the same network as the two controllers in the DS4000 storage server.

4. Remove Controller A from the DS4000 storage server.

Important: If you do not remove Controller A from the DS4000 storage server, the new firmware may not be downloaded correctly on both controllers and the controllers will not recognize the disk drives.

Refer to the appropriate DS4000 storage server installation and user's guide for the location and the instructions on how to remove the controller in a DS4000 storage server.

Note: For the DS4400 and DS4500, Controller A is the top controller when looking at the front of the unit. For the DS4300, Controller A is the left controller when looking at the back of the unit. Observe handling static-sensitive device precautions described in “Handling static-sensitive devices” on page 18 when removing the DS4000 storage server controller.

5. Power on the DS4000 storage server only. Both power supplies must be powered on for maximum protection against power loss.
6. Open a DS4000 Storage Manger Client Enterprise Management window to manage the DS4000 storage server for which you are upgrading the firmware. Refer to the *IBM TotalStorage DS4000 Storage Manager Version 9 Installation and Support Guide* for the host operating system of your DS4000 management station for more information.
7. Add the TCP/IP address for Controller B to the Enterprise Management window of the DS4000 Storage Manager 9 client program.
 - a. In the Enterprise Management Window, click **Edit → Add Device**.

- b. The Add Device window opens. Enter the TCP/IP address of Controller B in the Host name or IP address field and click **Add** to add the DS4000 storage server in the DS4000 Storage Manager Client management domain.
- c. Click **Close** to close the Add Device window.

Note: If this is an upgrade from an existing DS4000 storage server with version 5.4x.xx.xx firmware or earlier and there is an entry for this DS4000 storage server in the DS4000 Storage Manager Client Enterprise Management window, delete this entry before you add controller B to the Enterprise Management window.

To delete the entry, right-click the entry and select **Remove Device** from the pull-down menu. Click **Yes** when the Remove Device confirmation window opens.

When you are done, continue to “Downloading the firmware to controller B.”

Downloading the firmware to controller B

Perform the following steps to download the firmware and NVSRAM to controller B of the DS4000 Storage Server:

1. In the Enterprise Management window, right click the DS4000 storage server name and select **Manage Device** to open the Subsystem Management window.

Note: A Partially Managed Notice window might open, warning that the storage subsystem that you are trying to manage has a controller that has not yet been added to the Enterprise Management window. Click **Yes** to launch the Subsystem Management window for this DS4000 controller anyway.

2. In the Subsystem Management window, click **Storage Subsystem → Download → NVSRAM** to load the NVSRAM file to Controller B. When the NVSRAM Download window opens.
3. Select the directory that contains the NVSRAM file, then select the name of the NVSRAM file. Click **OK** to close the window and continue.
4. Click **Yes** when the Confirm Download window opens. The Confirm Download window closes and the Downloading window opens and shows the status of the firmware download.
5. One of two windows displays:
 - If you receive the message NVSRAM download successful displayed in the Downloading window, click **Done** to close the Downloading window and then continue with step 6 on page 96.
 - If you see an error window displaying a Controller Download Timeout error, power off and then power on the DS4000 storage server. Then verify that the NVSRAM was downloaded correctly to Controller B of the storage server.

To verify that the correct NVSRAM version was downloaded, click **View → Storage Subsystem Profile**. In the Storage Subsystem Profile window, look for the correct NVSRAM file version under the All tab.

 - If the NVSRAM was downloaded correctly, continue with step 6 on page 96.

- If the NVSRAM was not downloaded correctly, try the NVSRAM download again. If the problem persists after the second storage server power-cycle, call your IBM technical support representative.
6. Click **Done** to close the Downloading window.
 7. In the Enterprise Management window, right-click the entry for Controller B and select **Manage Device** from the pop-up menu. The Subsystem Management window opens.
 8. Click **Storage Subsystem** → **Download** → **Firmware**. The Firmware Download window opens.
 9. Select the directory that contains the controller firmware file, then select the name of the controller firmware file. Click **OK** to close the window and continue.
 10. Click **Yes** when the Confirm Download window opens. The Confirm Download window closes and the Downloading window opens and shows the status of the firmware download.
 11. One of two windows displays:
 - If you receive the message Firmware download is successful in the Downloading window and the New Firmware Detected window displays, then continue with step 12.
 - If you see an error window displaying a Controller Download Timeout error, power off and then power on the DS4000 storage server. Verify that the firmware was downloaded correctly to Controller B of the storage server. To verify that the correct firmware version was downloaded, perform the following steps:
 - a. Right-click the Controller B icon in the Physical pane of the Subsystem Management window and select **Properties**.
 - b. Look for the entries starting with "Appware version" and "Bootware version" when the Controller Properties window opens.
 - If the firmware was downloaded correctly, continue with step 13.
 - If the firmware was not downloaded correctly, try the firmware download again. If the problem persists after the second storage server power-cycle, call your IBM technical support representative.
 12. Click **OK** to close the New Firmware Detected window and the Subsystem Management window.
 13. Close the Subsystem Management window. In the Enterprise Management window, remove the Controller B entry from the Directly-Managed Storage Subsystem list. To delete the entry, perform the following steps:
 - a. Right-click the entry and select **Remove Device** from the pull-down menu.
 - b. Click **Yes** when the Remove Device confirmation window opens.
 14. Before you connect any DS4000 EXP710 units to the DS4000 Storage Server, power off the DS4000 storage server and make appropriate fibre-channel cable connections between the DS4000 EXP710 unit and the DS4000 Storage Server.

Note: Do not re-insert Controller A to the DS4000 Storage Server yet.

When you are done, continue to "Powering up the DS4000 Storage Server with DS4000 EXP710s attached" on page 97.

Powering up the DS4000 Storage Server with DS4000 EXP710s attached

Perform the following steps to power up the DS4000 Storage Server with controller B only inserted and attached to the DS4000 EXP710 storage expansion enclosures.

1. Verify that the DS4000 EXP710 is correctly cabled to the DS4000 controller.

For more information on cabling the DS4000 EXP710, see “Cabling the storage expansion enclosure” on page 31.

