



Axcient Disk Replacement Guide

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Tower Models - Add or Replace Disks

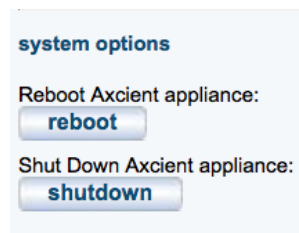
Disk drives in an Axcient tower appliance **cannot** be added or replaced while the system is running.

Add a New Disk

To add a new disk, do the following:

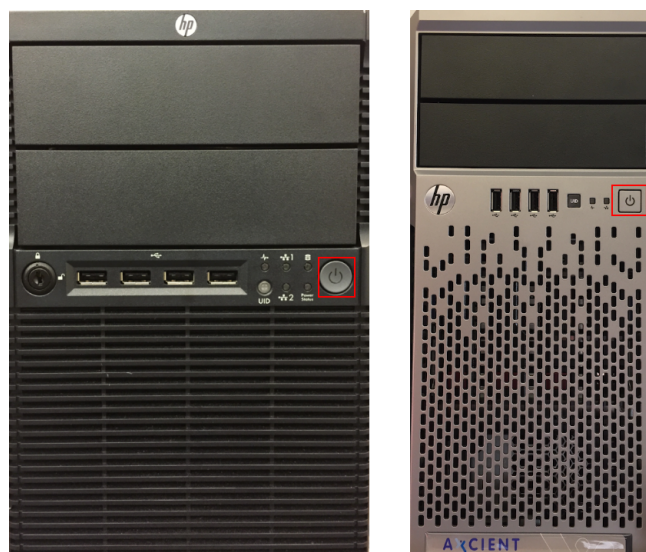
1. Contact your distributor to request an expansion drive if the appliance was purchased from a distributor. If the appliance was purchased directly from Axcient, please contact [Axcient Support](#).
2. When the drive arrives, determine the appropriate time to bring the appliance down for maintenance and do the following:
 - a. Log in to the UMC of the target appliance to check the *Dashboard* for any running jobs. If there are jobs running, either cancel them or wait for them to finish.
 - b. Click the **Options** button at the top-right of the UMC page.
 - c. In the *Options* screen, scroll down to the *system options* section and press the **shutdown** button. A pop-up window will appear to verify the shutdown request. Click **OK** and wait for the appliance to shut down before proceeding.

Figure 1 - System Options section and shutdown button



3. Press and hold the power button on the front of the appliance until it is fully powered off.

Figure 2 - Tower power button location



4. Unlock and open the front cover where the drives are located. To add a new drive, carefully insert the new drive into an empty slot. When the drive is properly seated, close and lock the front cover.

WARNING! Do not add more than one drive. Adding multiple drives can cause irreparable damage to the data on the appliance.

NOTE: Only a single disk can be added at a time when expanding the RAID array on the appliance. To add multiple disks, complete the steps in this section for each disk to be added.

5. Press the Power button to power on the Axcient appliance to begin expanding the RAID array to include the new drive. The time it takes for this step to complete will depend on the size of the array. The appliance will automatically reboot once it has completed.

WARNING! Do not interrupt the appliance during the expansion process. Any damage to the existing disks will cause irreparable damage to the data on the appliance.

Replace a Disk

To replace an existing disk drive, do the following:

1. Log into the UMC of the target appliance and click the **events** button in the top navigation bar.
2. The *Events* page will appear. In the filtering section, Select the **Type** option and then go to the *System Events* section and select the following:
 - a. SYSTEM_SMART_DRIVE_CHECK_FAILED
 - b. SYSTEM_RAID_DRIVE_CHECK_FAILED

Click the **Filter** button to view the associated error messages that appear when a drive is bad and/or has failed.

Figure 3 - Drive error messages in Events page

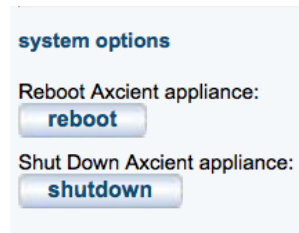
The screenshot shows the Axcient UMC interface. The top navigation bar includes links for dashboard, devices, reports, events, users, system, and docs. The left sidebar has links for event log, purge log, and configure alerting. The main content area is titled 'events' and includes a filtering section with a dropdown menu for 'Type' and a 'filter' button. The dropdown menu is open, showing a list of event types, with 'SYSTEM_RAID_DRIVE_CHECK_FAILED' and 'SYSTEM_SMART_DRIVE_CHECK_FAILED' highlighted. Below the filter section, a table displays 9 results found. The table has columns for Type, Date, Action, User, and Details. The first four rows show 'SYSTEM_RAID_DRIVE_CHECK_FAILED' events with details about RAID status recovery.

