

IBM System Storage DS4700 Storage Subsystem



# Installation, User's and Maintenance Guide



IBM System Storage DS4700 Storage Subsystem



# Installation, User's and Maintenance Guide

**Note:**

Before using this information and the product it supports, be sure to read the general information in “Notices” on page 179.

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## Safety

The caution and danger statements that this document contains can be referenced in the multilingual *IBM® Safety Information* document that is provided with your IBM System Storage™ DS4700 Storage Subsystem. Each caution and danger statement is numbered for easy reference to the corresponding statements in the translated document.

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

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

Statement 1:



**DANGER**

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

**To avoid a shock hazard:**

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

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

**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 Klass 1  
Luokan 1 Laserlaite  
Appareil À Laser de Calsse 1

IEC 825-11993 CENELEC EN 60 825

**Statement 4:**



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

**CAUTION:**

Use safe practices when lifting.

**Statement 5:**



**CAUTION:**

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



**Statement 8:**



**CAUTION:**

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



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

**Cable Warning:**

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



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## About this document

This document provides instructions for installing and customizing the configuration of your IBM System Storage DS4700 Storage Subsystem. It also provides maintenance procedures and troubleshooting information.

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## 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.

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## How this document is organized

Chapter 1, "Introduction," on page 1 describes the IBM System Storage DS4700 Storage Subsystem. This chapter includes an inventory checklist and an overview of the storage subsystem features, operating specifications, and components.

Chapter 2, "Installing the storage subsystem," on page 23 contains information on how to install the DS4700 Storage Subsystem in a standard rack cabinet and setting the interface options.

Chapter 3, "Cabling the storage subsystem," on page 43 contains fibre channel and power cabling information for the DS4700 Storage Subsystem.

Chapter 4, "Operating the storage subsystem," on page 89 contains information on how to power on and off the DS4700 Storage Subsystem, recover from an overheated power supply-fan, troubleshoot, and interpret LEDs.

Chapter 5, "Replacing components," on page 115 contains step-by-step instructions about how to install or remove customer replaceable units (CRUs), such as hard disk drives, power supply-fans, RAID controllers, battery units, midplane, and SFP modules.

Chapter 6, "Hardware maintenance," on page 143 describes problems and symptoms that are specific to the DS4700 Storage Subsystem. It also provides a parts list for the DS4700 Storage Subsystem.

Appendix A, "Records," on page 151 provides a table that you can use to record and update important information about your DS4700 Storage Subsystem, including serial number and device records.

Appendix B, "Rack mounting template," on page 155 provides the rack mounting templates for installation of the DS4700 Storage Subsystem. If you want to tear out the templates from the document for use during installation, use these copies of the templates.

Appendix C, "Power cords," on page 159 lists power cord information for the DS4700 Storage Subsystem.

Appendix D, "Additional DS4000 documentation," on page 163 lists additional DS4000 documents.

Appendix E, "Accessibility," on page 173 details accessibility information.

Appendix F, “European Directive About Product Recycling and Disposal,” on page 175 details the European directive about product recycling.

## DS4000 Storage Subsystem installation tasks - General overview

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

**See also:** The *DS4000 Storage Server and Storage Expansion Enclosure Quick Start Guide* provides an excellent overview of the installation process.

Table 1. Where to find DS4000 installation and configuration procedures

	Installation task	Where to find information or procedures
1	Plan the installation	<ul style="list-style-type: none"> <li>• <i>DS4000 Storage Manager Concepts Guide</i></li> <li>• <i>DS4000 Storage Manager Installation and Support Guide for AIX®, HP-UX, Solaris and Linux® on POWER™</i></li> <li>• <i>DS4000 Storage Manager Installation and Support Guide for Windows® 2000/Server 2003, NetWare, ESX Server, and Linux</i></li> <li>• <i>DS4100 Storage Server Installation, User's, and Maintenance Guide</i></li> <li>• <i>DS4300 Fibre Channel Storage Server Installation and User's Guide</i></li> <li>• <i>DS4400 Fibre Channel Storage Server Installation and Support Guide</i></li> <li>• <i>DS4500 Fibre Channel Storage Server Installation and Support Guide</i></li> <li>• <i>DS4800 Storage Subsystem Installation, User's, and Maintenance Guide</i></li> </ul>
2	Mount the DS4000 storage subsystem in the rack	<ul style="list-style-type: none"> <li>• <i>DS4800 Installation, User's, and Maintenance Guide</i></li> <li>• <i>DS4400 and DS4500 Rack Mounting Instructions</i></li> <li>• <i>DS4300 Rack Mounting Instructions</i></li> <li>• <i>DS4100 Installation, User's and Maintenance Guide</i></li> </ul>
3	Mount the DS4000 EXP storage expansion unit in the rack	<ul style="list-style-type: none"> <li>• <i>DS4000 EXP100 Storage Expansion Unit Installation, User's and Maintenance Guide</i></li> <li>• <i>DS4000 EXP700 and EXP710 Storage Expansion Enclosures Installation, User's, and Maintenance Guide</i></li> <li>• <i>DS4000 EXP810 Storage Expansion Enclosures Installation, User's, and Maintenance Guide</i></li> <li>• <i>FAST EXP500 Installation and User's Guide</i></li> </ul>
4	Route the storage expansion unit Fibre Channel cables	<ul style="list-style-type: none"> <li>• <i>DS4100 Fibre Channel Cabling Instructions</i></li> <li>• <i>DS4300 Fibre Channel Cabling Instructions</i></li> <li>• <i>DS4400 Fibre Channel Cabling Instructions</i></li> <li>• <i>DS4500 Fibre Channel Cabling Instructions</i></li> <li>• <i>DS4800 Installation, User's, and Maintenance Guide</i></li> </ul>

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

	<b>Installation task</b>	<b>Where to find information or procedures</b>
<b>5</b>	Route the host server Fibre Channel cables	<ul style="list-style-type: none"> <li>• <i>DS4100 Fibre Channel Cabling Instructions</i></li> <li>• <i>DS4300 Fibre Channel Cabling Instructions</i></li> <li>• <i>DS4400 Fibre Channel Cabling Instructions</i></li> <li>• <i>DS4500 Fibre Channel Cabling Instructions</i></li> <li>• <i>DS4800 Installation, User's, and Maintenance Guide</i></li> </ul>
<b>6</b>	Power up the subsystem	<ul style="list-style-type: none"> <li>• <i>DS4100 Storage Server Installation, User's, and Maintenance Guide</i></li> <li>• <i>DS4300 Fibre Channel Storage Server Installation and User's Guide</i></li> <li>• <i>DS4400 Fibre Channel Storage Server Installation and Support Guide</i></li> <li>• <i>DS4500 Fibre Channel Storage Server Installation and Support Guide</i></li> <li>• <i>DS4800 Storage Subsystem Installation, User's, and Maintenance Guide</i></li> </ul>
<b>7</b>	Configure DS4000 network settings	<ul style="list-style-type: none"> <li>• <i>DS4100 Storage Server Installation, User's, and Maintenance Guide</i></li> <li>• <i>DS4300 Fibre Channel Storage Server Installation and User's Guide</i></li> <li>• <i>DS4400 Fibre Channel Storage Server Installation and Support Guide</i></li> <li>• <i>DS4500 Fibre Channel Storage Server Installation and Support Guide</i></li> <li>• <i>DS4800 Storage Subsystem Installation, User's, and Maintenance Guide</i></li> </ul>
<b>8</b>	Zone the fabric switch (SAN-attached only)	<ul style="list-style-type: none"> <li>• <i>DS4000 Storage Manager Installation and Support Guide for AIX, HP-UX, Solaris and Linux on POWER</i></li> <li>• <i>DS4000 Storage Manager Installation and Support Guide for Windows 2000/Server 2003, NetWare, ESX Server, and Linux</i></li> <li>• <i>DS4000 Storage Manager Copy Services Guide</i> (describes switch zoning for the Remote Mirror Option)</li> <li>• See also the documentation provided by the switch manufacturer</li> </ul>
<b>9</b>	Install DS4000 Storage Manager software on the management station	<ul style="list-style-type: none"> <li>• <i>DS4000 Storage Manager Installation and Support Guide for AIX, HP-UX, Solaris and Linux on POWER</i></li> <li>• <i>DS4000 Storage Manager Installation and Support Guide for Windows 2000/Server 2003, NetWare, ESX Server, and Linux</i></li> </ul>
<b>10</b>	Install host software (failover drivers) on host server	<ul style="list-style-type: none"> <li>• DS4000 Storage Manager online help (for post-installation tasks)</li> </ul>
<b>11</b>	Start DS4000 Storage Manager	
<b>12</b>	Set the DS4000 Storage Manager clock	
<b>13</b>	Set the DS4000 Storage Manager host default type	

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

	Installation task	Where to find information or procedures
14	Verify DS4000 subsystem health	<ul style="list-style-type: none"> <li>• <i>DS4100 Storage Server Installation, User's, and Maintenance Guide</i></li> <li>• <i>DS4300 Fibre Channel Storage Server Installation and User's Guide</i></li> <li>• <i>DS4400 Fibre Channel Storage Server Installation and Support Guide</i></li> <li>• <i>DS4500 Fibre Channel Storage Server Installation and Support Guide</i></li> <li>• <i>DS4800 Storage Subsystem Installation, User's, and Maintenance Guide</i></li> </ul>
15	Enable DS4000 Storage Manager premium feature keys	<p><b>Copy Services premium features</b> <i>DS4000 Storage Manager Copy Services Guide</i></p> <p><b>FC/SATA Intermix premium feature</b> <i>DS4000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview</i></p> <p><b>Storage Partitioning (and general premium features information)</b></p> <ul style="list-style-type: none"> <li>• <i>DS4000 Storage Manager Concepts Guide</i></li> <li>• <i>DS4000 Storage Manager Installation and Support Guide for AIX, HP-UX, Solaris and Linux on POWER</i></li> <li>• <i>DS4000 Storage Manager Installation and Support Guide for Windows 2000/Server 2003, NetWare, ESX Server, and Linux</i></li> </ul>
16	Configure arrays and logical drives	<ul style="list-style-type: none"> <li>• <i>DS4000 Storage Manager Installation and Support Guide for AIX, HP-UX, Solaris and Linux on POWER</i></li> </ul>
17	Configure host partitions	<ul style="list-style-type: none"> <li>• <i>DS4000 Storage Manager Installation and Support Guide for Windows 2000/Server 2003, NetWare, ESX Server, and Linux</i></li> </ul>
18	Verify host access to DS4000 storage	<ul style="list-style-type: none"> <li>• DS4000 Storage Manager online help</li> </ul>

## 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/](http://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/](http://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/](http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi/)
- For the latest information about IBM xSeries products, services, and support, go to the following Web site:  
[www.ibm.com/eserver/xseries/](http://www.ibm.com/eserver/xseries/)
- For the latest information about IBM pSeries® products, services, and support, go to the following Web site: [www.ibm.com/eserver/pseries/](http://www.ibm.com/eserver/pseries/)
- For the latest information about the IBM IntelliStation information, go to the following Web site:  
[www-132.ibm.com/content/home/store\\_IBMPublicUSA/en\\_US/IntelliStation\\_workstations.html](http://www-132.ibm.com/content/home/store_IBMPublicUSA/en_US/IntelliStation_workstations.html)
- 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](http://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/](http://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/](http://www.ibm.com/services/)
- [www.ibm.com/planetwide/](http://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/](http://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.

## How to send your comments

Your feedback is important in helping us to provide the most accurate and high-quality information. If you have comments or suggestions for improving this publication, you can send us comments electronically by using these addresses:

- Internet: [starpubs@us.ibm.com](mailto:starpubs@us.ibm.com)
- IBMLink™ from U.S.A.: STARPUBS at SJEVM5
- IBMLink from Canada: STARPUBS at TORIBM
- IBM Mail Exchange: USIB3WD at IBMMAIL

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

International Business Machines Corporation  
Information Development  
Dept. GZW

9000 South Rita Road  
Tucson, AZ 85744-0001  
U.S.A.



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## Chapter 1. Introduction

This chapter describes the operating specifications, features, and components for the IBM System Storage DS4700 Storage Subsystem (hereafter referred to as *DS4700* or *storage subsystem*).

This chapter also includes an inventory checklist and important information on best practices guidelines and product updates for your DS4700.

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### Overview

IBM DS4000 solutions support the large and growing data storage requirements of business-critical applications. These scalable IBM DS4000 solutions offer you data access and protection to meet your existing enterprise storage requirements and prepare for the future.

The IBM System Storage DS4700 Storage Subsystem (Machine Type 1814, Models 70A, 70H, 72A, and 72H) is designed to provide solutions to meet the needs of midrange/departmental storage requirements, delivering high performance, advanced function, high availability, modular and scalable storage capacity, with SAN-attached 4-Gbps Fibre Channel (FC) connectivity, and support for RAID levels 0, 1, 3, and 5 up to over 33 terabytes (TB) when using 300 GB hard drives.

A 3-U rack-mountable enclosure houses the DS4700 redundant, dual-active RAID controllers with up to six fibre-channel ports per controller for attachment of host servers and DS4000 storage expansion enclosures and up to 16 4-Gbps fibre channel hard drives.

The DS4700 supports attachment of up to six EXP810 or EXP710 storage expansion enclosures, resulting in the capability to connect to up to 112 disk drives and enabling storage configurations of over 33 TB using 300 GB hard drives. The DS4700 supports configurations of FC or Serial Advanced Technology Attachment (SATA) disks, or a mix of both types of disk drives by use of the optional DS4700 Fibre Channel/SATA Enclosure Intermix feature. Advanced DS4000 storage management, copy service options, and optional advanced disaster recovery functions are available for the DS4700, including FlashCopy®, VolumeCopy, and Enhanced Remote Mirroring.

The DS4700 supports up to four hosts in a redundant direct attached fibre channel configuration. When using fibre channel switches, you can redundantly connect up to 256 hosts to the DS4700.

The DS4000 Storage Manager client is also available for the DS4700. This storage management software is designed to help centralize storage management, help simplify partitioning of the DS4000 series storage into as many as 64 virtual servers, and strategically allocate storage capacity to maximize storage space.

### Models

The DS4700 RAID controller cache size, partitions, and other features vary depending the DS4700 model.

- Model 70H comes with 1 GB cache per controller, two host ports per controller, and two storage partitions premium feature, which you can upgrade to 4, 8, 16 or 64 partitions when you purchase storage partitioning upgrades (2 to 4, 2 to 8, 2 to 16, 2 to 64, 4 to 8, 4 to 16, 4 to 64, 8 to 16, 8 to 64, and 16 to 64). Model 70H

can also be upgraded to support Copy Services premium features like FlashCopy, VolumeCopy and Enhanced Remote Mirroring when you purchase those additional Copy Services premium feature options. Model 70H also includes the Windows Host kit as standard. Model 70H does not come with DS4000 drive expansion enclosure attachment entitlements. You can purchase either 1 to 3 drive expansion or 4 to 6 drive expansion enclosures attachment entitlements.

- Model 70A is the same as Model 70H except that you can select to upgrade to 4, 8, 16 or 64 partitions when placing the order. You can also select a supported host kit.
- Model 72H comes with 2 GB cache per controller, four host ports per controller, and eight storage partitions premium feature, which you can upgrade to 16 or 64 partitions when you purchase storage partitioning upgrades (8 to 16, 8 to 64, and 16 to 64). Model 72H can also be upgraded to support Copy Services premium features like FlashCopy, VolumeCopy and Enhanced Remote Mirroring when you purchase those additional Copy Services premium feature options. Model 72H also includes the Windows Host kit as standard. Model 72H comes with 1 to 3 DS4000 drive expansion enclosure attachment entitlements. You can upgrade to 4 to 6 drive expansion enclosures attachment entitlements.
- Model 72A is the same as Model 72H except that you can select to upgrade to 16 or 64 partitions when placing the order. You can also select a supported host kit.

Contact your IBM sales representatives or reseller for more information on the various DS4700 models and options.

## Operating system support

Microsoft® Windows 2000 Server and Advance Server, Microsoft Windows 2003 Server and Enterprise Edition, Sun®Solaris, IBM AIX, RedHat Enterprise Linux Server, and SuSE Linux Enterprise Server, HP, HP-UX, Novell Netware and VMware ESX are the supported operating systems for host servers that have mapped LUNs created in the DS4700 with storage expansion enclosures. See the latest DS4000 Storage Manager host software readme file and the IBM DS4000 series products interoperability matrix at the following Web site for additional host operating system support:

[www.storage.ibm.com/disk/fastt/supserver.htm](http://www.storage.ibm.com/disk/fastt/supserver.htm)

## Fibre channel defined

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

Using a fibre-channel arbitrated loop (FC-AL), more than 100 fibre-channel devices can be supported, compared to 15 small computer system interface (SCSI) devices. The fibre channel connection speed from the DS4700 to storage expansion enclosures is either 2 Gbps or 4 Gbps depending on the type of enclosures to which the DS4700 is connected, allowing data transfer rates up to 400 MBps half-duplex and 800 MBps full-duplex on optical interfaces.

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## Inventory checklist

After you unpack the DS4700, verify that you have the following items.

**Note:** Depending on your DS4700 order, your shipping box might contain additional materials not listed in the following checklist. Review the inventory checklist included in the DS4700 shipping box for any additional parts, and use that checklist in combination with the following information.

- **Hardware**

- Blank trays (16) (Your storage subsystem might come with up to 16 hard disk drives)
- RAID controllers (2)
- Power supply-fans (2)
- Battery units (2)
- Power cables (2 jumper line cords)
- Diagnostic wrap plug/coupler (1)
- Serial cable adapter (1)
- Rack-mounting hardware kit (1), including:
  - Rails (2) (right and left assembly)
  - M5 black hex-head slotted screws (12)
  - Washers (8)
- 4 Gbps SFPs (6) (Model 72A/H only. The SFPs are installed in the DS4700 SFP ports.)
- 4 Gbps SFPs (4) (Model 70A/H only. These SFPs are installed in the DS4700 SFP ports.)

**Attention:** The DS4700 does not ship with region-specific power cords. You must obtain the IBM-approved power cords for your region. See Appendix C, “Power cords,” on page 159 for the IBM-approved power cords for your region.

- **Software and documentation**

- Host software attachment kit

Depending on the DS4700 model that you order, your DS4700 will ship with either the Microsoft Windows host software attachment kit or with your choice of host software kits (Windows, AIX, Linux, Netware, SUN Solaris, HP-UX, Linux on POWER, or VMware). The host software kit grants you permission to attach host servers using the appropriate operating system to the DS4700. The kit includes a *DS4000 Storage Manager Version 9.16 Support* CD that has the appropriate IBM DS4000 Storage Manager host software. The CD also includes firmware, online help, and publications in Adobe Acrobat Portable Document Format (PDF). (For a list of available IBM DS4000 publications, see Appendix D, “Additional DS4000 documentation,” on page 163.)

If you order more than one host software kit, the additional kits may also be shipped in the DS4700 shipping box.

**Note:** Depending on your DS4700 model, you may need to purchase the appropriate host software kit for your host server operating system. Contact your IBM representative or reseller for more information.

- Activation kit:
  - Two storage partitions activation kit (Model 70H)
  - Eight storage partitions activation kit (Model 72H)
  - Storage partition kit with the number of partitions you ordered (Models 70A and 72A)

- *IBM System Storage DS4700 Storage Subsystem Installation, User's, and Maintenance Guide*
- *IBM System Storage DS4700 Storage Subsystem Fibre Channel Cabling Guide*
- *IBM Safety Information*
- IBM License Agreement
- Statement of Limited Warranty
- Box ID labels (used to label the enclosure IDs on the front of the DS4700)

**Note:** If you ordered additional premium features or entitlements, the premium features activation or entitlement kits may also be shipped inside the box.

If an item is missing or damaged, contact your IBM reseller or your IBM marketing representative.

A rack mounting template and instructions for installing the support rails and the storage subsystem are provided in this book in “Installing the support rails” on page 28.

To connect your DS4700 to other devices, use the following options:

- IBM SFP module
- IBM LC-LC fibre-channel cable
- IBM LC-SC fibre-channel cable (for host-side connections only)

**Note:** You must order these options separately.

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## 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 versions of the DS4000 Storage Manager host software, DS4000 storage server controller firmware, DS4000 drive expansion enclosure ESM firmware, and drive 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-1.ibm.com/servers/storage/support/disk/index.html](http://www-1.ibm.com/servers/storage/support/disk/index.html)

In the Additional Support section of the Web page, 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**. A pull-down menu displays.
3. In the pull-down menu, select **Storage**. Another pull-down menu displays.

4. In the new pull-down menu, and in the subsequent pull-down menus that display, select the following topics:
  - **Computer Storage**
  - **Disk Storage Systems**
  - **TotalStorage DS4000 Midrange Disk Systems & FAStT Stor Svrs**

**Note:** During this process a check list displays. Do not check any of the items in the check list until you complete the selections in the pull-down menus.

5. When you finish selecting the menu topics, 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, then click **Add products**. The My Support page opens again.
6. On the My Support page, click the **Edit profile** tab, then click **Subscribe to email**. A pull-down menu displays.
7. In the pull-down menu, select **Storage**. A check list displays.
8. Place a check in each of the following boxes:
  - a. **Please send these documents by weekly email**
  - b. **Downloads and drivers**
  - c. **Flashes**
  - d. Any other topics that you may be interested inThen, click **Update**.
9. Click **Sign out** to log out of My Support.

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## Best practices guidelines

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

- Ensure that your system is in an optimal state before you shut it down. Never turn the power off if any Needs Attention LED is lit; be sure to resolve any error conditions before you shut down the system.
- Back up the data on your storage drives periodically.
- To maintain power redundancy, plug the DS4700 right and left power supply-fan units into two independent external power circuits through AC power distribution units inside a rack cabinet or directly into external receptacles. Similarly, the right and left power supplies of the DS4000 storage expansion enclosures attached to the DS4700 should be plugged into the same two independent external power circuits as the DS4700. This ensures that the DS4700 and all its attached storage expansion enclosures will have power in the event that only one power circuit is available. In addition, having all the right or all the left power cables plug into the same power circuit enables the DS4000 devices in the configuration to power on simultaneously during an unattended restoration of power.

**Note:** Do not overload the circuits that power your storage subsystem and storage expansion enclosures. Use additional pairs of AC power distribution units (PDUs) if necessary. Refer to Table 14 on page 18 for information on storage subsystem power requirements. Contact your IBM service representative for additional information if needed.

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

subsystem profile as explained in the DS4000 Storage Manager guide for your operating system. Save the profile in a location other than in the logical drives created for the DS4700.

- During any maintenance or attended power-up procedure, carefully follow the power-up sequence listed in “Powering on the storage subsystem” on page 91. Check that each component of the subsystem is powered-on in the proper order during this entire power-up procedure to ensure the controller will be able to optimally access all of your storage subsystems.
- The storage subsystem supports simultaneous power-up to the system components; however, you should always follow the power-up sequence listed in “Powering on the storage subsystem” on page 91 during any attended power-up procedure.
- A storage system in an optimal state should recover automatically from an unexpected shutdown and unattended simultaneous restoration of power to system components. After power is restored, call IBM support if any of the following conditions occur:
  - The storage subsystem logical drives and subsystems are not displayed in the DS4000 Storage Manager graphical user interface (GUI).
  - The storage subsystem logical drives and subsystems do not come online.
  - The storage subsystem logical drives and subsystems seem to be degraded.

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## Storage subsystem components

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

- Up to 16 2 or 4 Gbps fibre channel hard disk drives
- Two RAID controllers
- Two power supply-fans
- Two battery units

## Disk drives

This section shows the location of hot-swap disk drives. The hot-swap features enable you to remove and replace 2 or 4 Gbps fibre channel hard disk drives, power supply-fans, and controllers without turning off the storage subsystem. You can maintain the availability of your system while a hot-swap device is removed, installed, or replaced.

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

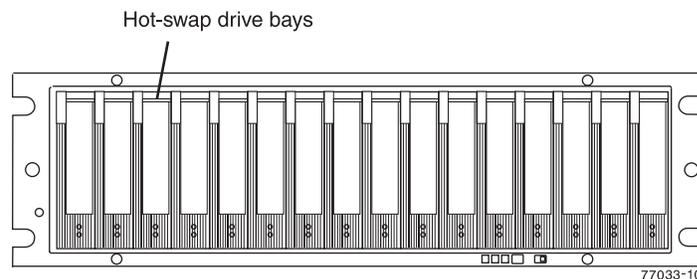


Figure 1. EXP810 hot-swap drive bays

The DS4700 supports up to 16 2 or 4 Gbps fibre channel hard disk drives, which come preinstalled in drive trays. Each drive and carrier assembly is called a drive CRU. Install drive CRUs in the 16 drive bays on the front of the storage subsystem from the leftmost slot (slot 1) to the rightmost slot (slot 16). When a drive is installed, the drive and tray slot designation is set automatically. The hardware addresses are based on the enclosure ID switch setting on the controller and on the drive's physical location in the storage subsystem.

The DS4700 does not support mixing 2 or 4 Gbps fibre channel hard disk drives operating at their maximum fibre channel speed at the same time. If you mix 2 or 4 Gbps fibre channel hard disk drives in the DS4700 configuration, the DS4700 and associated storage expansion enclosures speed switches must be set at the lower operating speed of 2 Gbps.

There are no serviceable parts in a drive CRU. If it fails, it must be replaced in its entirety (drive, bezel, and tray). The DS4700 drive tray is not interchangeable with the drive tray of other DS4000 storage subsystems such as DS4100 or DS4300 storage subsystems. When replacing a drive CRU, be sure to order and install the correct drive CRU. Using non-supported drive options or FRUs will result in the drive being locked out by the DS4700 controller firmware.

**Attention:**

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

**Note:** If the hard disk drive you want to remove is not in a failed or bypass state, always use the Storage Manager client program either to place the drive in a failed state or to place the array that is associated with the drive (or drives) in an offline state before you remove the drive from the enclosure.

## Controllers

The DS4700 has two hot-swappable and redundant RAID controllers. The controllers are located at the back of the storage subsystem. The left controller is labeled controller A, and the right controller is labeled controller B. One controller will continue to operate if the other controller fails.

The controllers contain the storage subsystem control logic, interface ports, and LEDs. The controller on model 70 has two fibre channel host ports and the controller on model 72 has four fibre channel host ports that you could use to connect the storage subsystem to the host server. In addition, each controller for both DS4700 subsystem models 70 and 72 has two fibre channel drive ports for connecting to the DS4000 storage expansion enclosures and two Ethernet ports for DS4700 subsystem management purposes. See Figure 2 on page 8.

Although both controllers (A and B) are identical, they are seated in the DS4700 chassis in opposite orientations. See Figure 2 on page 8. If the controller cannot fully be inserted in the controller bay, flip it 180 degrees and reinsert it. Do not force fit because it may cause damage to the controller unit.

## Connectors, switch, and enclosure ID

The controllers support fiber optic interfaces for both the host channel and drive channel ports. The controllers also contain two Ethernet ports for storage subsystem management purposes and a serial port that IBM Support uses to perform problem recovery and troubleshooting procedures.

The default IP addresses for the Ethernet ports on controller A are 192.168.128.101 and 192.168.129.101. The default IP addresses for the Ethernet ports on controller B are 192.168.128.102 and 192.168.129.102. The subnet mask for all cases are 255.255.255.0.

The dual seven-segment enclosure ID is located on the back of each controller next to the controller indicator lights. It provides a unique identifier for each module in the storage array. The storage management software automatically sets the enclosure ID number. You can only change the enclosure ID setting through the DS4000 storage management software. There are no switches on the DS4700 chassis to manually set the enclosure ID. Both controller enclosure ID numbers will be identical under normal operating conditions.

Figure 2 shows the controllers for DS4700 model 70. Figure 3 on page 9 shows the controllers for DS4700 model 72.

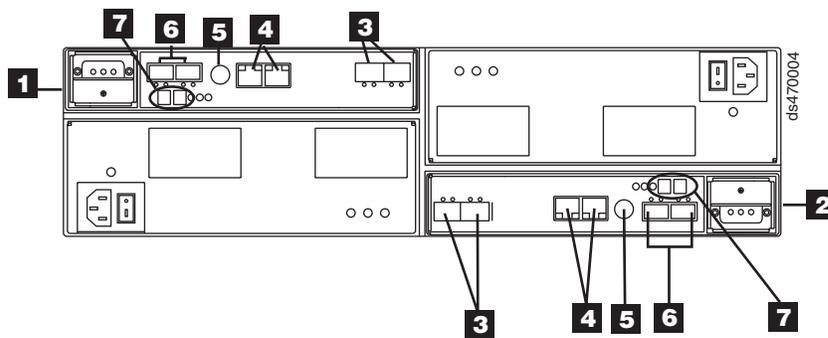


Figure 2. Back view; connectors, switch, ports, enclosure ID on model 70

Table 2. Description of Figure 2

Number	Description
1	Controller A
2	Controller B
3	Host channels
4	Ethernet ports
5	Serial port
6	Dual-ported drive channel
7	Enclosure ID

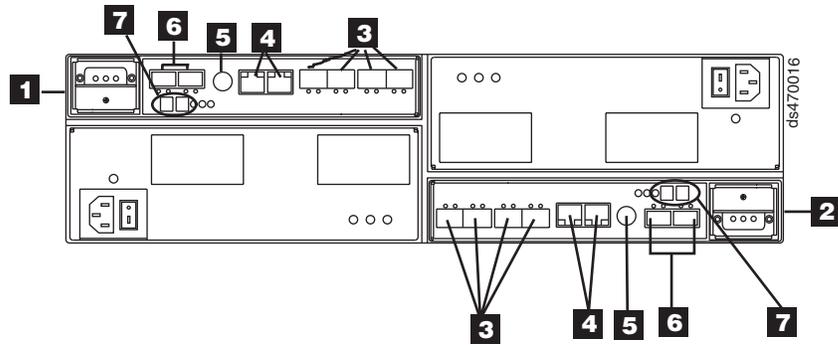


Figure 3. Back view; connectors, switch, ports, enclosure ID on model 72

Table 3. Description of Figure 3

Number	Description
1	Controller A
2	Controller B
3	Host channels
4	Ethernet ports
5	Serial port
6	Dual-ported drive channel
7	Enclosure ID

## Power supply-fans

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

The fans provide redundant cooling, which means that if one of the fans in either fan housing fails, the remaining fans continue to provide sufficient cooling to operate the storage subsystem. The power supplies provide power to the internal components by converting incoming AC voltage to DC voltage. If one power supply is turned off or malfunctions, the other power supply maintains electrical power to the storage subsystem. To preserve the optimal airflow, do not remove a failed power supply-fan CRU from the DS4700 chassis until you are ready to replace it with a new CRU.

Figure 4 on page 10 shows power supply-fan components for the DS4700 model 70 and Figure 5 on page 10 shows power supply-fan components for DS4700 model 72.

**Note:** Although both power supply-fan units (left and right) are identical, they are seated in the DS4700 chassis in opposite orientations. If the power supply-fan cannot fully be inserted in the power supply-fan bay, flip it 180 degree and reinsert it.

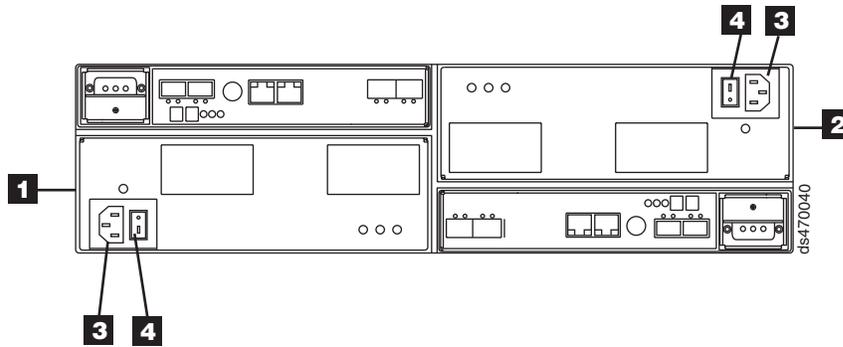


Figure 4. Power supply-fan components for DS4700 model 70

Table 4. Description of Figure 4

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

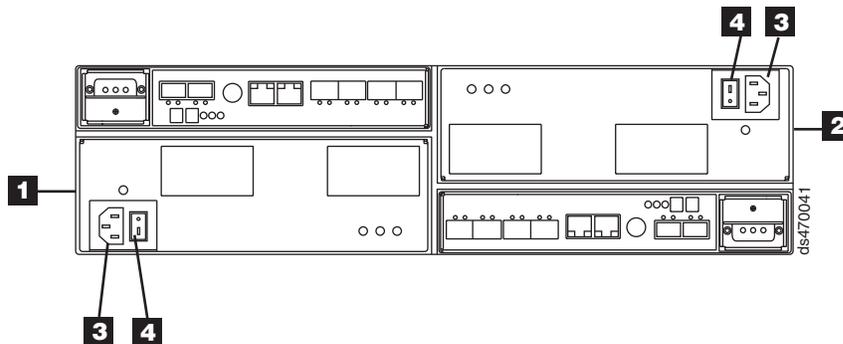


Figure 5. Power supply-fan components for DS4700 model 72

Table 5. Description of Figure 5

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

Figure 6 on page 11 shows a power supply-fan and the airflow through the storage subsystem.

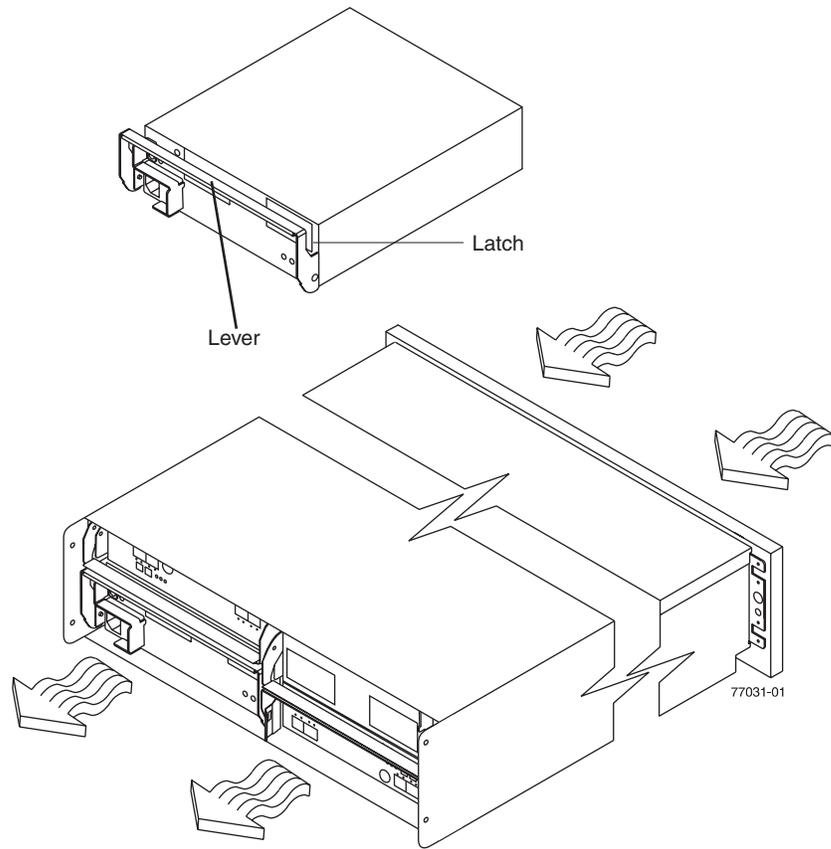


Figure 6. Power supply-fan and airflow

## Battery units

Each controller also contains a rechargeable battery unit that maintains data in the cache in the event of a power failure.

Figure 7 on page 12 shows how the battery unit slides into the battery backup slot in controller A CRU.

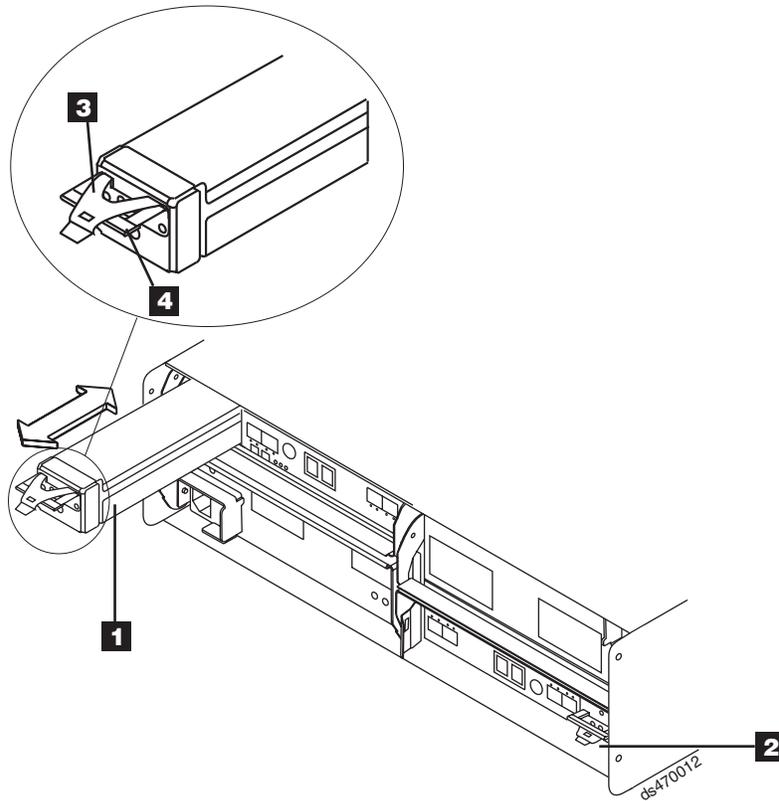


Figure 7. Battery unit

Table 6. Description of Figure 7

Number	Description
1	Controller A cache backup battery unit
2	Controller B cache backup battery unit
3	Latch
4	Pull handle

The battery unit provides backup power to each controller's cache memory. Each battery unit contains a sealed, rechargeable lithium ion battery. The battery unit can maintain data in the cache for three days.

The battery chargers in the power supply-fans perform a battery test when the storage subsystem is started and on a regularly scheduled interval thereafter. Data caching starts after the battery completes its battery tests.

The battery unit is hot-swappable. You can remove the battery unit for servicing and then reinsert it while the DS4700 continues to perform I/O operations. However, write I/O caching is disabled when the battery is in a failed state. Replace the failed battery as soon as possible to minimize the time that the write IO caching is disabled.

Information about the condition of the battery unit is conveyed by indicator LEDs on the front of battery unit. ("Battery unit LEDs" on page 100 identifies the indicator LEDs on the battery unit and explains the conditions that each LED indicates.)

## SFP modules

The DS4700 Storage Subsystem supports a fiber optic interface for host and storage expansion enclosure connections. You must install a Small Form-factor Pluggable (SFP) module in each interface connector on the controller where a fiber optic cable is to be installed. The DS4700 Storage Subsystem host ports support 1, 2 and 4 Gbps fibre channel speeds. The DS4700 Storage Subsystem drive ports support only 2 and 4 Gbps fibre channel speeds.

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

Figure 8 shows an example of SFP module with fiber optic cable.

**Note:** The SFP module and the fibre optic cable shown are for illustrative purposes only. The actual SFP module and the fibre option cable shape may look different from the figure shown.

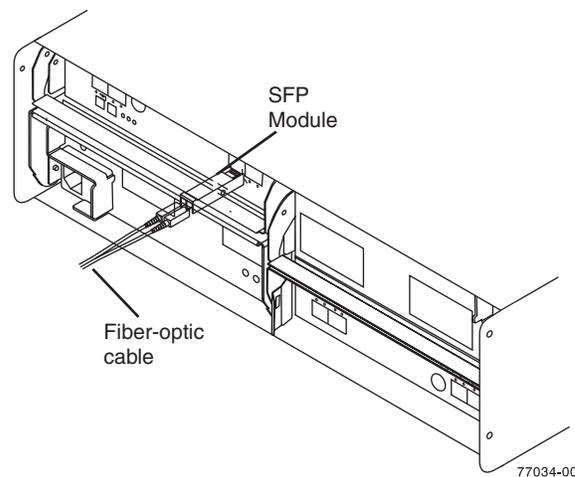


Figure 8. SFP module and fiber optic cable

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## Software and hardware compatibility and upgrades

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

## Software and firmware support code upgrades

To enable support for the DS4700, you *must* ensure that your system's software and firmware are at the levels shown in Table 7 on page 14:

Table 7. Software and firmware levels for the DS4700 Storage Subsystem

Software/firmware	Level
DS4000 Storage Manager software	9.16
DS4700 controller firmware and NVSRAM	06.16.41.xx or higher. This controller firmware does not support EXP100 attachment.
ESM firmware for attached storage expansion enclosures	9849 or higher
Drive firmware	You can find the latest drive firmware at the IBM DS4000 TotalStorage Support Web site:  <a href="http://www.ibm.com/servers/storage/support/disk/">www.ibm.com/servers/storage/support/disk/</a>

You can also find the latest DS4000 Storage Manager software, DS4700 controller firmware, and NVSRAM firmware at the IBM DS4000 System Storage Support Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

See the *IBM System Storage DS4000 Storage Manager 9.16 Installation and Support Guide* for your operating system for instructions that describe how to install the DS4000 Storage Manager 9.16 host software.