2. Power on all of the DS4000 EXP710 storage expansion enclosures.
3. Wait for the green drive Activity LEDs on the drives in the DS4000 EXP710 storage expansion enclosures to stop flashing and the DS4000 EXP710 ESM Fault LED to change from amber to unlit.

Verify that the Port Bypass LEDs for all of the fibre-channel interconnect ports of the DS4000 EXP710 storage expansion enclosures are not lit. The Port Bypass LED of the ports that are connected to the DS4000 Storage drive ports will be lit.

4. Power on the DS4000 storage server.

Wait at least four minutes after all of the drives in the DS4000 EXP710 storage expansion enclosures have spun up. The drives will show solidly lit or rapidly flashing green drive Activity LEDs. Verify that the port bypass LED of the controller B drive port is not lit.

5. Add the TCP/IP address for Controller B to the Enterprise Management window of the DS4000 Storage Manager 9 client program. Perform the following steps to add the TCP/IP address for Controller B.
 - a. In the Enterprise Management Window, click **Edit → Add Device**.
 - b. Enter the TCP/IP address of Controller B.
 - c. Click **Add** when the Add Device window opens.
 - d. If the Connection Problem window displays, continue with 5e. Otherwise, continue with 5g.
 - e. Click **No** to close the window and return to the Add Device window.
 - f. Wait a few minutes and click **Add** to try to add Controller B to the Enterprise Management window again.

If the problem persists, power off the storage server and repeat steps 2 through 5. Otherwise, continue with step 5g.
 - g. Click **Close** to close the Add Device window.

Note: A Partially Managed Notice window might open, warning that the storage subsystem that you are trying to manage has a controller that has not yet been added to the Enterprise Management window. Click **Yes** to launch the Subsystem Management window for this DS4000 controller anyway.

6. In the Enterprise Management window, right-click the entry for Controller B (which you just added) and select **Manage Device** from the pop-up menu.
7. A Subsystem Management window opens. Verify that all of the DS4000 EXP710 storage expansion enclosures and drives are shown in the Subsystem Management window.
8. Close the Controller B Subsystem Management window.

When you are done, continue with “Adding and synchronizing the firmware for controller A with the firmware for controller B” on page 98.

Adding and synchronizing the firmware for controller A with the firmware for controller B

Perform the following steps to add Controller A and synchronize its firmware with the version loaded into controller B.

1. While the DS4000 Storage Server is powered on, hot-add the controller A CRU into the DS4000 storage server chassis.

Note: The DS4000 storage server supports hot additions of CRUs like controllers, power supplies, and so forth. This controller will be started up and its firmware and NVSRAM will synchronize automatically with the controller firmware and NVSRAM in Controller B. This process might take several minutes, depending on the number of DS4000 EXP710 storage expansion enclosures and drives in the DS4000 storage server configuration. Wait at least five minutes (or 10 minutes in a large configuration; for example, one with 112 or more drives).

2. Perform the following steps to add Controller A to the Enterprise Management window using the TCP/IP address for Controller A.
 - a. To add Controller A, click **Edit** → **Add Device**. The Add Device window opens.
 - b. Enter the TCP/IP address of Controller A and click **Add**.
 - c. If the Connection Problem window opens, click **No** to close the window and return to the Add Device window.

Wait a few more minutes and click **Add** to try to add Controller A to the Enterprise Management window again. If the problem persists after a few attempts, call your IBM technical support representative.

When you are done, continue with “Completing the firmware upgrade procedure.”

Completing the firmware upgrade procedure

Perform the following steps to complete the firmware upgrade procedure:

- If Controller A starts up successfully after synchronizing with the firmware and NVSRAM in Controller B, Controller A and Controller B will be displayed as a single entry under the Directly-Managed Storage Subsystem tree in the Enterprise Management window. Right-click the entry for Controller B and select **Manage Device**. A Subsystem Management window should open without being preceded by the Partially Manage Device window.

When the Subsystem Management window opens, you can proceed with the other DS4000 Storage Server management tasks, such as creating arrays, mapping logical drives to host partitions, and so on. Refer to the DS4000 Subsystem Management online help for instructions.

Attention: After you successfully upgrade the controller firmware, check whether new versions of the ESM firmware for the DS4000 EXP710 exist on the IBM DS4000 support Web site:

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

Refer to the Storage Subsystem online help or the *IBM TotalStorage DS4000 Storage Manager Version 9 Installation and Support Guide* for your operating system or the *IBM TotalStorage DS4000 Storage Manager Concepts Guide* for more information on how to download the storage expansion enclosure ESM firmware and drive firmware.

- If Controller A is added as a separate entry in the Enterprise Management window, perform the following steps:
 1. Close the Add Device window and delete the Controller A entry from the Enterprise Management window.
 2. Wait a few minutes and try to add Controller A again. (The problem might have been caused by Controller A not having had enough time to complete the sync-up with Controller B.)
- If Controller A is added as a separate entry in the Enterprise Management window again, perform the following steps:
 1. Close the Add Device window and delete the Controller A entry from the Enterprise Management window.
 2. Remove Controller A from the storage server chassis, wait a minute or so, and repeat step 2 on page 98.

If the problem persists, call your IBM technical support representative.

Appendix D. Power cords

For your safety, IBM provides a power cord with a grounded attachment plug to use with this IBM product. To avoid electrical shock, always use the power cord and plug with a properly grounded outlet.

IBM power cords used in the United States and Canada are listed by Underwriter's Laboratories (UL) and certified by the Canadian Standards Association (CSA).

For units intended to be operated at 115 volts: Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a parallel blade, grounding-type attachment plug rated 15 amperes, 125 volts.

For units intended to be operated at 230 volts (U.S. use): Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a tandem blade, grounding-type attachment plug rated 15 amperes, 250 volts.

For units intended to be operated at 230 volts (outside the U.S.): Use a cord set with a grounding-type attachment plug. The cord set should have the appropriate safety approvals for the country in which the equipment will be installed.

IBM power cords for a specific country or region are usually available only in that country or region.

