Installing or Replacing Disk Drives

This document describes how to either install or remove and replace one or more new disk drive assemblies in a SnapServer 2000 Series server or REO 4600 appliance.

CAUTION: While working with the unit, observe standard Electrostatic Discharge (ESD) precautions to prevent damage to micro-circuitry or static-sensitive devices.

WARNING: To reduce the risk of electric shock or damage to equipment, always remove any power cords while working with the unit.

AVERTISSEMENT: pour réduire le risque de choc électrique ou endommagement de l'équipement, retirez toujours les cordons électriques en travaillant avec l'appareil.

Register the New Drives

When adding new drives to your server, you must first register them to activate their warranty. Technical and warranty support are **not available** until this is done:

1. Go to the **Overland Storage** web site (http://www.overlandstorage.com/).
2. Select **Service & Support > My Products**.
3. At the Site Login, enter your **e-mail address** and **password**, and click **GO**.
4. Click the **Manage Products** button.
5. From the **Product Selector** drop-down list, select the unit in which you are installing the extra drives.
6. Click **Add a Component**.
7. Enter the drive **information**.
8. For each additional drive, click **Save & Add Another**, then repeat Step 7.
9. When ALL disk drives are registered, click **Save & Exit**.

IMPORTANT: Within three business days, you'll receive an e-mail from Overland with your warranty certificate. Follow the instructions included to complete the process.

Remove the Bezel

1. If necessary, unlock the **bezel**.
2. Press the **release latch** toward the center.
3. Pull the **latch side** out about 2 inches (5cm).
4. Slide the entire bezel toward the latch side to release the **pins** in the opposite flange.
5. Set the **bezel** aside.

Type A:

Pins   Lock   Latch

**Type B:**

Latch   Pins
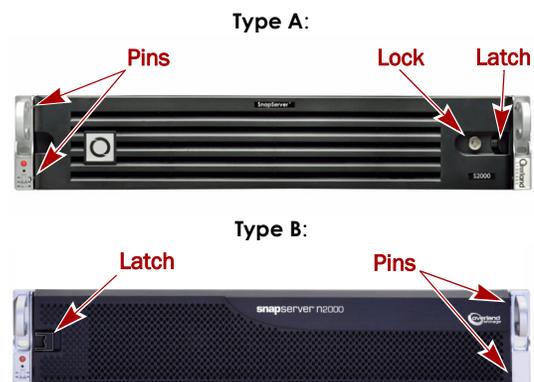
Disk Considerations

When adding one or more new disk drives, consider their placement in the server taking into account the following:

- Different capacity drives can be installed; however, they should not be in the same RAID set, because capacity usage for all drives in the RAID is limited to the smallest drive capacity.
- Drives different rotational speeds (such as SAS and SATA) cannot be installed in the same column.

    NOTE: If you are combining drives with different speeds, use the figures to the right to plan where to place them.

- Keep drives together either installing them in rows or columns.
- A SnapServer requires a minimum of four (4) drives. A REO 4600 requires all 12 drives.

Recommended Disk Drive Configurations
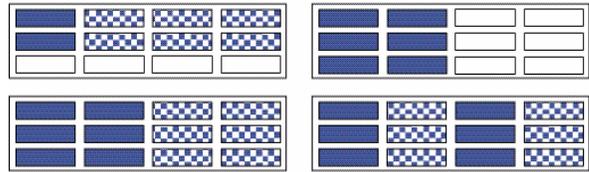
Unsupported Disk Drive Configurations
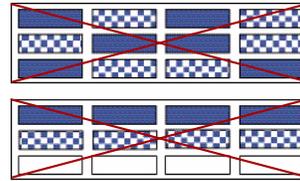
Do not include drives with different RPMs in the same column.

Rotational Speed A ▨   Rotational Speed B ▨   Blanks ▢

Install the Drives

➡ **IMPORTANT:** To maintain proper airflow and cooling, a drive assembly or a blank drive carrier must be installed in *every* slot. No empty slots are allowed.

NOTE: Do not remove the disk drives from their carriers. Doing so voids the drive warranty.

Drives are hot-swappable. The server does not have to be powered down during the exchange:

1. Press the handle release **button** on the old drive or blank carrier to extend the handle.
2. Using the **handle**, pull the old assembly out and set it aside.

    Save any blank carriers for future use.
3. Press the handle release **button** on the new assembly.
4. With the button to the right, position the **assembly** in front of the **empty slot** and slide it in.
5. Push in the **handle** to secure the assembly.
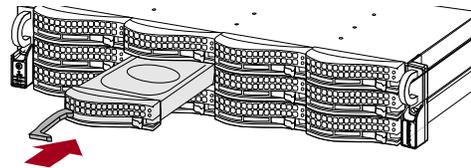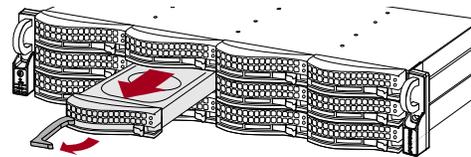
## Reattach the Bezel

When done, reattach the front bezel:

1. Insert the **pins** into the holes at the flange.
2. Push the **latch side** in until it catches (clicks).
3. If needed, **lock** the bezel.
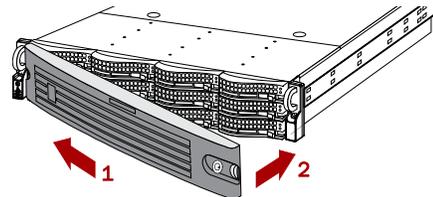
Return Any Removed Drives to Overland

1. Place any old drive assemblies in the anti-static bags and put them in the replacement part's box.
2. Return the old drives to Overland Storage.

    NOTE: For return shipping details and RMA number, go to: http://support.overlandstorage.com/support/support-return-instructions.html
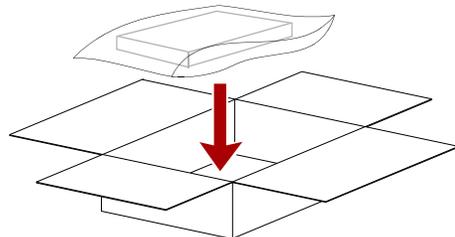
You can get additional technical support on the Internet at http://support.overlandstorage.com, or by contacting Overland Storage using the information found on the Contact Us page on our web site.