The DS4700 is shipped with controller firmware version 6.16.xx.xx, which supports EXP710 and EXP810 storage expansion enclosures only.

If you need further assistance, please contact IBM technical support, your IBM reseller, or IBM representative.

## DS4700 hardware and software compatibility

Table 8 lists the DS4700 hardware and software compatibility. In the initial release of the DS4700, you can only connect EXP810s or EXP710s to the DS4700 Storage Subsystem. Please contact IBM resellers or representatives for other DS4000 storage subsystem support in the future.

**Note:** For the latest information about supported servers and operating systems, refer to the interoperability matrix at this Web site:

[www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html](http://www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html)

Table 8. DS4700 hardware and software compatibility

Storage server	Storage management software	Firmware
System Storage DS4700 Storage Subsystem	IBM DS4000 Storage Manager Version 9.16	Controller firmware: version 06.16.41.xx or higher

## Determining firmware levels

There are two different methods to determine the DS4000 storage subsystem and firmware versions. Each method uses the DS4000 Storage Manager client that manages the DS4700 Storage Subsystem.

### Method One:

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

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

#### **DS4000 Storage Server**

- NVSRAM version
- Appware version
- Bootware version

#### **Drives**

- Firmware version

#### **ESM**

- ESM card firmware version

#### **Method Two:**

Complete the appropriate procedure to obtain the specified firmware version.

#### **To obtain the controller firmware version:**

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

You must perform this step for each individual controller.

#### **To obtain the drive firmware version:**

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

You must perform this step for each individual drive.

#### **To obtain the ESM firmware version:**

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

#### **To obtain the drive enclosure component firmware version:**

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

You must perform this step for each drive expansion enclosure.

## Specifications

This section provides site specifications for the DS4700 Storage Subsystem. Before installing, you must either verify that your planned installation site meets these requirements, or prepare the site so that it does meet these requirements. Preparations might involve meeting area requirements, environmental requirements, and electrical requirements for DS4700 Storage Subsystem installation, service, and operation.

## Area requirements

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

## Dimensions

Figure 9 shows the dimensions of the DS4700, which conforms to the 19-inch rack standard.

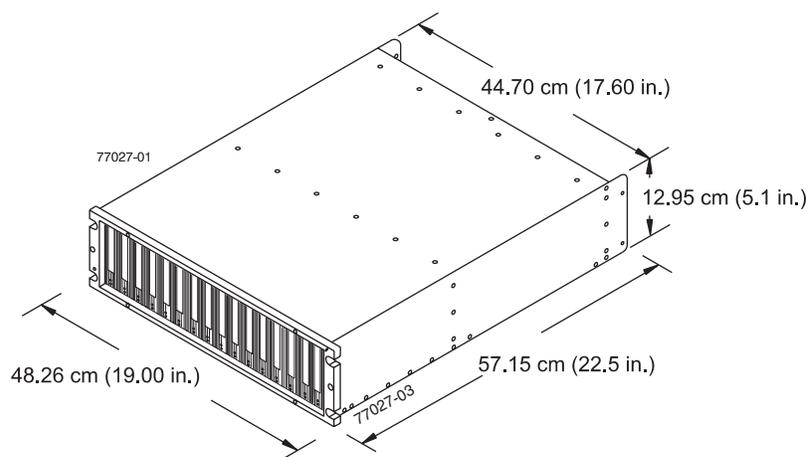


Figure 9. DS4700 dimensions

## Weight

The total weight of the storage subsystem depends on the number of components installed. Table 9 lists the maximum, empty, and shipping weights for the storage subsystem in different configurations. Table 10 lists the weight of each component.

Table 9. DS4700 weights

Unit	Weight		
	Maximum <sup>1</sup>	Empty <sup>2</sup>	Shipping
DS4700	40 kg (88 lb)	16.4 kg (36.1 lb)	52.2 kg (115.0 lb)

<sup>1</sup> Chassis with all CRUs and 16 drives.

<sup>2</sup> Chassis without CRUs and drives but with front cage frame and midplane.

Table 10. DS4700 component weights

Unit	Weight
Drive	0.75 kg (1.65 lb)

Table 10. DS4700 component weights (continued)

Unit	Weight
Power supply-fan	3.60 kg (7.95 lb)
Controller (including cache battery backup unit)	2.8 kg (6.1 lb)
Battery unit	0.9 kg (2 lb)

## Shipping dimensions

Table 11 lists shipping carton dimensions. The height shown includes the height of the pallet.

Table 11. DS4700 shipping carton dimensions

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

## Environmental requirements and specifications

This section describes the environmental conditions that are prerequisite to installing the unit, and heat and sound conditions that are generated by normal operation of the storage subsystem.

### Temperature and humidity

Table 12 lists the acceptable temperature and humidity ranges in which the storage subsystem is designed to operate.

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

Table 12. Temperature and humidity requirements

Condition	Parameter	Requirement
Temperature <sup>1</sup>	Operating range	10° - 35° C (50° - 95° F)
	Maximum rate of change	10° C (18° F) per hour
	Storage range	-10° - 65° C (14° - 149° F)
	Maximum rate of change	15° C (27° F) per hour
	Transit range	-40° C to 65° C (-40° F to 149° F)
	Maximum rate of change	20° C (36° F) per hour
Relative humidity (no condensation)	Operating range	8% to 80%
	Storage range	8% to 90%
	Transit range	5% to 95%
	Maximum dew point	26° C (79° F)
	Maximum gradient	10% per hour

### Notes:

1. The nonoperating environment must not exceed the operating environment limits for longer than 60 days.
2. The storage environment must not exceed the operating environment limits for longer than 1 year.

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

### Altitude

Table 13 lists the acceptable altitudes for operating, storing, and shipping the DS4700.

Table 13. DS4700 altitude ranges

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

### Airflow and heat dissipation

Figure 10 shows the intended airflow for the DS4700. Allow at least 30 inches in front of the storage subsystem and at least 24 inches behind the storage subsystem for service clearance, proper ventilation, and heat dissipation.

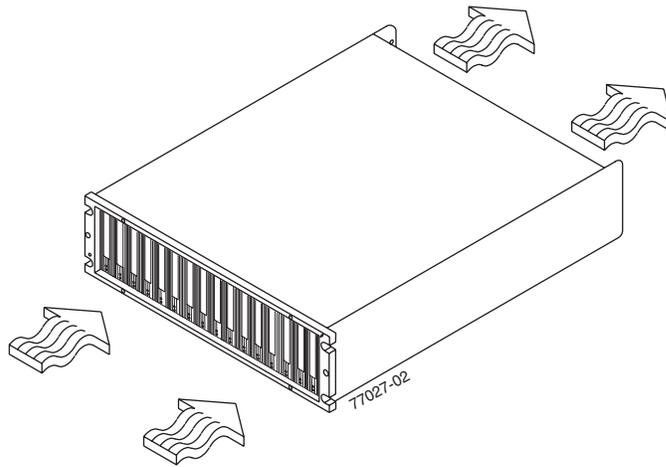


Figure 10. DS4700 airflow

Table 14 lists the KVA, watts, and Btu calculations. These values assume the power supplies have a 73 percent efficiency and a power factor of 0.99. These tabulated power and heat dissipation values are typical for the storage subsystem. Maximum configuration units are typically operated at higher data rates, have larger random access memory (RAM) capacities, or have different host interface boards.

Table 14. DS4700 power and heat dissipation

Parameter	KVA	Watts (AC)	Btu per hour
DS4700	0.454	443	1516

### Acoustic noise

Table 15 on page 19 lists the maximum sound levels emitted by the storage subsystem.

Table 15. DS4700 sound levels

Measurement	Level
Sound power (normal operation)	6.8 bels
Sound pressure (normal operation)	68 dBA

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

## Electrical requirements

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

Consider the following information when preparing the installation site:

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

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

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

Table 16. DS4700 AC power requirements

	Low Range	High Range
Nominal Voltage	90 to 136 VAC	198 to 264 VAC
Frequency (Hertz)	50 to 60 Hz	50 to 60 Hz
Idle Current	3.86 A <sup>a</sup>	2.05 A <sup>b</sup>
Maximum Operating Current	4 A/4.54 A <sup>a c</sup>	2.12 A/2.41 A <sup>b c</sup>
Maximum Surge Current	5.04 A <sup>a</sup>	2.67 A <sup>b</sup>

<sup>a</sup>. Typical voltage: 115 V AC, 60 Hz, assumes 72% power-supply efficiency and 0.99 power factor

<sup>b</sup>. Typical voltage: 230 V AC, 60 Hz, assumes 72% power-supply efficiency and 0.99 power factor

<sup>c</sup>. The higher number in this range applies when all of the drives are placed in Selfseek mode.

## Site wiring and power

The storage subsystem uses wide-ranging redundant power supplies that automatically accommodate voltages to the AC power source. The power supplies operate within the range of 90 VAC to 264 VAC, at a minimum frequency of 50 Hz and a maximum frequency of 60 Hz. The power supplies meet standard voltage

requirements for both domestic (inside USA) and international (outside USA) operation. They use standard industrial wiring with line-to-neutral or line-to-line power connections.

The agency ratings for the DS4700 Storage Subsystem are 6 amps at 100 VAC and 2.5 amps at 240 VAC. These are the overall maximum operating currents for this system.

### **AC power recovery**

After normal power is restored after a total AC power failure, the storage subsystem performs power-up recovery procedures automatically without operator intervention.

### **Power cords and receptacles**

The storage subsystem ships with two jumper cords used to connect to the rack PDU. You must purchase the power cords that are appropriate for use in a typical outlet in the destination country. See Appendix C, “Power cords,” on page 159 for more information.

## **Heat output, airflow, and cooling**

See “Airflow and heat dissipation” on page 18 for heat output, airflow, and cooling specifications.

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

When racks that contain many DS4700s are to be installed together, the following requirements must be met to ensure that the DS4700s 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 11 on page 21.
- 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 subsystems.

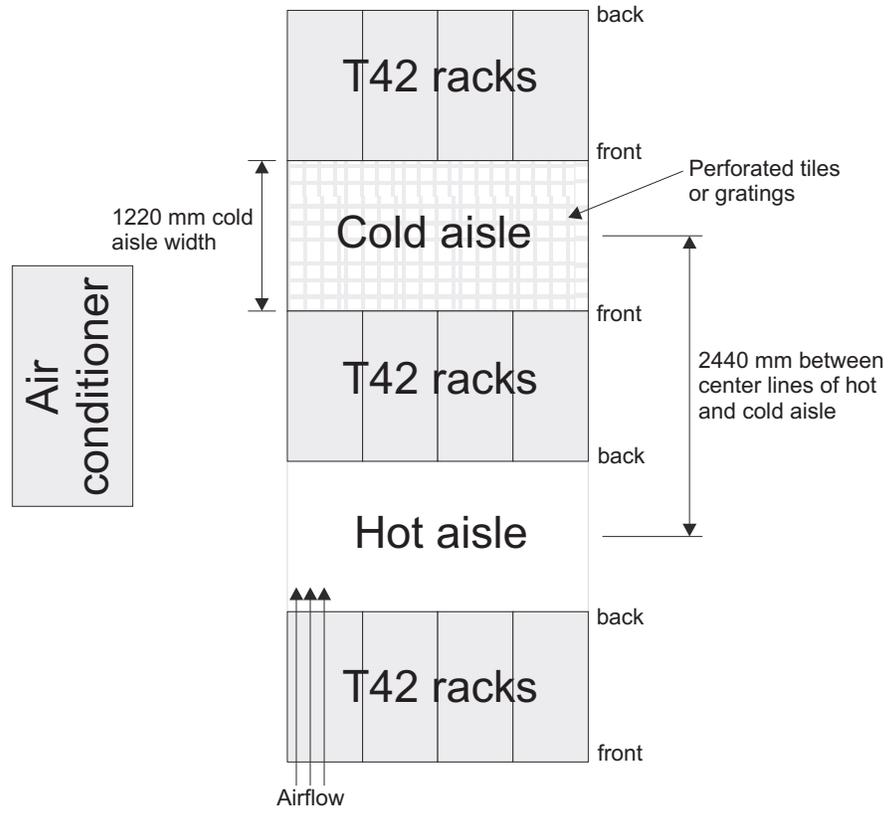


Figure 11. Example of cold aisle/hot aisle rack configuration



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## Chapter 2. Installing the storage subsystem

This chapter provides the information that you need to install the DS4700 storage subsystem into a rack cabinet.

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

“Installation overview” provides an overview of the entire DS4700 installation process. Read this overview before you begin the installation.

---

### Installation overview

#### Statement 4:



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

#### **CAUTION:** Use safe practices when lifting.

**Attention:** A fully configured DS4700 weighs up to 40 kg (88 lb). At least two other people should help you lift the DS4700 from the shipping box. If desired, open the sides of the shipping box and remove the CRUs from the DS4700 before you lift it from the shipping box in order to lighten the storage subsystem. See “Removing the CRUs” on page 32.

The following steps summarize the DS4700 installation process. Each step below is detailed in this chapter or next two chapters, Chapter 3, “Cabling the storage subsystem,” on page 43 and Chapter 4, “Operating the storage subsystem,” on page 89.

1. Review the preparation recommendations. See “Preparing for installation” on page 26.
2. Prepare the installation site. See “Preparing the site” on page 27.
3. Prepare the rack cabinet. See “Preparing the rack cabinet” on page 28.
4. Fold down and open the sides of the shipping box. Without removing the DS4700 from box, you can remove the DS4700 rack mounting rails and hardware from the box. The DS4700 rack mounting rails and hardware are placed on the bottom of the shipping box (under the DS4700 Storage Subsystem). Install the support rails in the rack cabinet. See “Installing the support rails” on page 28.

5. Before removing the DS4700 from the shipping box, remove the components from the DS4700 chassis to lighten the unit. See “Removing the CRUs” on page 32.
6. Record the serial number, machine type and model number, and RAID controller MAC addresses for your DS4700 Storage Subsystem in Appendix A, “Records,” on page 151.

The serial number, machine type, and model number are located on the left edge of the front unit as shown in Figure 12.

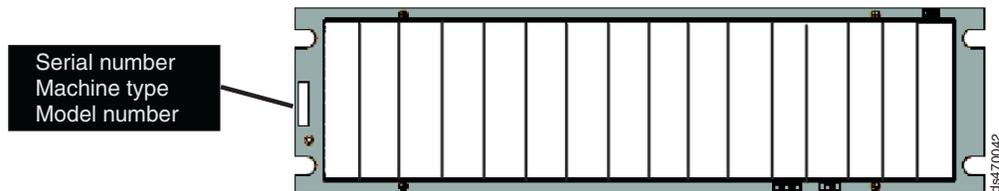


Figure 12. Example of DS4700 serial number, machine type, and model number location

The MAC addresses are located near the Ethernet ports on each RAID controller.

7. Install and secure the DS4700 chassis in the rack cabinet. See “Installing the DS4700 into a rack on the support rails” on page 36.
8. If needed, replace the components in the installed DS4700 chassis. See “Replacing the components” on page 38.
9. Install in the rack cabinet the DS4000 storage expansion enclosure or enclosures you will cable to the DS4700. Follow the instructions in the Installation, User’s, and Maintenance Guide for your DS4000 storage expansion enclosure to set up and mount the storage expansion enclosures.

**Attention**

Before powering on the DS4700 Storage Subsystem, it must be populated with at least two drives. If at least two drives are not installed in each attached storage expansion enclosure or DS4700 Storage Subsystem, when you power on the DS4700 and its attached storage expansion enclosures, your standard storage partition key might be lost and must be regenerated using instructions on the IBM DS4000 Solutions and Premium Features Web site:

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

In addition, the resulting insufficient load to the enclosure power supplies might cause them to intermittently appear as failed, falsely indicating the power supplies are bad. All drives in the DS4700 Storage Subsystem and the connected storage expansion enclosure or enclosures must contain no prior configuration data.

10. Use SFP modules and fibre channel cables to cable the DS4700 to the DS4000 storage expansion enclosure or enclosures. See “Connecting storage expansion enclosures to the DS4700” on page 55.
11. Set the enclosure IDs for all storage expansion enclosures in the configuration. See “Storage expansion enclosure settings” on page 75.

**Note:** Perform this step if the attached storage expansion enclosures are EXP710s only. The EXP810 storage expansion enclosure IDs are automatically set by the controllers to be unique when they are cabled together.

12. Perform one of the following cabling tasks to enable management of the DS4700 configuration:
  - If you are using out-of-band management, cable the DS4700 Ethernet ports to either the management workstation or the host.
  - If you are using in-band management, cable the DS4700 host channels to the fibre channel host bus adapters (HBAs) in either the hosts or the fibre channel switch that connects to the host HBAs. See “Connecting hosts to the DS4700” on page 80.
13. Connect the power cables for the DS4700. See “Cabling the power supply” on page 87.
14. Power on the attached storage expansion enclosure and the DS4700 Storage Subsystem using the procedure described in “Powering on the storage subsystem” on page 91.
15. Install the DS4000 Storage Manager 9.16 host software on the management workstation (for out-of-band management) or on the host (for in-band management). Refer to the *IBM System Storage DS4000 Storage Manager 9.16 Installation and Support Guide* for the appropriate operating system for instructions on how to install the DS4000 Storage Manager 9.16 host software.
16. Use the DS4000 Storage Manager 9.16 host software to verify the configuration.
17. Review and perform the procedures described in “Performing the DS4000 Health Check process” on page 89.

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## Handling static-sensitive devices

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

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

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

## Preparing for installation

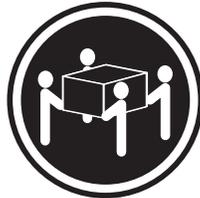
Before installing the DS4700 Storage Subsystem, create a detailed plan of how this unit will be used in your storage configuration. The plan should include determining RAID levels, fallover requirements, operating systems to be used, and total storage capacity requirements.

Complete the following steps to prepare the DS4700 Storage Subsystem for installation into a rack cabinet.

1. Prepare the site to meet all area, environmental, power, and site requirements. For more information, see “Specifications” on page 16.
2. Move the shipping box that contains the DS4700 to the site.

### Statement 4:



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

### CAUTION:

#### Use safe practices when lifting.

3. Remove the mounting rails, mounting hardware, and line jumper cords from the DS4700 shipping box. Do not remove the DS4700 from the shipping box at this time.

**Attention:** The mounting rails, mounting hardware, and line jumper cords may be packed beneath the DS4700 in the shipping box. To remove these items from the shipping box without first removing the DS4700, open the two long sides of the shipping box. Then open and fold flat the two short sides of the shipping box. This enables you to access the mounting rails, mounting hardware, and line jumper cords without first removing the DS4700 from the shipping box.

After you open the DS4700 shipping container and remove the mounting rails, mounting hardware, and line jumper cords, check the remaining contents (see “Inventory checklist” on page 2) without removing the DS4700 from the shipping box. If any items are missing, contact your IBM reseller or representatives before proceeding.

4. Verify that you have the appropriate host software kit for your operating system. Depending on the DS4700 model you order, your DS4700 will ship with either the Microsoft Windows host software attachment kit or with your choice of host software kits (Windows, AIX, Linux, Netware, SUN Solaris, HP-UX, Linux on POWER, or VMware). The host software kit grants you permission to attach host servers using the appropriate operating system to the DS4700.

The kit includes a DS4000 Storage Manager Version 9.16 Support CD that has the appropriate IBM DS4000 Storage Manager host software. If you order more than one host software kit, the additional kits may also be shipped in the DS4700 shipping box.

The CD also includes the DS4000 Storage Subsystem controller firmware 06.16.xx.xx or later. For the latest controller firmware, check the IBM support Web site for DS4000 storage products:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

5. Read the appropriate readme files that are included in the Storage Manager host software or DS4700 controller firmware packages for any updated information about hardware, software, or firmware products.
6. Continue with “Preparing the site.”

## Tools and hardware required

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

- Region-specific power cords required for the DS4700
- 5/16 (8 mm) hex nut driver
- #2 Phillips screwdriver
- Antistatic protection (such as a grounding wrist strap)
- Fibre Channel (FC) and Ethernet interface cables and cable straps
- Rack power jumper cords that are shipped with the DS4700
- SFP modules
- Rack-mounting hardware that ships with the DS4700

## Preparing the site

This section lists the floor space requirements and weight information for the DS4700. For information on interface cables and connections, see Chapter 3, “Cabling the storage subsystem,” on page 43.

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

- Sufficient space to install the DS4700
- Enough stability to support the weight of the fully configured DS4700 and associated systems (A fully configured DS4700 weighs 40 kg (88 lb))

Ensure that all requirements, such as floor space, air conditioning, and electrical service, have been met. Other site preparation activities include the following tasks:

- To ensure that there is enough room to move around the cabinet and install modules, clear space at the installation area.
- Install uninterruptible power supply (UPS) devices.
- If applicable, install host servers with fibre channel host bus adapters (HBAs), fibre channel switches, or other devices.
- Route interface cables from the fibre channel HBA ports in the hosts or fibre channel switches to the installation area.
- Route main power cords to the installation area.

Continue with “Preparing the rack cabinet” on page 28.

## Preparing the rack cabinet

**Important:** Before you install the DS4700 in a rack cabinet, keep in mind the following considerations:

- Review the documentation that comes with your rack enclosure for safety and cabling considerations.
- Install the DS4700 in a recommended 22° C (72° F) environment. See “Environmental requirements and specifications” on page 17 for details.
- To ensure proper airflow, do not block the air vents; ensure at least 15 cm (6 in.) of air space.
- 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 subsystem to a properly grounded outlet.
- Always connect the IBM-certified rack power distribution units (PDUs) to at least two independent power circuits or sources.

Complete the following steps to prepare the rack cabinet before you install the DS4700:

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

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

---

## Installing the support rails

**Attention:** Duplicate copies of the rack mounting templates are provided in Appendix B, “Rack mounting template,” on page 155. If you want to tear out the templates from this document for easier use, use the copies in Appendix B, “Rack mounting template,” on page 155 rather than the copies provided in this section.

Use the following templates (Figure 13 on page 29 and Figure 14 on page 30) to identify the proper locations for inserting M5 screws when mounting the support rails and DS4700 Storage Subsystem to a rack cabinet. The locations for the M5 screws are highlighted in the templates.

Hold the appropriate template up to each side of the rack cabinet at the 3-U section where you will install the DS4700. U boundaries are shown as horizontal dashed lines in the rack mounting templates. The highlighted squares on each side of the template mark the positions where you will thread the M5 screws that secure the rails and the DS4700 to the front and rear of the cabinet.

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

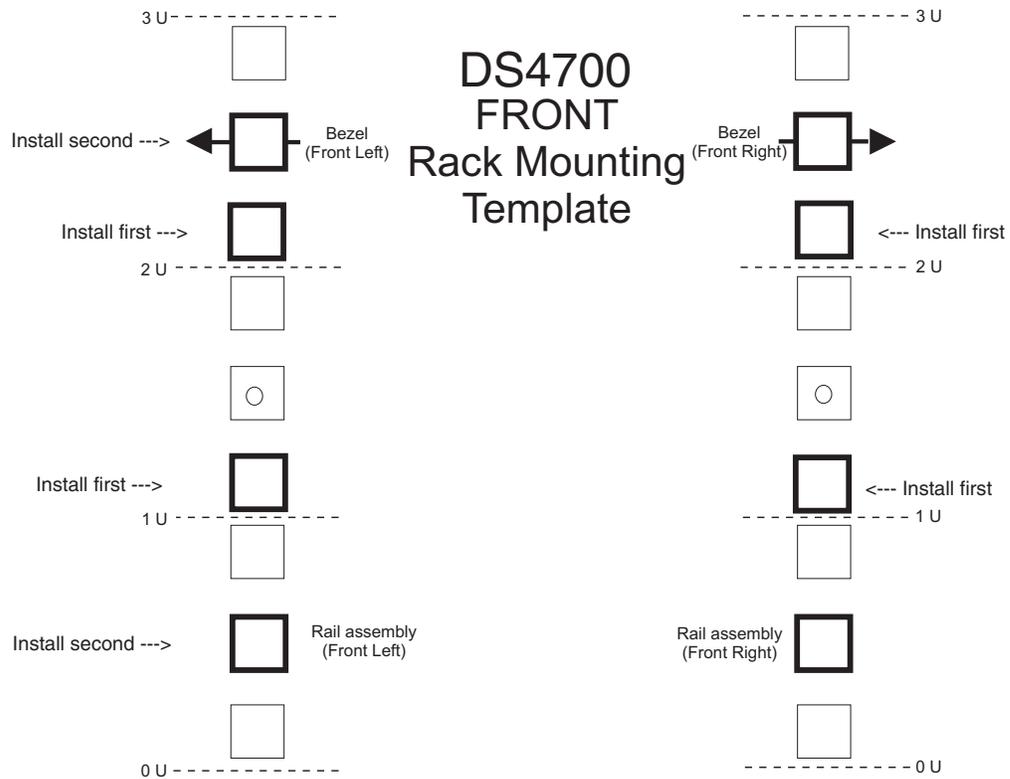


Figure 13. Front rack mounting template

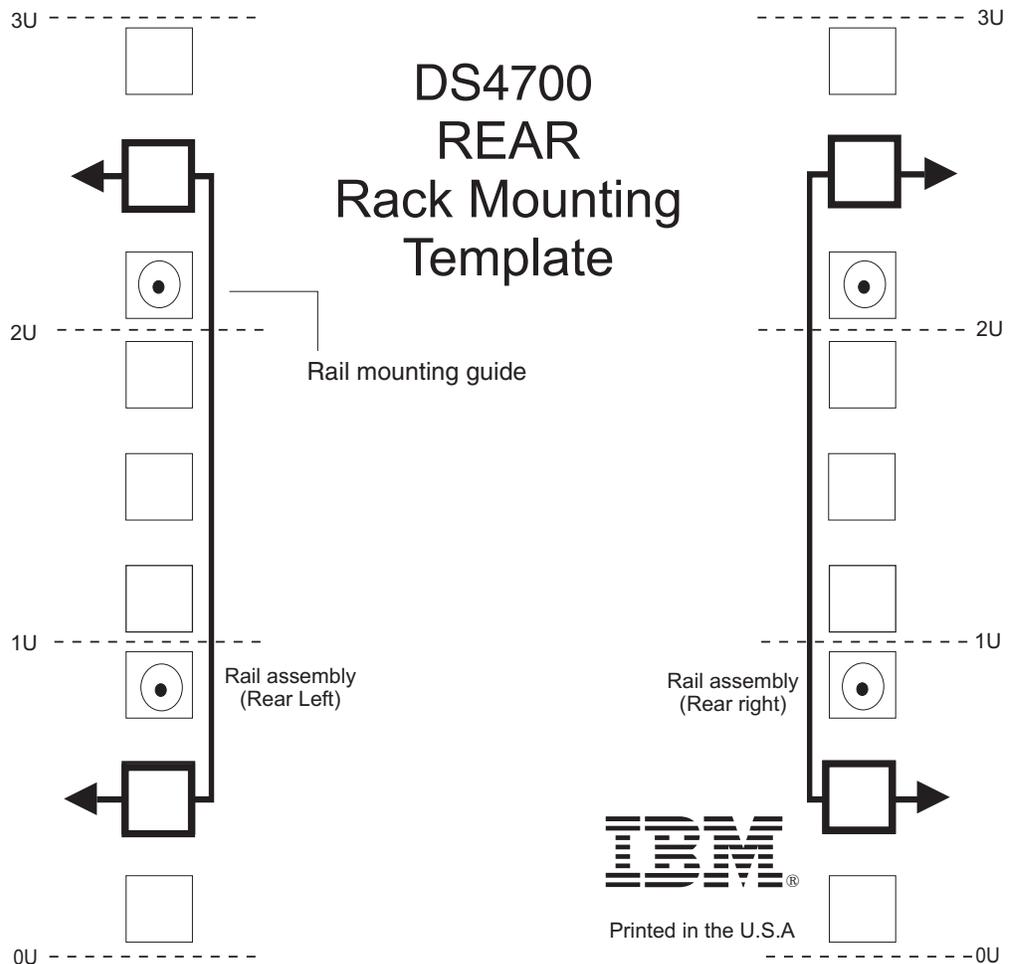


Figure 14. Rear rack mounting template

Before installing the DS4700 in a rack cabinet, you must install the rails and rack-mounting hardware that come with your storage subsystem. The DS4700 requires an Electronic Industries Association (EIA) 310-D Type A 19-inch rack cabinet. The distance between EIA rails, from the front to the rear of the rack, is 60.96 cm (24 in.) minimum and 81.28 cm (32 in.) maximum. This rack conforms to the EIA standard. Where you place the support rails in the rack depends on where you intend to position the storage subsystem.

Complete the following steps to install the support rails:

**Note:** Refer to Figure 15 on page 32 while performing these steps.

1. Ensure that the rack cabinet has already been installed.
2. Ensure that a stabilizer has been correctly attached to the bottom front of the rack to prevent the rack from tipping forward while the DS4700 is being installed.

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

3. Locate the two support rails, eight of the twelve M5 screws, and eight washers that are supplied with the DS4700.

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

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

**Attention:** Use the rack mounting template provided in Figure 13 on page 29 and Figure 14 on page 30 to locate the proper rack mounting holes for installing the support rails into the rack.

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

- If you are installing the DS4700 into an empty rack, install it into the lowest available position so that the rack does not become unstable.
  - If you are installing more than one DS4700 in the rack, start at the lowest available position, and work upward.
  - If appropriate, allow for possible later installation of other units.
  - If necessary, remove the rack power distribution unit before you install the support rails.
  - For procedures and more information, refer to the installation and service guide, or equivalent, for the rack.
  - The lip on the rail should line up with the bottom of the storage subsystem (the 0U boundary in Figure 14 on page 30.)
5. Using a #2 Phillips screwdriver, loosen the two screws on the left support rail that hold the two parts of the rail together ( **5** ).

**Note:** The support rails are not marked as Left or Right. However, each rail can be correctly mounted on only one side of the rack cabinet. The rails should be mounted with the alignment pins at the back of the rack. Figure 15 on page 32 shows the installation of the left support rail.

6. Hold the back of the rail against the inside of the rack-mounting flange. Make sure the rail mounting guide pins are in the correct holes. See Figure 14 on page 30 for illustration.
7. Using the 5/16 (8 mm) hex nut driver, securely tighten the two M5 screws ( **2** ).

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

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

**Note:** Be sure to install the screw labeled *install first* in Figure 13 on page 29.

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

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

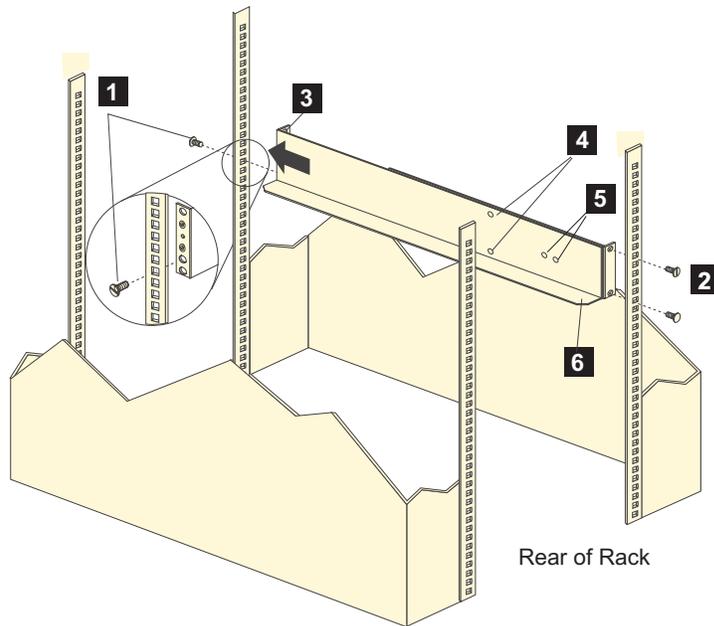


Figure 15. Installing the support rails

12. Continue with “Removing the CRUs.”

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## Installing the DS4700

This section provides instructions on installing the DS4700. The installation process includes:

- “Removing the CRUs”
- “Installing the DS4700 into a rack on the support rails” on page 36
- “Replacing the components” on page 38

## Removing the CRUs

This section describes how to remove the CRUs to minimize the weight of the DS4700 before you install it in the rack. However, if you have three or more people available to lift and install the DS4700 in a rack, you might not find it necessary to remove the CRUs before you install the DS4700. If this is the case, you can skip the CRU removal instructions provided in this section. Instead, continue with “Installing the DS4700 into a rack on the support rails” on page 36, and then skip the CRU replacement instructions provided in “Replacing the components” on page 38.

**Attention:** IBM strongly recommends that you remove CRUs from the DS4700 chassis to lessen the weight to make it easier to transfer the DS4700 Storage Subsystem from the shipping box to the rack.

Use the following procedures to remove the CRUs from the DS4700 before installation. Use these instructions after you have completed all applicable site, rack, and preparations (as listed in “Preparing for installation” on page 26) and installed the support rails (as listed in “Installing the support rails” on page 28). Alternately, if necessary, you can use these instructions to lighten the DS4700 before removing it from the shipping box. The shipping box opens to provide access to the storage subsystem CRUs.

The DS4700 comes with a rack-mounting hardware kit for installing it in a rack. It is easier to lift the DS4700 and install it in a rack cabinet if you remove all the CRUs first. You will need an antistatic wrist strap and a cart or level surface (to hold the CRUs). Observe the precautions listed in “Handling static-sensitive devices” on page 25. In the following procedure, you will remove the following CRUs from the storage subsystem before you install it in the rack:

- controllers
- Power supply-fans
- Hot-swap hard disk drives

You do not need to remove the blank trays.

**Statement 4:**



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

**CAUTION:**  
Use safe practices when lifting.

**Attention:** The storage subsystem comes with a bezel that is attached to the front of the unit. The bezel protects the light pipes that are located above the drive trays. Leave the protective bezel in place until you are instructed to remove it.

**Removing a controller**

Complete the following steps to remove a controller:

1. Squeeze the controller latch and pull the lever open 90° (so that the lever is horizontal) to release the controller from the latch. The controller latch is a coral colored tab on the lever.

**Note:** The lever rotates upward or downward 90°, depending on whether the controller you are removing is the right or left controller CRU.

2. Slowly pull the lever away from the chassis to remove the controller from the bay, as shown in Figure 16 on page 34.

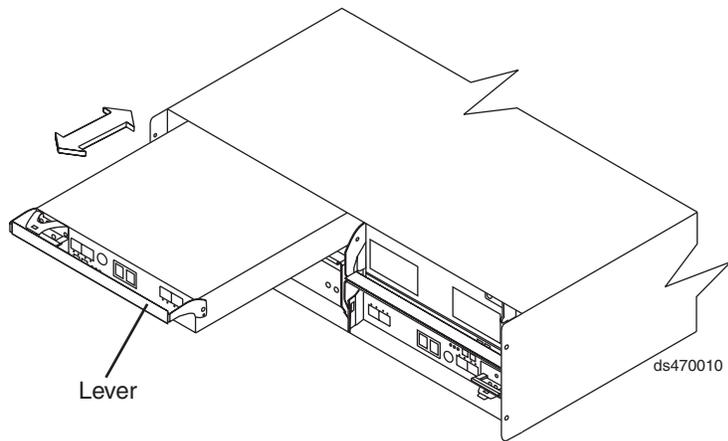


Figure 16. Removing and replacing a controller

3. Place the controller on a level surface.
4. Repeat step 1 through step 3 for the second controller.

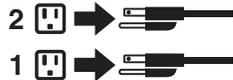
### Removing a power supply-fan

Statement 5:



#### CAUTION:

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



#### CAUTION:

**Disconnect the power cord before removing the power supply-fan.**

Complete the following steps to remove a power supply:

1. Squeeze the latch and pull the lever open 90° (so that the lever is horizontal) to release the power supply-fan from the latch. The latch is a coral colored tab on the lever.
2. Slowly pull the lever away from the chassis to remove the power supply-fan, as shown in Figure 17 on page 35.

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

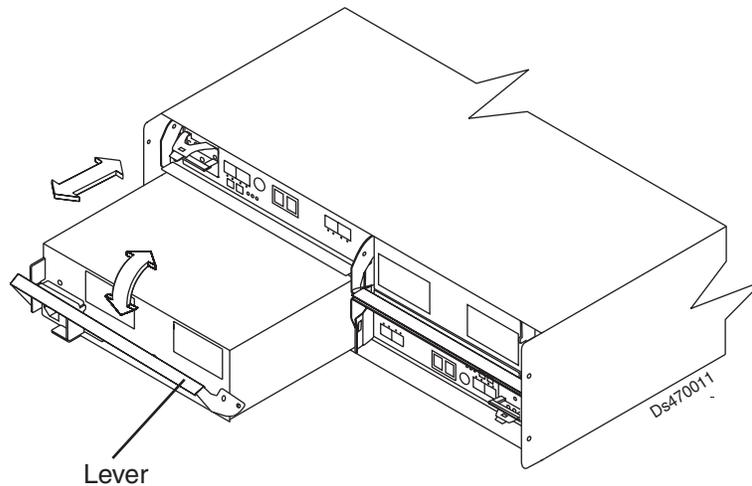


Figure 17. Replacing a power supply-fan

3. Place the power supply-fan on a level surface.
4. Repeat step 1 through step 3 for the second power supply-fan.

### Removing a hard disk drive

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 40 on page 154 to record the location and identify your hard disk drives. You must record this information to be able to replace the hard disk drives in their original order before they were removed.
2. Release the latch on the drive CRU by pressing on the inside of the bottom of the tray handle.
3. Lift the closed latch to its open position. (The latch is at a 90° angle to the front of the drive when open.)
4. Pull the drive out of the bay, as shown in Figure 18.

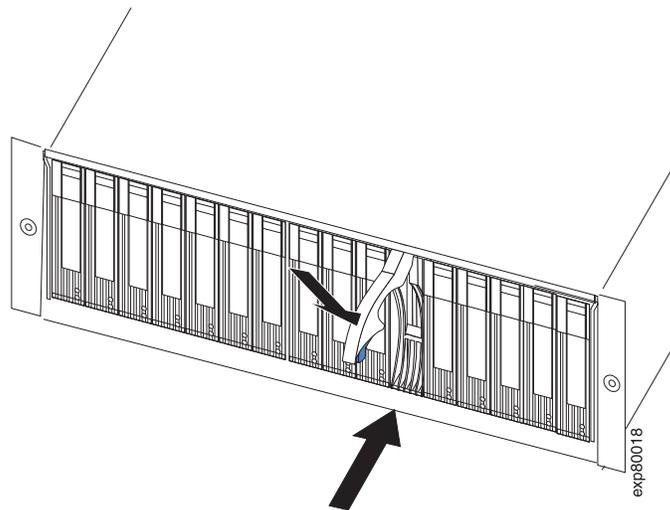


Figure 18. Removing a drive CRU

5. Place the drive CRU horizontally on a level surface.  
**Attention:** Do not stack drive CRUs on top of one another. Protect the drive CRUs from vibrations or sudden shocks.
6. Repeat step 1 through step 4 for additional drive CRUs.

## Installing the DS4700 into a rack on the support rails

Complete the following steps to install the DS4700 in the rack cabinet.

### CAUTION:

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

### Statement 4:



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

### CAUTION:

**Use safe practices when lifting.**

1. Put on antistatic protection, and keep it on while performing all of the remaining procedures in this chapter.
2. Using a #2 Phillips screwdriver, remove the four screws from the rails (two screws in each rail). See **4** in Figure 15 on page 32. If you do not remove these screws, the storage subsystem will not fit securely.

**Note:** If the screws are shipped in the hardware pack instead of already installed in the rails, skip this step and go to step 3.

3. Place the storage subsystem in the rack.

**Note:** If you have removed the CRUs from the DS4700, you should be able to lift the unit into the cabinet with the help of one other person. If you have not removed the CRUs before the installation, you should have at least two other people available to help you lift the DS4700 into the rack.

- a. Move the storage subsystem to the front of the rackmount cabinet.
- b. With help from another person, place the back of the storage subsystem on the support rails, and then slide the unit into the rack as shown in Figure 19 on page 37.