IBM power cord part number	Cord specifics	Used in these countries or regions
13F9940	250V/10A 2.8M	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea
13F9979	250V/10A 2.8M	Afghanistan, Albania, Algeria, Andorra, Angola, Armenia, Austria, Azerbaijan, Belarus, Belgium, Benin, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Democratic Republic of), Congo (Republic of), Cote D'Ivoire (Ivory Coast), Croatia (Republic of), Czech Rep, Dahomey, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Finland, France, French Guyana, French Polynesia, Gabon, Georgia, Germany, Greece, Guadeloupe, Guinea, Guinea Bissau, Hungary, Iceland, Indonesia, Iran, Kazakhstan, Kyrgyzstan, Laos (Peoples Democratic Republic of), Latvia, Lebanon, Lithuania, Luxembourg, Macedonia (former Yugoslav Republic of), Madagascar, Mali, Martinique, Mauritania, Mauritius, Mayotte, Moldova (Republic of), Monaco, Mongolia, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Reunion, Romania, Russian Federation Rwanda, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia (Republic of), Somalia, Spain, Suriname, Sweden, SSyrian Arab Replublic, Tajikistan, Tahiti, Togo, Tunisia, Turkey, Turkmenistan, Ukraine, Upper Volta, Uzbekistan, Vanuatu, Vietnam, Wallis and Futuna, Yugoslavia (Federal Republic of), Zaire
13F9997	250V/10A 2.8M	Denmark

IBM power cord part number	Cord specifics	Used in these countries or regions
14F0015	250V/10A 2.8M	Bangladesh, Lesotho, Maceo, Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda
14F0033	250V/10A 2.8M	Abu Dhabi, Bahrain, Botswana, Brunei Darussalam, Channel Islands, Cyprus, Dominica, Gambia, Ghana, Grenada, Guyana, Hong Kong S.A.R. of China, Iraq, Ireland, Jordan, Kenya, Kuwait, Liberia, Malawi, Malaysia, Malta, Myanmar (Burma), Nigeria, Oman, Qatar, Saint Kitts & Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Sudan, Tanzania (United Republic of), Trinidad & Tobago, United Arab Emirates (Dubai), United Kingdom, Yemen, Zambia, Zimbabwe
14F0051	250V/10A 2.8M	Liechtenstein, Switzerland
14F0069	250V/10A 2.8M	Chile, Italy, Libyan Arab Jamahiriya
14F0087	250V/10A 2.8M	Israel
1838574	250V/10A 2.8M	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Caicos Islands, Canada, Cayman Islands, Costa Rica, Columbia, 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, Venezuela
36L8880	250V/10A 2.8M	Argentina, Paraguay, Uruguay
02K0546	250V/6A 2.8M	PRC (China)
6952300	125V/10A 2.8M	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Cayman Islands, Costa Rica, Columbia, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Taiwan, Thailand, Turks and Caicos Islands, United States, Venezuela
6952301	125V/10A 1.8M	

Appendix E. Accessibility

This section provides information about alternate keyboard navigation, which is a DS4000 Storage Manager accessibility feature. Accessibility features help a user who has a physical disability, such as restricted mobility or limited vision, to use software products successfully.

By using the alternate keyboard operations that are described in this section, you can use keys or key combinations to perform Storage Manager tasks and initiate many menu actions that can also be done with a mouse.

Table 21 defines the keyboard operations that enable you to navigate, select, or activate user interface components. The following terms are used in the table:

- *Navigate* means to move the input focus from one user interface component to another.
- *Select* means to choose one or more components, typically for a subsequent action.
- *Activate* means to carry out the action of a particular component.

Note: In general, navigation between components requires the following keys:

- **Tab** - Moves keyboard focus to the next component or to the first member of the next group of components
- **Shift-Tab** - Moves keyboard focus to the previous component or to the first component in the previous group of components
- **Arrow keys** - Move keyboard focus within the individual components of a group of components

Table 21. DS4000 Storage Manager alternate keyboard operations

Short cut	Action
F1	Open the Help.
F10	Move keyboard focus to main menu bar and post first menu; use the arrow keys to navigate through the available options.
Alt+F4	Close the management window.
Alt+F6	Move keyboard focus between dialogs (non-modal) and between management windows.
Alt+ underlined letter	Access menu items, buttons, and other interface components by using the keys associated with the underlined letters. For the menu options, select the Alt + underlined letter combination to access a main menu, and then select the underlined letter to access the individual menu item. For other interface components, use the Alt + underlined letter combination.
Ctrl+F1	Display or conceal a tool tip when keyboard focus is on the toolbar.
Spacebar	Select an item or activate a hyperlink.

Table 21. DS4000 Storage Manager alternate keyboard operations (continued)

Short cut	Action
Ctrl+Spacebar (Contiguous/Non-contiguous) AMW Logical/Physical View	<p>Select multiple drives in the Physical View.</p> <p>To select multiple drives, select one drive by pressing Spacebar, and then press Tab to switch focus to the next drive you want to select; press Ctrl+Spacebar to select the drive.</p> <p>If you press Spacebar alone when multiple drives are selected then all selections are removed.</p> <p>Use the Ctrl+Spacebar combination to deselect a drive when multiple drives are selected.</p> <p>This behavior is the same for contiguous and non-contiguous selection of drives.</p>
End, Page Down	Move keyboard focus to the last item in the list.
Esc	Close the current dialog (does not require keyboard focus).
Home, Page Up	Move keyboard focus to the first item in the list.
Shift+Tab	Move keyboard focus through components in the reverse direction.
Ctrl+Tab	Move keyboard focus from a table to the next user interface component.
Tab	Navigate keyboard focus between components or select a hyperlink.
Down arrow	Move keyboard focus down one item in the list.
Left arrow	Move keyboard focus to the left.
Right arrow	Move keyboard focus to the right.
Up arrow	Move keyboard focus up one item in the list.

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CD-ROM drive speeds list the variable read rate. Actual speeds vary and are often less than the maximum possible.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for approximately 1000 bytes, MB stands for approximately 1 000 000 bytes, and GB stands for approximately 1 000 000 000 bytes.

