Customer Replacement Procedure

Dell EMC Unity™ Family

Dell EMC Unity All Flash and Unity Hybrid

Replacing a faulted 80-drive link control card

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This document describes how to replace a faulted 80-drive link control card in Unity All Flash and Unity Hybrid systems.

Two link control card (LCC) modules are at the back of the 80-drive DAE. You remove an LCC module from the rear of the DAE.

Note

You do not need to power down any components to replace an LCC.

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Before you start

Before you begin this procedure, ensure that you have received the new part and have correctly identified its intended location in the system. Refer to your Unisphere **Service** section for instructions on how to identify failures, order new parts, and handle hardware components.

Identifying and locating the faulted 80-drive link control card

Before you replace a faulted 80-drive link control card, you must locate its placement within the storage system by using Unisphere.

Using Unisphere, locate the faulted 80-drive link control card in the enclosure.

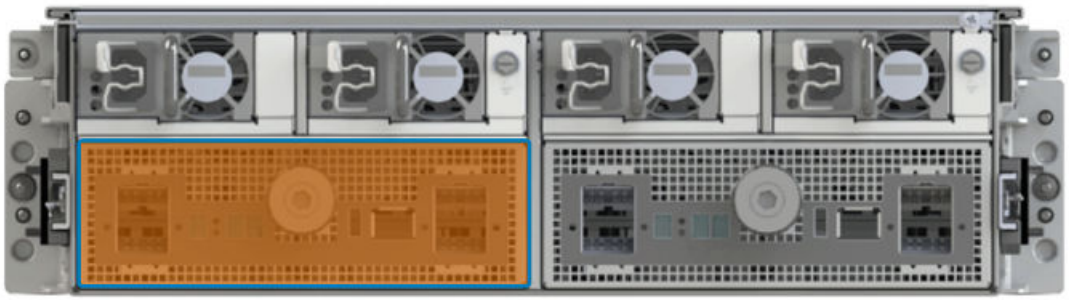
Procedure

1. In Unisphere, select **System View**.
2. Select the **Enclosures** page.

   Select the 80-drive DAE in the **Enclosure** dropdown menu and select the **Rear** view of the enclosure. Locate the new link control card shown in this enclosure view.

3. Locate the faulted 80-drive link control card marked orange and displayed in the **Enclosure** view shown.

   Figure 1 Faulted LCC B location - example



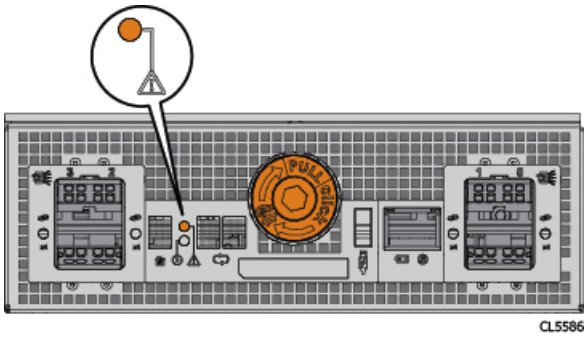
Replacing the faulted 80-drive link control card

Take the following actions to remove the faulted 80-drive link control card and install the replacement 80-drive link control card into the system.

LCC fault LED location

A faulted LCC displays an amber fault LED. Do not replace a faulted LCC until you have a replacement available.

Figure 2 Location of the LCC fault LED



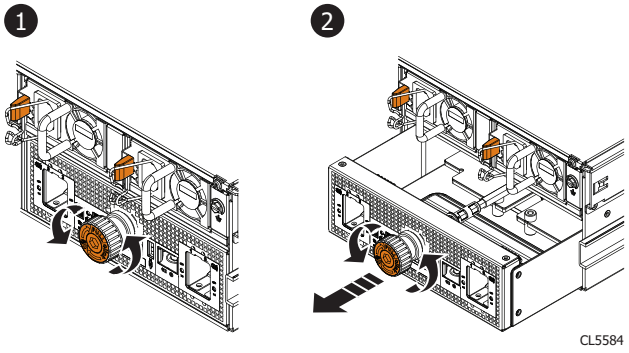
Note

Some LCCs may not have the enclosure ID display or back-end bus display. These LCCs are functionally identical to LCCs with the enclosure ID display and back-end bus display. LCCs with displays will replace LCCs without displays, since LCCs without enclosure ID displays are not orderable.

Removing an LCC

Use this procedure to remove a LCC from the enclosure.

Figure 3 Removing an LCC



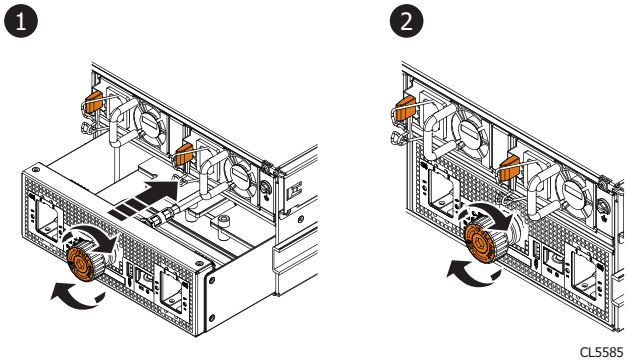
Procedure

1. Turn the orange knob counter-clockwise while gently pulling the knob outward.
2. After the LCC disconnects from the enclosure, gently pull the LCC out of the enclosure.

Installing an LCC

Use this procedure to install a LCC into the enclosure.

Figure 4 Installing an LCC



Procedure

1. Gently push the LCC into the enclosure until it meets resistance, and then turn the orange knob clockwise.
2. Continue turning the orange knob clockwise to screw the LCC module completely into the enclosure. Stop turning the knob when you hear a click.

Verifying the new 80-drive link control card

Verify that the new 80-drive link control card is recognized by your system, and operating correctly using the procedure that follows.

Procedure

1. In Unisphere, select **System View**.
2. On the Summary page, confirm that the system status is OK.
3. Select the **Enclosures** page.
4. Verify that the 80-drive link control card appears with OK status in the enclosure view.

   You may need to refresh Unisphere by clicking on the refresh icon next to the **Enclosures** view.
   Select the 80-drive DAE in the **Enclosure** dropdown menu and select the **Rear** view of the enclosure. Locate the new link control card shown in this enclosure view.

Figure 5 Replacement LCC B location - example

If the system health monitor shows the part as faulted, contact your service provider.

Returning a faulted part

We appreciate the return of defective material within 5 business days (for US returns). For International customers, please return defective material within 5-10 business days. All instructions and material required to return your defective part were supplied with your good part shipment.

Procedure

1. Package the faulted part in the shipping box that contained the replacement part, and seal the box.
2. Ship the failed part to your service provider as described in the instructions that were included with the replacement part.
3. (Optional) For more information about returning customer-replaceable parts, from Unisphere, click **Support** > **Replace Disk Drives, Power Supplies, and Other Parts** > **Return a Part** to display the part return instructions.

   If your screen does not show the **Return a Part** option, contact your service provider for instructions on what to do next.

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