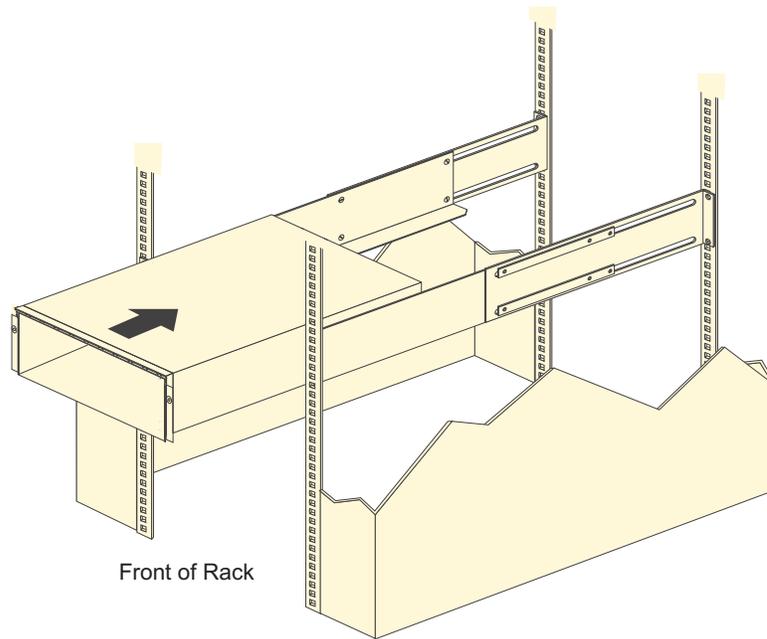


Figure 19. Installing the DS4700

4. Secure the storage subsystem. Figure 20 on page 38 shows how to secure the storage subsystem to the rack.
  - a. Align the front mounting holes on each side of the storage subsystem with the mounting holes on the front of the support rails.
  - b. Using the screws that you removed in step 2 on page 36, secure the sides in the back of the DS4700 to the rack rails.
  - c. Secure the front of the DS4700 using the four M5 screws as shown in Figure 20 on page 38.

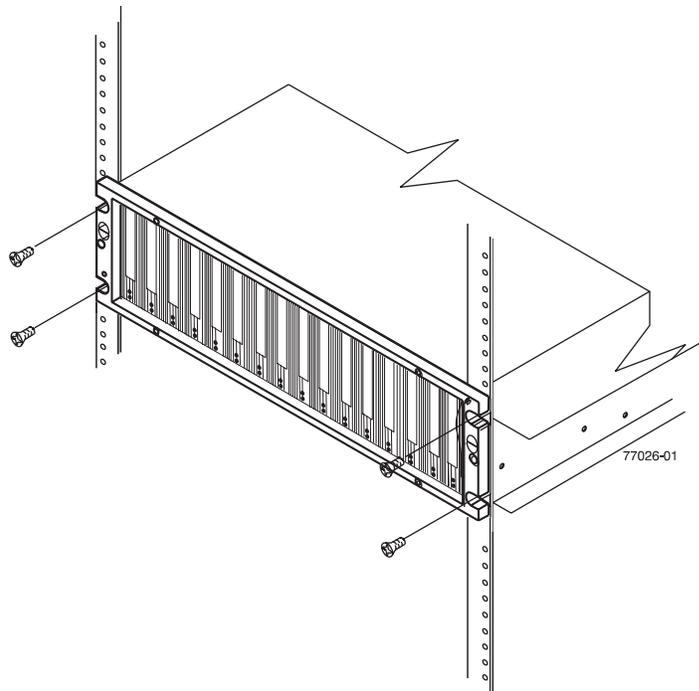


Figure 20. Securing the DS4700 to the rack cabinet

5. Continue with one of the following actions:
  - If you did remove the DS4700 CRUs before installation (as described in “Removing the CRUs” on page 32), continue with “Replacing the components.”
  - If you did not remove the DS4700 CRUs before installation, continue with Chapter 3, “Cabling the storage subsystem,” on page 43.

## Replacing the components

Use the following procedures to replace the components in the DS4700 after it is installed successfully in a rack cabinet.

### Replacing a controller

Complete the following steps to replace the controller that you removed before the installation:

**Attention:** After you remove an controller, wait 70 seconds before reseating or replacing the controller. Failure to do so may cause undesired events. The left and right controllers are seated in the DS4700 chassis in opposite orientations. If you cannot fully insert the controller into the controller bay, flip it 180° and reinsert it.

1. Slide one controller into the empty slot in the storage subsystem. Be sure that the lever is pulled straight out as you slide the controller in, as shown in Figure 21 on page 39.

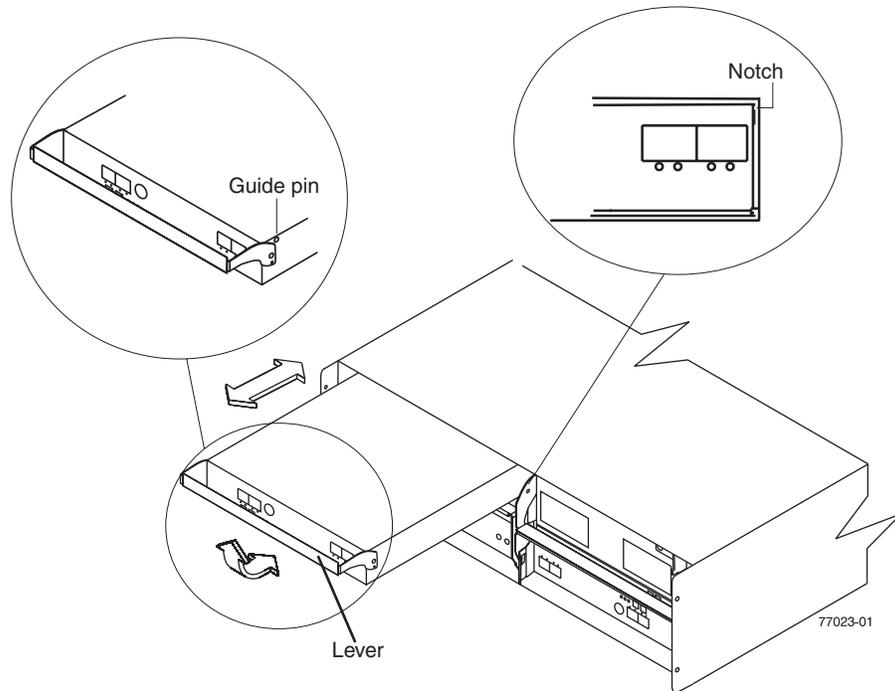


Figure 21. Removing and replacing a controller

2. As you slide the controller into the empty slot, make sure the guide pins on the side of the controller fit into the notches. After the guide pins fit into the notches and the controller fits snugly into the bay, push the lever downward or upward 90°, depending on whether the controller is inserted in the A or B controller bay to fully latch it into place. Do not force fit. The controller is designed to prevent it from being inserted into the chassis incorrectly.

**Attention:** Make sure that the levers lock into place in the storage subsystem chassis.

3. Repeat step 1 and step 2 to replace the second controller.

## Replacing a power supply-fan

Statement 5:



**CAUTION:**

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



**CAUTION:**

**Disconnect the power cord before replacing the power supply-fan.**

Complete the following steps to replace the power supply-fans that you removed before the installation:

1. Slide one power supply-fan into the storage subsystem. Be sure to replace the power supply-fans so that the lever on each power supply-fan opens toward the interior of the storage subsystem, as shown in Figure 91 on page 136. Do not force fit. The power supply-fan is designed to prevent it from being inserted into the chassis incorrectly.

**Attention:** Be sure that the lever is pulled straight out as you slide the power supply-fan into the storage subsystem, as shown in Figure 22. The left and right power supply-fan units are seated in the DS4700 chassis in opposite orientations. If you cannot fully insert the power supply-fan into the power supply-fan bay, flip it 180° and reinsert it.

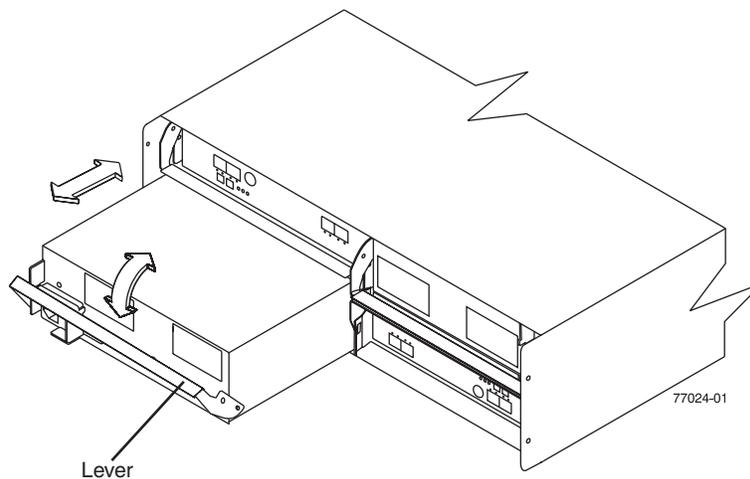


Figure 22. Replacing a power supply-fan

2. As you slide the power supply-fan into the empty slot, make sure the guide pins on the side of the power supply-fan fit into the notches along the sides of the power supply-fan bay. After the guide pins fit into the notches and power supply-fan fits snugly into the slot, push the lever upward or downward 90° depending on whether the power supply fan is inserted in the left or right bay to fully latch it into place. Then gently push the front of the power supply-fan to ensure that it is fully seated.
3. Repeat step 1 and step 2 to replace the second power supply-fan.

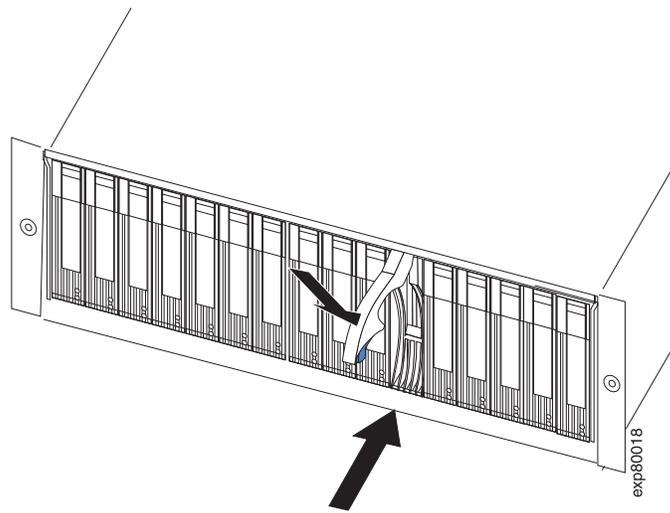
**Replacing a hard disk drive**

Complete the following steps to replace the hot-swap hard disk drives that you removed before the installation.

**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.

**Note:** Use Table 40 on page 154 to verify the proper replacement locations of your fibre channel hard disk drives.

1. Lift up on the handle and gently push the drive CRU into the empty bay until the hinge of the tray handle latches beneath the storage subsystem bezel, as show in Figure 23.



*Figure 23. Replacing a hard disk drive*

2. Push the tray handle down until the latch clicks into place.
3. Repeat step 1 and step 2 to replace additional drives.



---

## Chapter 3. Cabling the storage subsystem

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

This chapter addresses the following cabling and configuration topics:

- “Enclosure ID settings ”
- “Fibre-channel loop and ID settings” on page 44
- “Working with SFPs and fiber-optic cables” on page 44
- “Connecting storage expansion enclosures to the DS4700” on page 55
- “Intermixing the EXP810 and EXP710 in the same drive loop” on page 76
- “Connecting hosts to the DS4700” on page 80
- “Connecting secondary interface cables” on page 77
- “Configuring the storage subsystem” on page 79
- “Installing the storage subsystem configuration” on page 86
- “Cabling the power supply” on page 87

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### Enclosure ID settings

The dual seven-segment enclosure ID is located on the back of each controller next to the indicator lights. It provides a unique identifier for each enclosure in the DS4000 storage subsystem configuration.

The controller *automatically* sets the enclosure ID number. You can change the setting through the storage management software if necessary. Both controller enclosure ID numbers are identical under normal operating conditions.

The allowable ranges for enclosure ID settings are 0-99. However, IBM recommends that you do not set the enclosure ID to 00 or any number less than 80. The DS4700 enclosure ID is normally set to a value of 85 at the factory.

Figure 24 on page 44 shows the enclosure ID on models 70 and 72.

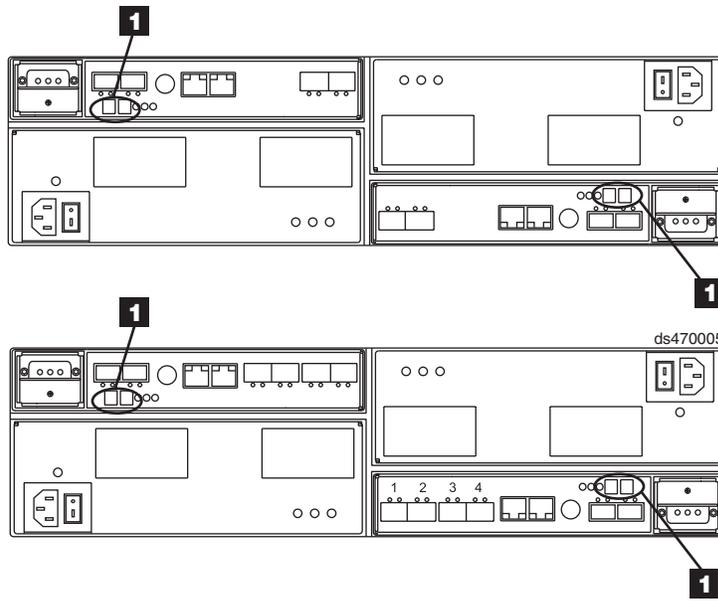


Figure 24. Storage subsystem seven-segment enclosure ID on models 70 and 72

Table 17. Description of Figure 24

Number	Description
1	Enclosure ID

## Fibre-channel loop and ID settings

When you install a hard disk drive in the storage subsystem, 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.

## Working with SFPs and fiber-optic cables

Each DS4700 RAID controller has up to four single-ported host channel connections (depending on the model) and two dual-ported drive channel connections. You use a small-form factor pluggable transceiver (SFP) to connect each host channel port and drive channel port to hosts and storage expansion enclosures. The SFP is inserted into the port, and then a fiber-optic cable is inserted into the SFP. The other end of the fiber-optic cable connects to an external device. SFPs are laser products.

### 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.

## Handling fiber-optic cables

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

- Do not route the cable along a folding cable-management arm.
- For devices on slide rails, leave enough slack in the cables so they do **not** bend to a diameter of less than 76 mm (3 in.), or a radius less than 38 mm (1.5 in.), when extended or become pinched when retracted.
- Route the cable away from places where it can be damaged by other devices in the rack cabinet.
- Do not use plastic cable ties in place of the provided cable straps.
- Do not overtighten the cable straps or bend the cables to a diameter of less than 76 mm (3 in.), or a radius less than 38 mm (1.5 in.).
- Do not put excess weight on the cable at the connection point. Be sure that the cable is well supported.
- The following are the recommended maximum cable lengths.
  - 1 Gbps: 500 meters 50/125 um fiber, 300 meters 62.5/125 um fiber
  - 2 Gbps: 300 meters 50/125 um fiber, 150 meters 62.5/125 um fiber
  - 4 Gbps: 150 meters 50/125 um fiber, 70 meters 62.5/125 um fiber

## Installing SFP modules

The DS4700 requires SFP modules. SFP modules convert electrical signals to optical signals that are required for fibre channel transmission to and from RAID controllers. After you install the SFP modules, you use fiber-optic cables to connect the DS4700 to other fibre channel devices.

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 subsystem. Use only short-wave SFPs. You can use the DS4000 Storage Manager client to view the Storage Subsystem Profile 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 fibre channel ports in the DS4700 controllers. (Long-wave SFPs and GBICs are not supported for use in the DS4700 or any of the attached DS4000 storage expansion enclosures. Long-wave SFPs and GBICs are only supported in the fibre channel switch ports to which the DS4700 Storage Subsystem connects.)

- The SFP module housing has an integral guide key that is designed to prevent you from inserting the SFP module improperly.
- Use minimal pressure when inserting an SFP module into an SFP port. Forcing the SFP module into a port could cause damage to the SFP module or to the port.
- You can insert or remove the SFP module while the port is powered on.
- The operational or redundant loop performance is not affected when you install or remove an SFP module.
- You must insert the SFP module into a port before you connect the 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 47 for more information.
- The speed of the SFP module determines the maximum operating speed of the fibre channel port in which the SFP is installed. For example, a 2-Gbps SFP that is plugged into a 4-Gbps-capable port will limit the speed of that port to a maximum of 2 Gbps.

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

### Statement 3:



### CAUTION:

When laser products (such as CD-ROMs, DVD drives, 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 25.

To install an SFP module, complete the following steps:

1. Remove the SFP module from its static-protective package.
2. Remove the protective cap from the SFP module, as shown in Figure 25. Save the protective cap for future use.

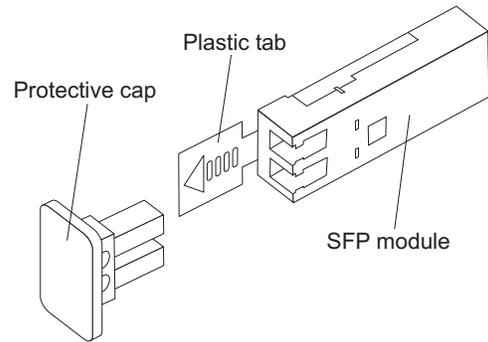


Figure 25. SFP module and protective cap

3. Remove the protective cap from the SFP port. Save the protective cap for future use.
4. Insert the SFP module into the host port until it clicks into place. See Figure 26.

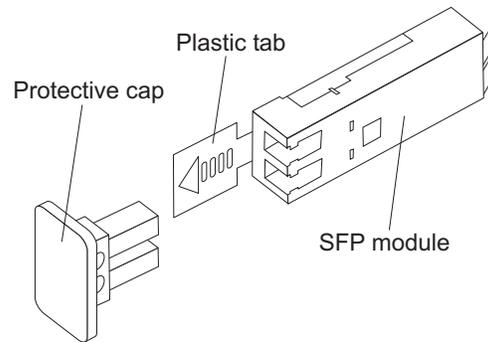


Figure 26. Installing an SFP module into the host port

5. Connect an LC-LC fibre-channel cable. For information about the LC-LC cable, see “Using LC-LC fibre-channel cables” on page 48.

## Removing SFP modules

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

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

1. Remove the LC-LC fibre-channel cable from the SFP module. For more information, see “Removing an LC-LC fibre-channel cable” on page 50.
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 27.

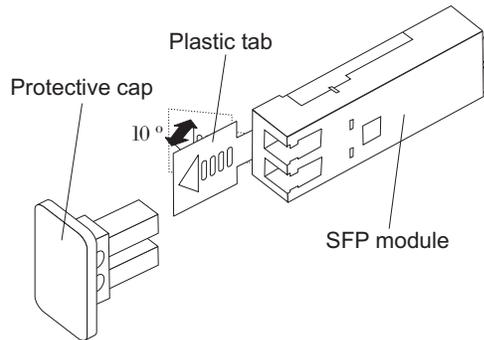


Figure 27. Unlocking the SFP module latch - plastic variety

- For SFP modules that contain wire tabs, unlock the SFP module latch by pulling the wire latch outward 90°, as shown in Figure 28.

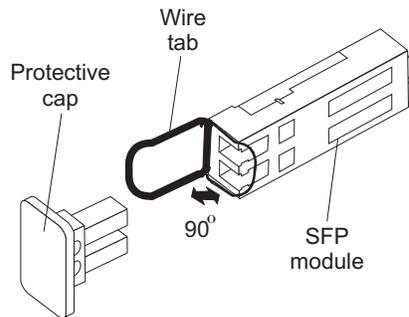


Figure 28. Unlocking the SFP module latch - wire variety

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

## Using LC-LC fibre-channel cables

The LC-LC fibre-channel cable is a fiber-optic cable that you use to connect DS4700 fibre channel ports into one of the following devices:

- An SFP module installed in a fibre channel switch port
- An SFP module of the host bus adapter port
- An SFP module installed in an IBM DS4000 storage expansion enclosure

See Figure 29 on page 49 for an illustration of the LC-LC fibre-channel cable.

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

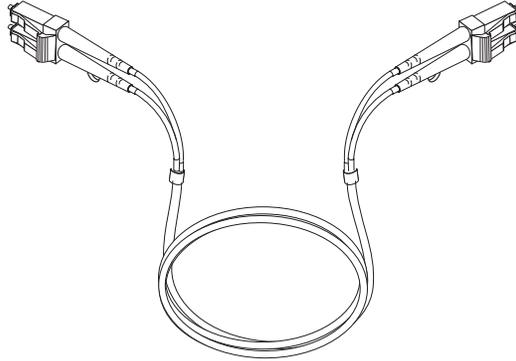


Figure 29. LC-LC fibre-channel cable

### Connecting an LC-LC cable to an SFP module

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

#### Statement 3:



#### CAUTION:

When laser products (such as CD-ROMs, DVD drives, 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 45.
2. If necessary, remove the protective cap from the SFP module, as shown in Figure 25 on page 47. 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 30 on page 50. Save the protective caps for future use.

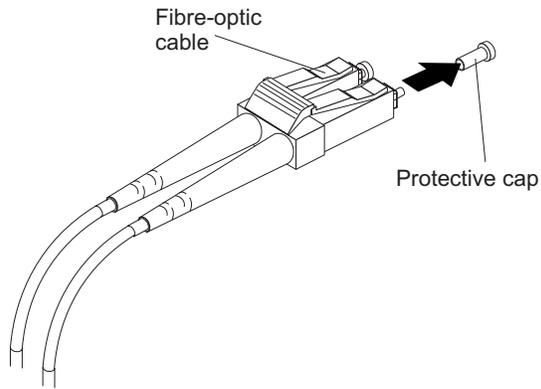


Figure 30. Removing fiber-optic cable protective caps

4. Carefully insert this end of the LC-LC cable into an SFP module that is installed in the DS4700. 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 31.

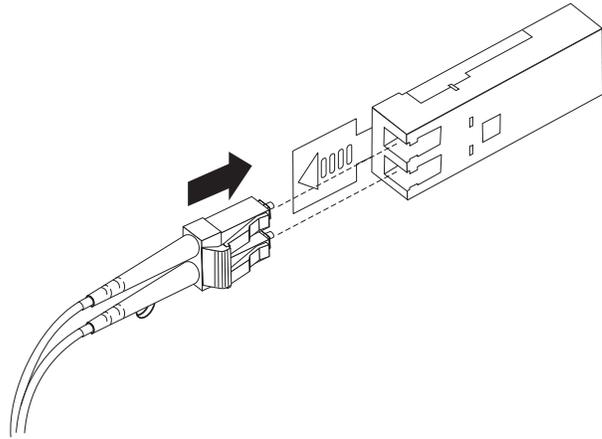


Figure 31. Inserting an LC-LC fibre-channel cable into an SFP module

5. Remove the two protective caps from the other end of the LC-LC cable. Save the protective caps for future use.
6. Connect this end of the LC-LC cable to one of the following devices:
  - An SFP module that is installed in a separate EXP810 or EXP710 storage expansion enclosure
  - An SFP module that is installed in a fibre channel switch port
  - A fibre channel host bus adapter port

### Removing an LC-LC fibre-channel cable

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

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

- Press and hold the lever to release the latches before you remove the cable from the SFP module.
  - Ensure that the levers are in the released position when you remove the cable.
  - Do not grasp the SFP module plastic tab when you remove the cable.
1. On the end of the LC-LC cable that connects into the SFP module or host bus adapter, press down and hold the lever to release the latches, as shown in Figure 32.

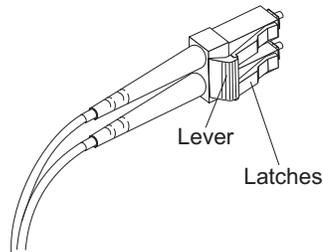


Figure 32. LC-LC fibre-channel cable lever and latches

2. While pressing down the cable lever, carefully pull on the connector to remove the cable from the SFP module, as shown in Figure 33.

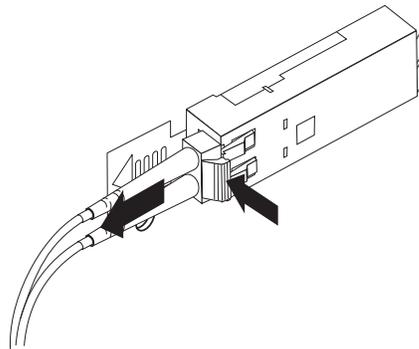


Figure 33. Removing the LC-LC fibre-channel cable

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:

- 1-Gbps fibre channel switch
- Fibre channel host bus adapter

**Attention:** The DS4700 does not support the attachment of storage expansion enclosures that operate at 1 Gbps, such as the EXP500.

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

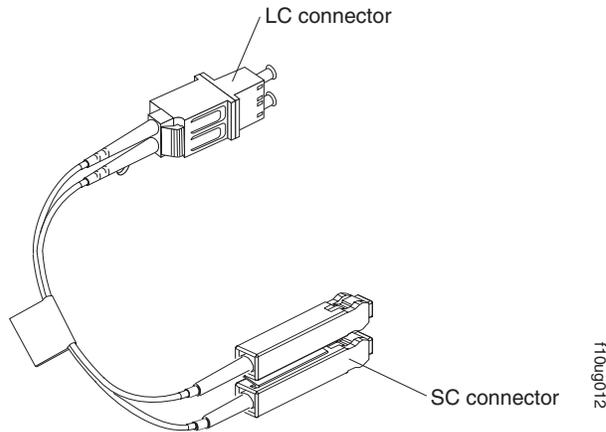


Figure 34. LC-SC fibre-channel cable adapter

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 45.
2. Connect one end of an LC-LC cable to an SFP module in the DS4700. For instructions, see “Using LC-LC fibre-channel cables” on page 48.

3. Remove the two protective caps from the LC connector end of the LC-SC cable adapter as shown in Figure 35. Save the protective caps for future use.

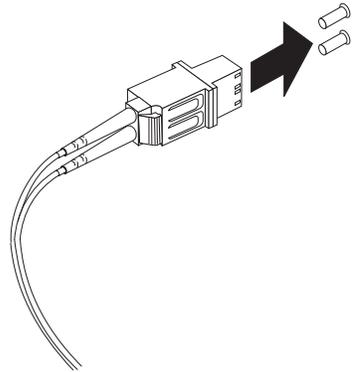


Figure 35. Removing the LC-SC cable adapter protective caps

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 36. Push in the connector until it clicks into place.

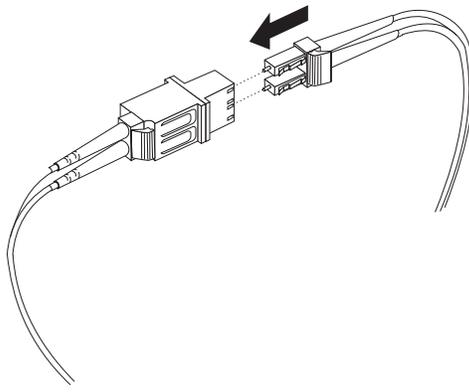


Figure 36. Connecting an LC-LC cable into the LC-SC cable adapter

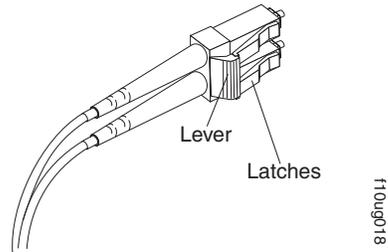
5. If you are connecting the DS4700 to a 1-Gbps fibre channel switch or fibre channel host bus adapter, connect the SC connector end of the LC-SC cable adapter to a Gigabit Interface Converter (GBIC) that is installed in the 1-Gbps fibre channel switch or fibre channel host bus adapter. For more information 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:

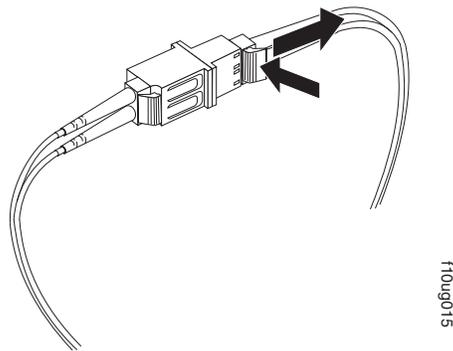
**Attention:** To avoid damaging the LC-LC cable, make sure you press and hold the lever to release the latches before you remove the cable from an LC-SC cable adapter. Ensure that both levers are in the released position when removing the cable. When removing the cable from the SFP module, make sure 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 37 shows the location of the lever and latches.



*Figure 37. 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 38.



*Figure 38. Removing the LC-LC fibre-channel cable from an LC-SC fibre-channel cable adapter*

3. Replace the protective caps on the cable ends.

---

## Connecting storage expansion enclosures to the DS4700

### Attention

Before powering on the DS4700 Storage Subsystem, it must be populated with at least two drives. If at least two drives are not installed in each attached storage expansion enclosure or DS4700 Storage Subsystem, when you power on the DS4700 and its attached storage expansion enclosures, your standard storage partition key might be lost and must be regenerated using instructions on the IBM DS4000 Solutions and Premium Features Web site:

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

In addition, the resulting insufficient load to the enclosure power supplies might cause them to intermittently appear as failed, falsely indicating the power supplies are bad. All drives in the DS4700 Storage Subsystem and the connected storage expansion enclosure or enclosures must contain no prior configuration data.

In the initial installation of the DS4700, you can add only *new* storage expansion enclosures to the DS4700 Storage Subsystem. This means that there must be no existing configuration information on the storage expansion enclosures that you want to install. Also, only EXP710 and EXP810 storage expansion enclosures are supported in a DS4700 configuration.

If the storage expansion enclosures that you want to install currently contain logical drives or configured hot spares, and you want them to be part of the DS4700 Storage Subsystem configuration, refer to the *IBM System Storage DS4000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide*. Improper drive migration might cause loss of configuration and other storage subsystem problems. Contact your IBM technical support representative for additional information.

## Redundant drive channel pair

Each controller on the DS4700 has a drive channel that contains two ports. The storage expansion enclosures that are connected to these two ports form a drive channel (also referred to as drive loop in certain DS4000 storage subsystem models). The maximum number of hard drives that can be installed in one drive channel is 112. One drive channel from each controller combines to form a redundant drive channel pair.

Figure 39 on page 56 shows an example of a redundant drive channel pair. If any component of the drive channel fails, the RAID controllers can still access the storage expansion enclosures in the redundant drive channel pair.

**Note:** In the following drive cabling figures, the DS4700 graphics are simplified to show only the drive ports of each controller.

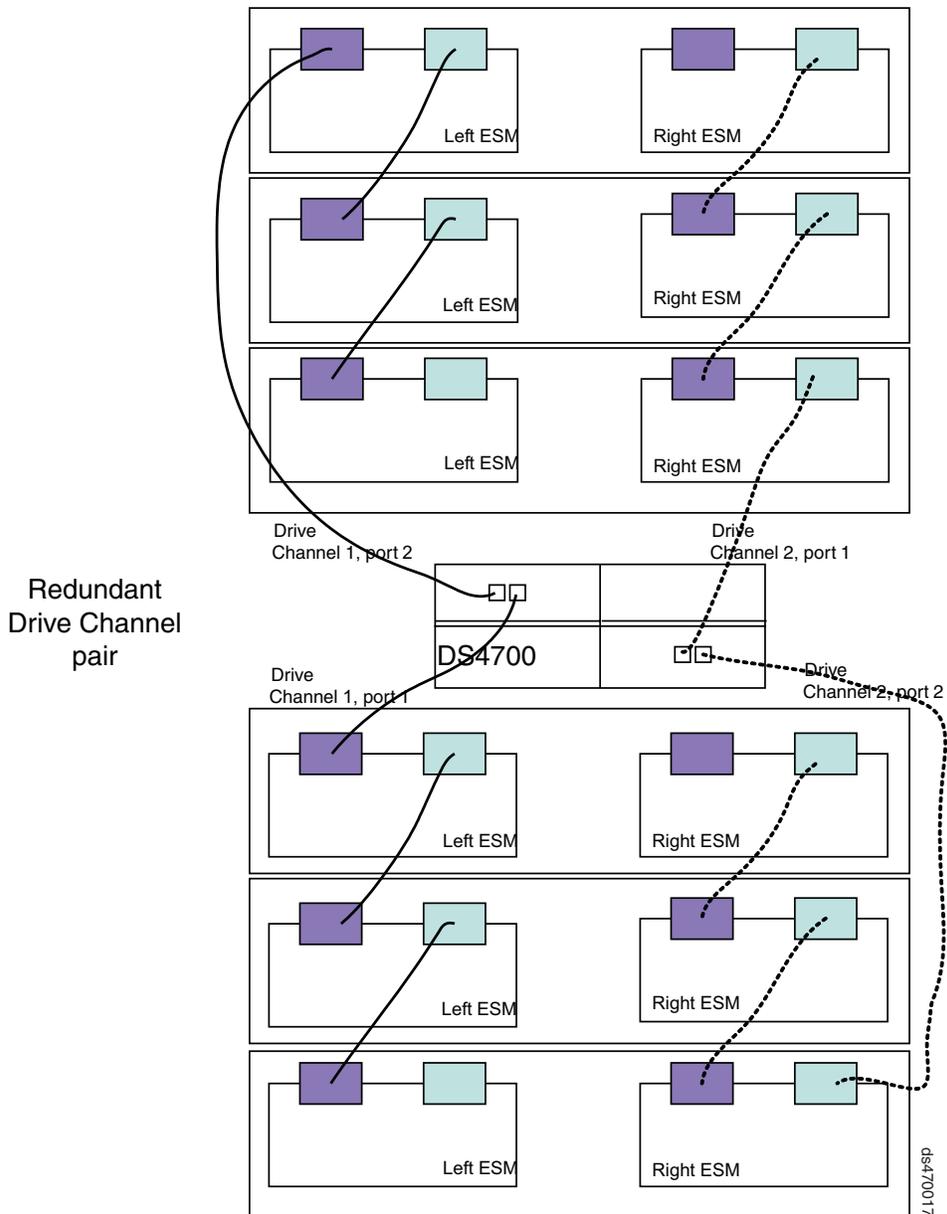


Figure 39. Example of a redundant drive channel pair

## Overview of steps to connect storage expansion enclosures to a storage subsystem

To connect storage expansion enclosures to the storage subsystem, perform the following steps:

**Note:** The following procedures are for "cold-case" procedures (in which the DS4700 is powered down when storage expansion enclosures are connected, as in the case of initial installation). For "hot-case" procedures (in which the DS4700 is powered on when storage expansion enclosures are connected), refer to the *IBM System Storage DS4000 Hard Drive and Storage Expansion Enclosure Installation and Migration Guide*.

1. Follow the instructions in the Installation, User's, and Maintenance Guide for your DS4000 storage expansion enclosure to set up and mount the storage expansion enclosures.
2. Select a cabling topology appropriate for the number of storage expansion enclosures you will connect to the DS4700. If you are connecting external storage expansion enclosures to the DS4700, ensure that the storage expansion enclosures are populated with at least two drives before you power them on. In addition, you must have at least two drives in the DS4700 Storage Subsystem before you power it on.  
"DS4700 Storage Subsystem drive cabling topologies" describes the recommended schemes for cabling different numbers of storage expansion enclosures to the DS4700 and to each other (if you are connecting more than one storage expansion enclosure).
3. After you select the cabling topology for your configuration, follow the cabling diagram for your chosen topology and perform the steps identified in "DS4700 Storage Subsystem and supported storage expansion enclosure drive cabling schemes" on page 64.
4. If required, set unique enclosure IDs for all storage expansion enclosures that are cabled to the DS4700. See "DS4000 storage expansion enclosure ID settings" on page 75, and then refer to your storage expansion enclosure installation manual for details on setting the enclosure ID.

The DS4700 Storage Subsystem locates the drives in the storage expansion enclosures after you power on the configuration. Always connect power to the storage expansion enclosures first and then connect power to the DS4700. After you have powered on the configuration, use the DS4000 Storage Manager client to check the status of the new drives, correct any errors found, and configure the new drives.

## DS4700 Storage Subsystem drive cabling topologies

This section provides preferred cabling topologies for cabling storage expansion enclosures to the DS4700 Storage Subsystem. The cabling topologies include:

- "One DS4700 and one storage expansion enclosure" on page 59
- "One DS4700 and two storage expansion enclosures" on page 59
- "One DS4700 and three storage expansion enclosures" on page 60
- "One DS4700 and four storage expansion enclosures" on page 61
- "One DS4700 and up to six storage expansion enclosures" on page 61
- "One DS4700 and two or more storage expansion enclosures in a mixed configuration" on page 63

Each example provides redundant paths to the drives. If one of these examples is suitable for your hardware and application, complete the cabling connections as described by the graphics. If you have hardware other than what is shown in these examples to include in your topology, use these examples as a starting point for creating your specific topology.

**Attention:** The DS4700 supports the connection of a maximum of six storage expansion enclosures per redundant drive channel pair. The DS4700 supports one redundant drive channel pair.

If you are using fiber-optic cables, install SFP modules into the ports that will receive the cables before installing the cables.

Figure 40 and Figure 41 show the locations of controllers A and B, the single-ported fibre-channel host channels, Ethernet ports, and dual-ported fibre-channel drive channels at the back of the DS4700 Storage Subsystem.

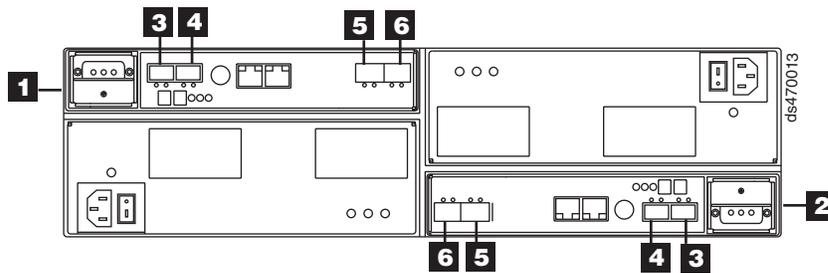


Figure 40. DS4700 Storage Subsystem (Model 70) ports and controllers

Table 18 provides a list of the drive channels that are associated with each of the controllers on the DS4700 Storage Subsystem (model 70).

Table 18. DS4700 Storage Subsystem (Model 70) host ports and drive channels

Number	Description
1	Controller A
2	Controller B
3	Drive Channel 1 - Port 2 on Controller A Drive Channel 2 - Port 2 on Controller B
4	Drive Channel 1 - Port 1 on Controller A Drive Channel 2 - Port 1 on Controller B
5	Host Port 2
6	Host Port 1

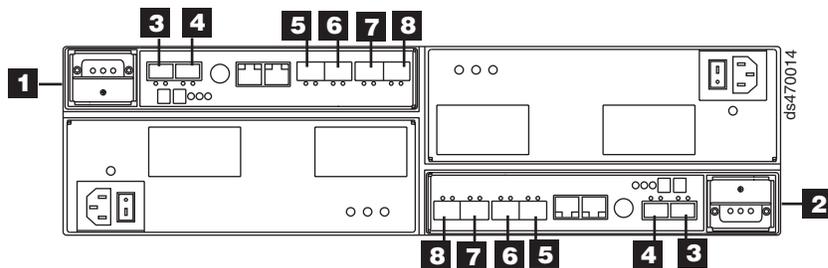


Figure 41. DS4700 Storage Subsystem (Model 72) ports and controllers

Table 19 provides a list of the drive channels that are associated with each of the controllers on the DS4700 Storage Subsystem (model 72).

Table 19. DS4700 Storage Subsystem (Model 72) host ports and drive channels

Number	Description
1	Controller A
2	Controller B

Table 19. DS4700 Storage Subsystem (Model 72) host ports and drive channels (continued)

Number	Description
3	Drive Channel 1 - Port 2 on Controller A Drive Channel 2 - Port 2 on Controller B
4	Drive Channel 1 - Port 1 on Controller A Drive Channel 2 - Port 1 on Controller B
5	Host Port 4
6	Host Port 3
7	Host Port 2
8	Host Port 1

### One DS4700 and one storage expansion enclosure

If you are cabling one DS4700 Storage Subsystem to one storage expansion enclosure, Figure 42 shows the recommended cabling topology.

**Note:** Figure 42 illustrates the drive channel connections between the DS4700 and the storage expansion enclosures. Do not use Figure 42 as the cabling diagram. Follow the instructions in “DS4700 Storage Subsystem and supported storage expansion enclosure drive cabling schemes” on page 64 for specific cabling instructions.