When referring to hard disk drive capacity or communications volume, MB stands for 1 000 000 bytes, and GB stands for 1 000 000 000 bytes. Total user-accessible capacity may vary depending on operating environments.

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This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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This Class A digital apparatus complies with Canadian ICES-003.

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Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

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United Kingdom telecommunications safety requirement

Notice to Customers

This apparatus is approved under approval number NS/G/1234/J/100003 for indirect connection to public telecommunication systems in the United Kingdom.

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This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22/European Standard EN

55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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Glossary

This glossary provides definitions for the terminology and abbreviations used in IBM TotalStorage DS4000 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

This glossary also includes terms and definitions from:

- *Information Technology Vocabulary* by Subcommittee 1, Joint Technical Committee 1, of the International Organization for Standardization and the International Electrotechnical Commission (ISO/IEC JTC1/SC1). Definitions are identified by the symbol (I) after the definition; definitions taken from draft international standards, committee drafts, and working papers by ISO/IEC JTC1/SC1 are identified by the symbol (T) after the definition, indicating that final agreement has not yet been reached among the participating National Bodies of SC1.
- *IBM Glossary of Computing Terms*. New York: McGraw-Hill, 1994.

The following cross-reference conventions are used in this glossary:

See Refers you to (a) a term that is the expanded form of an abbreviation or acronym, or (b) a synonym or more preferred term.

See also

Refers you to a related term.

Abstract Windowing Toolkit (AWT). A Java graphical user interface (GUI).

accelerated graphics port (AGP). A bus specification that gives low-cost 3D graphics cards faster access to main memory on personal computers than the usual peripheral component interconnect (PCI) bus. AGP reduces the overall cost of creating high-end graphics subsystems by using existing system memory.

access volume. A special logical drive that allows the host-agent to communicate with the controllers in the storage subsystem.

adapter. A printed circuit assembly that transmits user data input/output (I/O) between the internal bus of the

host system and the external fibre-channel (FC) link and vice versa. Also called an I/O adapter, host adapter, or FC adapter.

advanced technology (AT) bus architecture. A bus standard for IBM compatibles. It extends the XT bus architecture to 16 bits and also allows for bus mastering, although only the first 16 MB of main memory are available for direct access.

agent. A server program that receives virtual connections from the network manager (the client program) in a Simple Network Management Protocol-Transmission Control Protocol/Internet Protocol (SNMP-TCP/IP) network-managing environment.

AGP. See *accelerated graphics port*.

AL_PA. See *arbitrated loop physical address*.

arbitrated loop. One of three existing fibre-channel topologies, in which 2 - 126 ports are interconnected serially in a single loop circuit. Access to the Fibre Channel-Arbitrated Loop (FC-AL) is controlled by an arbitration scheme. The FC-AL topology supports all classes of service and guarantees in-order delivery of FC frames when the originator and responder are on the same FC-AL. The default topology for the disk array is arbitrated loop. An arbitrated loop is sometimes referred to as a Stealth Mode.

arbitrated loop physical address (AL_PA). An 8-bit value that is used to uniquely identify an individual port within a loop. A loop can have one or more AL_PAs.

array. A collection of fibre-channel or SATA hard drives that are logically grouped together. All the drives in the array are assigned the same RAID level. An array is sometimes referred to as a "RAID set." See also *redundant array of independent disks (RAID)*, *RAID level*.

asynchronous write mode. In remote mirroring, an option that allows the primary controller to return a write I/O request completion to the host server before data has been successfully written by the secondary controller. See also *synchronous write mode*, *remote mirroring*, *Global Copy*, *Global Mirroring*.

AT. See *advanced technology (AT) bus architecture*.

ATA. See *AT-attached*.

AT-attached. Peripheral devices that are compatible with the original IBM AT computer standard in which signals on a 40-pin AT-attached (ATA) ribbon cable followed the timings and constraints of the Industry Standard Architecture (ISA) system bus on the IBM PC AT computer. Equivalent to integrated drive electronics (IDE).

auto-volume transfer/auto-disk transfer (AVT/ADT).

A function that provides automatic failover in case of controller failure on a storage subsystem.

AVT/ADT. See *auto-volume transfer/auto-disk transfer*.

AWT. See *Abstract Windowing Toolkit*.

basic input/output system (BIOS). The personal computer code that controls basic hardware operations, such as interactions with diskette drives, hard disk drives, and the keyboard.

BIOS. See *basic input/output system*.

BOOTP. See *bootstrap protocol*.

bootstrap protocol (BOOTP). In Transmission Control Protocol/Internet Protocol (TCP/IP) networking, an alternative protocol by which a diskless machine can obtain its Internet Protocol (IP) address and such configuration information as IP addresses of various servers from a BOOTP server.

bridge. A storage area network (SAN) device that provides physical and transport conversion, such as fibre channel to small computer system interface (SCSI) bridge.

bridge group. A bridge and the collection of devices connected to it.

broadcast. The simultaneous transmission of data to more than one destination.

cathode ray tube (CRT). A display device in which controlled electron beams are used to display alphanumeric or graphical data on an electroluminescent screen.

client. A computer system or process that requests a service of another computer system or process that is typically referred to as a server. Multiple clients can share access to a common server.

command. A statement used to initiate an action or start a service. A command consists of the command name abbreviation, and its parameters and flags if applicable. A command can be issued by typing it on a command line or selecting it from a menu.

community string. The name of a community contained in each Simple Network Management Protocol (SNMP) message.

concurrent download. A method of downloading and installing firmware that does not require the user to stop I/O to the controllers during the process.

CRC. See *cyclic redundancy check*.

CRT. See *cathode ray tube*.

CRU. See *customer replaceable unit*.

customer replaceable unit (CRU). An assembly or part that a customer can replace in its entirety when any of its components fail. Contrast with *field replaceable unit (FRU)*.

cyclic redundancy check (CRC). (1) A redundancy check in which the check key is generated by a cyclic algorithm. (2) An error detection technique performed at both the sending and receiving stations.

dac. See *disk array controller*.

dar. See *disk array router*.

