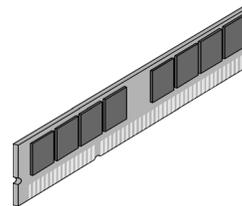


# Add-on/Spare DIMM Instructions

This document describes how to either add a additional DIMM (Dual In-line Memory Module) to or remove and replace an existing DIMM from a SnapServer DX2 or SnapScale X2 node from Overland Storage.



**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.

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

**IMPORTANT:** Using DIMMs that are not supplied by Overland Storage will void your warranty. Overland Storage DIMMs have been tested and verified to operate properly with Overland appliances. Failure to use qualified DIMMs may impact data availability or lead to data loss.

## Register the Add-on DIMM

*NOTE: If you are only replacing an existing DIMM, skip to the next section, "Prepare the Unit."*

When **adding** a DIMM to your server, you must first register it to activate the warranty. Technical and warranty support are **not available** until this is done:

1. Go to the **Overland Storage** website (<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 DX2 or X2 in which you are installing the DIMM.
6. Click **Add a Component**.
7. Enter the **DIMM information**.
8. Click **Save & Exit**.

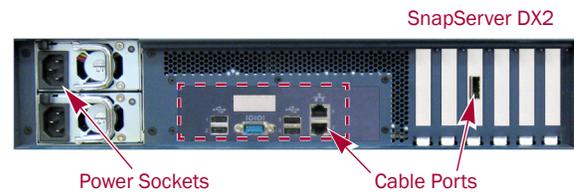
**IMPORTANT:** Your warranty certificate will be emailed to you. Follow the instructions included to complete the process.



## Prepare the Unit

### Power Off and Disconnect

1. Power off the **unit/cluster**:
  - **SnapServer**: Press the Power button.
  - **SnapScale**: There are two power-off options available.
    - Shut off the **entire cluster** by using the Web Management Interface (**Maintenance > Shutdown/Restart > Shutdown**).  
By shutting down the entire cluster, no peer sets will need to be rebuilt when it is reactivated. However, the cluster will be offline and unavailable during the repairs. This option is recommended when all nodes are having memory added.
    - Shut off just the **affected node** by briefly pressing the **Power button** on a node.  
By shutting down only the node, the cluster remains online and active. However, some peer sets will be operating with either less (3x replication) or no (2x replication) redundancy while the node is down and afterwards when the peer sets are being rebuilt. This option is recommended when only one node is having memory added.
2. When **all** the LEDs are off, disconnect the **power cords**.
3. Disconnect all the **cables** from the unit.



### Remove the Front Bezel

Carefully take hold of the front bezel and pull it straight out from the appliance until the magnets release. Set it aside.



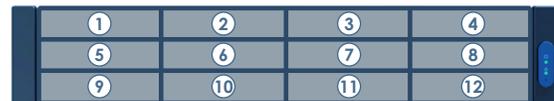
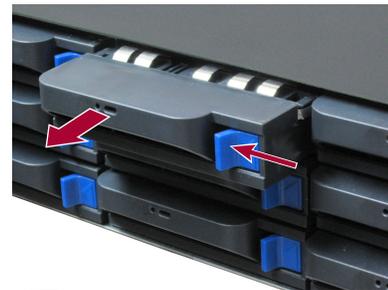
### Remove the Drives

**IMPORTANT:** Overland recommends that you remove the disk drives to reduce the unit's weight prior to removal. They must be replaced in the same bays when done.

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

Remove all the drive carriers, noting from which bay they were removed. Blank carriers can be left in place.

1. Press the release **button** on the right side of the carrier.
2. Using the built-in **handle**, pull the drive carrier out.
3. Set the **carrier** on a secure surface.
4. Repeat **Steps 1–3** for **all** the remaining drive carriers.

