

# NetBackup™ Appliance Safety and Maintenance Guide

Release 3.0

**VERITAS™**

# NetBackup™ Appliance Safety and Maintenance Guide

Release 3.0

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[https://sort.veritas.com/data/support/SORT\\_Data\\_Sheet.pdf](https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf)



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# General safety guidelines

This chapter includes the following topics:

- Overview
- Product safety information
- Symbol conventions
- Identifier conventions
- High-voltage precautions
- ESD (Electrostatic Discharge)
- Combustible gas
- Batteries
- Lasers
- Optical fibers
- Product documentation

## Overview

This document provides safety and maintenance information for the following hardware:

- NetBackup 5220/5230/5240 (52xx) Appliances
- Veritas 3U16 24TB/36TB Storage Shelf
- Veritas 2U12 49TB Storage Shelf
- NetBackup 5330 Appliance

- NetBackup 5330 Primary Storage Shelf/Expansion Storage Shelf

Information applies to all products except where it is specifically noted.

## Product safety information

This document applies to boards, the chassis, and installed peripherals. To prevent bodily injury, electrical shock, fire, and equipment damage, read this document carefully. Observe all warnings and precautions before installing or maintaining the devices.

The device should be installed and serviced only by technically qualified persons.

Please adhere to the guidelines and the assembly instructions in this guide and the media server and storage subsystem manuals. The guidelines and instructions ensure and maintain compliance with existing product certifications and approvals. Use only the described, regulated components that are specified in this guide. Use of other products or components voids the UL Listing and other regulatory approvals of the product. It may also result in noncompliance with product regulations in the region(s) where the product is sold.

Use of other products or components:

- Voids the UL Listing
- Voids the regulatory approvals
- May result in noncompliance with product regulations in the region(s) where the product is sold or used
- May void the product warranty

## Symbol conventions

Warning symbols remind you of safety precautions to be followed during installation and maintenance operations.

**Table 1-1**      Warning symbols

Symbol	Description
 <b>DANGER</b>	Indicates a hazard with a high level of risk that may result in death or serious injury.

**Table 1-1** Warning symbols (*continued*)

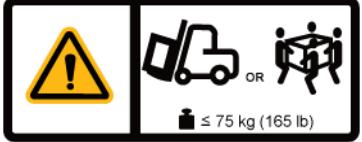
Symbol	Description
 <b>WARNING</b>	Indicates a hazard with a medium or a low level of risk, that can result in minor or moderate injury.
 <b>CAUTION</b>	Indicates a potentially hazardous situation, which if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.

See “Identifier conventions” on page 9.

## Identifier conventions

The following table describes warning and safety identifiers.

**Table 1-2** Warning and safety identifiers

Identifier	Descriptions
	<p>Electrostatic discharge (ESD) prevention identifier.</p> <p>To avoid electrostatic injuries or damage you must take strict ESD-preventive measures such as wearing ESD-preventive gloves or an ESD preventive wrist strap.</p>
	<p>Weight warning identifier.</p> <p>You must pay attention to the weight of a device before moving it.</p>
	<p>Warning identifier against inserting and removing system disks.</p> <p>You should not insert or remove system disks without following proper procedures.</p>

**Table 1-2** Warning and safety identifiers (*continued*)

Identifier	Descriptions
  <b>CAUTION</b> This device has more than one power input. Disconnect all power inputs to power off this device. 此设备有多路电源输入，设备断电时必须断开所有电源输入。	Power warning identifier. You must shut off all power sources when turning off a device.
  <b>CAUTION</b> Avoid injury. Read and understand owner's manual before operating this product. 操作产品前请查看用户手册相关环节。	Identifier for reading the manual. You must read the manual before operating a device.
Example: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	Drive identifier. Indicates the ID number of the slot where a disk drive resides.

See “High-voltage precautions” on page 10.

## High-voltage precautions



A high-voltage power supply provides power for the device. Direct or indirect contact (through damp objects) with a high-voltage power supply (including the main power in a building) can result in fatal danger.

- When installing the AC power supply, follow standard safety regulations. Personnel who install the AC power supply must be qualified to perform high voltage and AC operations.
- Do not wear conductive objects such as a watch, chain, bracelet, or ring during the operation.
- Switch off the power supply immediately if you find water in the cabinet or if the rack is damp.
- Make sure that the device is kept away from water when being operated in a damp environment.