DASD. See *direct access storage device*.

data striping. See *striping*.

default host group. A logical collection of discovered host ports, defined host computers, and defined host groups in the storage-partition topology that fulfill the following requirements:

- Are not involved in specific logical drive-to-LUN mappings
- Share access to logical drives with default logical drive-to-LUN mappings

device type. Identifier used to place devices in the physical map, such as the switch, hub, or storage.

DHCP. See *Dynamic Host Configuration Protocol*.

direct access storage device (DASD). A device in which access time is effectively independent of the location of the data. Information is entered and retrieved without reference to previously accessed data. (For example, a disk drive is a DASD, in contrast with a tape drive, which stores data as a linear sequence.) DASDs include both fixed and removable storage devices.

direct memory access (DMA). The transfer of data between memory and an input/output (I/O) device without processor intervention.

disk array controller (dac). A disk array controller device that represents the two controllers of an array. See also *disk array router*.

disk array router (dar). A disk array router that represents an entire array, including current and deferred paths to all logical unit numbers (LUNs) (hdisks on AIX). See also *disk array controller*.

DMA. See *direct memory access*.

domain. The most significant byte in the node port (N_port) identifier for the fibre-channel (FC) device. It is not used in the fibre channel-small computer system interface (FC-SCSI) hardware path ID. It is required to be the same for all SCSI targets logically connected to an FC adapter.

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*.

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*.

FAST MSJ. See *FAST Management Suite Java*.

FAST Management Suite Java (FAST MSJ). A diagnostic and configuration utility that can be used on Linux, Microsoft Windows, and Novell NetWare host systems. In Linux, it is also used with the QLRemote agent to define preferred and non-preferred paths for logical drives.

FC. See *fibre channel*.

FC-AL. See *arbitrated loop*.

feature enable identifier. A unique identifier for the storage subsystem, which is used in the process of generating a premium feature key. See also *premium feature key*.

fibre channel (FC). A set of standards for a serial input/output (I/O) bus capable of transferring data between two ports at up to 100 Mbps, with standards proposals to go to higher speeds. FC supports point-to-point, arbitrated loop, and switched topologies.

Fibre Channel-Arbitrated Loop (FC-AL). See *arbitrated loop*.

Fibre Channel Protocol (FCP) for small computer system interface (SCSI). A high-level fibre-channel mapping layer (FC-4) that uses lower-level fibre-channel (FC-PH) services to transmit SCSI commands, data, and status information between a SCSI initiator and a SCSI target across the FC link by using FC frame and sequence formats.

field replaceable unit (FRU). An assembly that is replaced in its entirety when any one of its components fails. In some cases, a field replaceable unit might contain other field replaceable units. Contrast with *customer replaceable unit (CRU)*.

FlashCopy. A premium feature for DS4000 that can make an instantaneous copy of the data in a volume.

F_port. See *fabric port*.

FRU. See *field replaceable unit*.

GBIC. See *gigabit interface converter*

gigabit interface converter (GBIC). A transceiver that performs serial, optical-to-electrical, and

electrical-to-optical signal conversions for high-speed networking. A GBIC can be hot swapped. See also *small form-factor pluggable*.

Global Copy. Refers to a remote logical drive mirror pair that is set up using asynchronous write mode without the write consistency group option. This is also referred to as "Asynchronous Mirroring without Consistency Group." Global Copy does not ensure that write requests to multiple primary logical drives are carried out in the same order on the secondary logical drives as they are on the primary logical drives. If it is critical that writes to the primary logical drives are carried out in the same order in the appropriate secondary logical drives, Global Mirroring should be used instead of Global Copy. See also *asynchronous write mode, Global Mirroring, remote mirroring, Metro Mirroring*.

Global Mirroring. Refers to a remote logical drive mirror pair that is set up using asynchronous write mode with the write consistency group option. This is also referred to as "Asynchronous Mirroring with Consistency Group." Global Mirroring ensures that write requests to multiple primary logical drives are carried out in the same order on the secondary logical drives as they are on the primary logical drives, preventing data on the secondary logical drives from becoming inconsistent with the data on the primary logical drives. See also *asynchronous write mode, Global Copy, remote mirroring, Metro Mirroring*.

graphical user interface (GUI). A type of computer interface that presents a visual metaphor of a real-world scene, often of a desktop, by combining high-resolution graphics, pointing devices, menu bars and other menus, overlapping windows, icons, and the object-action relationship.

GUI. See *graphical user interface*.

HBA. See *host bus adapter*.

hdisk. An AIX term representing a logical unit number (LUN) on an array.

host. A system that is directly attached to the storage subsystem through a fibre-channel input/output (I/O) path. This system is used to serve data (typically in the form of files) from the storage subsystem. A system can be both a storage management station and a host simultaneously.

host bus adapter (HBA). An interface between the fibre-channel network and a workstation or server.

host computer. See *host*.

host group. An entity in the storage partition topology that defines a logical collection of host computers that require shared access to one or more logical drives.

host port. Ports that physically reside on the host adapters and are automatically discovered by the DS4000 Storage Manager software. To give a host computer access to a partition, its associated host ports must be defined.

hot swap. To replace a hardware component without turning off the system.

hub. In a network, a point at which circuits are either connected or switched. For example, in a star network, the hub is the central node; in a star/ring network, it is the location of wiring concentrators.

IBMSAN driver. The device driver that is used in a Novell NetWare environment to provide multipath input/output (I/O) support to the storage controller.

IC. See *integrated circuit*.

IDE. See *integrated drive electronics*.

in-band. Transmission of management protocol over the fibre-channel transport.