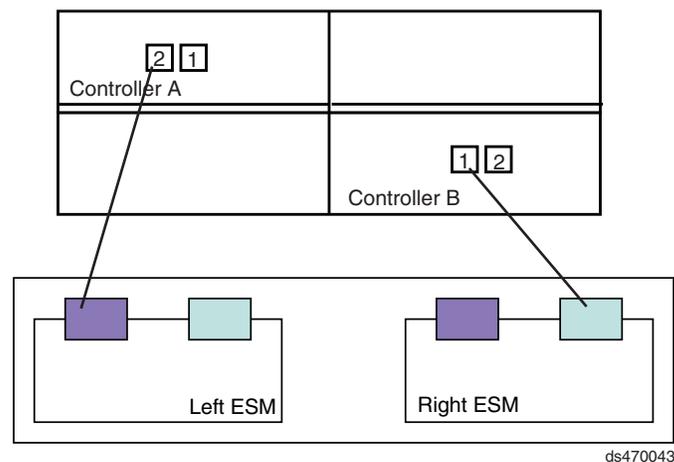


Figure 42. One DS4700 and one storage expansion enclosure — Recommended cabling

### One DS4700 and two storage expansion enclosures

If you are cabling one DS4700 Storage Subsystem and two storage expansion enclosures, IBM recommends that you connect one storage expansion enclosure per controller drive port as shown in Figure 43 on page 60. Figure 44 on page 60 shows that you can also connect two expansion enclosures together behind a single controller drive port. Although this is technically correct, IBM recommends the topology as shown in Figure 43 on page 60.

As Figure 43 on page 60 shows, when you connect additional storage expansion enclosures, you can connect them by continuing the connection from the existing redundant drive channel pair.

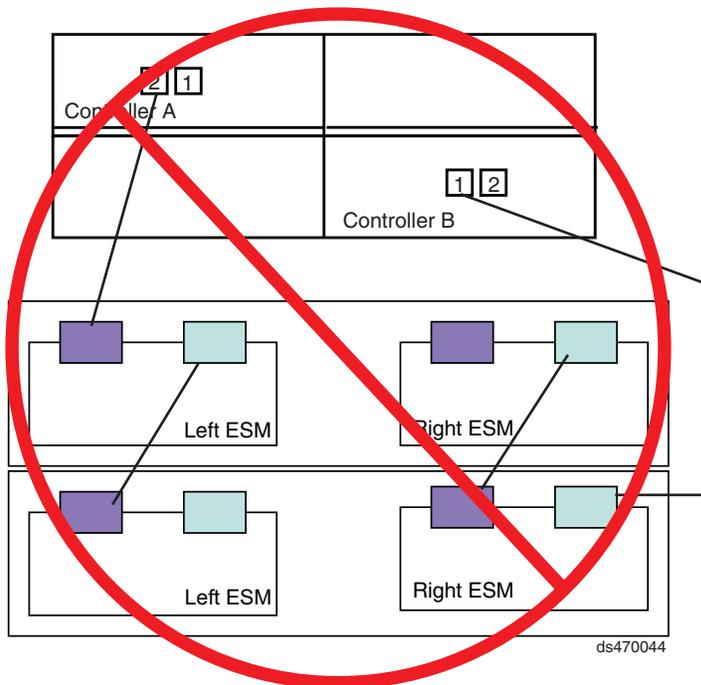


Figure 43. One DS4700 and two storage expansion enclosure — Not recommended cabling

As Figure 44 shows, when you connect additional storage expansion enclosures, you can connect them by using the additional port of the drive channel.

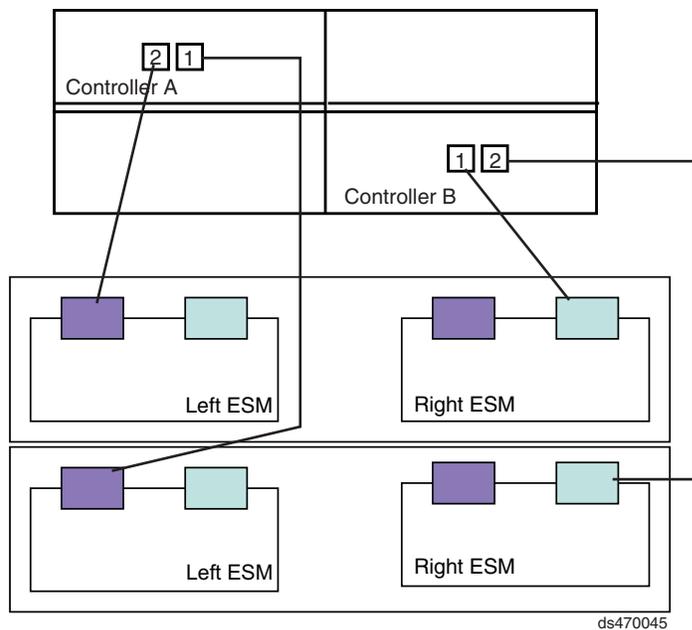


Figure 44. One DS4700 and two storage expansion enclosure — Recommended cabling

### One DS4700 and three storage expansion enclosures

If you are cabling one DS4700 Storage Subsystem and three storage expansion enclosures, Figure 45 on page 61 shows the recommended cabling topology.

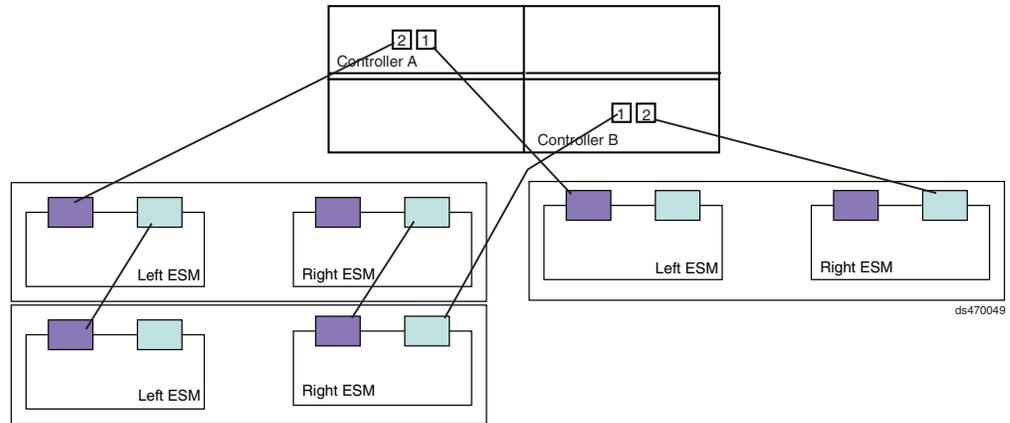


Figure 45. One DS4700 and three storage expansion enclosure — Recommended cabling

### One DS4700 and four storage expansion enclosures

If you are cabling one DS4700 Storage Subsystem and four storage expansion enclosures, Figure 46 shows the recommended cabling topology.

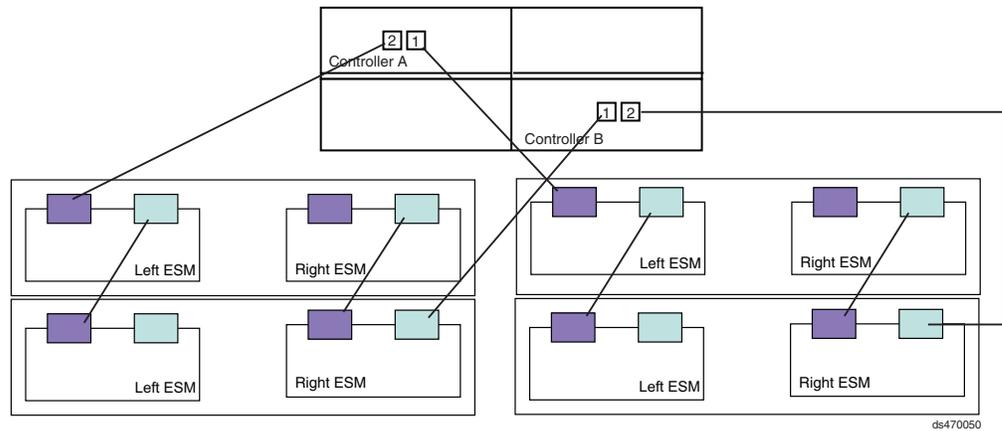


Figure 46. One DS4700 and four storage expansion enclosure — Recommended cabling

### One DS4700 and up to six storage expansion enclosures

If you are cabling one DS4700 Storage Subsystem and up to six storage expansion enclosures, Figure 47 on page 62 shows the recommended cabling topology.

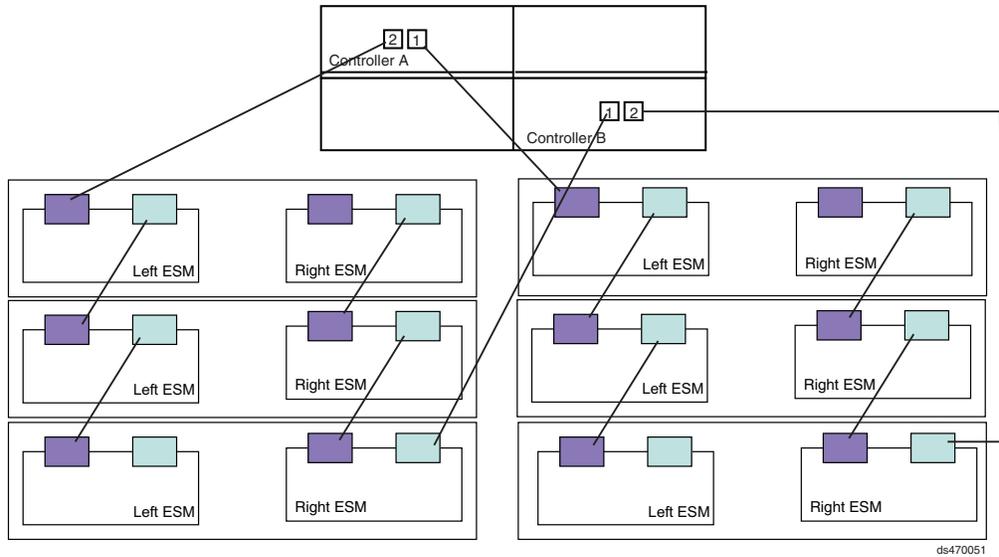


Figure 47. One DS4700 and up to six storage expansion enclosure — Recommended cabling

Figure 48 on page 63 shows a cabling topology that is not recommended because all six storage expansion enclosures are connected to a single drive port of the dual-ported drive channel in each controller.

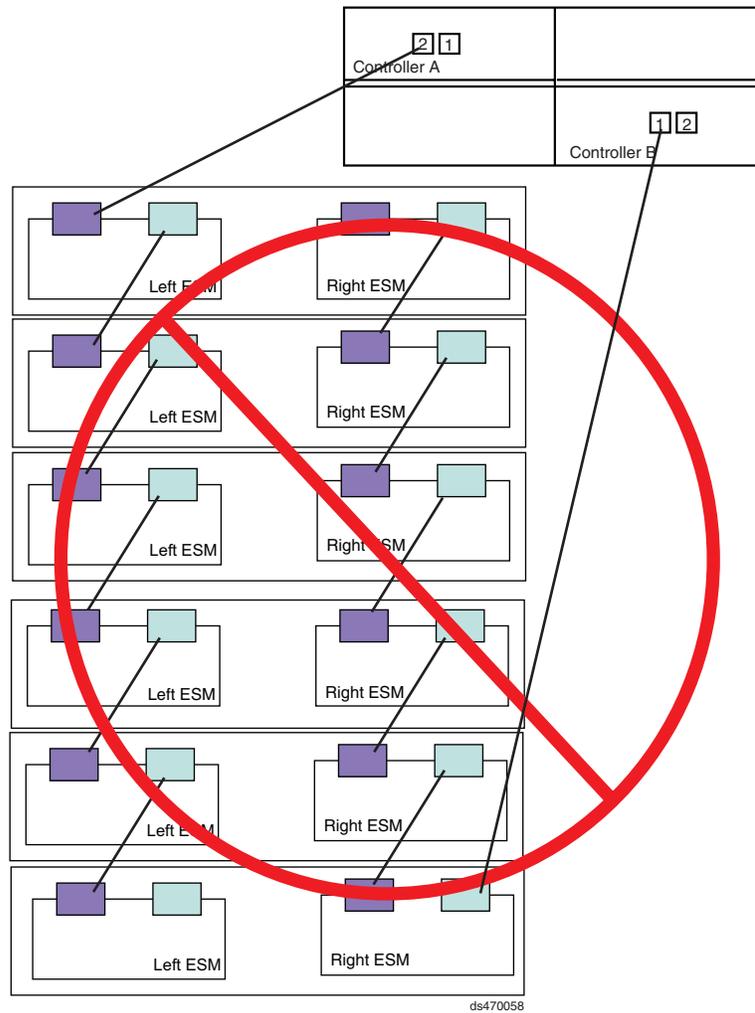


Figure 48. One DS4700 and up to six storage expansion enclosure — Not recommended

### One DS4700 and two or more storage expansion enclosures in a mixed configuration

A mixed configuration is a configuration in which you have more than one type of storage expansion enclosure. If possible, it is recommended that you do not mix different types of storage expansion enclosures in the same drive channel pair.

Figure 49 on page 64 shows the recommended cabling topology if you have three EXP710s and three EXP810s attached to the DS4700. (The EXP710s are denoted in the graphic as **1** while the EXP810s are denoted as **2**.)

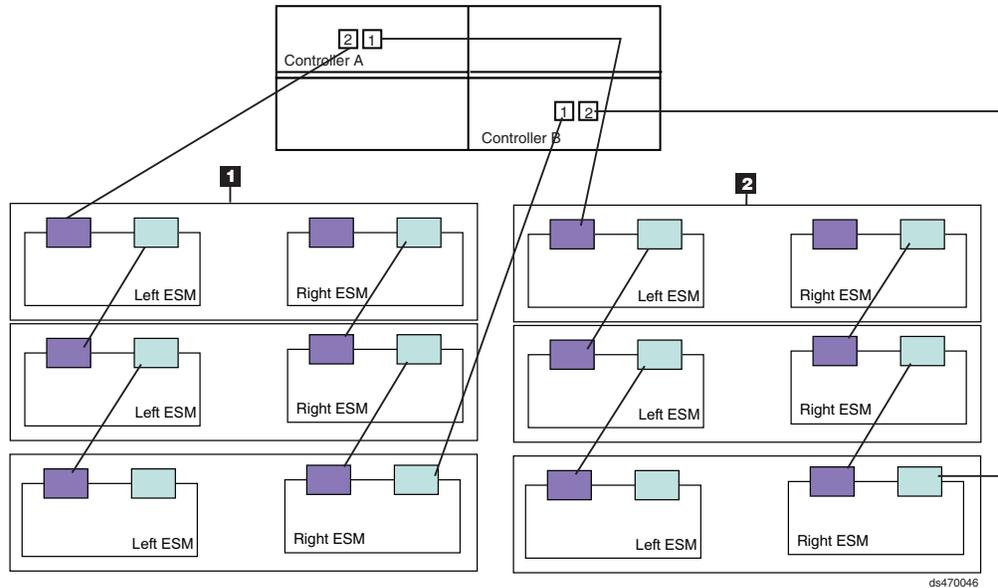


Figure 49. One DS4700 and two or more storage expansion enclosures in a mixed environment — Recommended cabling

## DS4700 Storage Subsystem and supported storage expansion enclosure drive cabling schemes

The following sections show cabling schemes for supported storage expansion enclosures and the DS4700 Storage Subsystem. The sections include:

- “One DS4700 and one EXP710 storage expansion enclosure” on page 65
- “One DS4700 and two EXP710 storage expansion enclosures” on page 65
- “One DS4700 and three or more EXP710 storage expansion enclosures” on page 66
- “One DS4700 and one EXP810 storage expansion enclosure” on page 69
- “One DS4700 and two EXP810 storage expansion enclosures” on page 69
- “One DS4700 and three or more EXP810 storage expansion enclosures” on page 70
- “One DS4700 and two or more storage expansion enclosures in a mixed environment” on page 74

### Notes:

1. Currently, only EXP710 and EXP810 storage expansion enclosures are supported in a DS4700 Storage Subsystem configuration.
2. The DS4700 Storage Subsystem supports the connection of a maximum of six storage expansion enclosures per redundant drive channel loop and supports one redundant drive channel loop pair.
3. The DS4700 currently supports a maximum of 112 drives in six 16-drive storage expansion enclosures per drive channel in each controller. One drive channel from each of controllers A and B must be connected to the same set of storage expansion enclosures to provide drive channel redundancy. Do not connect a combination of more than six storage expansion enclosures to the two ports of a single drive channel.

4. When connecting six storage expansion enclosures to a DS4700, IBM recommends using all ports in both drive channels. See Figure 47 on page 62 for the recommended cabling topology.
5. Connect a maximum of four EXP810s per DS4700 controller drive port.
6. When cabling different types of storage expansion enclosures, it is recommended that you do not mix different types of storage expansion enclosures in the same drive channel pair. Also, when mixing different types of storage expansion enclosures in the same drive channel pair, the Link Rate Setting must be the same for each storage expansion enclosure. IBM does not support different enclosure speed settings in the same drive channel.

### One DS4700 and one EXP710 storage expansion enclosure

Figure 50 shows the recommended cabling scheme for one DS4700 Storage Subsystem and one EXP710 storage expansion enclosure.

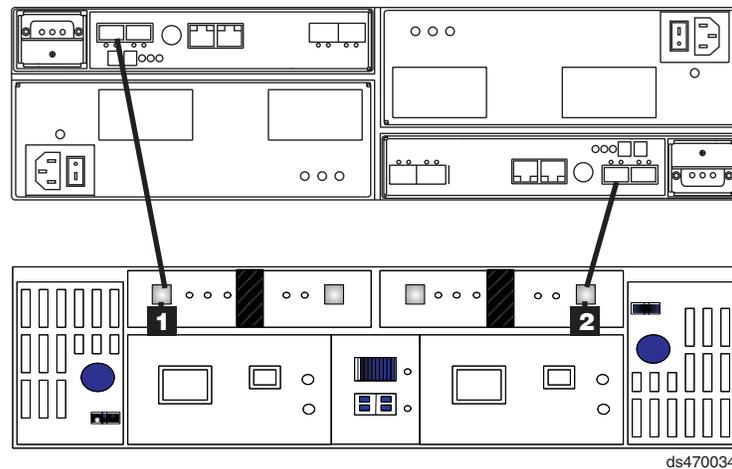


Figure 50. One DS4700 and one EXP710 storage expansion enclosure — Recommended cabling

Perform the following steps to create the recommended cabling scheme as shown in Figure 50.

1. Connect either port 2 or port 1 of the dual-ported drive channel 1 in controller A of the DS4700 to the IN port ( **1** ) on the left ESM of the EXP710.
2. Connect either port 1 or port 2 of the dual-ported drive channel 2 in controller B of the DS4700 to the OUT port ( **2** ) on the right ESM of the EXP710.

### One DS4700 and two EXP710 storage expansion enclosures

Figure 51 on page 66 shows the recommended cabling scheme for one DS4700 Storage Subsystem and two EXP710 storage expansion enclosures behind both ports of a dual-ported drive channel.

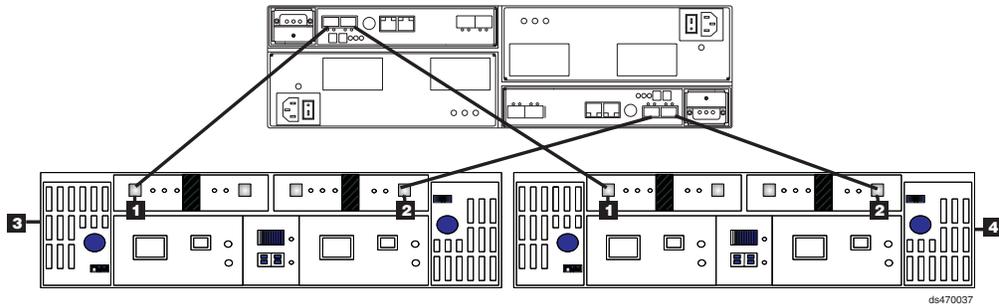


Figure 51. One DS4700 and two EXP710 storage expansion enclosures behind a pair of DS4700 drive ports

Perform the following steps to create the recommended cabling scheme shown in Figure 51.

1. Connect port 2 of drive channel 1 on the DS4700 to the IN port ( **1** ) on the left ESM on the first EXP710 ( **3** ).
2. Connect the OUT port ( **2** ) on the right ESM in the first EXP710 ( **3** ) to port 1 of drive channel 1 on the DS4700.
3. Connect port 1 of drive channel 1 on the DS4700 to the IN port ( **1** ) on the left ESM in the second EXP710 ( **4** ).
4. Connect the OUT port ( **2** ) on the right ESM in the second EXP710 ( **4** ) to port 2 of drive channel 2 on the DS4700.

### One DS4700 and three or more EXP710 storage expansion enclosures

To connect three or more storage expansion enclosures to a DS4700 Storage Subsystem, alternately connect a storage expansion enclosure to one of the drive ports of the dual-ported drive channel then connect to the other port until all of the storage expansion enclosures are attached. Figure 52 shows the recommended cabling scheme for one DS4700 Storage Subsystem and three EXP710 storage expansion enclosures behind both ports of a dual-ported drive channel.

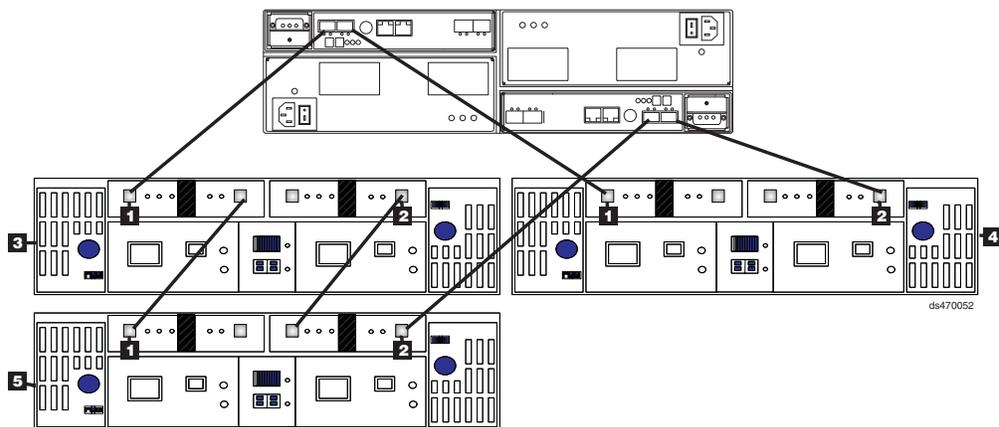


Figure 52. One DS4700 and three EXP710 storage expansion enclosures behind a pair of DS4700 drive ports

Perform the following steps to create the recommended cabling scheme shown in Figure 52.

1. Connect the OUT port ( **2** ) on the left ESM in the first EXP710 ( **3** ) to the IN port ( **1** ) on the left ESM in the third EXP710 ( **5** ).

2. Connect the IN port ( **1** ) on the right ESM in the third EXP710 ( **5** ) to the OUT port ( **2** ) on the right ESM in the first EXP710 ( **3** ).
3. Connect the IN port ( **1** ) on the left ESM in the first EXP710 ( **3** ) to port 2 of drive channel 1 on the DS4700.
4. Connect port 1 of drive channel 2 on the DS4700 to the OUT port ( **2** ) on the right ESM in the third EXP710 ( **5** ).
5. Connect the IN port ( **1** ) on the left ESM in the second EXP710 ( **4** ) to port 1 of drive channel 1 on the DS4700.
6. Connect the OUT port ( **2** ) on the right ESM in the second EXP710 ( **4** ) to port 2 of drive channel 2 on the DS4700.

Figure 53 shows the recommended cabling scheme for one DS4700 Storage Subsystem and four EXP710 storage expansion enclosures behind both ports of a dual-ported drive channel.

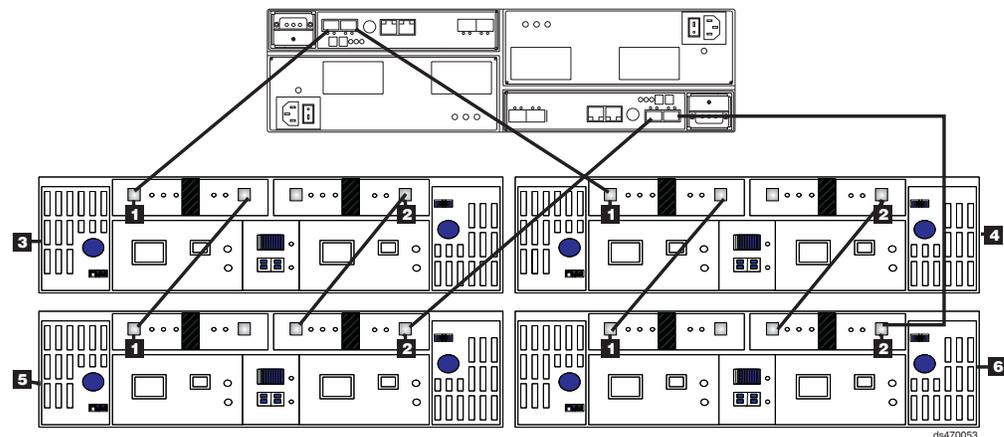


Figure 53. One DS4700 and four EXP710 storage expansion enclosures behind a pair of DS4700 drive ports

Perform the following steps to create the recommended cabling scheme shown in Figure 53.

1. Connect the OUT port ( **2** ) on the left ESM in the first EXP710 ( **3** ) to the IN port ( **1** ) on the left ESM in the third EXP710 ( **5** ).
2. Connect the IN port ( **1** ) on the right ESM in the third EXP710 ( **5** ) to the OUT port ( **2** ) on the right ESM in the first EXP710 ( **3** ).
3. Connect the IN port ( **1** ) on the left ESM in the first EXP710 ( **3** ) to port 2 of drive channel 1 on the DS4700.
4. Connect port 1 of drive channel 2 on the DS4700 to the OUT port ( **2** ) on the right ESM in the third EXP710 ( **5** ).
5. Connect the OUT port ( **2** ) on the left ESM in the second EXP710 ( **4** ) to the IN port ( **1** ) on the left ESM in the fourth EXP710 ( **6** ).
6. Connect the IN port ( **1** ) on the right ESM in the fourth EXP710 ( **6** ) to the OUT port ( **2** ) on the right ESM in the second EXP710 ( **4** ).
7. Connect the IN port ( **1** ) on the left ESM in the second EXP710 ( **4** ) to port 1 of drive channel 1 on the DS4700.
8. Connect port 2 of drive channel 2 on the DS4700 to the OUT port ( **2** ) on the right ESM in the fourth EXP710 ( **6** ).

Figure 54 shows the recommended cabling scheme for one DS4700 Storage Subsystem and a maximum of six EXP710 storage expansion enclosures behind both ports of a dual-ported drive channel.

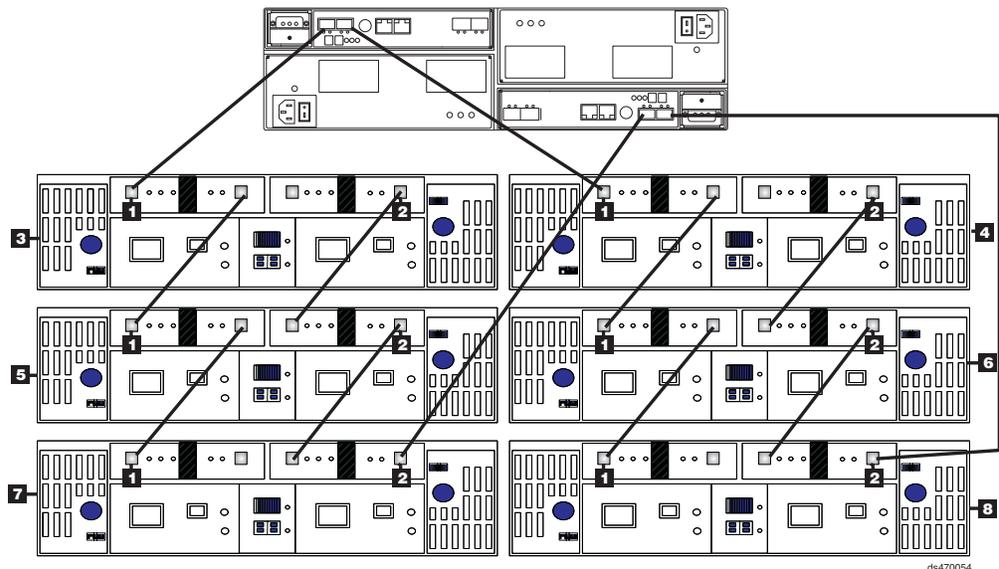


Figure 54. One DS4700 and a maximum of six EXP710 storage expansion enclosures behind a pair of DS4700 drive ports

Perform the following steps to create the recommended cabling scheme shown in Figure 54.

1. Connect the OUT port (2) on the left ESM in the first EXP710 (3) to the IN port (1) on the left ESM in the third EXP710 (5).
2. Connect the IN port (1) on the right ESM in the third EXP710 (5) to the OUT port (2) on the right ESM in the first EXP710 (3).
3. Connect the IN port (1) on the left ESM in the first EXP710 (3) to port 2 of drive channel 1 on the DS4700.
4. Connect the OUT port (2) on the left ESM in the third EXP710 (5) to the IN port (1) on the left ESM in the fifth EXP710 (7).
5. Connect the IN port (1) on the right ESM in the fifth EXP710 (7) to the OUT port (2) on the right ESM in the third EXP710 (5).
6. Connect port 1 of drive channel 2 on the DS4700 to the OUT port (2) on the right ESM in the fifth EXP710 (7).
7. Connect the OUT port (2) on the left ESM in the second EXP710 (4) to the IN port (1) on the left ESM in the fourth EXP710 (6).
8. Connect the IN port (1) on the right ESM in the fourth EXP710 (6) to the OUT port (2) on the right ESM in the second EXP710 (4).
9. Connect the OUT port (2) on the left ESM in the fourth EXP710 (6) to the IN port (1) on the left ESM in the sixth EXP710 (8).
10. Connect the IN port (1) on the right ESM in the sixth EXP710 (8) to the OUT port (2) on the right ESM in the fourth EXP710 (6).
11. Connect the IN port (1) on the left ESM in the second EXP710 (4) to port 1 of drive channel 1 on the DS4700.
12. Connect port 2 of drive channel 2 on the DS4700 to the OUT port (2) on the right ESM in the sixth EXP710 (8).

### One DS4700 and one EXP810 storage expansion enclosure

Figure 55 shows the recommended cabling scheme for one DS4700 Storage Subsystem and one EXP810 storage expansion enclosure.

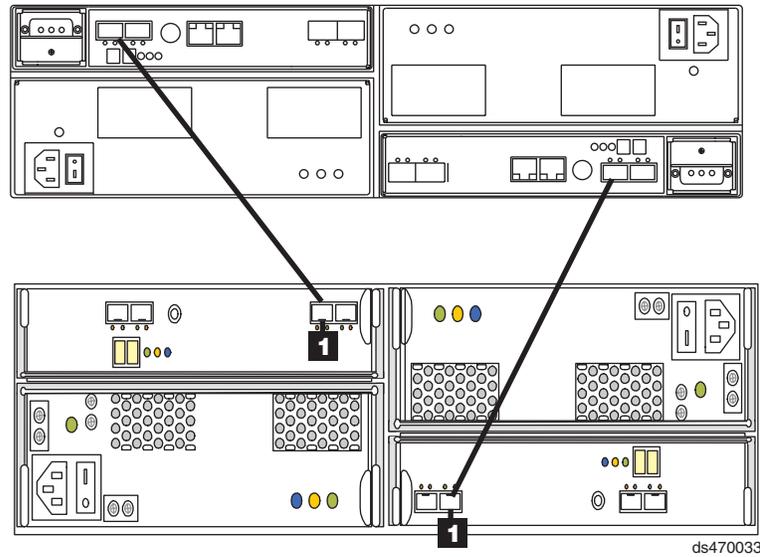


Figure 55. One DS4700 and one EXP810 storage expansion enclosure — Recommended cabling

Perform the following steps to create the recommended cabling scheme shown in Figure 55.

1. Connect either port 2 or port 1 of the dual-ported drive channel 1 in controller A on the DS4700 to port 1B ( **1** ) on the left ESM of the EXP810.
2. Connect either port 1 or port 2 of the dual-ported drive channel 2 in controller B on the DS4700 to port 1B ( **1** ) on the right ESM of the EXP810.

### One DS4700 and two EXP810 storage expansion enclosures

Figure 56 on page 70 shows the cabling scheme for one DS4700 Storage Subsystem and two EXP810 storage expansion enclosures behind both ports of a dual-ported drive channel.

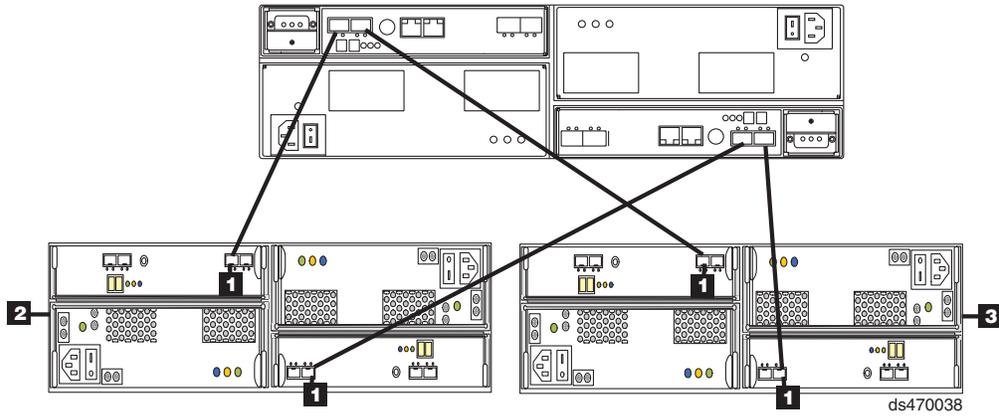


Figure 56. One DS4700 and two EXP810 storage expansion enclosures behind a pair of DS4700 drive ports

Perform the following steps to create the recommended cabling scheme shown in Figure 56.

1. Connect port 2 of drive channel 1 on the DS4700 to port 1B ( **1** ) on the left ESM in the first EXP810 ( **2** ).
2. Connect port 1B ( **1** ) on the right ESM in the first EXP810 ( **2** ) to port 1 of drive channel 2 on the DS4700.
3. Connect port 1 of drive channel 1 on the DS4700 to port 1B ( **1** ) on the left ESM in the second EXP810 ( **3** ).
4. Connect port 1B ( **1** ) on the right ESM in the second EXP810 ( **3** ) to port 2 of drive channel 2 on the DS4700.

### One DS4700 and three or more EXP810 storage expansion enclosures

To connect three or more storage expansion enclosures to a DS4700 Storage Subsystem, alternately connect a storage expansion enclosure to one of the drive ports of the dual-ported drive channel then connect to the other port until all of the storage expansion enclosures are attached. Figure 57 on page 71 shows the cabling scheme for one DS4700 Storage Subsystem and three EXP810 storage expansion enclosures behind both ports of a dual-ported drive channel.

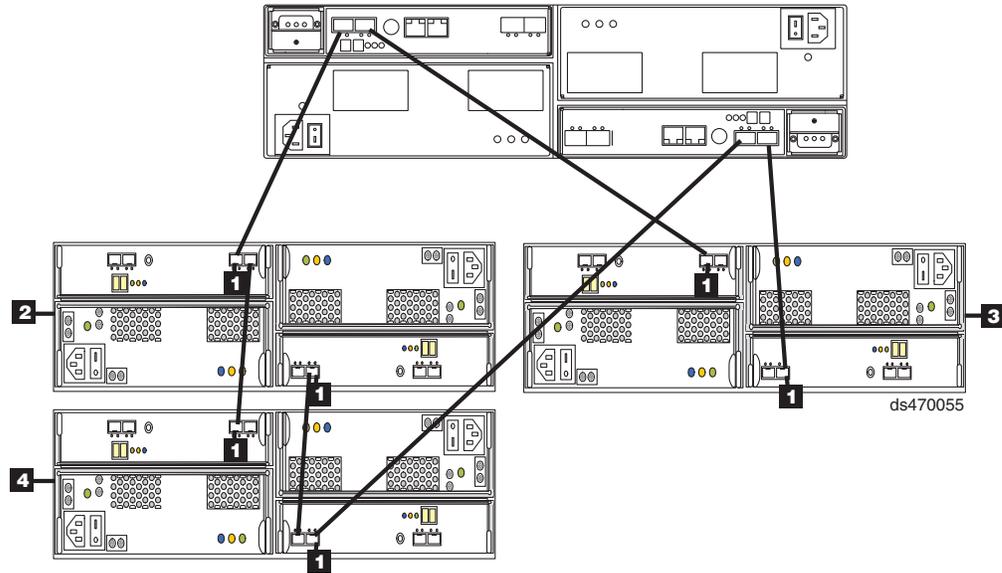


Figure 57. One DS4700 and three EXP810 storage expansion enclosures behind a pair of DS4700 drive ports

Perform the following steps to create the recommended cabling scheme shown in Figure 57.

1. Connect port 1A on the left ESM in the first EXP810 ( **2** ) to port 1B ( **1** ) on the left ESM in the third EXP810 ( **4** ).
2. Connect port 1A on the right ESM in the third EXP810 ( **4** ) to port 1B ( **1** ) on the right ESM in the first EXP810 ( **2** ).
3. Connect port 1B ( **1** ) on the left ESM in the first EXP810 ( **2** ) to port 2 of drive channel 1 on the DS4700.
4. Connect port 1 of drive channel 2 on the DS4700 to port 1B ( **1** ) on the right ESM in the third EXP810 ( **4** ).
5. Connect port 1B ( **1** ) on the left ESM in the second EXP810 ( **3** ) to port 1 of drive channel 1 on the DS4700.
6. Connect port 1B ( **1** ) on the right ESM in the second EXP810 ( **3** ) to port 2 of drive channel 2 on the DS4700.

Figure 58 on page 72 shows the recommended cabling scheme for one DS4700 Storage Subsystem and four EXP710 storage expansion enclosures behind both ports of a dual-ported drive channel.

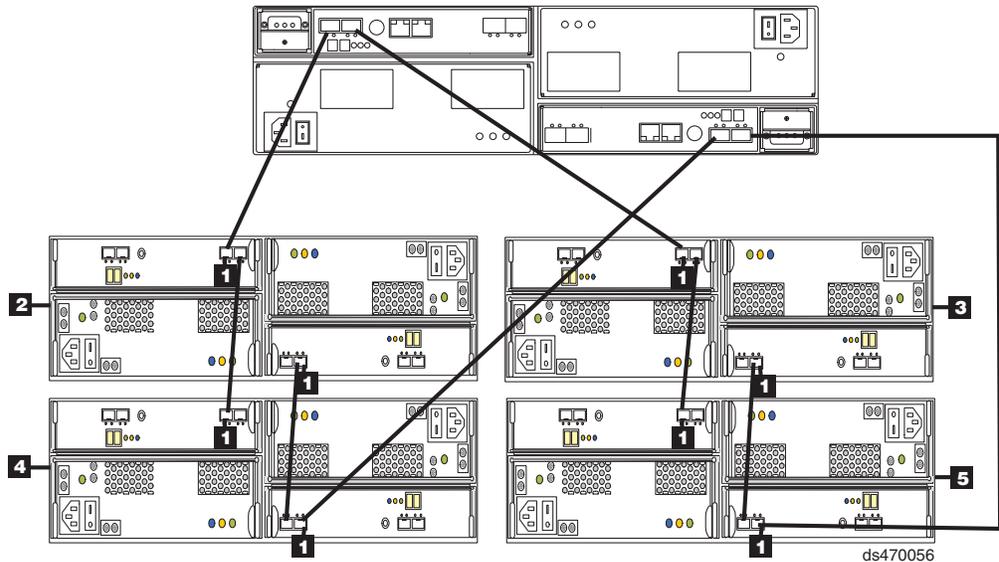


Figure 58. One DS4700 and four EXP810 storage expansion enclosures behind a pair of DS4700 drive ports

Perform the following steps to create the recommended cabling scheme shown in Figure 58.