Improper operation on a high-voltage power supply may result in fire and electric shock. To connect and route the AC cables through a certain area, you must follow standard rules and regulations. Personnel must have an up-to-date certificate for operating high voltage and AC power devices.



You must use insulated tools when operating on high voltage and AC power.



Do not install or remove a power cord or PDU cord when the power is turned on. Minimal contact between the core of the cord and a conductor can generate an electric arc or spark, to cause a fire or injury.

- Wrap bare wires of the power cable with insulated tape before connecting the cable to the power distribution cabinet.
- Before installing or removing the power cord or PDU cord, turn off the power.
- Before connecting the power cord or PDU cord, make sure that the cord and label conform to the requirements for the installation.

Do not perform operations on high voltage, power supplies and connections, or other conductive materials during the storms which may produce lightening.

Be sure that all devices are properly grounded to prevent damage or injury during storms.

See “ESD (Electrostatic Discharge)” on page 11.

## ESD (Electrostatic Discharge)

The static discharged by human bodies can damage static-sensitive components on the boards.

When you install and maintain equipment, observe appropriate static safety precautions to prevent personnel injuries or device damage.

Wear ESD-preventive gloves, an ESD-preventive wrist strap, or ESD-preventive clothes to avoid personnel injury or damage to a device. When a warning indicates an electrostatic sensitive area, when operating a device you must take ESD-preventive measures. To prevent the devices from damage, pay attention to the following during operations:

- Do not touch devices with bare hands because the ESD from the human body may damage the electrostatically sensitive elements on a board.
- Electronic circuits are prone to damage caused by ESD. When dealing with a disk, especially a raw disk, wear an ESD-preventive wrist strap, ESD-preventive gloves, and ESD-preventive suit. Touch only the edge of the disk.
- Use appropriate ESD-preventive bags when picking up, putting down, and transporting equipment or parts.

To prevent short-circuits, do not leave or drop screws or other metallic parts in the chassis.

When you install or maintain a device, follow regulations about the use and placement of tools. You can avoid short-circuits of the devices that are caused by metallic tools.

See “Combustible gas” on page 12.

## Combustible gas

Never place or operate a device in an environment with combustible or explosive gases, or smoke.

Operations to any electronic devices in the presence of combustible gases cause an extreme danger.

See “Batteries” on page 12.

## Batteries

Follow the safety precautions for operating lithium (Li-ion) batteries against personnel and device damage during installation and maintenance of Veritas products.

Be sure that you use correct replacement batteries. Otherwise, an explosion may occur.

- Only use batteries of the same or a similar model as recommended by the vendor.
- Deal with the waste batteries according to standard instructions.
- Do not put a lithium battery into a fire.

See “Lasers” on page 13.

## Lasers

When you install and maintain equipment, observe standard laser safety precautions to prevent personnel injury or device damage.

The laser that is emitted by the optical interface board is an invisible infrared ray. This laser can cause permanent damage to eyes.

During device maintenance, direct eye exposure to the laser light must be avoided.

To prevent device damage when you operate the device, take the following precautions:

- Cap any unused optical interfaces and the optical connectors of unused tail fibers.
- Use caps when you remove the optical tail fiber that connects to an optical port that is in use. Cover the optical port on the device and the optical connector of the tail fiber with dust-proof caps.
- Use an attenuator when you perform a hardware loopback test on the optical connector with the tail optical fiber. The attenuator protects the optical transceiver from the received optical power.
- Disconnect the optical tail fiber between the peer device and the local device when you use the Optical Time Domain Effect Reflectometer (OTDR). Disconnecting the fiber protects the optical transceiver from the optical power source.
- Do not remove or insert the optical transceiver that connects to the optical fiber without proper safety procedures.

See “Optical fibers” on page 13.

## Optical fibers

The laser beams of the optical interface board or inside the optical fibre may cause damage to the eyes. Do not expose your eyes to the laser beams.

The safe use of optical fibers ensures proper running of the device and avoids personnel injuries and device damage.

The fibre connectors and optical fibre interfaces of a laser must be cleaned with the special tools and the materials that are listed:

- The special cleaning solvent, isoamylol, is preferred. Propyl alcohol is the next best solvent. Other alcohols and formalin are forbidden.