Industry Standard Architecture (ISA). Unofficial name for the bus architecture of the IBM PC/XT personal computer. This bus design included expansion slots for plugging in various adapter boards. Early versions had an 8-bit data path, later expanded to 16 bits. The "Extended Industry Standard Architecture" (EISA) further expanded the data path to 32 bits. See also *Extended Industry Standard Architecture*.

initial program load (IPL). The initialization procedure that causes an operating system to commence operation. Also referred to as a system restart, system startup, and boot.

integrated circuit (IC). A microelectronic semiconductor device that consists of many interconnected transistors and other components. ICs are constructed on a small rectangle cut from a silicon crystal or other semiconductor material. The small size of these circuits allows high speed, low power dissipation, and reduced manufacturing cost compared with board-level integration. Also known as a *chip*.

integrated drive electronics (IDE). A disk drive interface based on the 16-bit IBM personal computer Industry Standard Architecture (ISA) in which the controller electronics reside on the drive itself, eliminating the need for a separate adapter card. Also known as an Advanced Technology Attachment Interface (ATA).

Internet Protocol (IP). A protocol that routes data through a network or interconnected networks. IP acts as an intermediary between the higher protocol layers and the physical network.

Internet Protocol (IP) address. The unique 32-bit address that specifies the location of each device or workstation on the Internet. For example, 9.67.97.103 is an IP address.

interrupt request (IRQ). A type of input found on many processors that causes the processor to suspend normal processing temporarily and start running an interrupt handler routine. Some processors have several interrupt request inputs that allow different priority interrupts.

IP. See *Internet Protocol*.

IPL. See *initial program load*.

IRQ. See *interrupt request*.

ISA. See *Industry Standard Architecture*.

Java Runtime Environment (JRE). A subset of the Java Development Kit (JDK) for end users and developers who want to redistribute the Java Runtime Environment (JRE). The JRE consists of the Java virtual machine, the Java Core Classes, and supporting files.

JRE. See *Java Runtime Environment*.

label. A discovered or user entered property value that is displayed underneath each device in the Physical and Data Path maps.

LAN. See *local area network*.

LBA. See *logical block address*.

local area network (LAN). A computer network located on a user's premises within a limited geographic area.

logical block address (LBA). The address of a logical block. Logical block addresses are typically used in hosts' I/O commands. The SCSI disk command protocol, for example, uses logical block addresses.

logical partition (LPAR). (1) A subset of a single system that contains resources (processors, memory, and input/output devices). A logical partition operates as an independent system. If hardware requirements are met, multiple logical partitions can exist within a system. (2) A fixed-size portion of a logical volume. A logical partition is the same size as the physical partitions in its volume group. Unless the logical volume of which it is a part is mirrored, each logical partition corresponds to, and its contents are stored on, a single physical partition. (3) One to three physical partitions (copies). The number of logical partitions within a logical volume is variable.

logical unit number (LUN). An identifier used on a small computer system interface (SCSI) bus to distinguish among up to eight devices (logical units) with the same SCSI ID.

loop address. The unique ID of a node in fibre-channel loop topology sometimes referred to as a loop ID.

loop group. A collection of storage area network (SAN) devices that are interconnected serially in a single loop circuit.

loop port. A node port (N_port) or fabric port (F_port) that supports arbitrated loop functions associated with an arbitrated loop topology.

LPAR. See *logical partition*.

LUN. See *logical unit number*.

MAC. See *medium access control*.

management information base (MIB). The information that is on an agent. It is an abstraction of configuration and status information.

man pages. In UNIX-based operating systems, online documentation for operating system commands, subroutines, system calls, file formats, special files, stand-alone utilities, and miscellaneous facilities. Invoked by the **man** command.

MCA. See *micro channel architecture*.

media scan. A media scan is a background process that runs on all logical drives in the storage subsystem for which it has been enabled, providing error detection on the drive media. The media scan process scans all logical drive data to verify that it can be accessed, and optionally scans the logical drive data also.

medium access control (MAC). In local area networks (LANs), the sublayer of the data link control layer that supports medium-dependent functions and uses the services of the physical layer to provide services to the logical link control sublayer. The MAC sublayer includes the method of determining when a device has access to the transmission medium.

Metro Mirroring. This term is used to refer to a remote logical drive mirror pair which is set up with synchronous write mode. See also *remote mirroring*, *Global Mirroring*.

MIB. See *management information base*.

micro channel architecture (MCA). Hardware that is used for PS/2 Model 50 computers and above to provide better growth potential and performance characteristics when compared with the original personal computer design.

Microsoft Cluster Server (MSCS). MSCS, a feature of Windows NT Server (Enterprise Edition), supports the connection of two servers into a cluster for higher availability and easier manageability. MSCS can automatically detect and recover from server or

application failures. It can also be used to balance server workload and provide for planned maintenance.

mini hub. An interface card or port device that receives short-wave fiber channel GBICs or SFPs. These devices enable redundant fibre channel connections from the host computers, either directly or through a fibre channel switch or managed hub, over optical fiber cables to the DS4000 Storage Server controllers. Each DS4000 controller is responsible for two mini hubs. Each mini hub has two ports. Four host ports (two on each controller) provide a cluster solution without use of a switch. Two host-side mini hubs are shipped as standard. See also *host port*, *gigabit interface converter (GBIC)*, *small form-factor pluggable (SFP)*.

mirroring. A fault-tolerance technique in which information on a hard disk is duplicated on additional hard disks. See also *remote mirroring*.

model. The model identification that is assigned to a device by its manufacturer.

MSCS. See *Microsoft Cluster Server*.

network management station (NMS). In the Simple Network Management Protocol (SNMP), a station that runs management application programs that monitor and control network elements.

NMI. See *non-maskable interrupt*.

NMS. See *network management station*.

non-maskable interrupt (NMI). A hardware interrupt that another service request cannot overrule (mask). An NMI bypasses and takes priority over interrupt requests generated by software, the keyboard, and other such devices and is issued to the microprocessor only in disastrous circumstances, such as severe memory errors or impending power failures.

node. A physical device that allows for the transmission of data within a network.

node port (N_port). A fibre-channel defined hardware entity that performs data communications over the fibre-channel link. It is identifiable by a unique worldwide name. It can act as an originator or a responder.

nonvolatile storage (NVS). A storage device whose contents are not lost when power is cut off.

N_port. See *node port*.

NVS. See *nonvolatile storage*.

NVSRAM. Nonvolatile storage random access memory. See *nonvolatile storage*.