1. Connect port 1A on the left ESM in the first EXP810 ( **2** ) to port 1B ( **1** ) on the left ESM in the third EXP810 ( **4** ).
2. Connect port 1A on the right ESM in the third EXP810 ( **4** ) to port 1B ( **1** ) on the right ESM in the first EXP810 ( **2** ).
3. Connect port 1B ( **1** ) on the left ESM in the first EXP810 ( **2** ) to port 2 of drive channel 1 on the DS4700.
4. Connect port 1 of drive channel 2 on the DS4700 to port 1B ( **1** ) on the right ESM in the third EXP810 ( **4** ).
5. Connect port 1A on the left ESM in the second EXP810 ( **3** ) to port 1B ( **1** ) on the left ESM in the fourth EXP810 ( **5** ).
6. Connect port 1A on the right ESM in the fourth EXP810 ( **5** ) to port 1B ( **1** ) on the right ESM in the second EXP810 ( **3** ).
7. Connect port 1B ( **1** ) on the left ESM in the second EXP810 ( **3** ) to port 1 of drive channel 1 on the DS4700.
8. Connect port 2 of drive channel 2 on the DS4700 to port 1B ( **1** ) on the right ESM in the fourth EXP810 ( **5** ).

Figure 59 on page 73 shows the recommended cabling scheme for one DS4700 Storage Subsystem and a maximum of six EXP810 storage expansion enclosures behind both ports of a dual-ported drive channel.

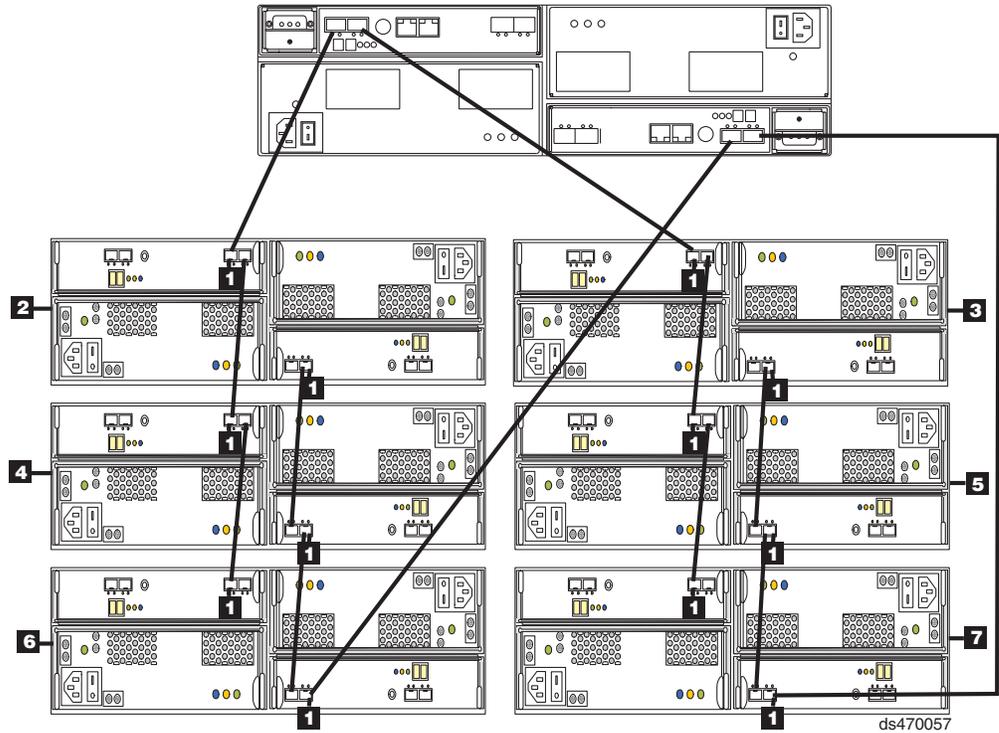


Figure 59. One DS4700 and a maximum of six EXP810 storage expansion enclosures behind a pair of DS4700 drive ports

Perform the following steps to create the recommended cabling scheme shown in Figure 59.

1. Connect port 1A on the left ESM in the first EXP810 ( **2** ) to port 1B ( **1** ) on the left ESM in the third EXP810 ( **4** ).
2. Connect port 1A on the right ESM in the third EXP810 ( **4** ) to port 1B ( **1** ) on the right ESM in the first EXP810 ( **2** ).
3. Connect port 1B ( **1** ) on the left ESM in the first EXP810 ( **2** ) to port 2 of drive channel 1 on the DS4700.
4. Connect port 1A on the left ESM in the third EXP810 ( **4** ) to port 1B ( **1** ) on the left ESM in the fifth EXP810 ( **6** ).
5. Connect port 1A on the right ESM in the fifth EXP810 ( **6** ) to port 1B ( **1** ) on the right ESM in the third EXP810 ( **4** ).
6. Connect port 1 of drive channel 2 on the DS4700 to port 1B ( **1** ) on the right ESM in the fifth EXP810 ( **6** ).
7. Connect port 1A on the left ESM in the second EXP810 ( **3** ) to port 1B ( **1** ) on the left ESM in the fourth EXP810 ( **5** ).
8. Connect port 1A on the right ESM in the fourth EXP810 ( **5** ) to port 1B on the right ESM in the second EXP810 ( **3** ).
9. Connect port 1B ( **1** ) on the left ESM in the second EXP810 ( **3** ) to port 1 of drive channel 1 on the DS4700.
10. Connect port 1A on the left ESM in the fourth EXP810 ( **5** ) to port 1B ( **1** ) on the left ESM in the sixth EXP810 ( **7** ).
11. Connect port 1A on the right ESM in the sixth EXP810 ( **7** ) to port 1B on the right ESM in the fourth EXP810 ( **5** ).

12. Connect port 2 of drive channel 2 on the DS4700 to port 1B ( **1** ) on the right ESM in the sixth EXP810 ( **7** ).

### One DS4700 and two or more storage expansion enclosures in a mixed environment

Figure 60 shows the recommended cabling scheme for a mixed DS4700 configuration with EXP710s and EXP810s.

**Attention:** It is recommended that you do not mix different types of storage expansion enclosures in the same drive channel pair.



Figure 60. One DS4700 and two or more storage expansion enclosures in a mixed environment — Recommended cabling

Perform the following steps to create the recommended cabling scheme shown in Figure 60.

**Note:** In Figure 60, EXP810s appear on the left while the EXP710s appear on the right.

- To cable the EXP810s:
  1. Connect port 2 of drive channel 1 on the DS4700 to port 1B ( **1** ) on the left ESM in the first EXP810 ( **4** ) .
  2. Connect port 1A on the left ESM in the first EXP810 ( **4** ) to port 1B ( **1** ) on the left ESM in the second EXP810 ( **6** ).
  3. Connect port 1A on the left ESM in the second EXP810 ( **6** ) to port 1B ( **1** ) on the left ESM in the third EXP810 ( **8** ).
  4. Connect port 1 of drive channel 2 on the DS4700 to port 1B ( **1** ) on the right ESM in the third (last) EXP810 ( **8** ).
  5. Connect port 1A on the right ESM of the third EXP810 ( **8** ) to port 1B ( **1** ) on the right ESM in the second EXP810 ( **6** ).
  6. Connect port 1A on the right ESM of the second EXP810 ( **6** ) to port 1B ( **1** ) on the right ESM in the first EXP810 ( **4** ).

- To cable the EXP710s:
  1. Connect port 1 of drive channel 1 on the DS4700 to the IN ( **2** ) port on the left ESM in the first EXP710 ( **5** ).
  2. Connect the OUT port ( **3** ) on the left ESM in the first EXP710 ( **5** ) to the IN port ( **2** ) on the left ESM in the second EXP710 ( **7** ).
  3. Connect the OUT port ( **3** ) on the left ESM in the second EXP710 ( **7** ) to the IN port ( **2** ) on the left ESM in the third (last) EXP710 ( **9** ).
  4. Connect port 2 of drive channel 2 on the DS4700 to the OUT port ( **3** ) on the right ESM in the third (last) EXP710 ( **9** ).
  5. Connect the IN port ( **2** ) on the right ESM of the third (last) EXP710 ( **9** ) to the OUT port ( **3** ) on the right ESM in the second EXP710 ( **7** ).
  6. Connect the IN port ( **2** ) on the right ESM of the second EXP710 ( **7** ) to the OUT port ( **3** ) on the right ESM in the first EXP710 ( **5** ).

## Storage expansion enclosure settings

This section provides information about storage expansion enclosure settings. For additional detail, refer to the Installation, User's, and Maintenance Guide for your storage expansion enclosure.

### 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.

### DS4000 storage expansion enclosure ID settings

Some DS4000 storage expansion enclosures, such as the EXP710, have an enclosure ID switch that is used to identify the DS4000 storage expansion enclosure on a fibre channel loop. The enclosure ID switch is located on the back of the unit. Other DS4000 storage expansion enclosures, such as the EXP810, do not have an enclosure ID switch because the controller automatically sets the enclosure ID number.

If required, use a small screwdriver or the tip of a pen to push the small buttons above and below each enclosure ID digit to change the enclosure ID setting. Press the button located above the digit to lower the digit by one. Press the button located below the digit to raise the digit by one.

**Note:** Some DS4000 storage expansion enclosures ship with a panel installed over the enclosure ID switch to prevent the enclosure ID from being changed accidentally. If your DS4000 storage expansion enclosure has a protective panel over the ID switch, use a pencil or a small screwdriver to change the enclosure ID.

Each storage expansion enclosure in a DS4000 Storage Subsystem drive loop must have a unique enclosure ID. DS4000 controllers use a combination of the enclosure ID and the number of the physical slot that a 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 storage expansion enclosures, it is recommended that you use the tens digit (x10) enclosure ID setting to distinguish different redundant drive channel pairs and use the ones digit (x1) enclosure ID setting to distinguish storage expansion enclosure IDs within a redundant drive channel pair. For example, in a DS4700 configuration with six EXP710 storage expansion enclosures distributed equally across one redundant drive channel/loop pair, the recommended enclosure ID settings for the enclosures are shown in Table 20. EXP810 storage expansion enclosures automatically set their enclosure IDs to be unique in a drive channel pair.

*Table 20. Recommended enclosure ID settings scheme when connecting a DS4700 to EXP710s*

	<b>Enclosure ID of storage expansion enclosures in a redundant drive channel</b>
<b>Enclosure 1</b>	11
<b>Enclosure 2</b>	12
<b>Enclosure 3</b>	13
<b>Enclosure 4</b>	14
<b>Enclosure 5</b>	15
<b>Enclosure 6</b>	16

The DS4700 normally ships with an enclosure ID outside the range of 00–77. However, if your DS4700 enclosure ID was set to a value within the range of 00–77, it may be in conflict with the enclosure ID of one of the drive expansion enclosures that you are trying to attach to the DS4700. If this is the case, the amber ID Conflict LED on the storage expansion enclosure will light after you power on the storage subsystem.

Give each storage expansion enclosure in a redundant drive channel pair 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 DS4700 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 channel problems, since one cannot easily ascertain whether the same device with a different address or different device may be causing a problem.

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## **Intermixing the EXP810 and EXP710 in the same drive loop**

In a DS4700 configuration, you can only intermix EXP810s and EXP710s. When intermixing EXP810s and EXP710s in the same drive loop, the Link Rate switch for all storage expansion enclosures in the intermixed drive loop must be 2 Gbps because the EXP710 only operates at 2 Gbps.

There are maximum limits to the number of fibre channel hard drives that you can configure in redundant drive channel pairs. The maximum number of drives dictates a fixed number of supported EXP710 and EXP810 drive enclosure combinations. Table 21 on page 77 lists the numbers of EXP710 and EXP810 storage expansion enclosures that you can combine for use in a single redundant drive channel/loop pair in a DS4700 configuration. Table 21 on page 77 shows the supported EXP810

and EXP710 storage expansion enclosures combinations per redundant drive channel/loop pair in a DS4700 configuration. The table assumes that a DS4700 storage subsystem is generally capable of addressing the maximum of 112 fibre channel hard drives for each redundant drive channel/loop pair.

*Table 21. Supported EXP810 and EXP710 enclosure combinations per redundant drive channel/loop pair in a DS4700 configuration*

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

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## Connecting secondary interface cables

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

Use the Ethernet interface ports on the back of the storage subsystem to connect the controllers for direct management of the storage subsystems (see “Direct (out-of-band) management method” on page 80).

### Important:

1. The serial interface ports are intended to be used by service technicians to perform diagnostic operations on the storage subsystem. Incorrect use of the serial port can result in loss of data access and, in some cases, in loss of data. Do not make connections to the serial port unless you do so under the direct supervision and guidance of IBM support personnel. The serial port connection requires a special PS2 DIN to DB9 male converter. (IBM Service and support personnel, see Serial cable adapter (RoHS) in “Parts listing” on page 148 for FRU P/N.)
2. To minimize security risks, do not connect the DS4700 in a public LAN or public subnet. Use a local private network for the DS4700 and the management station Ethernet ports.
3. To ensure proper EMI shielding, always use quality braided and shielded serial cables.

Connect a pair of Ethernet cables from the storage-management station to the Ethernet ports for Controller A (located on the top) and Controller B (located on the bottom) on the back of the storage subsystem. Figure 61 on page 78 shows the location of the ports on the DS4700 Storage Subsystem model 70, and Figure 62 on page 78 shows the location of the ports on the DS4700 Storage Subsystem

model 72. Only one Ethernet port connection from each controller is required to establish a direct (out-of-band) management connection to the DS4700 Storage Subsystem.

**Note:** The alignment of the Ethernet and serial ports on controller A are opposite those of controller B. Before inserting an Ethernet or serial cable, verify that the cable connection is rotated correctly to match the alignment of the port on the RAID controller. Do not force-fit.

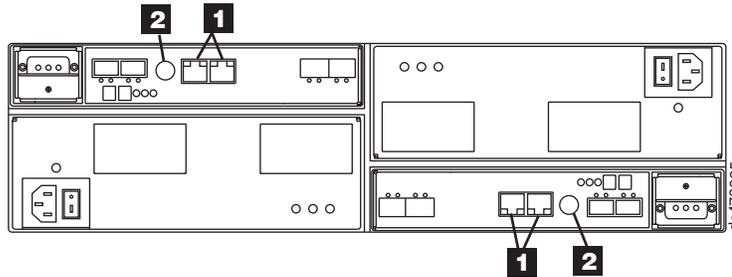


Figure 61. Ethernet and serial port locations on DS4700 model 70

Table 22. DS4700 Storage Subsystem (Model 72) location of host ports on controllers

Number	Description
1	Ethernet ports <b>Note:</b> Ethernet ports on the left controller are labeled 2 and 1. On the right controller, they are labeled 1 and 2.
2	Serial port

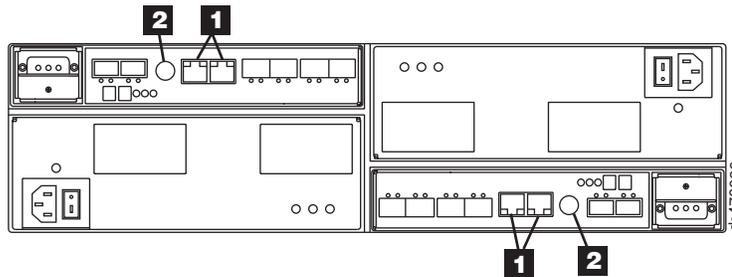


Figure 62. Ethernet and serial port locations on DS4700 model 72

Table 23. DS4700 Storage Subsystem (Model 72) location of host ports on controllers

Number	Description
1	Ethernet ports <b>Note:</b> Ethernet ports on the left controller are labeled 2 and 1. On the right controller, they are labeled 1 and 2.
2	Serial port

## Configuring the storage subsystem

You must configure the storage subsystem configuration after you install the storage subsystem in a rack cabinet. Use the information in the following sections to configure your storage subsystem configuration.

### Storage subsystem management methods

Before you configure the storage subsystem, determine which method of storage subsystem management you want to use. You can manage the storage subsystems in either of two ways: host-agent (in-band) management or direct (out-of-band) management.

For more information on setting up in-band or out-of-band management connections, refer to the DS4000 Storage Manager Installation and Support Guide for the operating system of the host computer that will be used to manage the DS4700 Storage Subsystem.

**Important:** If the operating system of the host server that the storage subsystem logical drives are mapped to is not Microsoft Windows 2000 or Server 2003, then you have to make a direct (out-of-band) management connection to the storage subsystem to set the correct host type first. Then, the server will be able to recognize the storage subsystem correctly for host-agent (in-band) management.

#### Host-agent (in-band) management method

This method requires host-agent software that you install on the host server. The host-agent software allows the DS4000 Storage Manager client program to manage the DS4000 Storage Subsystem using the same fibre channel connections between the host server and the storage subsystem. You must install at least one management station and a software agent host. The management station can be the host or a workstation on the Ethernet network. A management station will have the client software installed. Figure 63 on page 80 shows the host-agent (in-band) management method.

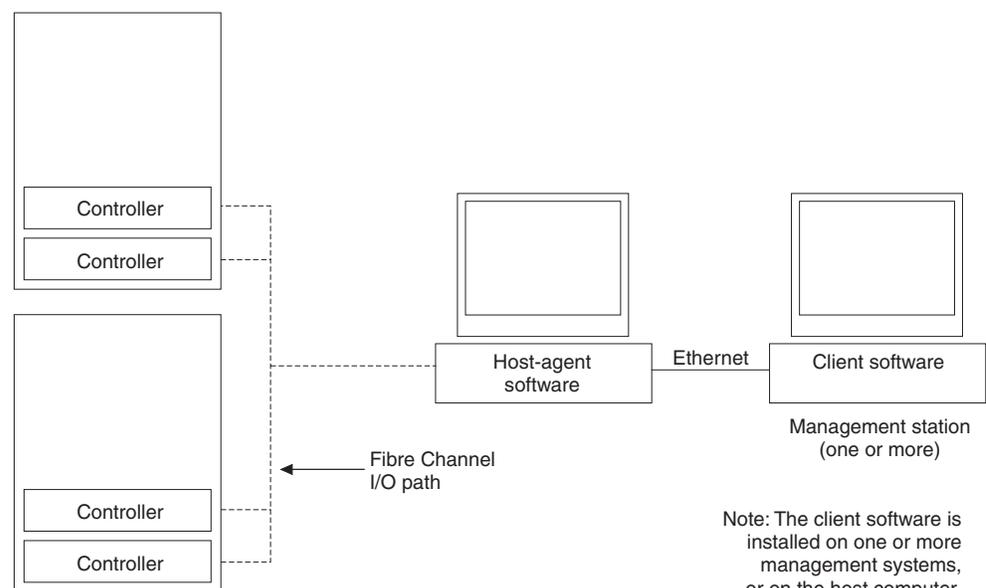


Figure 63. Host-agent (in-band) managed storage subsystems

### Direct (out-of-band) management method

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

**Note:** Do not connect the DS4700 Storage Subsystem Ethernet ports to a public network or public subnet. It is strongly recommended that you create a private network between the DS4700 Storage Subsystem and the management station.

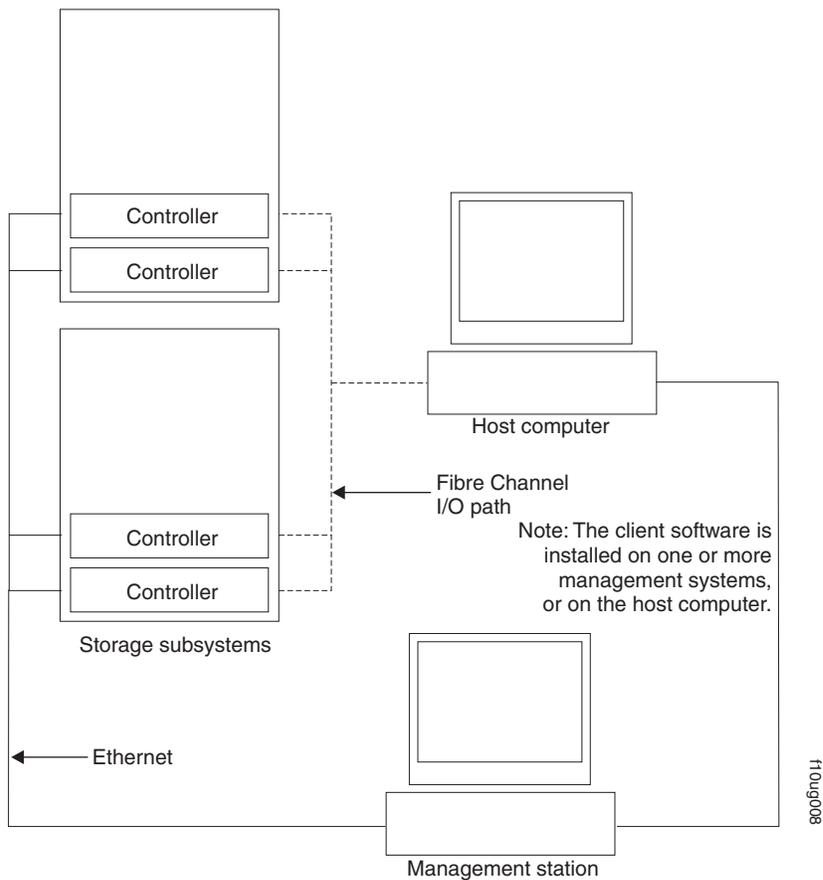


Figure 64. Direct (out-of-band) managed storage subsystems

## Connecting hosts to the DS4700

The DS4700 supports redundant direct attached connections to up to four hosts (models 72A and 72H). To ensure full protection against the loss of any one fibre channel path from the host servers to the DS4700 Storage Subsystem, always use redundant host connections by connecting each host to the appropriate

single-ported host channels on both RAID controllers A and B. Using the fibre channel switches, up to 256 hosts can be redundantly attached to the DS4700 Storage Subsystem in a fibre channel SAN fabric.

To connect a host adapter to the DS4700 RAID controllers, perform the following steps:

1. Install SFP modules in host ports on RAID controllers A and B.

**Note:** The alignment of the single-ported host channels on controller A are opposite those of controller B. Before inserting an SFP module into a host port, verify that the SFP module is rotated correctly to match the alignment of the host port on the RAID controller. Do not force-fit.

2. Connect the fibre channel cables from the SFP modules in the DS4700 RAID controller host ports to either the SFP modules in the fibre channel switch or the SFP modules of the host bus adapters. Figure 65 and Figure 66 show the location on the RAID controllers on models 70 and 72 of the DS4700 Storage Subsystem where the host-system cables connect.

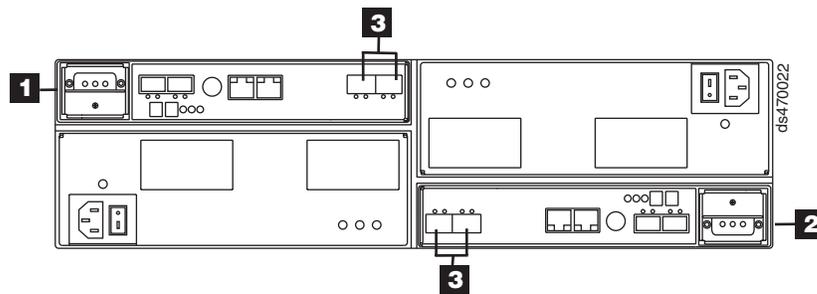


Figure 65. Location of host cables on RAID controllers on model 70 of the DS4700

Table 24. DS4700 Storage Subsystem (Model 70) location of host ports on controllers

Number	Description
1	Controller A
2	Controller B
3	Host Ports

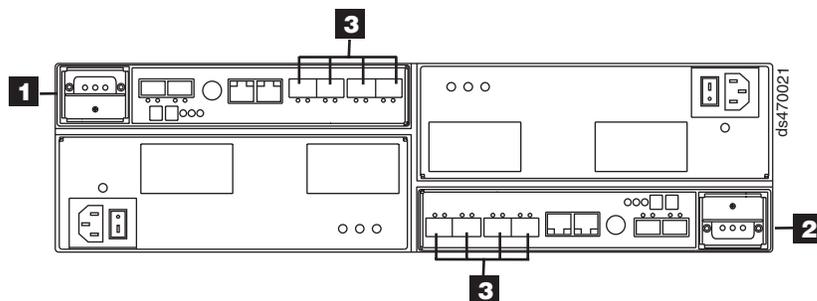


Figure 66. Location of host cables on RAID controllers on model 72 of the DS4700

Table 25. DS4700 Storage Subsystem (Model 72) location of host ports on controllers

Number	Description
1	Controller A

Table 25. DS4700 Storage Subsystem (Model 72) location of host ports on controllers (continued)

Number	Description
2	Controller B
3	Host Ports

- Repeat steps 1 on page 81 and 2 on page 81 for each additional redundant host connection. You can create a maximum of two redundant host connections for the DS4700 Storage Subsystem model 70, as shown in Figure 67, or a maximum of four redundant host connections for the DS4700 Storage Subsystem model 72, as shown in Figure 68 on page 83.

**Note:** Figure 68 on page 83 shows a connection to a fibre channel host bus adapter in the DS4700 Storage Subsystem. You can also connect to fibre channel switch ports (not shown).

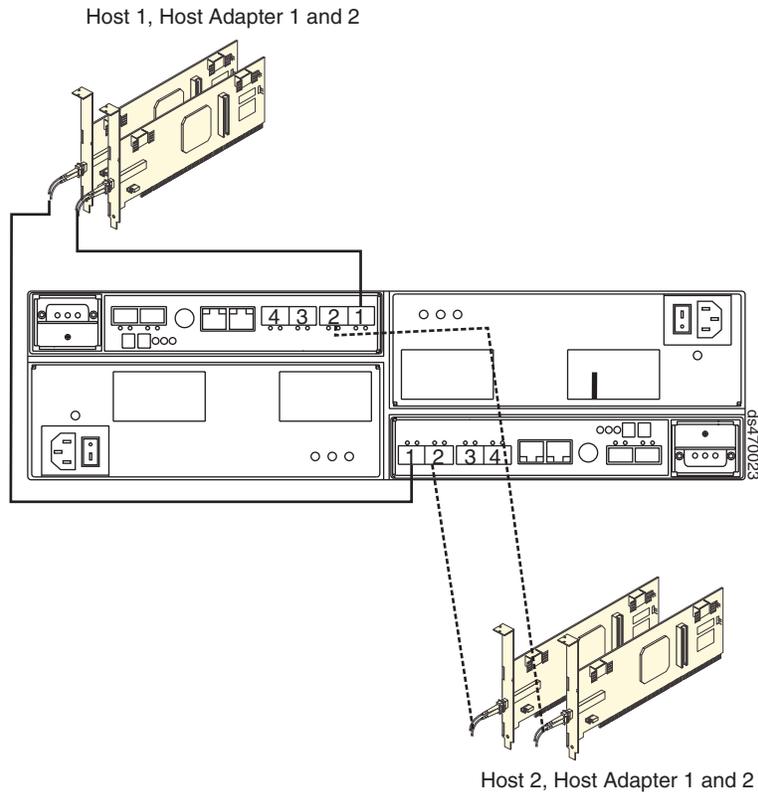


Figure 67. Cabling diagram for two redundant host connections

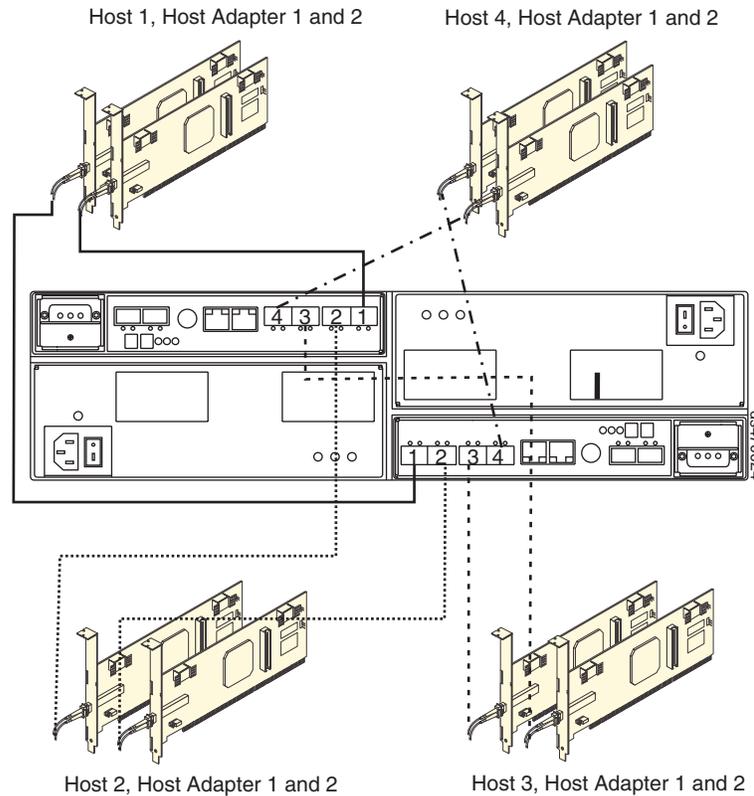


Figure 68. Cabling diagram for four redundant host connections

For examples of redundant, partially-redundant, and non-redundant host and drive loop configurations, see “Fibre channel host loop configurations.”

## Fibre channel connections

The storage subsystem fibre channel connection consists of up to four host fibre-channel loops and a redundant drive fibre-channel loop. The host fibre-channel loops provide the fibre path for host attachment. They can consist of fibre-channel cables, SFPs, host bus adapters, fibre-channel switches, and RAID controllers. The redundant drive fibre-channel loop provides the fibre path from the DS4700 Storage Subsystem to the hard disk drives (HDDs) in the storage expansion enclosures. The redundant drive fibre-channel loop consists of the DS4700 Storage Subsystem, the storage expansion enclosures, fibre-channel cables, and SFPs.

The DS4700 supports redundant drive channel loop configurations. You can build a redundant drive channel loop by connecting one or more storage expansion enclosures to the redundant RAID controllers. Then, use dual fiber-optic cables to connect one storage expansion enclosure to another in a daisy-chain. For more information, see “Connecting storage expansion enclosures to the DS4700” on page 55.

## Fibre channel host loop configurations

You must determine how the host systems will connect to the storage subsystem. You can connect up to four host systems directly to the storage subsystem, or you can connect more than two hosts to the fibre channel storage subsystem through switches. The illustrations in the following sections show common host system configurations.

**Note:** The minimum DS4700 configuration is two partitions. The maximum is 64 partitions. Configuration upgrades are available as upgrade options. Contact your IBM reseller or marketing representative for more information.

## Redundant host and drive loops

This section provides examples of DS4700 host fibre channel configurations.

**DS4700 host configurations:** This section provides the following examples of DS4700 host fibre channel configurations.

- Redundant host and drive fibre channel loop configurations, as shown in Figure 69
- Single SAN fabric configuration, as shown in Figure 70 on page 85
- Dual SAN fabric configuration, as shown in Figure 71 on page 85
- Two storage subsystems in a dual SAN fabric configuration, as shown in Figure 72 on page 86
- Two clusters, as shown in Figure 73 on page 86

### Notes:

1. These configurations have host and drive path failover protection and are recommended for high availability.
2. The following illustrations do not accurately represent the controller locations or port locations in the DS4700. The illustrations are for illustration purposes only.

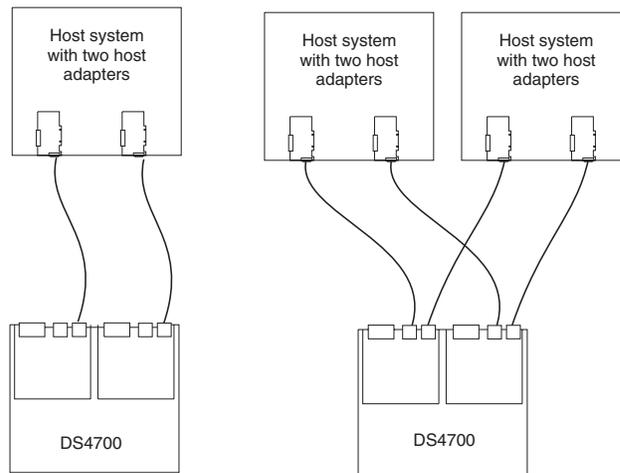


Figure 69. Examples of redundant host direct attached fibre channel configurations

In Figure 70 on page 85, the fibre channel switches are connected together via the inter-switch link (ISL) to form a single SAN fabric.

DS470027

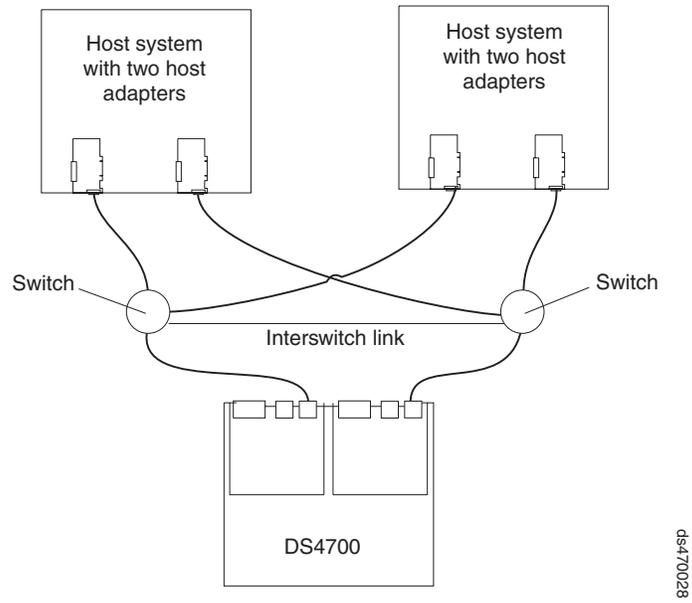


Figure 70. Example of a single SAN fabric configuration

In Figure 71, the fibre channel switches are connected together via the inter-switch link (ISL) to form a dual SAN fabric.

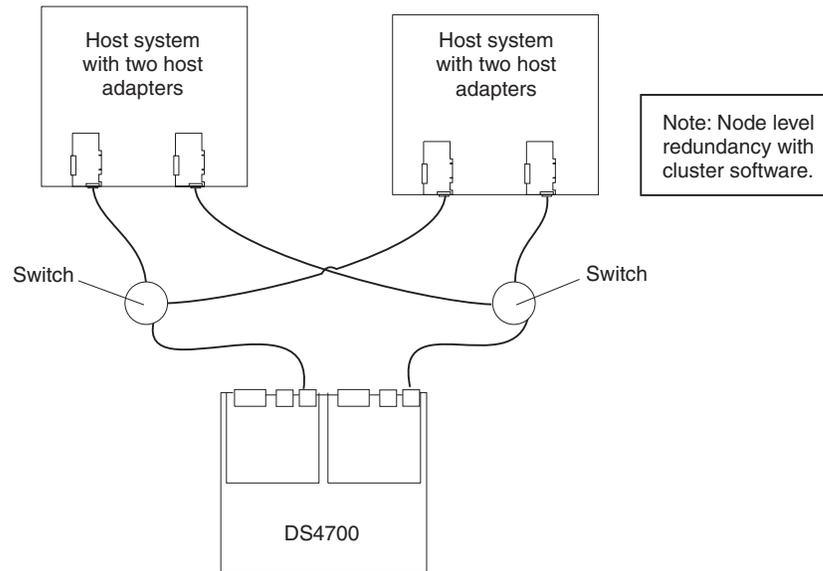


Figure 71. Example of a dual SAN fabric configuration

In Figure 72 on page 86, the fibre channel switches are not connected together. Each switch forms its own SAN fabric.

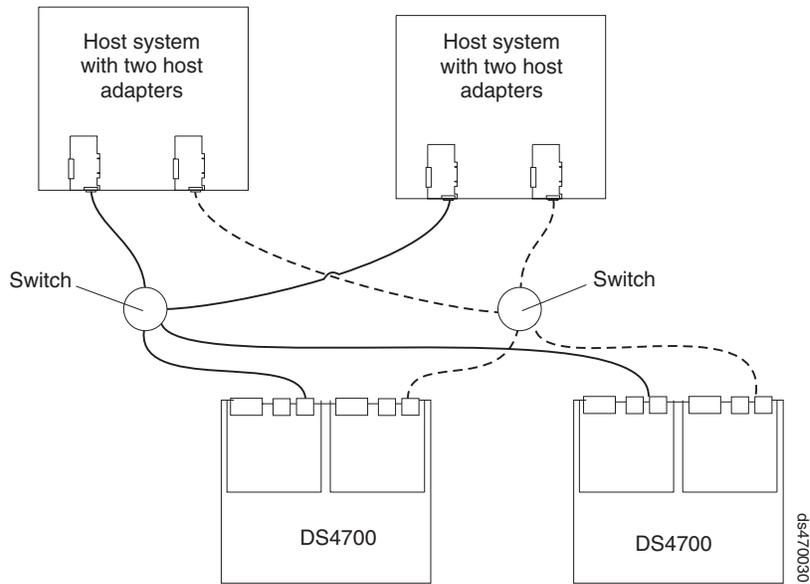


Figure 72. Example of two storage subsystems in a dual SAN environment

Figure 73 shows an example of a two-cluster configuration.

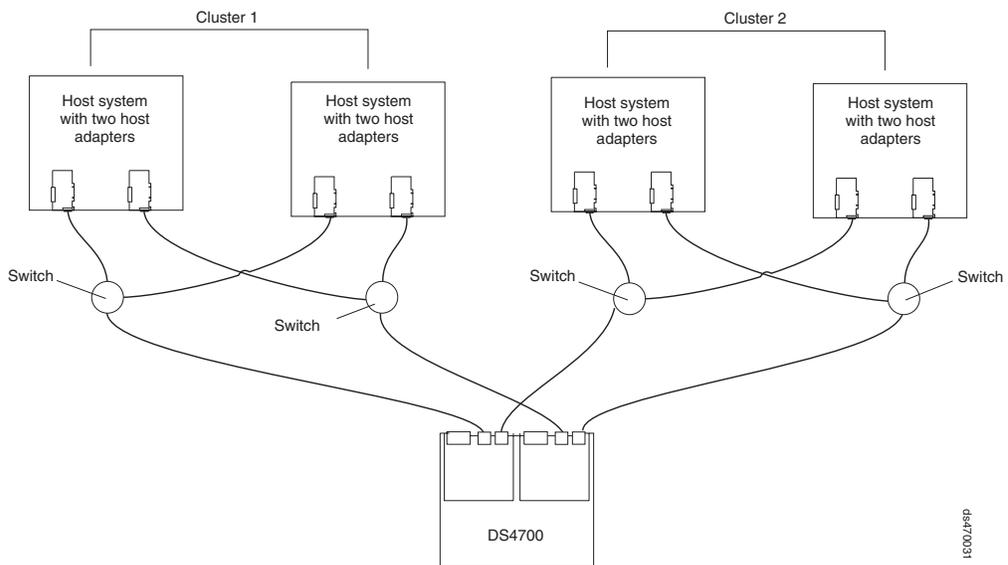


Figure 73. Example of a two-cluster configuration

## Installing the storage subsystem configuration

Using the information gathered in the previous sections, install the host systems and host adapters.

### Notes:

1. See the documentation provided with your host adapters for installation requirements and procedures.
2. Use the correct host adapter driver. For the latest supported host adapters and drivers, go to the following Web site:  
[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

Attach fiber-optic interface cables to each host adapter. You will connect the other end of the cables to the controller later in the installation process. For more information about handling fiber-optic cables, see “Handling fiber-optic cables” on page 45.

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## Cabling the power supply

Complete the following steps to connect the power supply cable:

1. Using the supplied strap, tie the power supply cord to the rail to provide strain relief for the power cord.
2. 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. For maximum protection against power loss, connect each of the two power supplies to a different power source.
5. Continue with “Powering on the storage subsystem” on page 91 for the initial startup of the storage subsystem.



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## Chapter 4. Operating the storage subsystem

This chapter describes operating procedures for the DS4700.

To ensure optimal operation of your system, see “Best practices guidelines” on page 5

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### Performing the DS4000 Health Check process

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

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

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

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

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

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

If you discover your firmware is not up-to-date, upgrade the firmware and software to the latest level appropriate to your DS4000 storage configuration. See “Web pages” on page 90 for information about where to find the latest firmware and software.

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

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

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

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

## Web pages

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

For DS4000 information, go to the following Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

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](http://www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html)

## Hardware responsibilities

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

IBM suggests you follow these guidelines:

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

**Note:** Some updates might require storage subsystem downtime.

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

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

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

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

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## Powering on the storage subsystem

This section contains instructions for turning the storage subsystem on under normal and emergency situations. When you turn on and turn off the DS4700, be sure to use the startup sequence in this section. If you are turning on the storage subsystem after an emergency shutdown or power outage, see “Restoring power after an unexpected shutdown” on page 108.