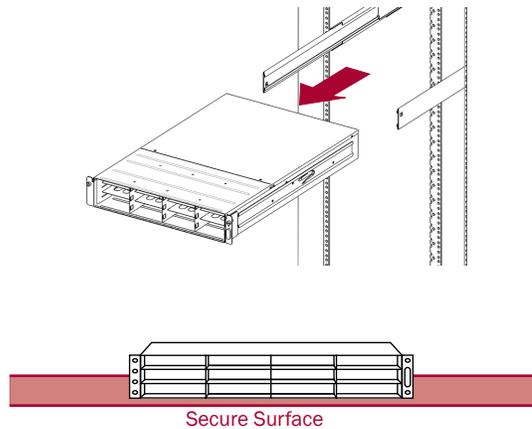


## Remove Unit from Rack

**WARNING:** It is recommended that a mechanical lifter (or at least two people) be used during rack installation or removal to prevent injury.

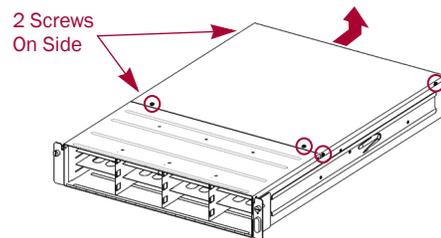
**AVERTISSEMENT:** Pour éviter toute blessure il est recommandé qu'un monte-charge (ou deux personnes au moins) soit utilisé lors de l'installation ou de l'enlèvement du support.

1. Release the two **captive screws** on the front flanges, and slide the chassis out until it stops.
2. Position the lifter in front of the unit, release the rail **locks**, and slide the chassis out onto the lifter.
3. Move the chassis onto a secure **surface**.



## Remove Top Panel

1. Remove and retain the **four screws** on the sides and **two screws** on the top securing the rear top panel.
2. Slide the panel toward the rear about **one-half inch** (1.25cm) and lift it off.
3. Set the **top panel** on a safe surface.



## Install DIMM

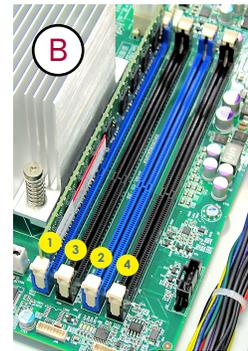
### DIMM Configurations

DIMMs go into specific slots based on the motherboard used.

*NOTE: Failure to add the DIMM to the next slot in the order may result in the unit not recognizing the extra memory.*

Motherboards (type A) with black-blue-blue-blue DIMM slots come with a DIMM in slot 1. Additional DIMMs are added in the order shown (2, 3, and then 4).

Motherboards (type B) with blue-black-blue-black DIMM slots come with a DIMM in slot 1. Additional DIMMs are added in the order shown (2, 3, and then 4).

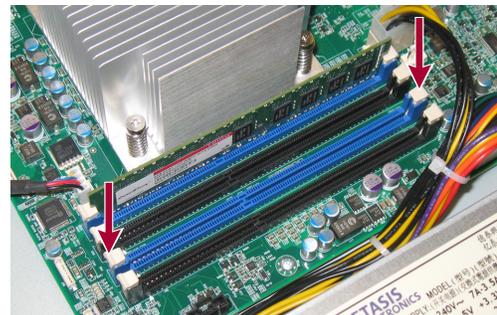


### Install Additional DIMMs

*NOTE: If you are only replacing an existing DIMM, skip to the next section, "Replace DIMMs."*

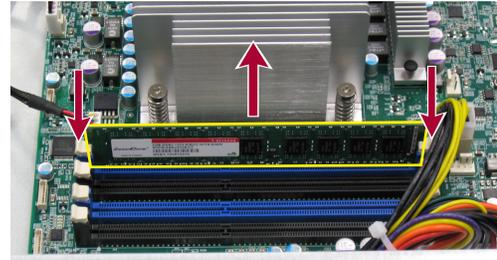
1. At the appropriate empty DIMM slot (refer to "DIMM Configurations"), press both **latches** down.
2. Align the **DIMM** in the slot, lining up the DIMM notch with the guide in the slot.
3. Firmly press the **DIMM** down until the latches lock.

Continue with "Reinstall Top Panels."



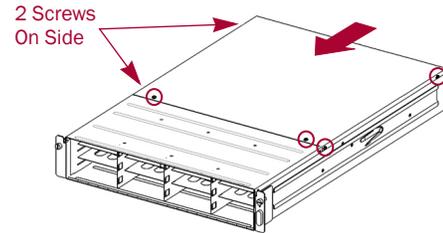
## Replace DIMMs

1. Remove the old DIMM by pressing the **latches** on each end and popping the DIMM out.  
Set the DIMM aside on an ESD-safe surface.
2. Position the new DIMM in the **same slot**, lining up the DIMM notch with the guide in the slot.
3. Firmly press the **DIMM** down until the latches lock it in place.