Type	Date	Action	User	Details
SYSTEM_RAID_DRIVE_CHECK_FAILED	04/16/2012 - 4:11:53 PM	RAID: Drive status for RAID 1 is: Recovering, 36% complete	UBS	View
SYSTEM_RAID_DRIVE_CHECK_FAILED	04/16/2012 - 3:41:53 PM	RAID: Drive status for RAID 1 is: Recovering, 21% complete	UBS	View
SYSTEM_RAID_DRIVE_CHECK_FAILED	04/16/2012 - 3:11:53 PM	RAID: Drive status for RAID 1 is: Recovering, 7% complete	UBS	View
SYSTEM_RAID_DRIVE_CHECK_FAILED	04/16/2012 - 2:41:53 PM	RAID: Drive status for RAID 1 is: Interim Recovery Mode	UBS	View

3. Contact [Axcient Support](#) to verify the error messages and to determine whether a new disk is required. If a disk is bad, the Axcient Support team member will be able to tell the user which drive needs to be replaced. In addition, ask the Axcient Support team member to list the serial numbers of all working disks.
4. Contact your distributor to request an expansion drive if the appliance was purchased from a distributor. If the appliance was purchased directly from Axcient, please contact [Axcient Support](#).

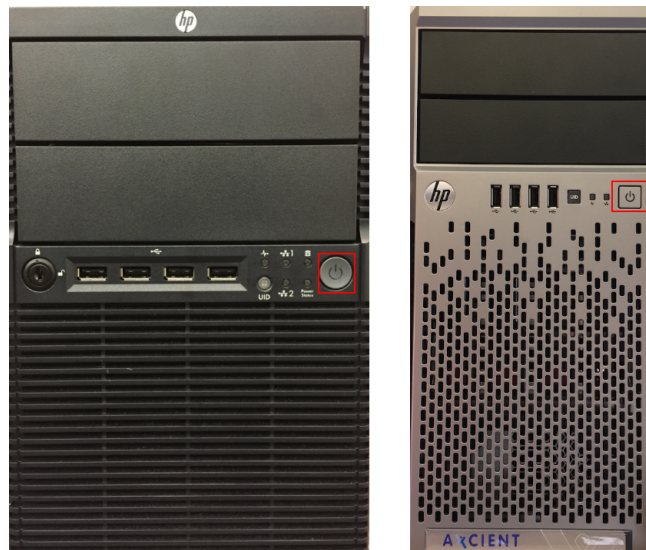
5. When the drive arrives, determine the appropriate time to bring the appliance down for maintenance and do the following:
 - a. Log in to the UMC of the target appliance to check the *Dashboard* for any running jobs. If there are jobs running, either cancel them or wait for them to finish.
 - b. Click the **Options** button at the top-right of the UMC page.
 - c. In the *Options* screen, scroll down to the *system options* section and press the **shutdown** button. A pop-up window will appear to verify the shutdown request. Click **OK** and wait for the appliance to shut down before proceeding.

Figure 4 - System Options section and shutdown button



6. Press and hold the power button on the front of the appliance until it is fully powered off.

Figure 5 - Tower power button location



7. Unlock and open the front cover where the drives are located. To add a new drive, carefully insert the new drive into an empty slot. When the drive is properly seated, close and lock the front cover.
8. Press the Power button to power on the Axcient appliance to begin rebuilding the RAID array. The time it takes for this step to complete will depend on the size of the array. The appliance will automatically reboot once it has completed.

WARNING! Do not interrupt the appliance during the rebuilding process. Any damage to the existing disks will cause irreparable damage to the data on the appliance.

1U and 2U Models - Add or Replace Disks

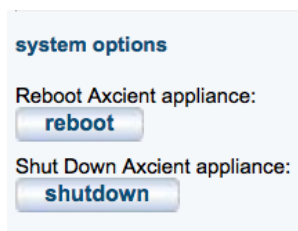
Disk drives in 1U and 2U appliance models can be replaced while the appliance is running (known as hot swap). However, the appliance must be powered down before adding new disks to expand capacity.

Add a Disk

To add a new disk, do the following:

1. Contact your distributor to request an expansion drive if the appliance was purchased from a distributor. If the appliance was purchased directly from Axcient, please contact [Axcient Support](#).
2. When the drive arrives, determine the appropriate time to bring the appliance down for maintenance and do the following:
 - a. Log in to the UMC of the target appliance to check the *Dashboard* for any running jobs. If there are jobs running, either cancel them or wait for them to finish.
 - b. Click the **Options** button at the top-right of the UMC page.
 - c. In the *Options* screen, scroll down to the *system options* section and press the **shutdown** button. A pop-up window will appear to verify the shutdown request. Click **OK** and wait for the appliance to shut down before proceeding.

Figure 6 - System Options section and shutdown button



3. Press and hold the power button on the front of the appliance until it is fully powered off.

Figure 7 - 1U (top) and 2U (bottom) power button location



4. Unlock and open the front cover where the drives are located. To add a new drive, carefully insert the new drive into an empty slot. When the drive is properly seated, close and lock the front cover.

WARNING! Do not add more than one drive. Adding multiple drives can cause irreparable damage to the data on the appliance.

NOTE: Only a single disk can be added at a time when expanding the RAID array on the appliance. To add multiple disks, complete the steps in this section for each disk to be added.

5. Press the Power button to power on the Axcient appliance to begin expanding the RAID array to include the new drive. The time it takes for this step to complete will depend on the size of the array. The appliance will automatically reboot once it has completed.