## Turning on the storage subsystem

The following procedure covers two situations:

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

**Attention:**

1. **Potential damage to drives** - Repeatedly turning the power off and on without waiting for the drives to spin down can damage the drives. Always wait at least 70 seconds from when you turn off the power until you turn it on again.
  2. If you are connecting a power cord to a DS4700 Storage Subsystem or storage expansion enclosure, turn off both of its power switches first. If the main circuit breaker is off, be sure both power switches are off on each storage expansion enclosure in the cabinet before turning on the main circuit breakers.
1. Are the main circuit breakers turned on?

- **Yes** - Turn off **both** power switches on each enclosure that you intend to connect to the power.
  - **No** - Turn off **both** power switches on **all** enclosures in the storage subsystem.
2. Ensure that all power cords are connected.

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

3. If the main circuit breakers are turned off, turn them on.
4. Verify that the link rate setting on the front of the storage expansion enclosure matches the speed of the drives in the subsystem.

**Attention:** You must turn on power to each attached storage expansion enclosure before turning on power to the DS4700 Storage Subsystem to ensure that the controllers recognize all drives in the configuration during the startup process.

5. Turn on both power switches on the back of each storage expansion enclosure attached to the storage subsystem. While each storage expansion enclosure powers up, the green and amber LEDs on the front and back of the storage expansion enclosure turn on and off intermittently. Depending on your configuration, it can take several minutes for each storage expansion enclosure to power up.

Check the LEDs on the front and back of all the storage expansion enclosures. Verify that no Needs Attention or enclosure ID LEDs light on any of the storage expansion enclosures. To verify the fibre channel connections between the drive expansion enclosures, make sure that no Port Bypass LEDs for connections to other storage expansion enclosures are lit. Only the Port Bypass LED of the ESM port that connects directly to the storage subsystem drive port should be lit.

**Note:** The drive activity LEDs will flash slowly (once every 2 seconds) until the drive is started by the DS4700 controller.

6. Turn on both AC power switches on the back of each controller in the storage subsystem. Figure 74 on page 93 shows the location of the AC power switches on the controllers.



- d. Review the status of the configuration components shown in the Subsystem Management Window by selecting the appropriate component button for each storage subsystem.
8. Are the LEDs indicating normal operation, and is the status Optimal on all the configuration components?
  - Yes — End of procedure.
  - No — Go to step 9.
9. Diagnose and correct the fault by completing the following steps.
  - a. Run the DS4000 Storage Manager Recovery Guru by selecting the Recovery Guru toolbar button in the Subsystem Management Window.
  - b. Complete the recovery procedure.

If the Recovery Guru directs you to replace a failed component, use the individual LEDs on the storage subsystem to locate the specific failed component. For troubleshooting procedures, see Chapter 6, “Hardware maintenance,” on page 143.
  - c. When the recovery procedure is completed, select Recheck in the Recovery Guru. This action reruns the Recovery Guru to ensure that the problem has been corrected.
  - d. If the problem persists, contact your IBM service representative.

---

## Installing the DS4000 Storage Manager client

Refer to the *IBM System Storage DS4000 Storage Manager 9.16 Installation and Support Guide* for the appropriate operating system for instructions on how to install the Storage Manager software. Use that document and the online help to configure the logical drives, partitions, and so on for the RAID controllers. Use your operating system documentation to make the new logical drives accessible to the operating system. Do not proceed with the configuration setup until you have completed the DS4000 Storage Manager installation.

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

- HBA drivers
- Controller firmware version 06.16.xx.xx
- IP addresses for RAID controllers (for in-band management only)
- Additional documentation for switches and HBAs, if needed
- Appropriate host kit for your operating system, which includes the *DS4000 Storage Manager Version 9.16 Support CD* containing the Storage Manager version 9.16 and the storage subsystem controller firmware 06.16.xx.xx.

Depending on the DS4700 model you order, your DS4700 will ship with either the Microsoft Windows host software attachment kit or with your choice of host software kits (Windows, AIX, Linux, Netware, SUN Solaris, HP-UX, Linux on POWER, or VMware). The host software kit grants you permission to attach host servers using the appropriate operating system to the DS4700. The kit includes a *DS4000 Storage Manager Version 9.16 Support CD* that has the appropriate IBM DS4000 Storage Manager host software. The CD also includes controller firmware version 06.16.xx.xx.

For the latest controller firmware, check the IBM support web site for DS4000 storage products.

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

Before any planned system shutdown or after any system additions, removals, or modifications (including firmware updates, logical drive creations, storage partitioning definitions, hardware changes, and so on), save the storage subsystem profile as explained in the DS4000 Storage Manager guide for your operating system. Save the profile in a location other than the logical drives created for the DS4700.

Always refer to the readme that is included with the DS4700 Storage Subsystem firmware package (whether the firmware is accessed by the Web or CD) for any special requirements or restrictions that apply to that particular firmware version.

**Note:** Make sure that you install the DS4000 Storage Manager event monitoring service to enable continuous monitoring of the status of the storage subsystem. For more information about the importance of this information, see “Monitoring status through software.”

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## Monitoring status through software

Use the DS4000 Storage Manager client to monitor the status of the storage subsystem. Run the software constantly, and check it frequently.

**Notes:**

1. You can only monitor storage subsystems that are within the management domain of the storage-management software.
2. If you have not installed the DS4000 Storage Manager Event Monitor service as part of the storage-management software installation, the DS4000 Storage Manager Enterprise Management window must remain open. (If you close the window, you will not receive any alert notifications from the managed storage subsystems.)

For more information, see the Enterprise Management online Help.

**Important:** Refer to the *IBM System Storage DS4000 Storage Manager 9.16 Installation and Support Guide* for the appropriate operating system for instructions on how to install the DS4000 Storage Manager 9.16 host software.

In addition, to download the latest version of the DS4000 Storage Manager host software, the DS4700 Storage Subsystem controller firmware and NVSRAM, and the latest DS4000 ESM firmware, go to the following Web site:

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

The DS4000 Storage Manager client provides the best way to diagnose and repair storage-server failures. The software can help you:

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

Although the storage subsystem has Needs Attention LEDs, these LEDs do not necessarily indicate which component has failed or needs to be replaced, or which type of recovery procedure you must perform. In some cases (such as in the case of a hard disk drive exceeding its PFAs), the Needs Attention LED does not turn on. Only the DS4000 Storage Manager client can detect the failure.

For example, the recovery procedure for a Predictive Failure Analysis® (PFA) flag (impending drive failure) on a drive varies depending on the drive status (hot spare, unassigned, RAID level, current logical drive status, and so on). Depending on the circumstances, a PFA flag on a drive can indicate a high risk of data loss (if the drive is in a RAID 0 volume) or a minimal risk (if the drive is unassigned). Only the DS4000 Storage Manager client can identify the risk level and provide the necessary recovery procedures.

**Note:** For PFA flags, the General-system-error LED and Drive Needs Attention LEDs do not turn on, so checking the LEDs will not notify you of the failure, even if the risk of data loss is high.

Recovering from a storage-server failure might require you to perform procedures other than replacing the component (such as backing up the logical drive). The DS4000 Storage Manager client gives these procedures.

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

## Firmware updates

**Attention:** Save the storage subsystem profile before performing any controller or ESM firmware upgrades. Save the DS4700 storage subsystem profile and all configuration (\*.cfg) files to a server disk that will remain accessible in the event of a DS4000 storage configuration failure. Do not save these files only to a LUN in the DS4000 Storage Subsystem.

To ensure the optimal operation of the DS4700 and its attached storage expansion enclosures, the storage expansion enclosure ESM firmware, the DS4700 controller firmware, the hard drive firmware, and the NVSRAM (for controllers only) must be up to date. Go to the following Web site to get the latest updates.

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

Always check the Readme files that are included with the firmware packages for the most up-to-date information about firmware prerequisites, firmware update instructions, and host I/O restrictions, if any. Apply the necessary updates before configuring the storage subsystem arrays and logical drives. Subscribe to My Support for automatic notifications of firmware or Storage Manager software updates or any important information about your DS4000 subsystems (see “Product updates” on page 4).

**Attention:** Read the Readme file that is included in each firmware or DS4000 Storage Manager software package for any limitations, subsystem firmware prerequisites, or download-sequence information. For example, the controller firmware code might require the storage expansion enclosure ESM firmware to be upgraded first to a particular version, or the controller firmware download might require the halting of I/Os to the DS4700's logical drives. Failure to observe the limitations, prerequisites, and dependencies in the Readme file might result in a loss of data access.

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

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

## Troubleshooting the storage subsystem

The DS4000 Storage Manager is the best way to monitor the storage subsystem, diagnose a problem, and recover from a hardware failure. You should run the DS4000 Storage Manager continuously, and frequently check the configuration status.

Use the following procedure to check the status of and identify a problem with the storage subsystem. If a problem has occurred, use the DS4000 Storage Manager client software and the LEDs on the storage subsystem to help locate a failed component.

1. Open the Subsystem Management Window.
2. Select the component button for each storage expansion enclosure in this storage subsystem, and view the status of each of the components.  
The status for each component is either Optimal or Needs Attention.
3. Does any component have a Needs Attention status?
  - **Yes** - Go to step 4.
  - **No** - All components are Optimal. Go to step 6.
4. Select the Recovery Guru toolbar button. Perform the procedure in the Recovery Guru to correct the problem. The Recovery Guru might direct you to replace the failed component. If so, go to step 5.

**Attention:** If the fault requires you to power off an attached storage expansion enclosure, you might need to cycle the power on the DS4000 storage subsystem and all remaining storage expansion enclosures in the storage subsystem. Contact IBM Customer and Technical Support before powering off any attached storage expansion enclosures.

5. Mute the alarm, if needed.
6. Check the indicator LEDs on the front and the back of the storage expansion enclosure.  
A green LED denotes a normal status; an amber LED denotes a hardware fault.
7. Is an amber LED on?
  - **Yes** - Locate and troubleshoot the failed components. See "Checking the LEDs" on page 98.
  - **No** - You are finished with this procedure. If you are still experiencing a problem with this storage subsystem, create, save, and print a storage

subsystem profile. This information might be helpful when troubleshooting. Contact IBM Customer and Technical Support for assistance. When the recovery procedure is completed, select Recheck in the Recovery Guru to rerun the Recovery Guru and to ensure that the problem has been corrected.

## Checking the LEDs

The LEDs display the status of the storage subsystem and components. Green LEDs indicate a normal operating status; amber LEDs (Needs Attention) indicate a possible failure; a blue LED on a CRU indicates that is safe to remove a component.

The DS4700 Storage Subsystem also has a blue Global Locate LED that is lit when the menu function is selected in the Subsystem Management window, causing the LOCATE command to be sent to the DS4700.

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

## Power supply-fan LEDs

This section describes the primary LEDs on the storage subsystem power supply-fans.

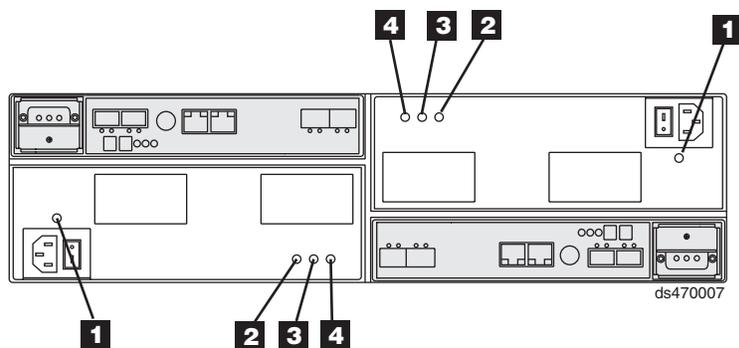


Figure 75. Power supply-fan LEDs

Table 27. Power supply-fan LEDs

Number	LED	Normal Status	Problem Status
1	Power supply-fan Power 	On	Off
2	Service Action Allowed (OK to Remove) 	Off	On
3	Service Action Required (Fault) 	Off	On

Table 27. Power supply-fan LEDs (continued)

Number	LED	Normal Status	Problem Status
4	Direct Current Enabled 	On	Off

## Front LEDs

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

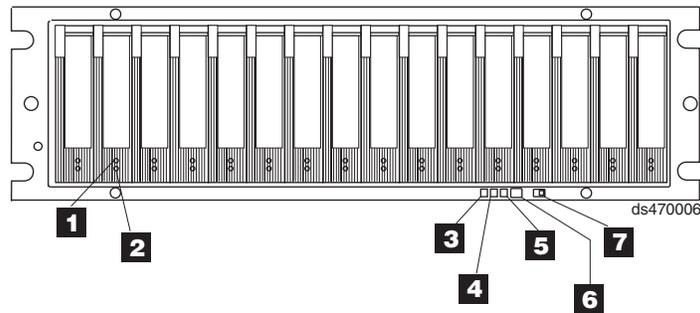


Figure 76. Front LEDs and controls

Table 28. Front LEDs and controls

Number	LED	Normal Status	Problem Status
1	Drive Activity LED	On (not blinking) - No data is being processed  Blinking - data is being processed	Off
2	Drive Fault LED	Off  Blinking - Drive, volume, or storage array locate function	On (not blinking)
3	Global Locate 	On	N/A
4	Global Summary Fault 	Off	On
5	Global Power 	On	Off
6	Reset Alarm Mute Button	N/A	N/A
7	Link Rate Switch	Set to the 2 Gbps or 4 Gbps position, depending on your configuration.	N/A

## Battery unit LEDs

This section describes the primary LEDs on the storage subsystem battery units.

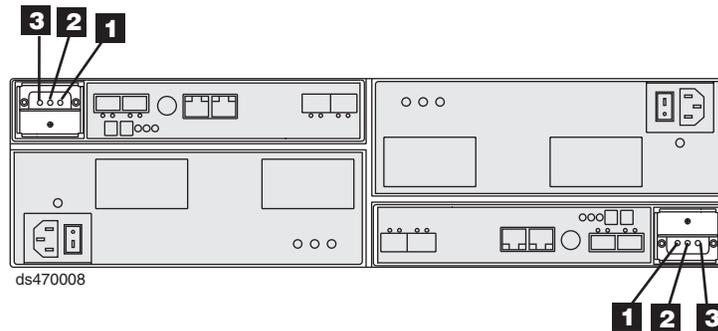


Figure 77. Battery unit LEDs

Table 29. Battery unit LEDs

Number	LED	Normal Status	Problem Status
1	Service Action Allowed (OK to Remove)	Off	On
2	Service Action Required (Fault)	Off	On
3	Battery Charging	On, ready Blinking, charging	Off

The Global Power, Global Summary Fault, and Global Locate LEDs are general indicators for the entire DS4700 Storage Subsystem (or configuration, in the case of the Global Summary Fault). The Global Summary Fault LED turns on if a fault condition is detected in any component in the storage subsystem configuration, including all attached storage expansion enclosures. The Global Power, Global Summary Fault, and Global Locate LEDs shine through the front bezel.

**Attention:** If the Global Summary Fault LED lights, refer to the DS4000 Storage Manager client software to determine the problem with the storage subsystem. Also, inspect the Needs Attention LEDs on the other components in the storage subsystem to help isolate the fault to a specific component.

## Controller LEDs

This section describes the primary LEDs, controls, and connectors on the rear of the storage subsystem controller.

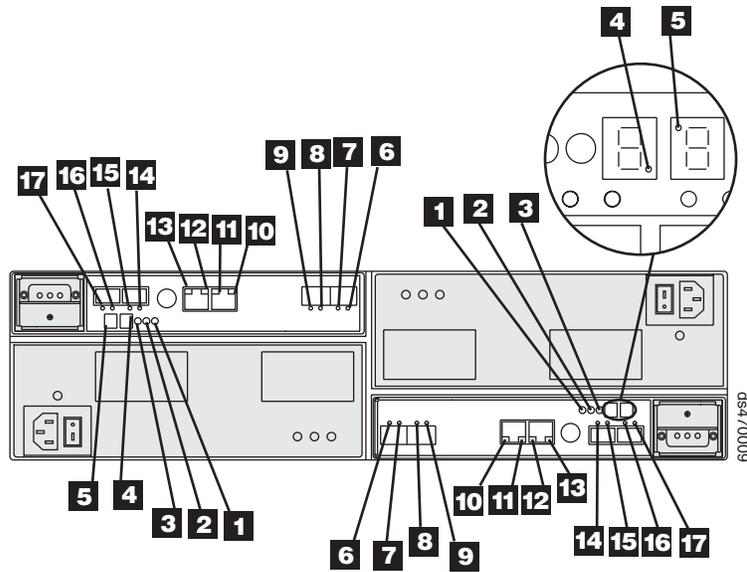


Figure 78. Rear controller LEDs, controls, and connectors - Model 70

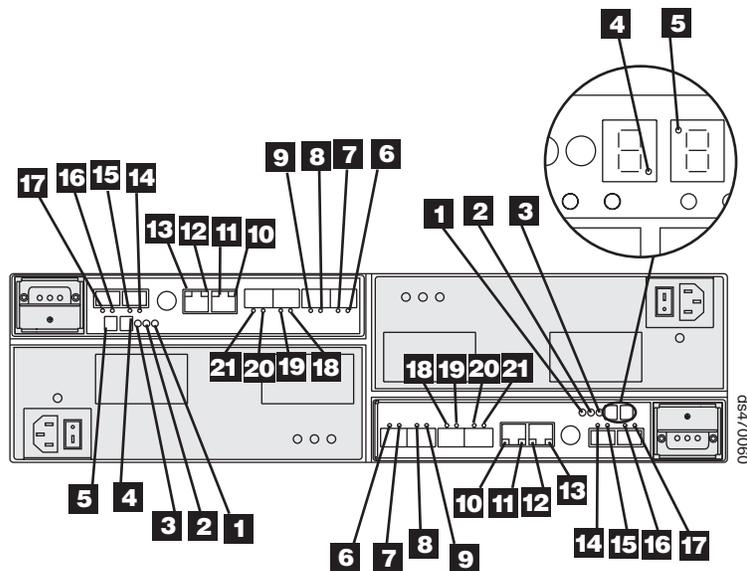


Figure 79. Rear controller LEDs, controls, and connectors - Model 72

Table 30. Rear controller LEDs, controls, and connectors

Number	LED	Normal Status	Problem Status
1	Service Action Allowed (OK to Remove) 	Off	On
2	Service Action Required (Fault) 	Off	On

Table 30. Rear controller LEDs, controls, and connectors (continued)

Number	LED	Normal Status	Problem Status
3	Cache Active 	On - Data is in cache  Off - Caching is turned off. No data in cache	Not applicable
4	Diagnostic	On - Seven-segment LEDs indicate diagnostic code  Off - Seven-segment LEDs indicate enclosure ID	Not applicable
5	Heartbeat	Blinking	Off
6	Host Channel Port 1 Speed (Data rate)	If LED: <ul style="list-style-type: none"> <li>• <b>6</b> is on and <b>7</b> is off, data rate is 1 Gbps.</li> <li>• <b>6</b> is off and <b>7</b> is on, data rate is 2 Gbps.</li> <li>• <b>6</b> and <b>7</b> are both on, data rate is 4 Gbps.</li> <li>• <b>6</b> and <b>7</b> are both off, there are no SFPs or SFPs are faulty.</li> </ul>	Not applicable
7			
8	Host Channel Port 2 Speed (Data rate)	If LED: <ul style="list-style-type: none"> <li>• <b>8</b> is on and <b>9</b> is off, data rate is 1 Gbps.</li> <li>• <b>8</b> is off and <b>9</b> is on, data rate is 2 Gbps.</li> <li>• <b>8</b> and <b>9</b> are both on, data rate is 4 Gbps.</li> <li>• <b>8</b> and <b>9</b> are both off, there are no SFPs or SFPs are faulty.</li> </ul>	Not applicable
9			
10	Ethernet Speed	On - 100 Mbps  Off - 10 Mbps	Not applicable
11	Ethernet Activity	On - link established  Off - no link established  Blinking - activity	Not applicable
12	Ethernet Speed	On - 100 Mbps  Off - 10 Mbps	Not applicable

Table 30. Rear controller LEDs, controls, and connectors (continued)

Number	LED	Normal Status	Problem Status
13	Ethernet Activity	On - link established  Off - no link established  Blinking - activity	Not applicable
14	Drive Channel Port 1 Bypass	Off  (Also off if no SFP connected)	On - No valid device detected and port is bypassed
15	Drive Channel Port 1 Speed	If LED: <ul style="list-style-type: none"> <li>• <b>15</b> is off and <b>16</b> is on, data rate is 2 Gbps.</li> <li>• <b>15</b> and <b>16</b> are both on, data rate is 4 Gbps.</li> <li>• <b>15</b> and <b>16</b> are both off, there are no SFPs or SFPs are faulty.</li> </ul>	Not applicable
16	Drive Channel Port 2 Speed		
17	Drive Channel Port 2 Bypass	Off	On - No valid device detected and port is bypassed
18	Host Channel Port 3 Speed (Data rate) (Model 72 only)	If LED: <ul style="list-style-type: none"> <li>• <b>18</b> is on and <b>19</b> is off, data rate is 1 Gbps.</li> <li>• <b>18</b> is off and <b>19</b> is on, data rate is 2 Gbps.</li> <li>• <b>18</b> and <b>19</b> are both on, data rate is 4 Gbps.</li> <li>• <b>18</b> and <b>19</b> are both off, there are no SFPs or SFPs are faulty.</li> </ul>	Not applicable
19			
20	Host Channel Port 4 Speed (Data rate) (Model 72 only)	If LED: <ul style="list-style-type: none"> <li>• <b>20</b> is on and <b>21</b> is off, data rate is 1 Gbps.</li> <li>• <b>20</b> is off and <b>21</b> is on, data rate is 2 Gbps.</li> <li>• <b>20</b> and <b>21</b> are both on, data rate is 4 Gbps.</li> <li>• <b>20</b> and <b>21</b> are both off, there are no SFPs or SFPs are faulty.</li> </ul>	Not applicable
21			

## Seven-segment numeric display LEDs

The numeric display consists of two seven-segment LEDs that provide information about enclosure identification and diagnostics. Figure 80 shows the numeric display and the diagnostic LED.

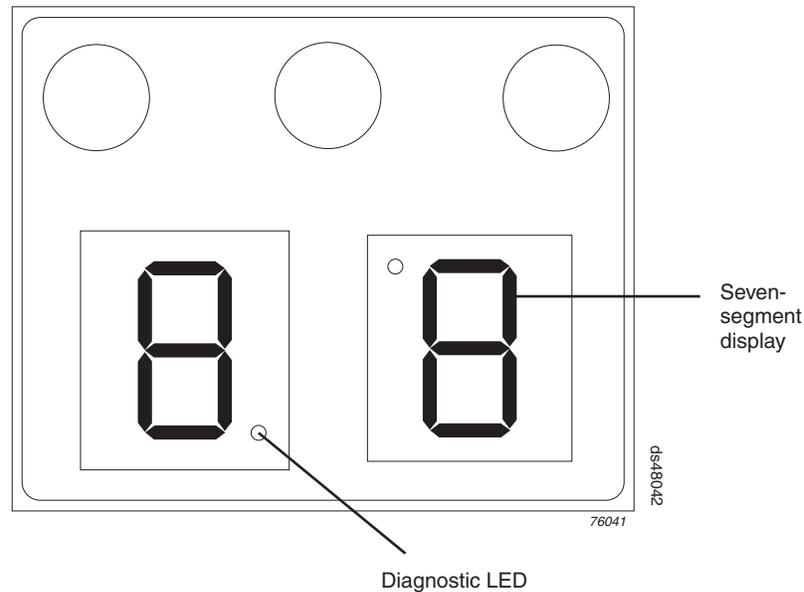


Figure 80. Numeric display LEDs

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

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

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

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

Diagnostic codes in the form of Lx or Hx, where x is a hexadecimal digit, indicate storage subsystem state information. In general, these codes are displayed only when the storage subsystem is in a non-operational state. The storage subsystem might be non-operational due to a configuration problem (such as mismatched types), or it might be non-operational due to hardware faults. If the storage subsystem is non-operational due to system configuration, the storage subsystem Needs Attention LED is off. If the storage subsystem is non-operational due to a hardware fault, the storage subsystem Needs Attention LED is on. The definitions for Lx diagnostic codes are listed in Table 31 on page 105.

Table 31. Numeric display diagnostic codes

Value	Controller State	Description	Storage Manager View
L0	Suspend	Mismatched controller types	Needs Attention condition for board type mismatch
L2	Suspend	Persistent memory errors	Needs Attention condition for offline controller
L3	Suspend	Persistent hardware errors	Needs Attention condition for offline controller
L9	Suspend	Over temperature	
H0	Suspend	SOC Fibre Channel Interface Failure	
H1	Suspend	SFP Speed Mismatch	
H2	Suspend	Invalid/Incomplete Configuration	Needs Attention condition for offline controller
H3	Suspend	Maximum Reboot Attempts Exceeded	Needs Attention condition for offline controller
H4	Suspend	Cannot Communicate with other controllers	Needs Attention condition for offline controller
H5	Suspend	Midplane Harness Failure	Needs Attention condition for offline controller
H6	Suspend	Firmware Failure	Needs Attention condition for offline controller
88	Reset	Controller is held in reset by the other controllers	

## Powering off the storage subsystem

The DS4700 is designed to run continuously. After you turn it on, do not turn it off. Turn off the power only in the following situations:

- Instructions in a hardware or software procedure require that you turn off the power.
- An IBM technical support representative instructs you to turn off the power.
- A power outage or emergency situation occurs, see “Restoring power after an unexpected shutdown” on page 108.

## Turning off the storage subsystem

Use the following procedure to turn off the power for the DS4700. Figure 74 on page 93 shows the location of the power switches on a storage subsystem.

**Attention:** Except in an emergency, never turn off the power if any Needs Attention LEDs are on. Correct the fault before you turn off the power. Use the DS4000 Storage Manager client and the Needs Attention LEDs to check the overall status of the DS4700. All LEDs should be green on the front of the storage subsystem. If they are not, use the DS4000 Storage Manager client to diagnose the problem. This ensures that the DS4700 will power up correctly later.

The DS4700 is designed to run continuously. After you turn on the DS4700, do not turn it off. Turn off the power only in the following situations:

- Instructions in a hardware or software procedure require that you turn off the power.
- An IBM technical support representative instructs you to turn off the power.
- A power outage or emergency situation occurs, see “Restoring power after an unexpected shutdown” on page 108.

**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.



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

### Power-off overview

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

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

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

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

Use the following procedure to turn off power to one or more storage subsystems for a planned shutdown. To turn off power for an unplanned shutdown, see “Restoring power after an unexpected shutdown” on page 108.

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

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

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

4. Are the LEDs indicating normal operation, and is the status Optimal on all configuration components?
  - **Yes** - Go to step 6 on page 108.
  - **No** - Go to step 5.
5. To diagnose and correct the fault, complete the following steps:
  - a. Run the Recovery Guru by selecting the Recovery Guru toolbar button in the Subsystem Management Window.
  - b. Complete the recovery procedure.

If the Recovery Guru directs you to replace a failed component, use the individual LEDs to locate the failed component.

- c. When the recovery procedure is completed, select Recheck in the Recovery Guru. This action reruns the Recovery Guru to ensure that the problem has been fixed.
  - d. If the problem has not been fixed, contact your IBM service representative. Do not turn off power until all problems are corrected.
6. Check the Cache Active LED, and verify that it is off.  
If the Cache Active LED is on steady, the cache contains data. Wait for the data to clear from cache memory before turning off the power.
  7. Check the LEDs on the storage expansion enclosures to verify that all Drive Active LEDs are on steady (not blinking).  
If one or more LEDs are blinking, data is being written to or from the drives. Wait for all Active LEDs to stop blinking.
  8. Turn off the AC power switch on the back of each controller in the storage subsystem.  
  
**Note:** Until the power switch on each controller is turned off, power still remains turned on for the both controllers; therefore, the seven-segment display on each controller stays on until the power switch on each controller is turned off.
  9. Turn off both power switches on the back of each storage expansion enclosure in the configuration.
  10. After you perform the necessary maintenance procedures, turn on the power using the procedure in “Turning on the storage subsystem” on page 91.

## Performing an emergency shutdown

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

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

1. If you have time, stop all I/O activity to the storage subsystem by shutting down the host or disconnecting the storage subsystem logical drives through the host.
2. Check the LEDs. Make note of any Needs Attention LEDs that are on so you can correct the problem when you turn on the power again.
3. Turn off all power supply switches, starting with the DS4700 storage subsystem first, and followed by the storage expansion enclosures. Then, unplug the power cables from the storage subsystem.

## Restoring power after an unexpected shutdown

Use the following procedure to restore power to the storage subsystem in a configuration after an unplanned shutdown.

**Risk of severe electrical shock** – Never turn on the power to any equipment if there is evidence of fire, water, or structural damage. Doing so might cause severe electrical shock

1. After the emergency situation is over or power is restored, visually check the storage subsystem for damage. Is there evidence of damage to any of the storage subsystem components, cables, or equipment attached to the storage subsystem?

- Yes – Do not continue with this procedure. Contact your IBM service representative for assistance. Depending on the current service agreements, you might need to return the equipment to the factory or local service center for repair.
- No – Go to step 2.

**Potential data loss** – Before resetting circuit breakers in the cabinet, ensure that the storage subsystem and storage expansion enclosures power switches are turned off. Resetting circuit breakers after an emergency situation while the storage subsystem and storage expansion enclosure power switches are turned on can cause potential data loss because the configuration components might not be powered on in the correct sequence. See “Turning on the storage subsystem” on page 91 for details about the correct power-on sequence.

2. After you check the storage subsystem for damage, ensure that the power switches are in the off position; then plug in the DS4700 power cables, if required.
3. Check the system documentation of the hardware devices that you want to turn on and determine the proper startup sequence.

**Note:** Be sure to turn on all of the storage expansion enclosures and verify that there are not any ESM or power supply-fan fault LEDs lit before you turn on the DS4700.

In addition, consider the following items:

- The storage subsystem supports simultaneous power-up of the system components; however, you should always follow the power-up sequence listed in the “Turning on the storage subsystem section” of the appropriate *DS4000 Storage Subsystem Installation, User’s, and Maintenance Guide* during any attended power-up procedure.
  - A storage subsystem in an optimal state should recover automatically from an unexpected shutdown and unattended simultaneous restoration of power to system components. After power is restored, contact IBM technical support if any of the following conditions occur:
    - The storage subsystem logical drives and subsystems do not display in the Storage Manager graphical user interface (GUI).
    - The storage subsystem logical drives and subsystems do not come online.
    - The storage subsystem logical drives and subsystems seem to be degraded.
4. Turn on the power to each device, based on the startup sequence.
  5. Turn on both of the power supply switches on the DS4700. The green LEDs on the front and the back of the DS4700 should remain lit. If other amber Fault LEDs light, see “Solving problems” on page 143.

---

## Recovering from an overheated power supply-fan

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

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

The following factors can cause the power supplies to overheat.

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

If a fan failure causes overheating, the Global Fault LED on the storage expansion enclosure turns on. The power-fan canister Fault LED on the back of the storage expansion enclosure also turns on. “Controller LEDs” on page 100 shows the location of these LEDs.

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

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

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

**Attention: Risk of damage from overheating** - The power supplies automatically shut down when the air temperature inside the cabinet reaches 65° C (149° F). If the power supplies shut down, immediately remove all cabinet panels to help cool the cabinet air temperature and to prevent damage to the DS4000 storage subsystem configuration components.

1. Remove the front cover.
2. If applicable, mute the alarm.
3. Did you use the procedure “Troubleshooting the storage subsystem ” on page 97 to identify an overheating problem?
  - **Yes** - Go to step 4.
  - **No** - Perform the procedure “Troubleshooting the storage subsystem ” on page 97 to verify that the power supplies have shut down because of an overheating problem, and then go to step 4.
4. Stop I/O activity to the storage subsystem and all attached storage expansion enclosures.
5. Take all or some of the following measures to alleviate the overheating problem:
  - Removing all panels from the cabinet immediately
  - Using external fans to cool the area
  - Shutting down the power to the storage expansion enclosure, using the procedure described in “Performing an emergency shutdown” on page 108.
6. Wait for the air temperature in and around the storage subsystem to cool. After the temperature inside the power supplies cools to below 65° C (149° F), the storage subsystem is capable of power-up recovery without operator

intervention. After the air has cooled, the power supplies should turn on automatically. If the power supplies restart automatically, the controllers will reset and return to normal operation.

7. Did the power supplies restart automatically?
  - **Yes** - Go to step 9.
  - **No** - Go to step 8.
8. Turn off the power switch on each controller in the storage subsystem and then power off all connected storage expansion enclosures. Wait 1 minute and then turn on power to all connected storage expansion enclosures.

While the storage expansion enclosure powers up, the LEDs on the front and the back of the module blink intermittently. Depending on your configuration, the storage expansion enclosure can take between 20 seconds and several minutes to power on.
9. Turn on both power switches on the back of the storage subsystem. See Figure 74 on page 93.

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

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

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

If the Recovery Guru directs you to replace a failed component, locate and troubleshoot that component. See “Checking the LEDs” on page 98.
  - c. When the procedure is completed, rerun the Recovery Guru to ensure that the problem has been corrected by selecting Recheck in the Recovery Guru.
  - d. If the problem persists, contact IBM Customer and Technical Support.
13. Replace the bezel on the storage expansion enclosure, if applicable.

---

## Cache memory and cache battery

Each RAID controller in the DS4700 Storage Subsystem contains either 1 GB or 2 GB of cache memory to store read and write operations. (Both RAID controllers in the DS4700 must have the same amount of cache memory.) The battery unit in each controller can maintain the data in the RAID controller caches for up to three days in the event that the DS4700 Storage Subsystem loses power.

**Attention:** There are different replacement FRU part numbers for the DS4700 controller with certain cache sizes. The DS4700 Storage Subsystem profile has the information on the installed cache memory size in the DS4700 controllers. Refer to the storage subsystem profile and see “Parts listing” on page 148 for the correct FRU part number for the DS4700 controller.

## Cache memory

*Cache memory* is memory on the RAID controller that is used for intermediate storage of read and write data on the DS4700 RAID controllers. Using cache memory can increase system performance. The data for a read operation from the host might be in the cache memory from a previous operation (thus eliminating the need to access the drive itself), and a write operation is completed when it is written to the cache, rather than to the drives.

The RAID controller has a Cache Active LED that displays the current status of the cache. The LED is on if there is data in the cache, and it is off if there is no data in the cache.

If caching is enabled and the Cache Active LED never comes on during I/O activity, it indicates one of the following conditions:

- The cache memory from either Controller A or Controller B has failed.
- The cache sizes in Controller A and Controller B are not the same.
- The battery has failed. (In this case, one or both of the green Battery LEDs will be off and one or both amber Battery Needs Attention LEDs will be lit.)

**Note:** Always use the DS4000 Storage Manager client to check your cache memory settings before assuming a hardware failure.

Figure 81 shows the locations of the Cache Active LEDs on the front of the RAID controllers.

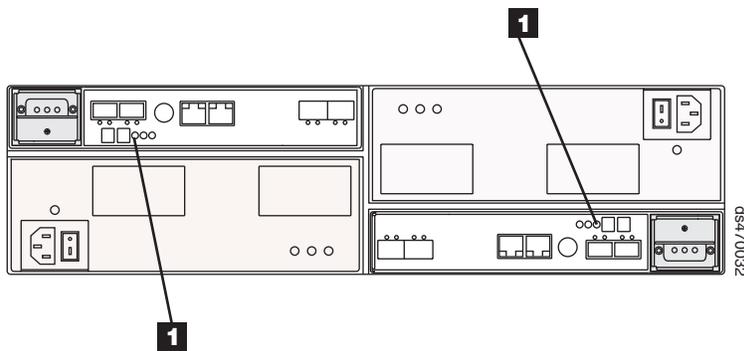


Figure 81. Cache Active LEDs

Table 32. Description of Figure 81

Number	Description
1	Cache Active LED

## Subsystem cache battery

The battery unit in each controller provides backup power to maintain any cached data not written to disks in the event of a power loss. The battery units can provide power to the data caches in the RAID controllers for up to three days.

### Statement 2:



### CAUTION:

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

### Do not:

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

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

Replace the battery units in the DS4700 when they are identified as failing by the DS4000 Storage Manager Subsystem Management window, or when the Battery LEDs or Battery Needs Attention LEDs light (these LEDs are located on the power supply-fan units and on the battery unit respectively, as shown in Figure 82 on page 114).

Replace only the battery unit that is indicated as failed by the LEDs or in the DS4000 Storage Manager Subsystem Management window. You do not need to replace both battery units when the Battery LEDs indicate that only one battery unit has failed.

If the battery age expires, do not call IBM technical support to replace the battery. Instead, reset the battery age using the procedure described in the Storage Manager online help. You should only replace the battery when it is in a failed state, as indicated by the Storage Manager Recovery Guru.

Each power supply-fan unit has green Battery LEDs on the back that indicates the battery status of each battery unit, as follows:

- The LED is on and remains steady when the battery is fully charged.
- The LED flashes when the battery is charging or performing a self-test.
- The LED is off if the battery or the battery charger has failed.

The battery unit also has a battery failure indicator LED that is located on the battery unit. This LED will light if the battery fails to hold a charge.

The battery performs a self-test at startup and every 25 hours thereafter (during which time the Battery LED flashes). If necessary, the battery begins recharging at that time. If the battery fails the self-test, the Battery LED turns off, indicating a battery fault.

Data caching starts after the battery completes the startup tests.

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

Figure 82 shows the location of the Battery LEDs.

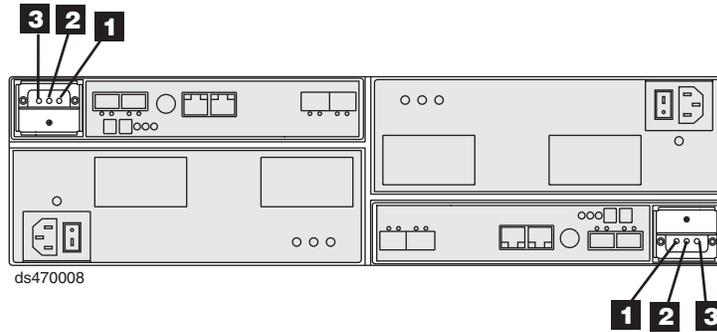


Figure 82. Battery unit LEDs

Table 33. Battery unit LEDs

Number	LED	Normal Status	Problem Status
1	Service Action Allowed (OK to Remove)	Off	On
2	Service Action Required (Fault)	Off	On
3	Battery Charging	On, ready Blinking, charging	Off

---

## Chapter 5. Replacing components

This chapter contains information about replacing a controller, drive CRU, power supply-fan CRU, battery unit, SFP module, and midplane.

**Attention:** Always replace a failed component as soon as possible. The Recovery Guru menu function in the DS4700 Storage Subsystem identifies failed components.

---

### 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 storage subsystem 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 storage subsystem 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 storage subsystem cover or any metal surface.
- Take additional care when handling devices during cold weather because heating reduces indoor humidity and increases static electricity.

---

### Service Action Allowed Status LED

Each controller, power supply-fan, and battery unit has a blue Service Action Allowed status LED. The purpose of the Service Action Allowed status LED is to help ensure that a component is not removed before it is safe to do so. Do not remove any DS4700 component unless the component's Service Action Allowed status LED is lit.

**Attention**

Never remove a controller, power supply-fan, or battery unit unless the Service Action Allowed status LED is turned on. Doing so can result in a potential loss of data availability. If the Needs Attention LED is lit and the associated Service Action Allowed status LED is *not* lit, then you must perform additional diagnostics *before* you can remove the indicated component. Use the Recovery Guru instructions in the DS4000 Storage Manager Subsystem Management window or refer to the appropriate component replacement instructions in this chapter for the additional diagnostics required in this case.

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

---

## Replacing a controller

**Attention:** Before you replace a controller, verify the following:

- The replacement controller part number matches the part number of the controller to be replaced. To provide full functionality, the two controllers should have the same cache memory capacity and FRU part number. Inserting a non-compatible controller causes the controller to be placed in a lockout state by the other controller in the DS4700 chassis.
- Both power supply-fan units must be connected and powered on with no Needs Attention LEDs lit. Ensure that the Power LEDs on each of the power supply-fan units are lit. If either of the power supply-fan units is not optimal, it is recommended that you replace that component before you proceed with the controller replacement procedure.
- If you are replacing an optimal controller, first make sure that the other controller is optimal and that the fibre channel path from the hosts to the other controller is also optimal.

Use the following procedure to replace a controller in an DS4700 Storage Subsystem.

Each controller has a unique hardware Ethernet address, which is printed on a label on the front.

1. Use the DS4000 Storage Manager client software to print a storage subsystem profile. Move logical drive ownership to the other controller. If the controller you are replacing has failed but is still operating, move the failed controller to an Offline state.