## Reinstall Top Panels

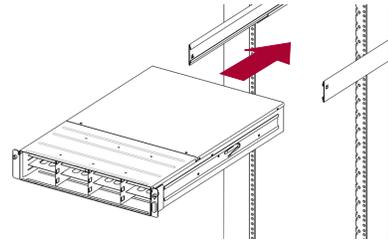
1. Position the top panel with no more than **one-half inch** (1.25cm) extending out over the rear of the unit.
2. Slide the panel **forward** until it is fully seated.
3. Using the **six retained screws**, secure the panel.



## Reinstall in Rack

### Reinstall the Chassis

1. Using the mechanical lifter, position the **chassis** in front of the rack rails.
2. Pull the **middle** rails out of the rack connecting them to the inner rails, and slide the **chassis** into the rack.
3. Secure the unit using the **two captive screws** on the front flanges.



### Reinstall the Drives

Return the drive carriers back to their original bays:

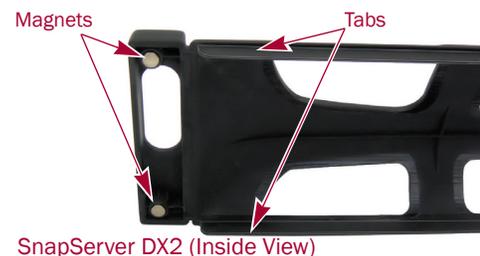
1. Position a **drive carrier** in front of its **empty bay**.
2. Slide the **carrier** in until the **latch** locks (clicks).
3. Repeat **Steps 1–2** for **all** remaining drive carriers.

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



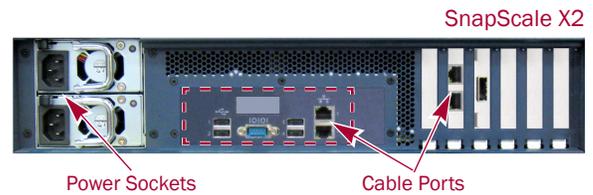
### Reattach the Bezel

1. Position the **bezel** with the tabs aligned inside the top and bottom edges of the chassis.
2. Move the bezel toward the unit until the **magnets** make contact.
3. Verify that the bezel is **aligned** properly, all the LEDs are visible, and the Power panel is cleanly centered in its bay on the right flange.



## Reattach Cables and Power Cords

1. Reattach all **cables** to the same connections as before.
2. Attach the **power cords**.
3. At the front, press the **power switch** to power it ON.  
For SnapScale, depending on the **shutdown procedure** used:
  - After adding memory to all nodes, at the front of each node in the cluster, press the **power switch** to power each node ON.
  - After adding memory to a single node only, press the **power switch** to power ON that node. When it finishes booting, the node rejoins the cluster and rebuilds peer sets. Let all peer sets complete their rebuilding process before reconfiguring any additional nodes.



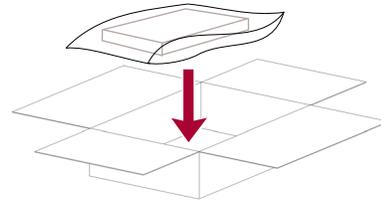
## Verify Memory

1. In the Web Management Interface, go to **Monitor > System Status**.
2. Verify the **Memory** amount is correct.  
The usual DIMM memory GB rounding variations apply.  
If necessary, click **Refresh** to display the current settings.
3. Click **Close**.



## Return Old Part to Overland

1. Place the **old part** in the anti-static bag and put it in the replacement part's box.
2. Use an RMA to return the part to **Overland Storage**.  
For return shipping details and RMA number, go to:  
<http://docs.overlandstorage.com/return-instructions>



<http://support.overlandstorage.com>

You can get additional technical support on the Internet at the **Overland Storage Support web page**, or by contacting Overland Storage using the information found on the **Contact Us** page on our web site.