Object Data Manager (ODM). An AIX proprietary storage mechanism for ASCII stanza files that are edited as part of configuring a drive into the kernel.

ODM. See *Object Data Manager*.

out-of-band. Transmission of management protocols outside of the fibre-channel network, typically over Ethernet.

partitioning. See *storage partition*.

parity check. (1) A test to determine whether the number of ones (or zeros) in an array of binary digits is odd or even. (2) A mathematical operation on the numerical representation of the information communicated between two pieces. For example, if parity is odd, any character represented by an even number has a bit added to it, making it odd, and an information receiver checks that each unit of information has an odd value.

PCI local bus. See *peripheral component interconnect local bus*.

PDF. See *portable document format*.

performance events. Events related to thresholds set on storage area network (SAN) performance.

peripheral component interconnect local bus (PCI local bus). A local bus for PCs, from Intel, that provides a high-speed data path between the CPU and up to 10 peripherals (video, disk, network, and so on). The PCI bus coexists in the PC with the Industry Standard Architecture (ISA) or Extended Industry Standard Architecture (EISA) bus. ISA and EISA boards plug into an IA or EISA slot, while high-speed PCI controllers plug into a PCI slot. See also *Industry Standard Architecture*, *Extended Industry Standard Architecture*.

polling delay. The time in seconds between successive discovery processes during which discovery is inactive.

port. A part of the system unit or remote controller to which cables for external devices (such as display stations, terminals, printers, switches, or external storage units) are attached. The port is an access point for data entry or exit. A device can contain one or more ports.

portable document format (PDF). A standard specified by Adobe Systems, Incorporated, for the electronic distribution of documents. PDF files are compact; can be distributed globally by e-mail, the Web, intranets, or CD-ROM; and can be viewed with the Acrobat Reader, which is software from Adobe Systems that can be downloaded at no cost from the Adobe Systems home page.

premium feature key. A file that the storage subsystem controller uses to enable an authorized premium feature. The file contains the feature enable identifier of the storage subsystem for which the

premium feature is authorized, and data about the premium feature. See also *feature enable identifier*.

private loop. A freestanding arbitrated loop with no fabric attachment. See also *arbitrated loop*.

program temporary fix (PTF). A temporary solution or bypass of a problem diagnosed by IBM in a current unaltered release of the program.

PTF. See *program temporary fix*.

RAID. See *redundant array of independent disks (RAID)*.

RAID level. An array's RAID level is a number that refers to the method used to achieve redundancy and fault tolerance in the array. See also *array, redundant array of independent disks (RAID)*.

RAID set. See *array*.

RAM. See *random-access memory*.

random-access memory (RAM). A temporary storage location in which the central processing unit (CPU) stores and executes its processes. Contrast with *DASD*.

RDAC. See *redundant disk array controller*.

read-only memory (ROM). Memory in which stored data cannot be changed by the user except under special conditions.

recoverable virtual shared disk (RVSD). A virtual shared disk on a server node configured to provide continuous access to data and file systems in a cluster.

redundant array of independent disks (RAID). A collection of disk drives (*array*) that appears as a single volume to the server, which is fault tolerant through an assigned method of data striping, mirroring, or parity checking. Each array is assigned a RAID level, which is a specific number that refers to the method used to achieve redundancy and fault tolerance. See also *array, parity check, mirroring, RAID level, striping*.

redundant disk array controller (RDAC). (1) In hardware, a redundant set of controllers (either active/passive or active/active). (2) In software, a layer that manages the input/output (I/O) through the active controller during normal operation and transparently reroutes I/Os to the other controller in the redundant set if a controller or I/O path fails.

remote mirroring. Online, real-time replication of data between storage subsystems that are maintained on separate media. The Enhanced Remote Mirror Option is a DS4000 premium feature that provides support for remote mirroring. See also *Global Mirroring, Metro Mirroring*.

ROM. See *read-only memory*.

router. A computer that determines the path of network traffic flow. The path selection is made from several paths based on information obtained from specific protocols, algorithms that attempt to identify the shortest or best path, and other criteria such as metrics or protocol-specific destination addresses.

RVSD. See *recoverable virtual shared disk*.

SAI. See *Storage Array Identifier*.

SA Identifier. See *Storage Array Identifier*.

SAN. See *storage area network*.

SATA. See *serial ATA*.

scope. Defines a group of controllers by their Internet Protocol (IP) addresses. A scope must be created and defined so that dynamic IP addresses can be assigned to controllers on the network.

SCSI. See *small computer system interface*.

segmented loop port (SL_port). A port that allows division of a fibre-channel private loop into multiple segments. Each segment can pass frames around as an independent loop and can connect through the fabric to other segments of the same loop.

sense data. (1) Data sent with a negative response, indicating the reason for the response. (2) Data describing an I/O error. Sense data is presented to a host system in response to a sense request command.

serial ATA. The standard for a high-speed alternative to small computer system interface (SCSI) hard drives. The SATA-1 standard is equivalent in performance to a 10 000 RPM SCSI drive.

serial storage architecture (SSA). An interface specification from IBM in which devices are arranged in a ring topology. SSA, which is compatible with small computer system interface (SCSI) devices, allows full-duplex packet multiplexed serial data transfers at rates of 20 Mbps in each direction.

server. A functional hardware and software unit that delivers shared resources to workstation client units on a computer network.

server/device events. Events that occur on the server or a designated device that meet criteria that the user sets.

SFP. See *small form-factor pluggable*.

Simple Network Management Protocol (SNMP). In the Internet suite of protocols, a network management protocol that is used to monitor routers and attached networks. SNMP is an application layer protocol. Information on devices managed is defined and stored in the application's Management Information Base (MIB).

SL_port. See *segmented loop port*.

SMagent. The DS4000 Storage Manager optional Java-based host-agent software, which can be used on Microsoft Windows, Novell NetWare, HP-UX, and Solaris host systems to manage storage subsystems through the host fibre-channel connection.

SMclient. The DS4000 Storage Manager client software, which is a Java-based graphical user interface (GUI) that is used to configure, manage, and troubleshoot storage servers and storage expansion enclosures in a DS4000 storage subsystem. SMclient can be used on a host system or on a storage management station.