WARNING! Do not interrupt the appliance during the expansion process. Any damage to the existing disks will cause irreparable damage to the data on the appliance.

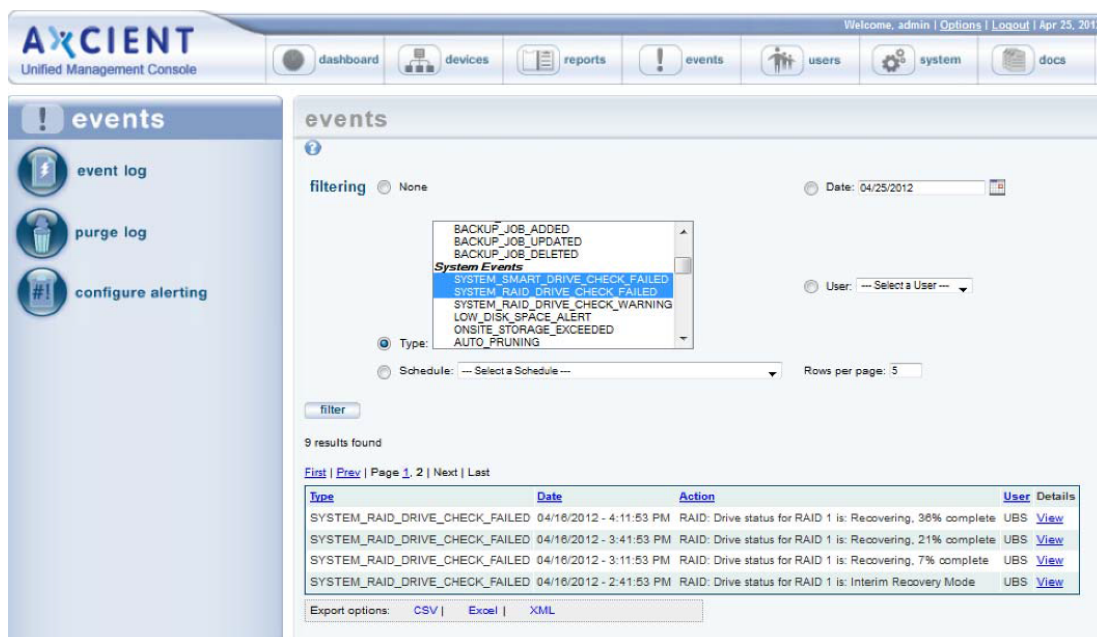
Replace a Disk

To replace an existing disk drive, do the following:

1. Log into the UMC of the target appliance and click the **events** button in the top navigation bar.
2. To replace an existing disk drive, first determine which drive is bad. To do this, check the following:
 - a. The disk drives are located in the front of the appliance. Each disk drive includes green and amber status lights. If an **amber** light is flashing, then that drive is bad.
 - b. The *Events* page will appear. In the filtering section, Select the **Type** option and then go to the *System Events* section and select the following:
 - a. SYSTEM_SMART_DRIVE_CHECK_FAILED
 - b. SYSTEM_RAID_DRIVE_CHECK_FAILED

Click the **Filter** button to view the associated error messages that appear when a drive is bad and/or has failed.

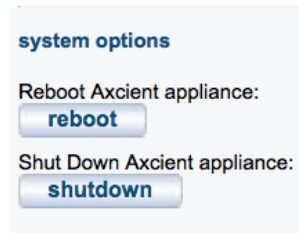
Figure 8 - Drive error messages in Events page



3. Contact [Axcient Support](#) to verify the error messages and to determine whether a new disk is required. If a disk is bad, the Axcient Support team member will be able to tell the user which drive needs to be replaced. In addition, ask the Axcient Support team member to list the serial numbers of all working disks.
4. Contact your distributor to request an expansion drive if the appliance was purchased from a distributor. If the appliance was purchased directly from Axcient, please contact [Axcient Support](#).

5. When the drive arrives, determine the appropriate time to bring the appliance down for maintenance and do the following:
 - a. Log in to the UMC of the target appliance to check the *Dashboard* for any running jobs. If there are jobs running, either cancel them or wait for them to finish.
 - b. Click the **Options** button at the top-right of the UMC page.
 - c. In the *Options* screen, scroll down to the *system options* section and press the **shutdown** button. A pop-up window will appear to verify the shutdown request. Click **OK** and wait for the appliance to shut down before proceeding.

Figure 9 - System Options section and shutdown button



6. Press and hold the power button on the front of the appliance until it is fully powered off.

Figure 10 - 1U (top) and 2U (bottom) power button location



7. Unlock and open the front cover where the drives are located. To add a new drive, carefully insert the new drive into an empty slot. When the drive is properly seated, close and lock the front cover.
8. Press the Power button to power on the Axcient appliance to begin rebuilding the RAID array. The time it takes for this step to complete will depend on the size of the array. The appliance will automatically reboot once it has completed.

WARNING! Do not interrupt the appliance during the rebuilding process. Any damage to the existing disks will cause irreparable damage to the data on the appliance.