**Attention:** Never remove a controller unless the Service Action Allowed status LED is turned on. Doing so can result in a potential loss of data.

2. Locate the failed controller by checking the Needs Attention status LEDs on the controllers in the storage subsystem.
3. Is the Service Action Allowed status LED turned on?
  - Yes – Go to step 4.
  - No – Another component might require attention before you can remove the controller. Use the Recovery Guru function in the DS4700 Subsystem Management window to identify and correct any additional failures. If there are none, proceed with step 4 to replace the controller.

Electrostatic discharge can damage sensitive components. Touching the storage subsystem or its components without using a proper ground might damage the equipment. To avoid damage, use proper antistatic protection while handling any components.

4. Put on antistatic protection.
5. Unpack the new controller. Save all packing materials in the event you need to return the new controller.
6. Determine whether the replacement controller will serve as Controller A or Controller B (Controller A is inserted in the left controller bay; Controller B is inserted in the right controller bay), and then apply the controller labels for host

channels, drive channels, and numeric display to the replacement controller. The controller labels and instructions are included with the replacement controller. Make sure that the labels are aligned properly and do not cover any ports or LEDs.

**Attention:** Handle and install fiber-optic cables properly to avoid degraded performance or loss of communications with devices. When working with fiber-optic cables, do not pinch them, step on them, or locate them in aisles or walkways. Do not overtighten the cable straps or bend the cables to a radius smaller than 38 mm (1.5 in.).

7. Disconnect all attached interface cables from the failed controller, including the SFP modules. Ensure that you label each cable so that you can reconnect them correctly to the new controller.

Use the following procedure to remove the SFPs from the RAID controller that has failed.

- a. Remove the LC-LC fibre-channel cable from the SFP module. For more information, see “Handling fiber-optic cables” on page 45.
- b. 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 83.

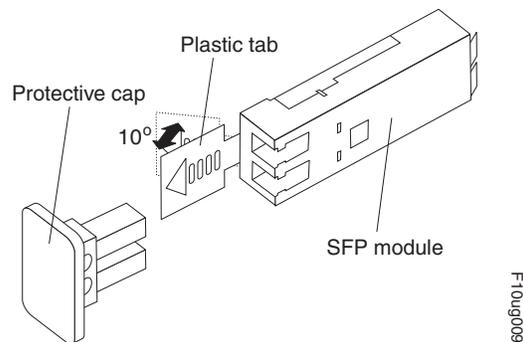


Figure 83. Unlocking the SFP module latch - plastic variety

- For SFP modules that contain wire tabs, unlock the SFP module latch by pulling the wire latch outward 90°, as shown in Figure 84.

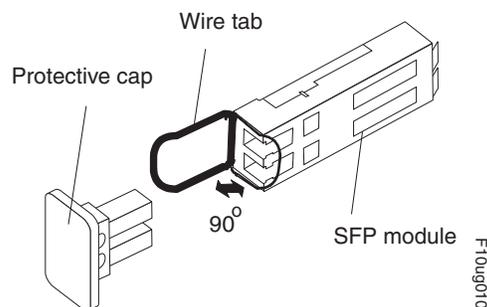


Figure 84. Unlocking the SFP module latch - wire variety

- c. With the SFP latch in the unlocked position, extract the SFP module.
  - For SFP modules that contain plastic tabs, slide the SFP module out of the port.

- For SFP modules that contain wire tabs, grasp the wire latch and pull the SFP module out of the minihub port.
- d. Replace the protective cap on the SFP module.
  - e. Place the SFP module into a static-protective package.
  - f. Replace the protective cap on the port.
8. Squeeze the controller latch and pull the lever open 90° (so that the lever is horizontal) to release the controller from the latch. The controller latch is a coral colored tab on the lever.
- Note:** The lever rotates upward or downward 90°, depending on whether the controller you are removing is the right or left controller CRU.
9. Slowly pull the lever away from the chassis to remove the controller from the bay. Use two hands when releasing the controller levers. Figure 85 shows the controller sliding from the storage subsystem chassis.

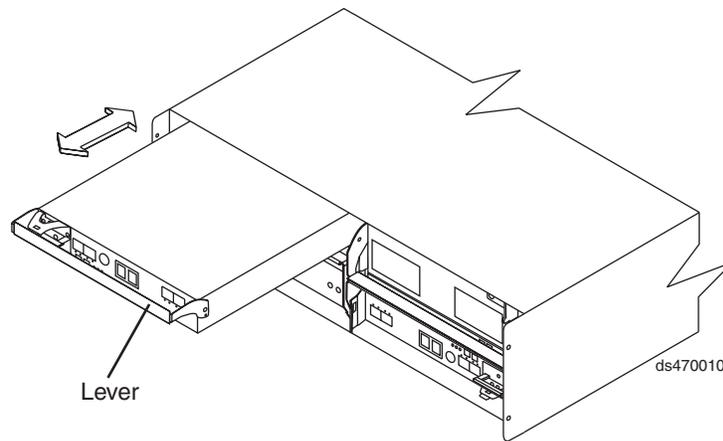


Figure 85. Removing a controller from the DS4700

10. If the new controller does not have the cache battery backup unit already installed, follow the instructions in “Replacing a battery unit” on page 137 to remove the cache backup battery from the existing controller unit and insert it into the new controller CRU.
11. Install the new controller.
  - a. Slide one controller into the empty slot in the storage subsystem. Be sure that the lever is pulled straight out as you slide the controller in, as shown in Figure 86 on page 119.

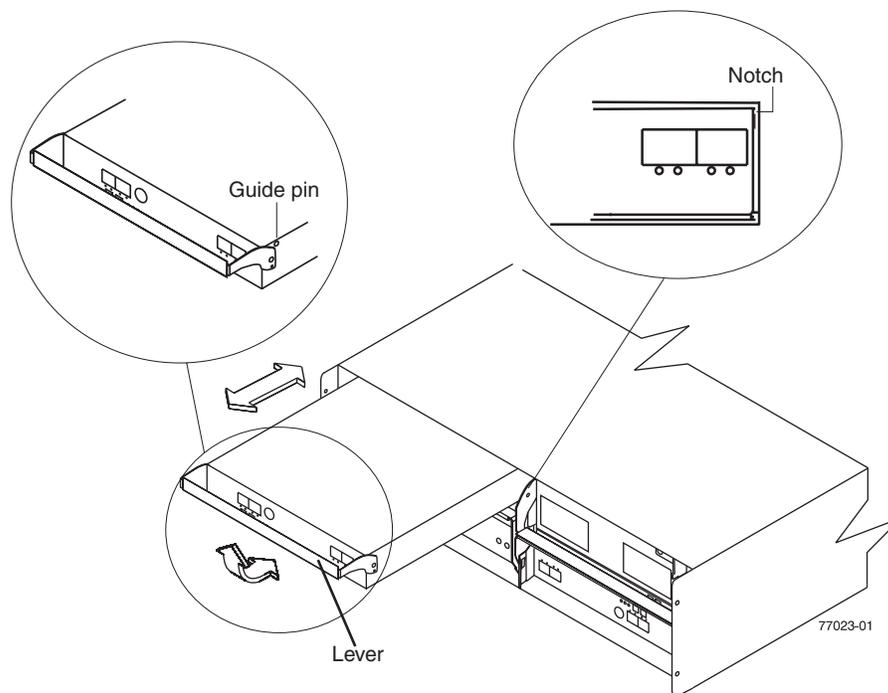


Figure 86. Installing a controller

- b. As you slide the controller into the empty slot, make sure the guide pins on the side of the controller fit into the notches. After the guide pins fit into the notches and the controller fits snugly into the bay, push the lever downward or upward 90°, depending on whether the controller is inserted in the A or B controller bay to fully latch it into place. Do not force fit. The controller is designed to prevent it from being inserted into the chassis incorrectly.
 

**Attention:** Make sure that the levers lock into place in the storage subsystem chassis.
    - c. Repeat step a and step b to replace the second controller.
12. Wait up to 5 minutes for the DS4000 Storage Manager client software to recognize the new controller.
13. Complete any remaining Recovery Guru procedures for controller replacement, if needed.
14. Check the LEDs on the new controller to verify that the controller is fully operational.
15. Remove the antistatic protection.
16. Use the DS4000 Storage Manager client Subsystem Management Window to check the status of all components in the storage subsystem.
  - If the new controller is online and the DS4000 Storage Manager client Subsystem Management Window indicates normal operation, go to step 19 on page 120.
  - If the new controller is online and the DS4000 Storage Manager client Subsystem Management Window indicates a problem status, go to “Troubleshooting the storage subsystem” on page 97.
  - If the new controller is offline, go to step 17.
17. If the newly inserted controller is in an offline state, see the DS4000 Storage Manager client online help for instructions on bringing the controller online.

If necessary, open the DS4000 Storage Manager Subsystem Management window and place the controller on-line; select the off-line controller and click **Advanced ► Recovery ► Place controller online**.

18. Verify the state of the LEDs on the newly inserted controller. See “Controller LEDs” on page 100. You can also use the DS4000 Storage Manager client Subsystem Management window to identify any new faults. Do any storage subsystems have a fault (Needs Attention) status?
  - Yes – Select the Recovery Guru toolbar button in the Subsystem Management Window, and complete the recovery procedure. If the problem persists, contact your IBM service representative.
  - No – Go to step 19.
19. Use the DS4000 Storage Manager client software to print a new storage subsystem profile.

---

## Working with hot-swap hard disk drives

This section explains how you can increase the storage subsystem capacity by adding more hard disk drives or by replacing existing drives with ones that have a larger capacity.

Before you begin, complete the following tasks:

- Read the safety and handling guidelines in “Safety” on page xi and in “Handling static-sensitive devices” on page 25.
- 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:** A storage subsystem without a full set of drives (16) 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 16 bays must always contain either a blank tray or a hot-swap hard disk drive.

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

- **Drive CRUs:**
  - The DS4700 Storage Subsystem supports 2 or 4 Gbps fibre channel hard disk drives. The Link Rate setting speed must be set accordingly. See “Verifying the Link Rate setting ” on page 129 for more information.
  - IBM recommends that when adding drive CRUs, if you are not installing all 16 drive CRUs into the storage subsystem, install the drive CRUs from left to right consecutively.
  - For optimum performance, never insert a drive into a storage subsystem without first confirming the drive firmware level. Contact IBM Support for information on supported drive firmware levels.
  - Use of non-supported drives in the drive modules can cause the storage subsystem to fail.
  - In configurations with mixed modules, all modules on a fibre loop must be operating at the same interface speed. Refer to the *Storage System Product Release Notes for Version 9.1x* for model-specific restrictions.
  - Ensure that the speed of the drive CRU you are adding is supported in the storage subsystem. For example, do not install a 2 Gbps drive CRU in a storage subsystem that supports only 4 Gbps drives.

- Drive CRUs are not interchangeable between EXP710 and EXP810 storage expansion enclosures.
- 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.

**Attention**

Before powering on the DS4700 Storage Subsystem, it must be populated with at least two drives. If at least two drives are not installed in each attached storage expansion enclosure or DS4700 Storage Subsystem, when you power on the DS4700 and its attached storage expansion enclosures, your standard storage partition key might be lost and must be regenerated using instructions on the IBM DS4000 Solutions and Premium Features Web site:

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

In addition, the resulting insufficient load to the enclosure power supplies might cause them to intermittently appear as failed, falsely indicating the power supplies are bad. All drives in the DS4700 Storage Subsystem and the connected storage expansion enclosure or enclosures must contain no prior configuration data.

- **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 40 on page 154. If you install a drive in the wrong bay, you might lose data.
- **Drive LEDs:** Each drive CRU tray has two associated LEDs, a green Activity LED and an amber Fault LED. These LEDs indicate the status for that drive. See Table 34 for the drive LED states and descriptions.
- Drive CRUs are not interchangeable between the DS4700 and other DS4000 storage subsystems.

Table 34. Drive LED activity

LED	LED state	Descriptions
Activity LED	Flashing green	The green LED flashes to indicate fibre-channel activity to the drive.
Activity LED	Steady green	The green LED lights to indicate that the drive is properly installed and is spun up by the DS4000 controller.
Fault LED	Flashing amber	The amber LED flashes to indicate that a drive has been identified by the software.
Fault LED	Steady amber	The amber LED lights to indicate a drive failure. The green activity LED will be flashing one every 2 seconds.
Activity and Fault LEDs	All unlit	Check for and resolve one of the following situations: <ul style="list-style-type: none"> <li>• DS4700 is turned off</li> <li>• DS4700 link rate speed is not set correctly</li> </ul>
Activity LED	Flashing once every 2 seconds	Check for and resolve one of the following situations: <ul style="list-style-type: none"> <li>• The controller did not complete the boot process</li> <li>• DS4000 storage subsystem controller firmware is not 06.16.xx.xx and higher</li> </ul>

Table 34. Drive LED activity (continued)

LED	LED state	Descriptions
Activity and Fault LEDs	Flashing together in a certain pattern	Drive failure due to the incorrect link rate speed setting or internal drive hardware failures.

- **Fibre-channel loop IDs:** When you install a hard disk drive in the storage subsystem, 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:** The DS4700 contains hardware that enables you to replace a failed hard disk drive without turning off the storage subsystem. 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

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

**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.

1. Read the documentation that comes with the hard disk drive.
2. Check for Fault LEDs shown in Figure 87. If any amber LEDs are lit, see “Solving problems” on page 143.

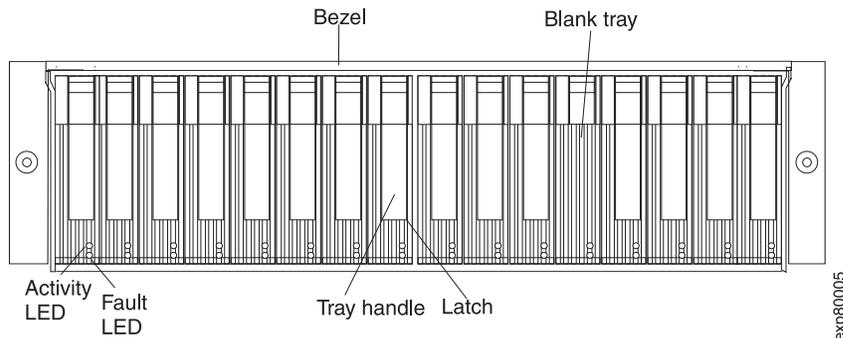


Figure 87. Hot-swap hard disk drive LEDs

3. Determine the bay into which you want to install the drive.
4. Remove the blank tray:
  - a. Release the latch on the drive CRU by pressing on the inside of the bottom of the tray handle.
  - b. Lift the closed latch to its open position. (The latch is at a 90° angle to the front of the drive when open.)
  - c. Pull the blank tray out of the bay.
  - d. 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 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 88.

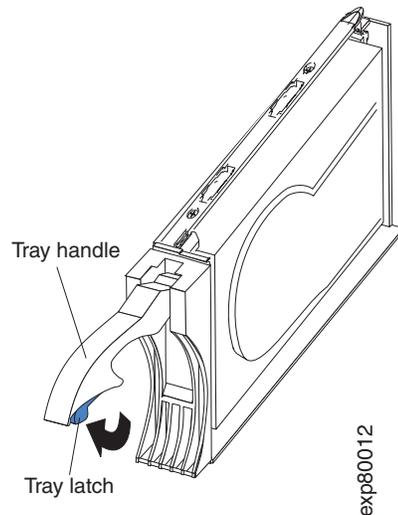


Figure 88. Drive CRU handle

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

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

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

## Replacing hot-swap hard disk drives

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

**Note:** If you want to remove a hard disk drive that is not in a failed or bypass state, always use the Storage Manager client program either to place the drive in a failed state or to place the array that is associated with the drive (or drives) in an offline state before you remove the drive from the storage subsystem.

**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 configured array and logical drive, ensure that you install the replacement hard disk drive in the correct bay. Check the hardware and software documentation that is provided with your DS4000 to see if there are restrictions regarding hard disk drive configurations.

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

1. Use the DS4000 Storage Management client software to print a new storage system profile.

2. Determine the location of the drive that you want to remove.
 

**Attention:** Never hot-swap a drive CRU when its associated green Activity LED is flashing. Hot-swap a drive CRU only when its associated amber Fault LED is lit and not flashing.
3. Put on antistatic protection.
4. Remove the drive CRU:
  - a. Release the latch on the drive CRU by pressing on the inside of the bottom of the tray handle, as shown by the arrow in Figure 88 on page 123.
  - b. Pull the tray handle out into the open position.
  - c. Pull the drive CRU about 1/2 inch out of the bay and wait 70 seconds to allow the drive to properly spin down and the storage subsystem controller to properly recognize that a drive is removed from the configuration. .
  - d. Verify that there is proper identification (such as a label) on the drive CRU, and then slide it completely out of the storage subsystem.
5. Unpack the new drive. Save all packing material in case you need to return the drive.
6. Install the new drive CRU:
  - a. Gently push the drive CRU into the empty bay until the hinge of the tray handle latches beneath the storage subsystem enclosure bezel.
  - b. Push the tray handle down into the closed (latched) position.
7. Check the drive LEDs:
  - When a drive is ready for use, the green Activity LED lights and the amber Fault LED is off.
  - If the amber Fault LED lights and is not flashing, remove the drive from the unit and wait 70 seconds; then, install the drive again.

**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.
8. Use the DS4000 Storage Manager subsystem management window to verify that the drive is shown in the Storage Subsystem Management window.

## Replacing multiple drives

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

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

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

There are two methods for upgrading drives:

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

This method requires that you back up the data on the affected drives and then turn off the DS4700 storage subsystem.

**Attention:** Turn off the DS4700 storage subsystem before you turn off the attached storage expansion enclosures.

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

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

- **Replacing the drives one at a time**

In this method, you manually fail each drive, replace it, and wait for the system to restore data to the new drive before installing the next drive. After you install the new drives, you can configure them to make the additional drive space available. See the procedure in “Replacing the drives one at a time” on page 127.

Using this method, you can replace the drives while the storage expansion enclosures and the DS4700 are running, eliminating the down time that is required if you replace all the drives at once. However, this method is more risky because you can lose data if the drive restoration or storage subsystem reconfiguration process fails. In addition, the reconstruction process might take a long time. This method works only on redundant logical drives (RAID 1, 3, or 5). You cannot use this method with any drives containing RAID 0 logical drives.

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

The method you use depends on the following considerations:

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

## **Replacing all drives at the same time**

Use this procedure to replace all drives at the same time. You must use this method if you are upgrading drives containing RAID 0 logical drives. All the data currently on the drives is lost when you replace the drives; therefore, you must back up all data that is currently on the drives. This procedure also requires you to turn off the storage expansion enclosures and the DS4700, which makes the storage subsystem (and any attached storage expansion enclosures) inaccessible to other users.

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

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

1. Read the following information:
  - The information in “Replacing multiple drives” on page 124, particularly the paragraphs that discuss the differences between the two possible upgrade procedures
  - The information in your software documentation regarding drive upgrades and installation
  - The documentation that comes with the new drivesRead all precautionary notes, kit instructions, and other information. Kit instructions often contain the most current information regarding the drives and their installation, plus upgrade or servicing procedures. Compare the kit instructions with this procedure to determine if you need to modify this procedure.

2. Use the DS4000 Storage Manager software to check the status of the DS4700. Correct any problems that are reported.

3. Perform a complete backup of the drives that you are replacing.

You need the backup to restore data on the drives later in this procedure.

**Attention:** When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling static-sensitive devices, see “Handling static-sensitive devices” on page 25.

4. Unpack the new drives.

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

5. Perform the following steps:

- a. Stop all I/O activity to the storage subsystem and attached storage expansion enclosures. Make sure that:

- 1) All of the green Drive activity LEDs on the front of the storage subsystem (and on all attached storage expansion enclosures) are not flashing.
- 2) The green Cache active LEDs are off. Refer to the *IBM System Storage DS4700 Storage Subsystem Installation, User's, and Maintenance Guide* for the location of the Cache active LEDs.

- b. If applicable, use the operating system software to disconnect the storage subsystem logical drives from the host before you power off the storage subsystem.

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

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

- a. Turn off power to the host before you turn off power to the storage subsystem. If the host must stay powered on to support an existing network, see the operating system documentation for information about disconnecting the storage subsystem logical drives from the host before the storage subsystem is powered off.

- b. Turn off power to the storage subsystem before you turn off power to the storage expansion enclosures. Turn off both power supply switches on the back of the storage subsystem.
  - c. Turn off power to other supporting devices (for example, management stations, fibre-channel switches, or Ethernet switches).
7. Use the procedures in “Replacing hot-swap hard disk drives” on page 123 to remove the drives that you want to replace. Use the procedures in “Installing hot-swap hard disk drives” on page 122 to install the new drives into the storage subsystem.
8. After you install all the new drives, check the system documentation for the hardware devices that you intend to power up, and then determine the proper startup sequence. Use the following power-on sequence, where applicable:
  - a. Turn on the power to the supporting devices (for example, Ethernet switches and management stations) before you turn off power to the storage subsystem.
  - b. You must turn on the storage expansion enclosures before the storage subsystem. The controllers might not recognize the correct configuration if the drives are powered up after the storage subsystem. For instructions on powering up the storage subsystem, see the storage subsystem documentation.
  - c. Turn on the power to the storage subsystem; then restart or turn on the power to the host.
9. Turn on the power to each device, based on the power-on sequence in step 8. To turn on power to the storage subsystem and the storage expansion enclosures, turn on the power-supply switches on the back of the storage subsystem. You must turn on both power-supply switches to take advantage of the redundant power supplies.
10. Check the green Drive activity LEDs and the amber Drive fault LEDs above the new drive CRUs.

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

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

- If the Drive activity LED is off, the drive CRU might not be installed correctly. Remove the drive CRU, wait 30 seconds, and then reinstall it.
  - If the Drive fault LED stays on or the Drive activity LED stays off, the new drive might be faulty. See the DS4000 Storage Manager software for problem determination.
11. Use the DS4000 Storage Manager software to configure the new drives. See the DS4000 Storage Manager software online Help for detailed instructions.
  12. Restore the data from backup to all the drives.

### Replacing the drives one at a time

Use this procedure to replace all the drives one at a time. You cannot use this procedure on RAID 0 logical drives (use the procedure in “Replacing all drives at the same time” on page 125).

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

**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.

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

1. Read the following information:
  - “Replacing multiple drives” on page 124, particularly the paragraphs that discuss the differences between the two possible upgrade procedures
  - Your software documentation regarding drive upgrades and installation
  - The documentation that comes with the new drivesRead all precautionary notes, kit instructions, and other information. Kit instructions often contain the most current information regarding the drives and their installation, plus upgrade or servicing procedures. Compare the kit instructions with this procedure to determine if you need to modify this procedure.
2. Use the DS4000 Storage Manager software to check the status of the unit. Correct any problems that are reported.
3. Back up the data in the arrays and logical drives that are configured using the drives that you are replacing.

**Attention:** When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling static-sensitive devices, see “Handling static-sensitive devices” on page 25.

4. Unpack the new drives.

Set the drives on a dry, level surface away from magnetic fields. Save the packing material and documentation in case you need to return the drives.
5. Use the DS4000 Storage Manager software to ensure that the array that was defined using these drives is in optimal (not degraded) state before manually failing the first drive you want to replace. If the array is in degraded state, use the recovery procedures to bring the array into the optimal state.

Make sure that:

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

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

If you remove an active drive accidentally, wait at least 30 seconds and then reinstall it. Because you failed two drives in a RAID array, the array might be marked failed by the controller. This array will not be available to the host for I/O. See the DS4000 Storage Manager software for further recovery instructions. Do not attempt to replace any drives until the array is brought back to optimal state.

6. Use the procedures in “Replacing hot-swap hard disk drives” on page 123 to remove the failed drive. Use the procedures in “Installing hot-swap hard disk drives” on page 122 to install the new drives into the storage subsystem.

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

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

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

7. Check the green Drive activity LED and the amber Drive fault LED above the new drive CRUs.

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

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

- If the Drive activity LED is off, the drive CRU might not be installed correctly. Remove the drive CRU, wait 30 seconds, and then reinstall it.
- If the Drive fault LED stays on or the Drive activity LED stays off, the new drive might be faulty or might be an uncertified drive. See the DS4000 Storage Manager software for problem determination. In the case of an uncertified drive, verify that the drive options or drive FRU part number is correct for your storage subsystem.

8. Use the DS4000 Storage Manager software to monitor the status of the new drive and the progress of the data reconstruction. Wait for data reconstruction to finish (the Drive activity LED stops flashing).

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

9. When reconstruction is finished on the new drive, repeat step 5 on page 128 through step 8 for each additional drive that you want to install.
10. Use the DS4000 Storage Manager software to configure the additional space on the new drives.

---

## Verifying the Link Rate setting

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

A Link Rate switch is located on the front of the storage subsystem as shown in Figure 90 on page 131. The Link Rate indicator LEDs are located on the back of the storage subsystem. The Link Rate switch enables you to select the data transfer rate between the controllers and the drives to either 2 Gbps or 4 Gbps. The Link Rate switch is only read when the storage subsystem is powered up.

**Note:** Do not mix storage subsystems with different Link Rate speed settings in the same drive loop.

Do not mix 2 GB drives and 4 GB drives in the same storage subsystem. If drives of mixed speeds reside in the storage subsystem, the data transfer rate changes depending on the configuration. Table 35 on page 130 shows the data transfer rates for drives of different configurations.

**CAUTION:**

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

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

[www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html](http://www.ibm.com/servers/storage/disk/ds4000/interop-matrix.html)

*Table 35. Data transfer rates for drive modules*

<b>Link Rate Switch Setting</b>	<b>Storage Subsystem with 2 GB Drives</b>	<b>Storage Subsystem with 4 GB Drives</b>	<b>Storage Subsystem with Mixed Drives</b>
2 Gbps	Drives function in 2 Gbps mode	Drives work in 2 Gbps mode	All drives work in 2 Gbps mode
4 Gbps	Drives do not come online	Drives work in 4 Gbps mode	2 GB drives do not come online 4 GB drives work in 4 Gbps mode

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

1. Complete the power-off sequence described in “Turning off the storage subsystem” on page 105 ensuring that the DS4000 storage subsystem is turned off before any attached storage expansion enclosures.
2. Locate the Link Rate indicator LEDs. Figure 89 on page 131 shows the location of the Link Rate indicator lights on the back of the storage subsystem.

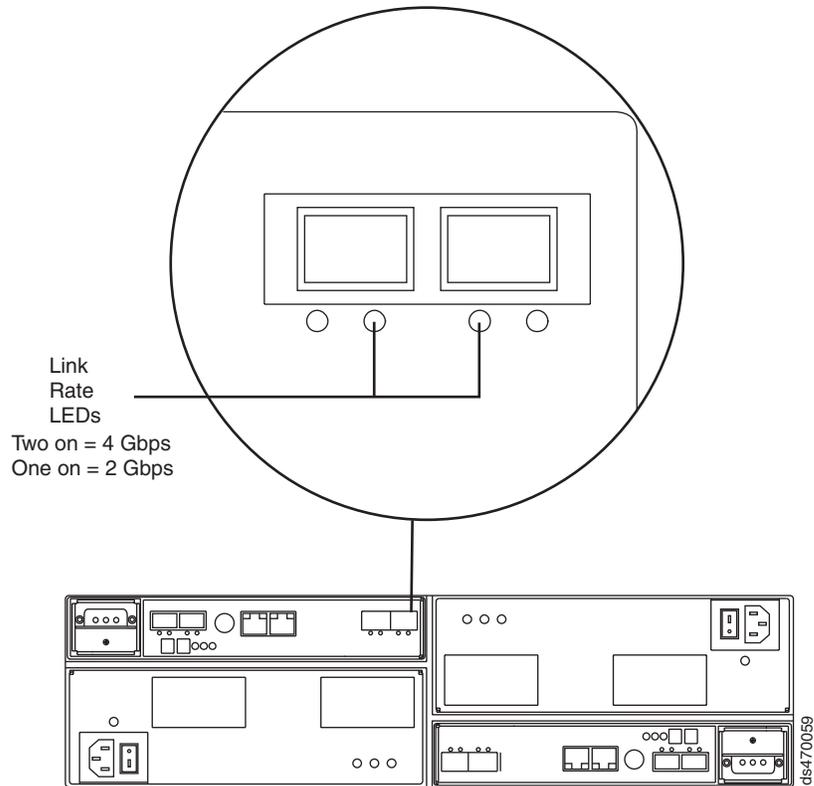


Figure 89. Link rate LEDs

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

3. Is the data transfer rate set correctly?
  - **Yes** - Go to step 8 on page 132.
  - **No** - Go to step 5 to change the setting.

**Attention:** When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling static-sensitive devices, see “Handling static-sensitive devices” on page 25.

4. Locate the Link Rate switch. Figure 90 shows the location of the Link Rate indicator light on the front of the command module.

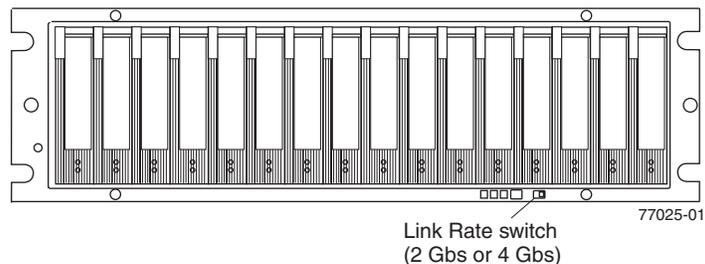


Figure 90. Link rate switch

5. Change the Link Rate switch setting.
  - a. Put on antistatic protection.

- b. Use a small screwdriver or the tip of a ball point pen to slide the Link Rate switch to the left or right to set the desired fibre channel operating speed.
 

**Attention:** Although the Link Rate LED indicates the correct speed setting, the link rate speed does not change until after you cycle power to the storage subsystem.
6. Repeat step 1 on page 130 through step 5 on page 131 for all of the storage subsystems in the configuration.
7. Perform the power-on sequence as described in “Turning on the storage subsystem” on page 91.
8. Check the indicator lights on the front and back of all of the storage subsystem and expansion drive modules. All the green indicator LEDs should be on, and the amber indicator LEDs should be off. (No LEDs are displayed on blank drives.)
9. Are **only** the green indicator LEDs on?
  - **Yes** - The drive is working correctly.
  - **No** - If an amber Fault indicator LED is on, go to 10.
10. Diagnose and correct the fault.
  - a. To run the Recovery Guru, select the Recovery Guru toolbar button in the Subsystem Management Window.
  - b. Complete the recovery procedure.
  - c. When the procedure is completed, rerun the Recovery Guru to ensure that the problem has been corrected by selecting Recheck in the Recovery Guru.
11. If the problem persists, contact IBM Customer and Technical Support.

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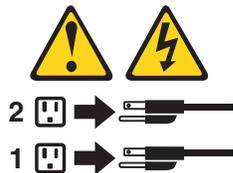
## Replacing a power supply-fan

### Statement 5:



### CAUTION:

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



### CAUTION:

**Disconnect the power cord before replacing the power supply-fan.**

The power supply-fan is a component that includes both a 600-W power supply unit and two fans. The power supply-fans provide power and cooling for the DS4700.

The power supply-fans are customer replaceable units (CRUs) and do not require preventive maintenance. Use only the supported power supply-fan units for your specific storage subsystem.

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

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

If any of these conditions occurs, one or both power supplies will shut down. If the power remains off after the condition that causes it to go off, make sure that the environment is optimal (no overheating has occurred, all electrical outlets are working, and so on). For more information, see “Restoring power after an unexpected shutdown” on page 108.

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

If both power supply-fans fail, or if the power supply-fans cannot maintain an internal temperature below 70° C (158° F), the power supply-fans in the unit will automatically shut down (an over-temperature condition). If this occurs, you must cool the unit and restart it. See “Restoring power after an unexpected shutdown” on page 108.

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

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

Use the following procedure to replace a power supply-fan. Figure 91 on page 136 illustrates removing and inserting a unit.

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

**Statement 8:**



**CAUTION:**

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



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

1. If needed, use the DS4000 Storage Manager client software to print a storage system profile.
2. Did the Recovery Guru direct you to replace a failed power supply-fan?
  - **Yes** - Go to step 3.
  - **No** - Run the Recovery Guru to identify the failed component, and then go to step 3.
3. Put on antistatic protection.
4. Unpack the new power supply-fan. Save all packing material in case you need to return the failed power supply-fan CRU.

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

5. Using the information provided on the instruction sheet, place the labels on the power supply-fan CRU to correctly mark the LEDs.
6. Turn off the power switch on the new unit.
7. Check the Fault LED to locate the failed power supply-fan. If a fault is detected, the amber Fault LED is on.
8. Verify that the Service Action Allowed LED is on. Do not remove the power supply-fan if the LED is off. For more information on the Service Action Allowed LED, see “Service Action Allowed Status LED” on page 115.

**Statement 1:**



## DANGER

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

**To avoid a shock hazard:**

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

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

9. Turn off the power switch, and unplug the power cord from the failed power supply-fan.
10. Squeeze the latch and pull the lever open 90° (so that the lever is horizontal) to release the power supply-fan from the latch. The latch is a coral colored tab on the lever.
11. Slowly pull the lever away from the chassis to remove the power supply-fan, as shown in Figure 91 on page 136.

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

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

**Attention:** The left and right power supply-fan units are seated in the DS4700 chassis in opposite orientations. If you cannot fully insert the power supply-fan into the power supply-fan bay, flip it 180° and reinsert it. Make sure that the levers lock into place in the storage subsystem chassis. Do not force fit. The power supply-fan is designed to prevent it from being inserted into the chassis incorrectly.

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

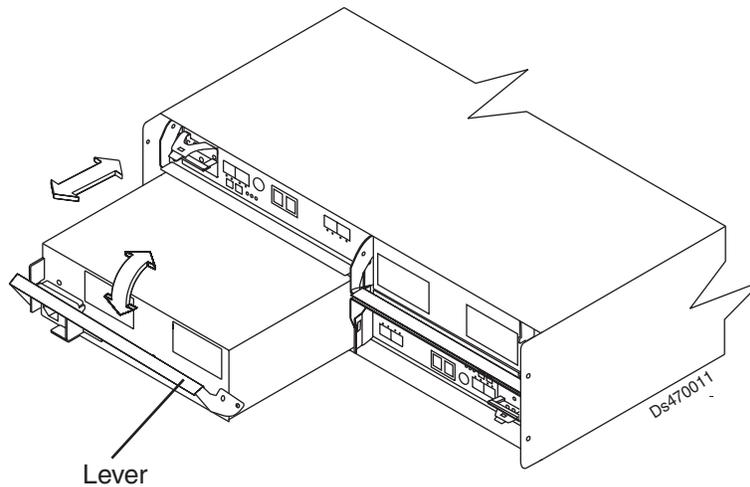


Figure 91. Replacing a power supply-fan

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

If the above tasks do not resolve the problem, contact IBM Customer and Technical Support
17. Complete any remaining Recovery Guru procedures, if needed.
18. Check the status of each component in the storage subsystem.
19. Do any components have a Needs Attention LED?

- **Yes** - Select the Recovery Guru toolbar button in the Subsystem Management Window and complete the recovery procedure. If a problem is still indicated, contact IBM Customer and Technical Support.
  - **No** - Go to step 20.
20. Create, save, and print a new storage subsystem profile.

---

## Replacing a battery unit

Each RAID controller in the DS4700 Storage Subsystem contains a rechargeable battery unit that maintains data in the cache memory for three days without power to the unit.

Use the following procedure if the DS4000 Storage Manager client instructs you to replace the battery unit because the current battery has failed. You can also use the DS4000 Storage Manager client to check the status of the battery. Because write-caching is disabled when either one of the battery units fail, IBM recommends that you replace the failed battery unit as soon as possible to minimize any impact due to the disabling of the write-caching function.

Replace only the battery unit that is indicated as failed by the LEDs. You do not need to replace both battery units when the Battery LEDs indicate that only one battery unit has failed.

**Note:** Unlike the batteries for other DS4000 Storage Subsystems, the DS4700 Storage Subsystem battery units do not have set expiration dates. Do not replace these batteries after a certain usage period.

**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 25.

Use the following procedure to replace a battery unit.

1. Use the DS4000 Storage Manager client software to print a storage subsystem profile.
2. Locate the RAID controller that contains the failed battery unit.
3. Check the LEDs on the battery units to determine which of the two battery units has failed. (See “Battery unit LEDs” on page 100.) Replace only the battery unit that is indicated as failed by the LEDs.
4. Put on antistatic protection.
5. To remove the failed battery unit from the RAID controller, press the battery unit latch (the coral colored tab **3**) toward the black colored battery pull handle (**4**) to unlatch the battery from the DS4700 chassis and slowly pull the battery unit from the controller chassis using the black handle, as shown in Figure 92 on page 138.

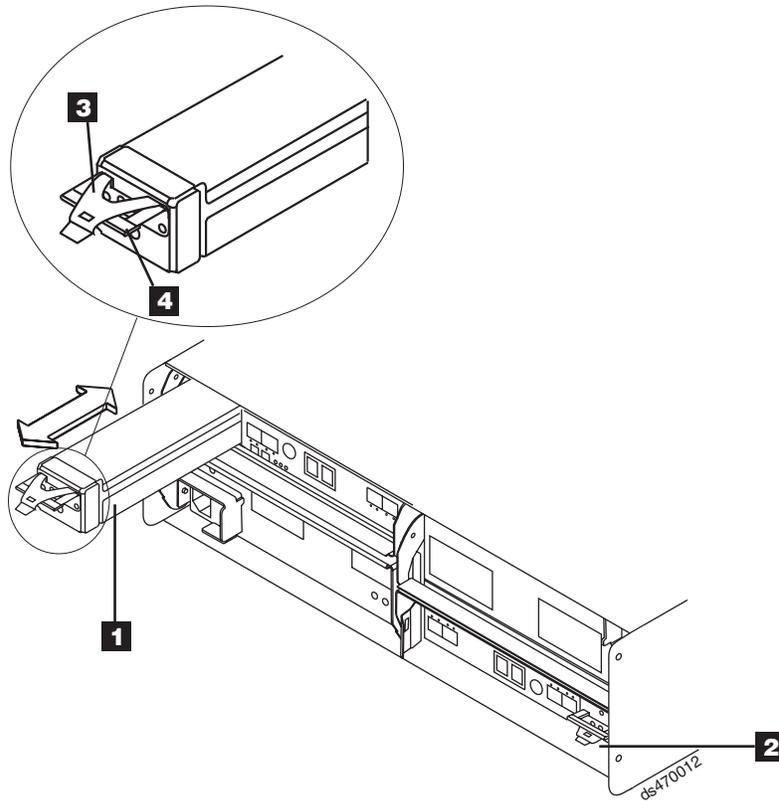


Figure 92. Removing and replacing a battery unit from the controller chassis



**Attention:** This product contains a sealed Lithium Ion battery. Discharged Lithium and Lithium Ion batteries are currently designated to be disposed of in normal trash. However, users should contact their municipal waste disposal facility prior to discarding any used battery in normal trash. Alternatively, IBM recommends users may return Lithium, Lithium Ion and Lithium Ion battery packs to IBM for recycling.

In the United States, IBM has established a collection process for reuse, recycling, or proper disposal of used IBM Lithium, Lithium Ion and Lithium Ion battery packs. For information on proper disposal of these batteries, please contact IBM at 1-800-426-4333. Please have the IBM part number listed on the battery available prior to your call.

For information on disposal of sealed Lithium Ion batteries outside the United States, go to <http://www.ibm.com/ibm/environment/products/batteryrecycle.shtml> or contact your local waste disposal facility.

6. Place the battery unit that you removed on a level surface.
7. Unpack the new battery unit. Set the new battery unit on a dry, level surface.

- Save all packing materials in the event you need to return the new battery unit.
8. Insert the new battery unit into the controller chassis. Make sure the new battery unit is inserted in the correct orientation in the battery unit bay. Press the battery unit fully into the bay until it clicks into place. Do not force fit. The battery unit is designed to prevent it from being inserted into the chassis incorrectly.

---

## Replacing an SFP module

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

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

Use the following procedure to replace a Small Form-factor Pluggable (SFP) module on the storage subsystem. The SFP module shown in this procedure might look different from those you are using, but the difference will not affect functionality. Figure 93 on page 140 illustrates installing an SFP module.

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

1. Use the DS4000 Storage Manager client software to print a new storage subsystem profile.
2. Using the Recovery Guru, identify the failed component that needs to be replaced.
3. Check the Fault LEDs to locate the failed SFP module. If a fault is detected, the amber Fault LED is on.