SMruntime. A Java compiler for the SMclient.

SMutil. The DS4000 Storage Manager utility software that is used on Microsoft Windows, HP-UX, and Solaris host systems to register and map new logical drives to the operating system. In Microsoft Windows, it also contains a utility to flush the cached data of the operating system for a particular drive before creating a FlashCopy.

small computer system interface (SCSI). A standard hardware interface that enables a variety of peripheral devices to communicate with one another.

small form-factor pluggable (SFP). An optical transceiver that is used to convert signals between optical fiber cables and switches. An SFP is smaller than a gigabit interface converter (GBIC). See also *gigabit interface converter*.

SNMP. See *Simple Network Management Protocol* and *SNMPv1*.

SNMP trap event. (1) (2) An event notification sent by the SNMP agent that identifies conditions, such as thresholds, that exceed a predetermined value. See also *Simple Network Management Protocol*.

SNMPv1. The original standard for SNMP is now referred to as SNMPv1, as opposed to SNMPv2, a revision of SNMP. See also *Simple Network Management Protocol*.

SRAM. See *static random access memory*.

SSA. See *serial storage architecture*.

static random access memory (SRAM). Random access memory based on the logic circuit known as flip-flop. It is called static because it retains a value as long as power is supplied, unlike dynamic random access memory (DRAM), which must be regularly refreshed. It is however, still volatile, meaning that it can lose its contents when the power is turned off.

storage area network (SAN). A dedicated storage network tailored to a specific environment, combining

servers, storage products, networking products, software, and services. See also *fabric*.

Storage Array Identifier (SAI or SA Identifier). The Storage Array Identifier is the identification value used by the DS4000 Storage Manager host software (SMClient) to uniquely identify each managed storage server. The DS4000 Storage Manager SMClient program maintains Storage Array Identifier records of previously-discovered storage servers in the host resident file, which allows it to retain discovery information in a persistent fashion.

storage expansion enclosure (EXP). A feature that can be connected to a system unit to provide additional storage and processing capacity.

storage management station. A system that is used to manage the storage subsystem. A storage management station does not need to be attached to the storage subsystem through the fibre-channel input/output (I/O) path.

storage partition. Storage subsystem logical drives that are visible to a host computer or are shared among host computers that are part of a host group.

storage partition topology. In the DS4000 Storage Manager client, the Topology view of the Mappings window displays the default host group, the defined host group, the host computer, and host-port nodes. The host port, host computer, and host group topological elements must be defined to grant access to host computers and host groups using logical drive-to-LUN mappings.

striping. Splitting data to be written into equal blocks and writing blocks simultaneously to separate disk drives. Striping maximizes performance to the disks. Reading the data back is also scheduled in parallel, with a block being read concurrently from each disk then reassembled at the host.

subnet. An interconnected but independent segment of a network that is identified by its Internet Protocol (IP) address.

sweep method. A method of sending Simple Network Management Protocol (SNMP) requests for information to all the devices on a subnet by sending the request to every device in the network.

switch. A fibre-channel device that provides full bandwidth per port and high-speed routing of data by using link-level addressing.

switch group. A switch and the collection of devices connected to it that are not in other groups.

switch zoning. See *zoning*.

synchronous write mode. In remote mirroring, an option that requires the primary controller to wait for the

acknowledgment of a write operation from the secondary controller before returning a write I/O request completion to the host. See also *asynchronous write mode*, *remote mirroring*, *Metro Mirroring*.

system name. Device name assigned by the vendor's third-party software.

TCP. See *Transmission Control Protocol*.

TCP/IP. See *Transmission Control Protocol/Internet Protocol*.

terminate and stay resident program (TSR program). A program that installs part of itself as an extension of DOS when it is executed.

topology. The physical or logical arrangement of devices on a network. The three fibre-channel topologies are fabric, arbitrated loop, and point-to-point. The default topology for the disk array is arbitrated loop.

TL_port. See *translated loop port*.

transceiver. A device that is used to transmit and receive data. Transceiver is an abbreviation of transmitter-receiver.

translated loop port (TL_port). A port that connects to a private loop and allows connectivity between the private loop devices and off loop devices (devices not connected to that particular TL_port).

Transmission Control Protocol (TCP). A communication protocol used in the Internet and in any network that follows the Internet Engineering Task Force (IETF) standards for internetwork protocol. TCP provides a reliable host-to-host protocol between hosts in packet-switched communication networks and in interconnected systems of such networks. It uses the Internet Protocol (IP) as the underlying protocol.

Transmission Control Protocol/Internet Protocol (TCP/IP). A set of communication protocols that provide peer-to-peer connectivity functions for both local and wide-area networks.

trap. In the Simple Network Management Protocol (SNMP), a message sent by a managed node (agent function) to a management station to report an exception condition.

trap recipient. Receiver of a forwarded Simple Network Management Protocol (SNMP) trap. Specifically, a trap receiver is defined by an Internet Protocol (IP) address and port to which traps are sent. Presumably, the actual recipient is a software application running at the IP address and listening to the port.

TSR program. See *terminate and stay resident program*.

uninterruptible power supply. A source of power from a battery that is installed between a computer system and its power source. The uninterruptible power supply keeps the system running if a commercial power failure occurs, until an orderly shutdown of the system can be performed.

user action events. Actions that the user takes, such as changes in the storage area network (SAN), changed settings, and so on.

worldwide port name (WWPN). A unique identifier for a switch on local and global networks.

worldwide name (WWN). A globally unique 64-bit identifier assigned to each Fibre Channel port.

WORM. See *write-once read-many*.

write-once read many (WORM). Any type of storage medium to which data can be written only a single time, but can be read from any number of times. After the data is recorded, it cannot be altered.

WWN. See *worldwide name*.

zoning. (1) In Fibre Channel environments, the grouping of multiple ports to form a virtual, private, storage network. Ports that are members of a zone can communicate with each other, but are isolated from ports in other zones. (2) A function that allows segmentation of nodes by address, name, or physical port and is provided by fabric switches or hubs.

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