- Non-woven lens tissue
- Special compressed gas
- Cotton stick (medical cotton or long fibre cotton)
- Special magnifier for optical connectors

When replacing a fibre, cap the connector of a fibre that is not used. Avoid bending or wrapping fibers around narrow or sharp objects.

See “Precautions when troubleshooting with the power turned on ” on page 17.

## Product documentation

Additional information is available in the following NetBackup appliance and storage shelf hardware-related documents.

You can access these documents, NetBackup appliance software documents, and NetBackup software documents at the following site.

[NetBackup Appliance documentation](#)

# Detailed safety guidelines

This chapter includes the following topics:

- Rack installation guidelines
- Precautions when troubleshooting with the power turned on
- Lifting heavy objects
- Binding signal cables

## Rack installation guidelines

The following devices are EIA-310 compliant.

- NetBackup 5230 Appliance
- NetBackup 5240 Appliance
- NetBackup 5330 Appliance
- Veritas 3U16 24TB Storage Shelf
- Veritas 3U16 36TB Storage Shelf
- Veritas 2U12 49TB Storage Shelf
- NetBackup 5330 Primary Storage Shelf
- NetBackup 5330 Expansion Storage Shelf

### Rack guidelines

Ensure that you comply with the following rack installation guidelines:

- Anchor the equipment rack

The equipment rack must be anchored to an unmovable support to prevent it from falling over. The rack can fall when one or more units are extended in front

of the rack on the slides. You must also consider the weight of any other device that is installed in the rack. A crush hazard exists and can cause serious injury should the rack tilt forward.

- Check temperature

When the devices are installed in an equipment rack, the temperature must be in the range of 5C (41F) to 40C (104F). Extreme fluctuations in temperature can cause a variety of problems for the appliance.

- Check ventilation

The equipment rack must provide sufficient airflow to the front of the devices to maintain proper cooling. The rack must also include ventilation sufficient to exhaust a maximum of 2550 BTUs (British Thermal Units) per hour for the appliance. The rack that is selected and the ventilation that is provided must be suitable to the environment in which the equipment is used.

- Main AC power must be accessible

The AC power cord(s) is considered the main disconnect for the device and must be readily accessible when installed. If the individual power cord(s) are not readily accessible for disconnection, you must install an AC power disconnect for the entire rack unit. This main disconnect must be readily accessible, and it must be labeled as controlling power to the entire rack unit.

- Grounding the rack installation

To avoid the potential for an electrical shock hazard, you must include a third wire safety ground conductor with the rack installation. The rack itself must have a proper grounding when device power cords are plugged into the AC outlet of the rack. The devices must be plugged into a properly grounded AC outlet.

- Overcurrent protection

The power supplies contain internal overcurrent protection. If power draw increases, the power supplies shutdown. Hardware monitoring utilities such as the NetBackup Appliance Web Console show alerts that indicate problems in the power supply.

The following values are based on power supply ratings of the various devices.

**NetBackup 5220/5230/5330 appliances** (depending on power source input current):

- 100VAC to 127VAC @ 9.2A
- 200VAC to 240VAC @ 4.4

**NetBackup 5240 appliance** (depending on power source input current):

- 110VAC @ 5.05A
- 220VAC @ 2.53A

**Veritas 3U16 24TB Storage Shelf/Veritas 3U16 36TB Storage Shelf**

- 100VAC to 127VAC
- 200VAC to 240VAC

**Veritas 2U12 49TB Storage Shelf:**

- 110VAC @ 5.86 A
- 220VAC @ 2.93 A

**NetBackup 5330 Primary Storage Shelf/Expansion Storage Shelf:**

- 200VAC @7.56A to 240VAC @6.3A

## Precautions when troubleshooting with the power turned on

This section describes the safety precautions you need to follow in case you need to troubleshoot the device when the power is on. Follow these safety precautions to avoid personnel injury and device damage.

- Before checking the device installation and cable connections, confirm that all power supplies to the device are off. Incorrect cable connections or loosened cables can cause personnel injury or damage to the device.
- Do not touch the connectors of power cords, PDU cords, or communication cables. Otherwise, you might receive an electrical shock.
- Do not touch the device with bare hands in an electrostatic sensitive area. To avoid personnel injuries or damage to the devices, take ESD-preventive measures.

See “ESD (Electrostatic Discharge)” on page 11.