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

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

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

**Attention:** Handle and install fiber-optic cables properly to avoid degraded performance or loss of communications with devices. When working with fiber-optic cables, do not pinch them, step on them, or locate them in aisles or walkways. Do not overtighten the cable straps or bend the cables to a radius smaller than 38 mm (1.5 inches).

6. Disconnect the interface cables from the SFP module.
7. Remove the failed SFP module from the controller.
8. Install the new SFP module into the controller.
9. Reconnect the interface cable.

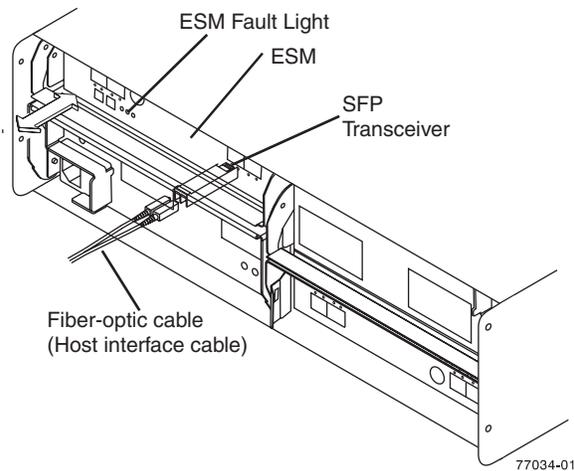


Figure 93. Replacing an SFP module

10. Check the Bypass and Fault LEDs for the new SFP module.
11. Based on the status of the Bypass and Fault LEDs, choose one of the following steps:
  - **Bypass LED or Fault LED is on** - Reinstall the SFP module and cables, and verify that the SFP module and cables are securely connected. Use the fibre channel loopback and the LC-LC connector to perform path diagnostics to ensure that the FC cable is good and the SFP on the other end of the fibre channel connection is working properly. When finished, go to step 12.
  - **Bypass LED and Fault LED are off** - Go to step 12.
12. Is the problem corrected?
  - **Yes** - Go to step 13.
  - **No** - Contact IBM Support.
13. Complete any remaining Recovery Guru procedures, if needed.
14. Use the DS4000 Storage Manager Subsystem Management Window to check the status the status of all components in the storage subsystem.
15. Remove the antistatic protection.
16. Does any component have a Needs Attention status?
  - **Yes** - Select the Recovery Guru toolbar button in the Subsystem Management Window, and complete the recovery procedure. If the problem persists, contact IBM Support.
  - **No** - Go to step 17.
17. Use the DS4000 Storage Manager client software to print a new storage subsystem profile.

---

## Replacing a midplane

Perform the following steps to replace a midplane:

1. Complete the power-off sequence described in “Turning off the storage subsystem” on page 105 ensuring that the DS4000 storage subsystem is turned off before any attached storage expansion enclosures.
2. Remove the power cords from the power supply-fans of the DS4700 Storage Subsystem.
3. Label the fibre channel cables that are attached to the rear of the controllers. Labeling the cables simplifies the re-cabling process.

4. Remove the fibre channel cables that are attached to the rear of the controllers.
  5. Remove both controllers. To remove them:
    - a. Squeeze the controller latch and pull the lever open 90° (so that the lever is horizontal) to release the controller from the latch. The controller latch is a coral colored tab on the lever.

**Note:** The lever rotates upward or downward 90°, depending on whether the controller you are removing is the right or left controller CRU.

    - b. Slowly pull the lever away from the storage subsystem chassis to remove the controller from the controller bay, as shown in Figure 16 on page 34. (You do not have to actually remove them from the controller bays.)
    - c. Repeat steps 5a and 5b for the other controller.
  6. Remove both power supply-fans. To remove them:
    - a. Squeeze the latch and pull the lever open 90° (so that the lever is horizontal) to release the power supply-fan from the latch. The latch is a coral colored tab on the lever.
    - b. Slowly pull the lever away from the chassis to remove the power supply-fan, as shown in Figure 17 on page 35. (You do not have to actually remove them from the power supply-fan bays.)

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

    - c. Repeat steps 6a and 6b for the other power supply-fan.
  7. Label the drive CRUs so you know their physical location in the midplane.
  8. Remove the drive CRUs. See “Removing a hard disk drive” on page 35 for instructions.
- Attention:** Do not stack drive CRUs on top of each other. Protect the drive CRUs from vibrations or sudden shocks.
9. Use a #1 Phillips screwdriver to loosen the four front cage frame screws on the midplane, as shown in Figure 94.

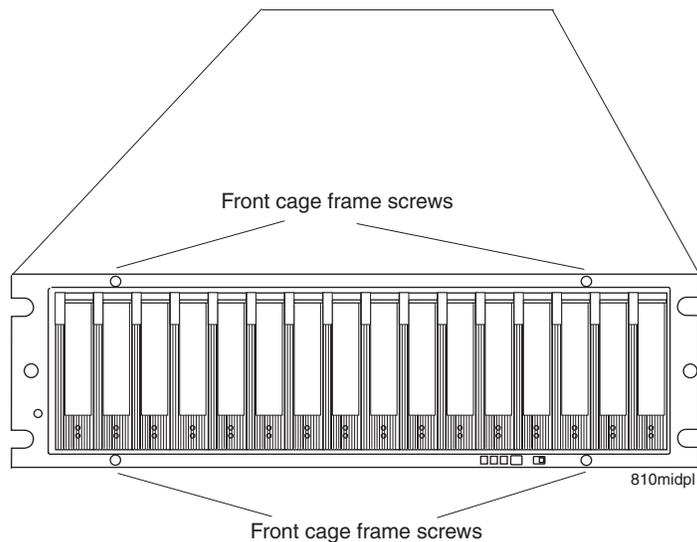


Figure 94. Replacing a midplane

10. Grab the blue handle in the center of the front cage frame and pull it outward to slide the front cage frame out approximately two inches. Grab the two sides of the front cage frame and remove it from the chassis.
11. Unpack the new front cage frame with the midplane. Save the packaging materials in case you need to return it.
12. Insert the new midplane by aligning it with the storage subsystem front opening and slowly sliding it into the storage subsystem chassis. Make sure that the front cage frame EMC gaskets do not snag between the frame and chassis.
13. Tighten the four front cage frame screws.
14. Insert the hard drive CRUs. Be sure you insert them in the correct slots. Use the labels you put on them before you removed them to guide you.
15. Re-insert the controllers and reconnect the fibre channel cables.
16. Re-insert the power supply-fans and reconnect the power supply cords.
17. Power on the attached storage expansion enclosures.
18. Wait at least 3 minutes and then power on the DS4700 Storage Subsystem. Verify the status of the configuration using LEDs and the DS4000 Storage Manager client program.

---

## Chapter 6. Hardware maintenance

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

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

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### General checkout

Use the indicator lights, the diagnostics and test information, the symptom-to-FRU index, and the connected server HMM to diagnose problems.

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

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### Solving problems

This section contains information to help you solve some of the problems you might have with your storage subsystem. Table 36 on page 144 contains the problem symptoms and error messages, along with suggested actions to take to resolve problems.

Always use the DS4000 Storage Manager client to diagnose storage subsystem problems and component failures and find solutions to problems that have definite symptoms.

You can use Table 36 on page 144, which contains the problem symptoms and error messages, along with suggested actions as a guide for troubleshooting problems in addition to the DS4000 Storage Manager Recovery Guru in the Subsystem Management window. Do not depend solely Table 36 on page 144 for a FRU replacement decision.

See the problem determination maps in the *DS4000 Problem Determination Guide* for more detailed procedures for problem isolation.

Table 36. Symptom-to-FRU index

Problem indicator	Component	Possible cause	Possible solutions
Amber LED is lit	Drive CRU (Drive Fault LED)	Drive failure	Replace the failed drive. <b>Note:</b> The amber LED on the drive is also lit if the drive slot has a blank drive tray inserted.
		Drive uncertified	Verify the drive option and FRU part number to verify that it is supported by the DS4700 Storage Subsystem. (For FRU part numbers, see Table 37 on page 149.)
	RAID controller (Fault LED)	RAID controller failure	Replace the RAID controller. See your controller documentation for more information. See Chapter 5, "Replacing components," on page 115 for more information.
		Controller was placed offline by a user or the other controller.	Use the menu function in the DS4700 Subsystem Management window to place the controller back online. If the controller continues going to an offline state after being placed online, replace the RAID controller.
	RAID controller (Port Bypass LED)	No incoming signal detected	Reconnect the SFP modules and the fibre-channel cables. Verify the input and output SFP using the path failure determination instruction in the <i>DS4000 Problem Determination Guide</i> and the FC loopback and female-female LC connector. Replace either input or output SFP modules or fibre channel cables as necessary.
		Incorrect enclosure speed setting	When connecting storage expansion enclosures to the existing operating redundant drive loop with a different speed setting, the port goes into bypass mode because mixing different speed enclosures within the same redundant drive loop/channel is not supported.
RAID controller failure		If the RAID controller Fault LED is lit, also replace the RAID controller.	

Table 36. Symptom-to-FRU index (continued)

Problem indicator	Component	Possible cause	Possible solutions
Amber LED is lit (continued)	Front panel  (Global Summary Fault LED)	General machine fault	A Fault LED is lit somewhere on the storage subsystem (check for Amber LEDs on CRUs).
		General machine fault (continued)	Open the DS4700 Storage Subsystem Management window and click on the Recovery Guru to see problems in the DS4700 configuration.  Some errors will cause the Global Summary Fault LED to be lit but will not cause any individual CRU Fault LEDs to be lit. (Drive PFA exceeded or nominal temperature exceeded errors are a few examples.) Follow the corrective actions in the Recovery Guru window.
		Fibre-channel connection failure	Check that the CRUs are properly installed. If none of the amber LEDs are lit on any of the CRUs, this indicates an SFP module transmission fault in the storage subsystem. Replace the failed SFP module. See the DS4000 Storage Manager software documentation for more information.
	Battery unit fault	Battery unit failure	Verify the failure using DS4000 Storage Manager Client and replace the failing battery.
Amber LED is lit and green LED is off	Power supply CRU  (Fault and Power LEDs lit; Direct Current Enable LED is not lit)	The power switch is turned off or there is an ac power failure.	Replace the failed power supply or turn on all power supply switches.
Amber and green LEDs are lit	Power supply CRU  (Fault and Power LEDs lit; Direct Current Enable LED is not lit)	Power supply failure	Replace the failed power supply.
All amber and green LEDs are slowly flashing	All drive CRUs  (Activity and Fault LEDs are not lit)	Check for and resolve one of the following situations: <ul style="list-style-type: none"> <li>Storage expansion enclosures are not properly connected to the DS4700.</li> <li>DS4700 does not have the correct firmware version</li> </ul>	

Table 36. 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 subsystem 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.
Amber LED is flashing	Drive CRUs (Fault LED lit)	Drive identity is in process	No corrective action needed.
	RAID controller port bypass	An FC loop initialization process (LIP) is being generated in the drive loop due to a faulty component.	Use the Read Link Status window in the Storage Manager Client Subsystem Management window and the storage subsystem event logs to isolate the faulty component.
One or more green LEDs are off	Power supply CRUs	Power cable is unplugged or switches are turned off	Make sure that the power cable is plugged in and that the switches are turned on.
	All drive CRUs	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, replace the RAID controllers, followed by the midplane. Contact an IBM technical support representative.
		The DS4700 was not powered on, or all fibre-channel connections between the storage expansion enclosures and the DS4700 Storage Subsystem failed.	Perform one of the following actions: <ul style="list-style-type: none"> <li>Power on the storage subsystem.</li> <li>Verify that the fibre-channel connections between the storage expansion enclosures and the DS4700 Storage Subsystem are made.</li> </ul>
	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 36. Symptom-to-FRU index (continued)

Problem indicator	Component	Possible cause	Possible solutions
Green LED slowly flashing one per 2 seconds	Drive CRUs	The DS4700 was not powered on, or all fibre-channel connections between the storage expansion enclosures and the DS4700 Storage Subsystem failed	Perform one of the following actions: <ul style="list-style-type: none"> <li>• Power on the storage subsystem.</li> <li>• Verify that the fibre-channel connections between the storage expansion enclosures and the DS4700 Storage Subsystem are made.</li> <li>• Ensure that all the storage expansion enclosures in the same redundant drive loop/channel pair have the same enclosure speed setting.</li> </ul>
Intermittent or sporadic power loss to the storage subsystem	Some or all CRUs	Defective ac power source or improperly connected power cable	Check the ac power source. Reseat all installed power cables and power supplies. If applicable, check the power components (power units or universal power supply). Replace defective power cables.
		Power supply failure	Check the power supply Fault LED on the power supply. If the LED is lit, replace the failed CRU.
		Midplane failure	Have the midplane replaced. Contact an IBM technical support representative.
Unable to access drives	Drives and fibre-channel loop	Incorrect storage subsystem ID settings	Ensure that the fibre-channel optical cables are undamaged and properly connected. Check the storage subsystem ID settings. <b>Note:</b> Change the switch position only when your storage subsystem is powered off.
		RAID controller failure	Replace one or both RAID controllers. Contact an IBM technical support representative.
		Drive or drives failed	Replace failed drive or drives.
Random errors	Subsystem	Midplane failure	Have the midplane replaced. Contact an IBM technical support representative.

Table 36. Symptom-to-FRU index (continued)

<b>Problem indicator</b>	<b>Component</b>	<b>Possible cause</b>	<b>Possible solutions</b>
Hard disk drive not visible in RAID management software	Several CRUs	Drive or drives failed	Replace failed drive or drives.
		FC cable failed	Replace FC cable.
		SFP failed	Replace SFP.
		RAID controller failure	Replace RAID controller.
		Midplane failure	Have the midplane replaced. Contact an IBM technical support representative.
		Drive CRU has interface problem with the ESM or controller.	Replace the drive CRU.
		Incorrect firmware version	Verify that the DS4700 Storage Subsystem has the correct firmware version. Refer to "Software and hardware compatibility and upgrades" on page 13.
		A controller has failed in addition to the ESM failure in the drive channel that originates from the functioning controller	Replace the failed controller and ESM.

## Parts listing

Figure 95 on page 149 and the following table provide a parts listing for the DS4700.

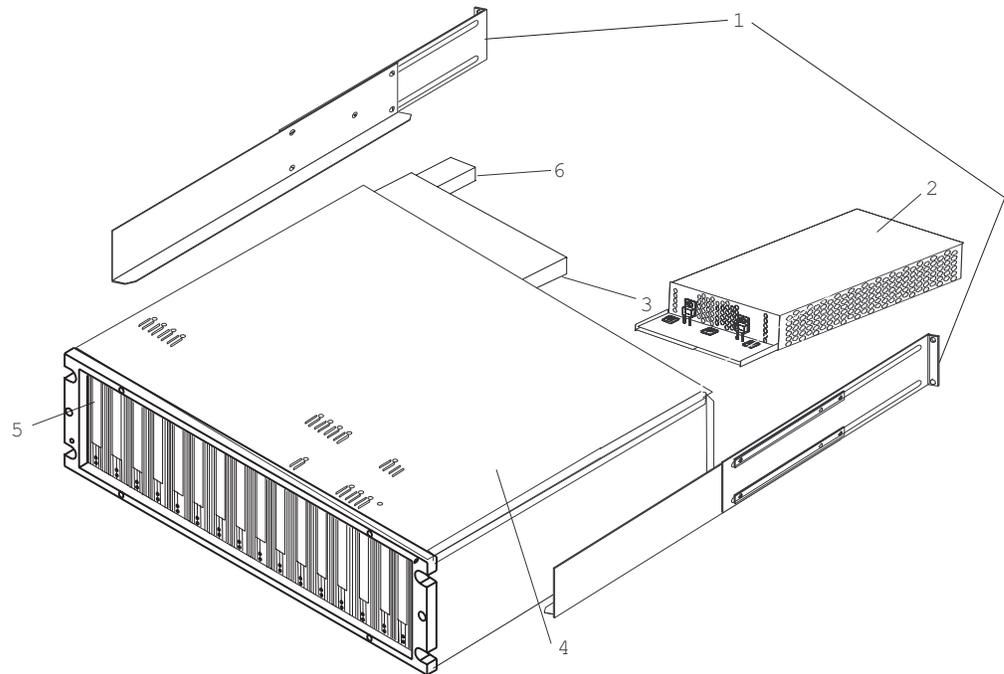


Figure 95. DS4700 storage subsystem parts list

Table 37. Parts listing (DS4700 Storage Subsystem)

Index	DS4700 Storage Subsystem	FRU P/N
1	rail kit	41Y5152
2	power supply FRU, 600 W	41Y5155
3	Controller model 70	39M5896
	Controller model 72	41Y0676
4	Frame, Midplane	41Y5150
5	2 Gbps FC, 73.4 GB/10K drive module	39M4589
	2 Gbps FC, 146.8 GB/10K drive module	39M4593
	2 Gbps FC, 300 GB/10K drive module	39M4597
	2 Gbps FC, 36.4 GB/15K drive module	40K6803
	2 Gbps FC, 73.4 GB/15K drive module	40K6807
	2 Gbps FC, 146.8 GB 15K drive module	40K6811
	4 Gbps FC, 36.4GB/15K drive module	40K6815
	4 Gbps FC, 73.4GB/15K drive module	40K6819
	4 Gbps FC, 146.8GB/15K drive module	40K6823
6	Battery backup unit	41Y0679
	Blank drive module	41Y5153
	cable, FRU-1M	39M5699
	cable, FRU-5M	39M5700
	cable, FRU-25M	39M5701

Table 37. Parts listing (DS4700 Storage Subsystem) (continued)

<b>Index</b>	<b>DS4700 Storage Subsystem</b>	<b>FRU P/N</b>
	Serial cable adapter (RoHS)	39M5942
	SFP LC (shortwave) 4 Gbps	39M5705
	LC wrap plug assembly	39M5914
	power cord, 2.8M	39M5081
	power cord, jumper	39M5377

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## Appendix A. Records

Whenever you add options to your DS4700, be sure to update the information in this appendix. Accurate, up-to-date records make it easier to add other options and provide needed data whenever you contact your IBM technical support representative.

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### Identification numbers

Record and retain the following information.

Product name:	IBM System Storage DS4000 DS4700 Storage Subsystem
Machine type:	1814
Model number:	70A, 70H, 72A, 72H
Serial number:	

The serial number is located on the bottom inside surface at the rear and on the bottom right at the front of the DS4700.



## Sample information record

Table 39 shows a sample information record. This network contains storage subsystems that are managed by using both the direct-management and host-agent-management method.

Table 39. Sample information record

Storage subsystem name	Management method	Controllers-Ethernet and IP addresses, and host name		Host-IP address and host name
		Controller A	Controller B	
Finance	Direct	Hardware Ethernet address = 00a0b8020420	Hardware Ethernet address = 00a0b80000d8	
		IP address = 192.168.128.101	IP address = 192.168.128.102	
		Host = Denver_a	Host = Denver_b	
Engineering	Host-agent			IP address = 192.168.2.22
				Host = Atlanta



---

## Appendix B. Rack mounting template

This appendix provides duplicate copies of the rack mounting templates. If you want to tear out the templates from this document for easier use, use these copies rather than those provided in “Installing the support rails” on page 28.

Use the following templates (Figure 96 on page 156 and Figure 97 on page 157) to identify the proper locations for inserting M5 screws when mounting the support rails and DS4700 to a rack. The locations for the M5 screws are highlighted in the templates.

The DS4700 is 3 U high. Align the template with the rack at a U boundary. U boundaries are shown as horizontal dashed lines in the rack mounting templates.

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

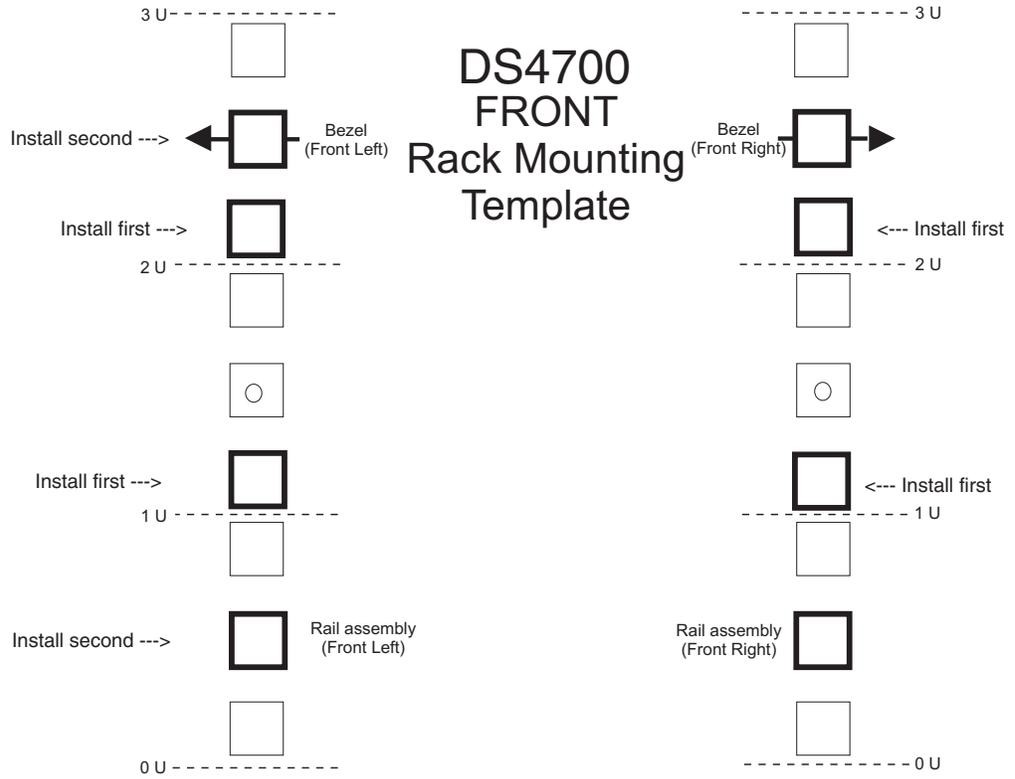


Figure 96. Front rack mounting template

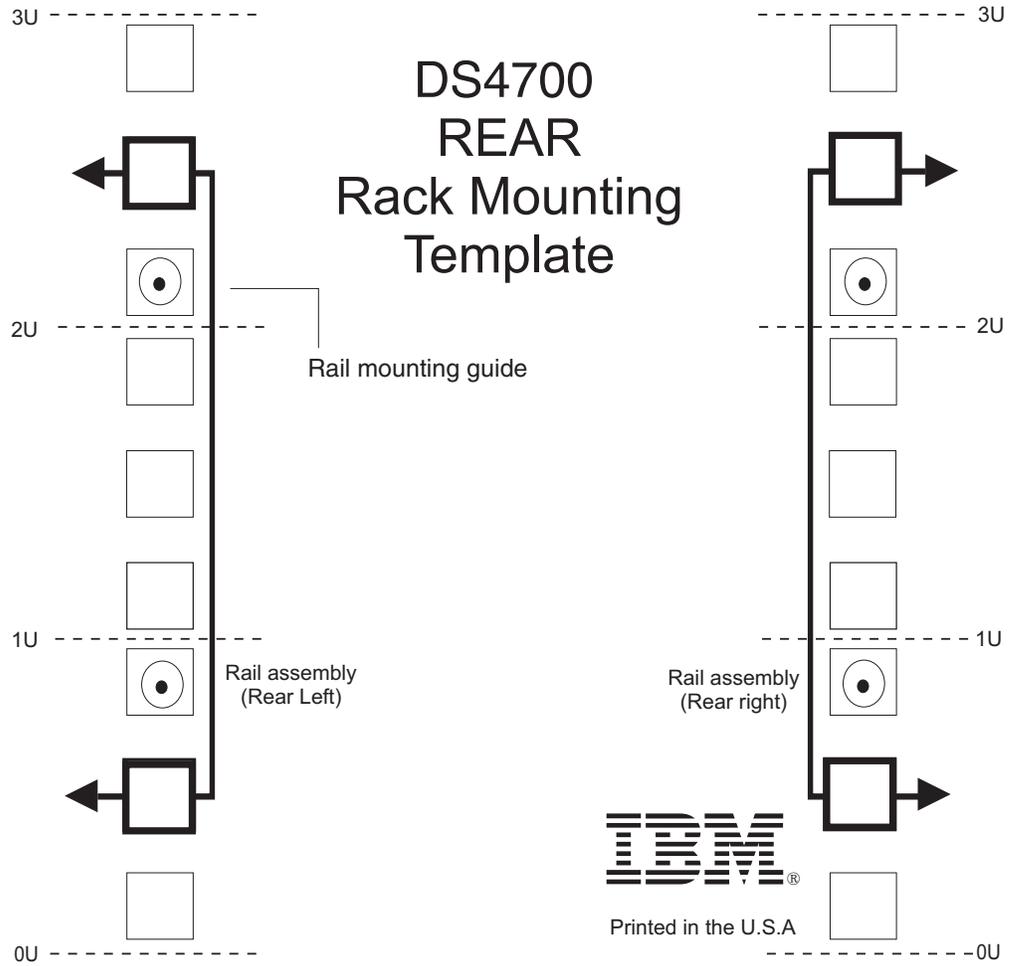


Figure 97. Rear rack mounting template



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## Appendix C. Power cords

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

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

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

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

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

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

Table 41. IBM power cords

IBM power cord part number	Feature code	Description	Used in these countries or regions
39Y7931	9800	Power Cord (125v, 10A, 4.3m)	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Cayman Islands, Costa Rica, Columbia, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Thailand, Turks and Caicos Islands, United States, Venezuela

Table 41. IBM power cords (continued)

IBM power cord part number	Feature code	Description	Used in these countries or regions
39Y7917	9820	Power Cord (250v, 10A, 2.8m)	Afghanistan, Albania, Algeria, Andorra, Angola, Armenia, Austria, Azerbaijan, Belarus, Belgium, Benin, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Democratic Republic of), Congo (Republic of), Cote D'Ivoire (Ivory Coast), Croatia (Republic of), Czech Rep, Dahomey, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Finland, France, French Guyana, French Polynesia, Gabon, Georgia, Germany, Greece, Guadeloupe, Guinea, Guinea Bissau, Hungary, Iceland, Indonesia, Iran, Kazakhstan, Kyrgyzstan, Laos (Peoples Democratic Republic of), Latvia, Lebanon, Lithuania, Luxembourg, Macedonia (former Yugoslav Republic of), Madagascar, Mali, Martinique, Mauritania, Mauritius, Mayotte, Moldova (Republic of), Monaco, Mongolia, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Reunion, Romania, Russian Federation Rwanda, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia (Republic of), Somalia, Spain, Suriname, Sweden, Syrian Arab Republic, Tajikistan, Tahiti, Togo, Tunisia, Turkey, Turkmenistan, Ukraine, Upper Volta, Uzbekistan, Vanuatu, Vietnam, Wallis and Futuna, Yugoslavia (Federal Republic of), Zaire
39Y7918	9821	Power Cord (250v, 10A, 2.8m)	Denmark

Table 41. IBM power cords (continued)

IBM power cord part number	Feature code	Description	Used in these countries or regions
39Y7923	9825	Power Cord (250v, 10A, 2.8m)	Abu Dhabi, Bahrain, Botswana, Brunei Darussalam, Channel Islands, Cyprus, Dominica, Gambia, Ghana, Grenada, Guyana, Hong Kong, Iraq, Ireland, Jordan, Kenya, Kuwait, Liberia, Malawi, Malaysia, Malta, Myanmar (Burma), Nigeria, Oman, Qatar, Saint Kitts & Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Sudan, Tanzania (United Republic of), Trinidad & Tobago, United Arab Emirates (Dubai), United Kingdom, Yemen, Zambia, Zimbabwe
39Y7920	9827	Power Cord (250v, 10A, 2.8m)	Israel
39Y7919	9828	Power Cord (250v, 10A, 2.8m)	Liechtenstein, Switzerland
39Y7922	9829	Power Cord (250v, 10A, 2.8m)	Bangladesh, Lesotho, Maceo, Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda
39Y7925	9845	Power Cord (250v, 12A, 2.8m)	Korea (Democratic Peoples Republic of)
39Y7921	9830	Power Cord (250v, 10A, 2.8m)	Chile, Italy, Libyan Arab Jamahiriya
39M7924	9831	Power Cord (250v, 10A, 2.8m)	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea
39Y7930	9834	Power Cord (250v, 10A, 2.8m)	Argentina, Paraguay, Uruguay
39Y7928	9840	Power Cord (250v, 10A, 2.8m)	China
39M2830	9841	Power Cord 1.8m long	Taiwan
39Y7929	9842	Power Cord (125v, 10A, 2.8m)	Brazil
39Y7927	9843	Power Cord (250v, 10A, 2.8m)	India
39Y7926	9844	Power Cord (125v, 10A, 4.3m)	Japan
N/A	9986	Power Cord (125v, 10A, 1.8m) - US/Chicago	



## Appendix D. Additional DS4000 documentation

The following tables present an overview of the IBM System Storage DS4000 Storage Manager, Storage Subsystem, and Storage Expansion Enclosure product libraries, as well as other related documents. Each table lists documents that are included in the libraries and what common tasks they address.

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

[www.ibm.com/servers/storage/support/disk/](http://www.ibm.com/servers/storage/support/disk/)

[www.ibm.com/shop/publications/order/](http://www.ibm.com/shop/publications/order/)

### DS4000 Storage Manager Version 9 library

Table 42 associates each document in the DS4000 Storage Manager Version 9 library with its related common user tasks.

Table 42. DS4000 Storage Manager Version 9.1 titles by user tasks

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

## DS4800 Storage Subsystem library

Table 43 associates each document in the DS4800 Storage Subsystem library with its related common user tasks.

Table 43. DS4800 Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage DS4800 Installation, User's and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage DS4800 Installation and Cabling Overview</i>		✓				
<i>IBM TotalStorage DS4800 Controller Cache Upgrade Kit Instructions</i>	✓	✓		✓		

---

## DS4700 Storage Subsystem library

Table 44 associates each document in the DS4700 Storage Subsystem library with its related common user tasks.

Table 44. DS4700 Storage Subsystem document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage DS4700 Installation, User's and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage DS4700 Storage Subsystem Fibre Channel Cabling Guide</i>		✓				

## DS4500 Fibre Channel Storage Server library

Table 45 associates each document in the DS4500 (previously FAStT900) Fibre Channel Storage Server library with its related common user tasks.

Table 45. 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</i>	✓	✓		✓		
<i>IBM TotalStorage DS4500 Fibre Channel Cabling Instructions</i>	✓	✓				
<i>IBM TotalStorage DS4500 Storage Server User's Guide</i>				✓	✓	✓
<i>IBM TotalStorage DS4500 Rack Mounting Instructions</i>	✓	✓				

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## DS4400 Fibre Channel Storage Server library

Table 46 associates each document in the DS4400 (previously FAStT700) Fibre Channel Storage Server library with its related common user tasks.

Table 46. 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</i>	✓	✓		✓	✓	✓
<i>IBM DS4400 Fibre Channel Storage Server Installation and Support Guide</i>	✓	✓		✓	✓	
<i>IBM DS4400 Fibre Channel Cabling Instructions</i>	✓	✓				

## DS4300 Fibre Channel Storage Server library

Table 47 associates each document in the DS4300 (previously FAStT600) Fibre Channel Storage Server library with its related common user tasks.

Table 47. 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</i>	✓	✓		✓		
<i>IBM TotalStorage DS4300 Rack Mounting Instructions</i>	✓	✓				
<i>IBM TotalStorage DS4300 Fibre Channel Cabling Instructions</i>	✓	✓				
<i>IBM TotalStorage DS4300 SCU Base Upgrade Kit</i>		✓	✓			
<i>IBM TotalStorage DS4300 SCU Turbo Upgrade Kit</i>		✓	✓			
<i>IBM TotalStorage DS4300 Turbo Models 6LU/6LX Upgrade Kit</i>		✓	✓			

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## DS4100 SATA Storage Server library

Table 48 associates each document in the DS4100 (previously FAStT100) SATA Storage Server library with its related common user tasks.

Table 48. 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</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4100 Cabling Guide</i>		✓				

## DS4000 Storage Expansion Enclosure documents

Table 49 associates each of the following documents with its related common user tasks.

Table 49. DS4000 Storage Expansion Enclosure document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM System Storage DS4000 EXP810 Storage Expansion Enclosures Installation, User's, and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>IBM TotalStorage DS4000 EXP700 and EXP710 Storage Expansion Enclosures Installation, User's, and Maintenance Guide</i>	✓	✓		✓	✓	✓
<i>Fibre Channel Solutions - IBM DS4000 EXP500 Installation and User's Guide</i>	✓	✓		✓	✓	✓
<i>IBM System Storage DS4000 Hard Drive and Storage Expansion Enclosures Installation and Migration Guide</i>	✓	✓				

## Other DS4000 and DS4000-related documents

Table 50 associates each of the following documents with its related common user tasks.

Table 50. DS4000 and DS4000–related document titles by user tasks

Title	User Tasks					
	Planning	Hardware Installation	Software Installation	Configuration	Operation and Administration	Diagnosis and Maintenance
<i>IBM Safety Information</i>					✓	
<i>IBM TotalStorage DS4000 Quick Start Guide</i>	✓	✓				
<i>IBM TotalStorage DS4000 Hardware Maintenance Manual</i>						✓
<i>IBM System Storage DS4000 Problem Determination Guide</i>						✓
<i>IBM Fibre Channel Planning and Integration: User's Guide and Service Information</i>	✓	✓			✓	✓
<i>IBM TotalStorage DS4000 FC2-133 Host Bus Adapter Installation and User's Guide</i>		✓			✓	
<i>IBM TotalStorage DS4000 FC2-133 Dual Port Host Bus Adapter Installation and User's Guide</i>		✓			✓	
<i>IBM TotalStorage DS4000 Fibre Channel and Serial ATA Intermix Premium Feature Installation Overview</i>	✓	✓	✓	✓		
<i>IBM Netfinity® Fibre Channel Cabling Instructions</i>		✓				
<i>IBM Fibre Channel SAN Configuration Setup Guide</i>	✓		✓	✓	✓	



## 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.

**Note:** In addition to the keyboard operations that are described in this section, the DS4000 Storage Manager 9.14 software installation package for Windows includes a screen reader software interface. To enable the screen reader, select Custom Installation when using the installation wizard to install Storage Manager 9.14 on a Windows host/management station. Then, in the Select Product Features window, select Java™ Access Bridge in addition to the other required host software components.

Table 51 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 51. DS4000 Storage Manager alternate keyboard operations

Short cut	Action
F1	Open the Help.
F10	Move keyboard focus to main menu bar and post first menu; use the arrow keys to navigate through the available options.
Alt+F4	Close the management window.
Alt+F6	Move keyboard focus between dialogs (non-modal) and between management windows.

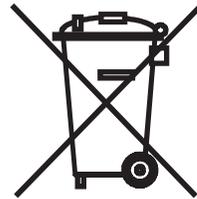
Table 51. DS4000 Storage Manager alternate keyboard operations (continued)

Short cut	Action
Alt+ underlined letter	<p>Access menu items, buttons, and other interface components by using the keys associated with the underlined letters.</p> <p>For the menu options, select the Alt + underlined letter combination to access a main menu, and then select the underlined letter to access the individual menu item.</p> <p>For other interface components, use the Alt + underlined letter combination.</p>
Ctrl+F1	Display or conceal a tool tip when keyboard focus is on the toolbar.
Spacebar	Select an item or activate a hyperlink.
Ctrl+Spacebar (Contiguous/Non-contiguous) AMW Logical/Physical View	<p>Select multiple drives in the Physical View.</p> <p>To select multiple drives, select one drive by pressing Spacebar, and then press Tab to switch focus to the next drive you want to select; press Ctrl+Spacebar to select the drive.</p> <p>If you press Spacebar alone when multiple drives are selected then all selections are removed.</p> <p>Use the Ctrl+Spacebar combination to deselect a drive when multiple drives are selected.</p> <p>This behavior is the same for contiguous and non-contiguous selection of drives.</p>
End, Page Down	Move keyboard focus to the last item in the list.
Esc	Close the current dialog (does not require keyboard focus).
Home, Page Up	Move keyboard focus to the first item in the list.
Shift+Tab	Move keyboard focus through components in the reverse direction.
Ctrl+Tab	Move keyboard focus from a table to the next user interface component.
Tab	Navigate keyboard focus between components or select a hyperlink.
Down arrow	Move keyboard focus down one item in the list.
Left arrow	Move keyboard focus to the left.
Right arrow	Move keyboard focus to the right.
Up arrow	Move keyboard focus up one item in the list.

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## Appendix F. European Directive About Product Recycling and Disposal

This unit must be recycled or discarded according to applicable local and national regulations. IBM encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. IBM offers a variety of product return programs and services in several countries to assist equipment owners in recycling their IT products. Information on IBM product recycling offerings can be found on IBM's Internet site at <http://www.ibm.com/ibm/environment/products/prp.shtml>.



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This appliance is labelled in accordance with European Directive 2002/96/EC concerning waste electrical and electronic equipment (WEEE). The Directive determines the framework for the return and recycling of used appliances as applicable throughout the European Union. This label is applied to various products to indicate that the product is not to be thrown away, but rather reclaimed upon end of life per this Directive.

In accordance with the European WEEE Directive, electrical and electronic equipment (EEE) is to be collected separately and to be reused, recycled, or recovered at end of life. Users of EEE with the WEEE marking per Annex IV of the WEEE Directive, as shown above, must not dispose of end of life EEE as unsorted municipal waste, but use the collection framework available to customers for the return, recycling and recovery of WEEE. Customer participation is important to minimize any potential effects of EEE on the environment and human health due to the potential presence of hazardous substances in EEE. For proper collection and treatment, contact your local IBM representative.

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## Appendix G. Cable Warning

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



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## Important notes

Processor speeds indicate the internal clock speed of the microprocessor; other factors also affect application performance.

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

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

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

Maximum internal hard disk drive capacities assume the replacement of any standard hard disk drives and population of all hard disk drive bays with the largest currently supported drives available from IBM.

Maximum memory may require replacement of the standard memory with an optional memory module.

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---

## Product recycling and disposal

This unit contains materials such as circuit boards, cables, electromagnetic compatibility gaskets, and connectors which may contain lead and copper/beryllium alloys that require special handling and disposal at end of life. Before this unit is disposed of, these materials must be removed and recycled or discarded according to applicable regulations. IBM offers product-return programs in several countries. Information on product recycling offerings can be found on IBM's Internet site at [www.ibm.com/ibm/environment/products/prp.shtml](http://www.ibm.com/ibm/environment/products/prp.shtml).

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Information on product recycling offerings can be found on IBM's Internet site at [www.ibm.com/ibm/environment/products/prp.shtml](http://www.ibm.com/ibm/environment/products/prp.shtml).



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## Battery return program

This product may contain a sealed lead acid, nickel cadmium, nickel metal hydride, lithium, or lithium ion battery. Consult your user manual or service manual for specific battery information. The battery must be recycled or disposed of properly. Recycling facilities may not be available in your area. For information on disposal of batteries outside the United States, see <http://www.ibm.com/ibm/environment/products/batteryrecycle.shtml> or contact your local waste disposal facility.

In the United States, IBM has established a return process for reuse, recycling, or proper disposal of used IBM sealed lead acid, nickel cadmium, nickel metal hydride, and battery packs from IBM equipment. For information on proper disposal of these batteries, contact IBM at 1-800-426-4333. Have the IBM part number listed on the battery available prior to your call.

In the Netherlands, the following applies.



For Taiwan: Please recycle batteries.



---

## Electronic emission notices

This section gives the electronic emission notices or statements for the United States and other countries or regions.

### Federal Communications Commission (FCC) statement

**Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

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

### Chinese class A compliance statement

**Attention:** This is a class A statement. In a domestic environment, this product might cause radio interference in which case the user might be required to take adequate measures.

中华人民共和国“A类”警告声明

声明

此为A级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

### Industry Canada Class A emission compliance statement

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

**Avis de conformité à la réglementation d'Industrie Canada**

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

### Australia and New Zealand Class A statement

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

## United Kingdom telecommunications safety requirement

### Notice to Customers

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

## European Union EMC Directive conformance statement

This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a nonrecommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

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

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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](http://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<sup>®</sup>) 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 redundancy information.

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

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

**MIB.** See *management information base*.

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

**Microsoft Cluster Server (MSCS).** MSCS, a feature of Windows NT<sup>®</sup> 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 subsystems 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 subsystem. The DS4000 Storage Manager SMClient program maintains Storage Array Identifier records of previously-discovered storage subsystems 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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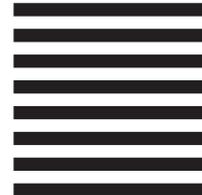
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