If you touch power or PDU cords to perform operations when the power is on, you must remove the ESD-preventive wrist strap to prevent electrocution. To avoid data loss when the power is on:

- Do not unplug cords.
- Turn off all the disk drive activity before turning off the power to the device.
- Wait for a minute before reconnecting the power supply.

During troubleshooting, confirm that:

- The troubleshooting area is clean and dry.
- The cords are intact and effective grounding measures are taken.  
Never carry out troubleshooting in stormy weather when lightening is a possibility.

See “Precautions when troubleshooting with the power turned on ” on page 17.

## Lifting heavy objects

Only trained and qualified personnel are allowed to lift heavy objects. The following precautions must be taken when you lift heavy objects:

- Do not stand or come in the way or walk under when heavy objects are lifted.
- Check whether the required tools are complete and intact.
- Ensure that the lifting tools are firmly fixed on a wall or have enough load-bearing capacity.
- If a rope is used, ensure that the angle between two sides of the rope is no larger than 90°.
- Use simple and clear commands while speaking to personnel. Avoid any confusion that can cause accidents and damage to personnel or materials.

## Binding signal cables

Signal cables must be separately bundled from the strong-current cables and high-voltage cables at a spacing of at least 30 mm.

# Maintenance guidelines

This chapter includes the following topics:

- Basic maintenance
- Maintenance requirements and time frames
- Maintenance tools
- Maintenance log

## Basic maintenance

The following sections give information about the general maintenance of the NetBackup hardware.

Reasons for maintaining the hardware include the following:

- Stay aware of general equipment status and current network activity.
- Increase technical expertise with equipment and software to better address the issues that may arise or prevent possible issues.
- Quickly and accurately identify and resolve alarms and problems.

See “Maintenance requirements and time frames” on page 19.

## Maintenance requirements and time frames

The following table describes requirements and time frames for hardware and software components.

**Table 3-1** Routine requirements and time frames

Owner	Site	Maintenance requirement	Recommended timeframe
Maintenance engineers	Device site	Check equipment room and device surroundings	Daily
		Check rack cabinet	Monthly
		Check all indicator LEDs on the front panel of the device	Daily for the first week of operation. Then you can check weekly.
		Check all indicator LEDs on the rear panel of the device	Daily for the first week of operation. Then you can check weekly.
Network engineers	Management software site	Check the CPU status	Daily for the first week of operation. Then you can check weekly.
		Check the disk status	Daily for the first week of operation. Then you can check weekly.
		Check the RAID status	Daily for the first week of operation. Then you can check weekly.
		Check the fan status	Daily for the first week of operation. Then you can check weekly.
		Check the power supply status	Daily for the first week of operation. Then you can check weekly.
		Check the FC HBA status	Daily for the first week of operation. Then you can check weekly.
		Check the 10GE NIC status	Daily for the first week of operation. Then you can check weekly.
		Check the RAID card status	Daily for the first week of operation. Then you can check weekly.

See “Maintenance tools” on page 20.

## Maintenance tools

You need mechanical tools to work with the hardware and diagnostic tools to assess system functionality as shown in the following table.

**Table 3-2** Maintenance diagnostic tools

Tool	Function
NetBackup Appliance Web Console	Shows the real-time operation of systems and components.
NetBackup Appliance Shell Menu	Checks the running status of the device.
Thermometer	Measures the temperature of the equipment room.
Hygrometer	Measures the humidity of the equipment room.

The following list describes the physical tools that are required for work with the hardware.

- Phillips (cross head) screwdrivers (#1 bit and #2 bit)
- Needle nosed pliers
- Anti-static wrist strap and gloves and conductive foam pad (recommended)
- Cable ties

See “Basic maintenance” on page 19.

## Maintenance log

Make copies of this table to keep a log of maintenance activities. Consistent log keeping may help you identify trends or patterns to better maintain your equipment. Electronic copies are recommended. You can create a sortable spreadsheet to track issues.

See “Maintenance requirements and time frames” on page 19.

**Table 3-3** Maintenance log

<b>Requirement/parameter</b>	<b>Status</b>	<b>Comments</b>	<b>Maintenance Owner</b>
Check the equipment running in the environment	Operating temperature	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Operating humidity	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Fire safety	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Dust	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Enclosure power supply	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
Check the environment inside the cabinet	Power system	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Cable system	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Grounding system	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Protective system	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Dust-proof system	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Cable labeling	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	

**Table 3-3** Maintenance log (*continued*)

Requirement/parameter		Status	Comments	Maintenance Owner
Check the indicator status	System power indicator status	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	System alarm indicator	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	Disk online status indicator	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	Disk read and write status indicator	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	Power running and alarm indicator	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	Fan running and alarm indicator	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	Appliance status	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	Link indicator of the management network port	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	Active indicator of the management network port	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	ACT/LNK indicator of the 10GE NIC port	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	GRN=10GE indicator of the 10GE NIC port	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	The 2/Amber indicator of the Tape out card (Fiber Channel) port	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	The 4/Green indicator of the Tape out card (Fiber Channel) port	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		
	The 8/Yellow indicator of the Tape out card (Fiber Channel) port	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal		

**Table 3-3** Maintenance log (*continued*)

Requirement/parameter	Status	Comments	Maintenance Owner
Checking on the NetBackup Appliance Shell Menu	CPU status	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Disk status	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	RAID status	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Fan status	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Power Supply status	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	Temperature	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
	FC HBA status	<input type="checkbox"/> Normal <input type="checkbox"/> Abnormal	
Problems and troubleshooting			
Remaining problems			
Verification			
Date			

See “Maintenance requirements and time frames” on page 19.

# Troubleshooting

This chapter includes the following topics:

- Appliance-induced shut down
- Temperature issues
- Chassis issues
- Power supply module issues

## Appliance-induced shut down

The terms "protection" or "protected" refer to a power supply that has shut down or locked up. The appliance may turn off to protect itself and other components that are connected to the appliance. A short-circuit, voltage overload, or power surge can cause self-protection.

If both power supplies are faulty, do not attempt to turn on the appliance. If the power supplies stop working, the fans in the power supplies do not operate to cool the appliance. Physical damage to the appliance and a potential loss of data can occur due to increased temperatures.

Refer to the *NetBackup 52xx and 5330 Appliance Troubleshooting Guide* for more information, at the following site.

[NetBackup Appliance documentation](#)

## Temperature issues

Several problems may affect the devices if ambient temperature is higher than 35C. Refer to the *Environmental Specifications* appendix in your *NetBackup Appliance Product Description* for details regarding acceptable temperature ranges.

Thoroughly check all aspects of the rack environment, ensuring that the:

- nearby equipment is not overly warm.
- room temperature is within specifications.
- AC power that is supplied to the devices is proper.
- Make sure that the front and back of the NetBackup Appliance are clear of any obstructions. Air must flow easily and continually from the front of the appliance to the back of the appliance.

When the system alarm and location indicator on the appliance control panel is red, the alarm information is displayed in the NetBackup Appliance Web Console. The following types of information are shown.

**Table 4-1** Temperature alarm information

Alarm indication	Issue	Affected component	Description
Overtemperature of the CPU core	Temperature	CPU	Temperature is not critical yet, but approaches the upper limit of the range.
Overtemperature of the chassis air intake	Temperature	Chassis interior	Temperature is not critical yet, but approaches the upper limit of the range.
Fan module absence	Cooling device	Fan	Device absent

See “Chassis issues” on page 26.

## Chassis issues

Problems may occur because the chassis cover is damaged or improperly installed. Intake and output vents in the front and rear of the chassis may be blocked or damaged. A visual inspection of all external parts of the chassis is required.

If the chassis is damaged, contact Veritas Technical Support for assistance. Photograph the damage for the support engineer.

If there is a significant damage that cannot be repaired, it may be necessary to turn off the appliance. Shut down all programs and jobs that are running. Press the power button on the front of the appliance to turn it off. Unplug the AC power cords from the main AC power sources. Shut down and disconnect any peripherals such as laptops, storage devices, or other servers.

See “Temperature issues” on page 25.

## Power supply module issues

The two power supply modules are hot-swappable. However, there must be one functioning power supply in the media server at all times. If a power supply is faulty, order a new power supply quickly. If there is only one functioning power supply, the media server is at risk if that power supply also fails. If there are no functioning power supplies in the media server, internal temperature increases and damages the components inside the chassis.

The fans in the power supply module are not removable. They remain inside the module as a complete unit. If there are problems with the fans, the entire power supply module must be removed and replaced.

See “Chassis issues” on page 26.



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