

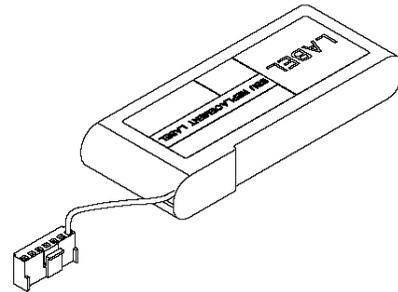
# Controller Battery Replacement Instructions

This document describes how to remove and replace the battery backup (BBU) module in a controller for a SnapSAN S3000/S5000 disk array from Overland Storage.

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

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## Install New Battery

### Remove Controller

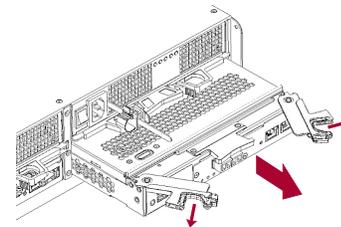
Controllers in a dual-controller array are hot-swappable so it is possible to remove the controller and replace the BBU without shutting down the disk array. To take advantage of this option, alternate paths must be configured to the Logical Disks using either the SnapSAN Path Manager or native MPIO.

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**CAUTION:** Without properly configuring multi-pathing, some hosts can lose access to their data temporarily or risk the chance of data corruption when a controller is hot-swapped.

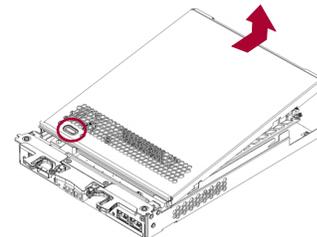
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1. For a **single-controller** array, power OFF the array.
2. Press to release the **locks** on the ejectors of the controller.
3. Pull the **ejectors** toward you, opening them outward.
4. Holding the ejectors in both hands, pull the **controller** out horizontally.



### Remove Controller Cover

1. Press the cover **lock button** on top.
2. Slide the cover **rearwards** to release the side locks.
3. Lift the **cover rear** and remove.



### Replace the BBU

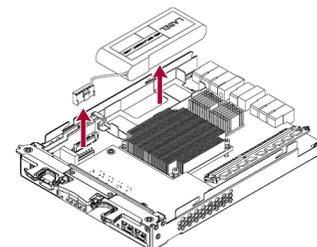
1. Unplug the **BBU connector** and lift it out.

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**CAUTION:** To prevent damage, do NOT pull on the battery or its wiring.

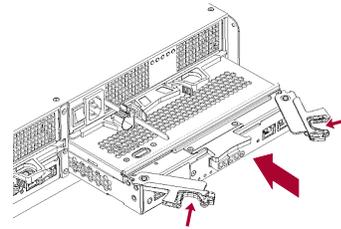
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2. Plug in the **replacement BBU**.
3. Position the BBU in the **battery cavity**.



## Reinstall Cover and Controller

1. Replace the **cover** by aligning the side locks, pressing down, and then sliding it forward until it locks.
2. Slide the **controller** back into the same bay of the disk array until it makes contact.
3. Close both **ejectors** until they lock, securing the controller.
4. For a **single-controller** array, power ON the array



## Complete the Exchange

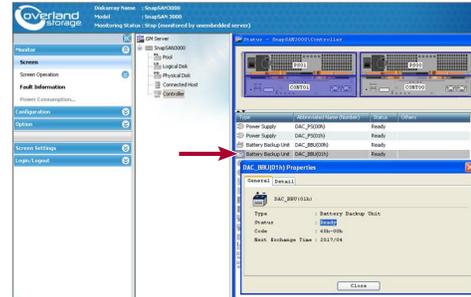
### Validate the Replacement

Verify the battery is working:

1. Log into the embedded **SnapSAN Manager**.
2. In the left menu, select **Monitor > Screen**.
3. In the main screen, select the **SnapSAN array**.
4. Select the **Controller** option.
5. From the Type column, locate the **replaced BBU**.  
Double-click the appropriate BBU to display the details.

If there are any problems, contact Overland Technical Support:

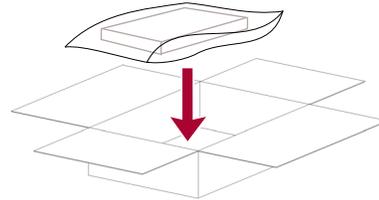
<http://docs.overlandstorage.com/support>



### Return Old Part to Overland

For return shipping instructions and RMA number, go to:  
<http://docs.overlandstorage.com/return-instructions>.

1. Place the **old part** in the anti-static bag and put it in the replacement part's box.
2. Follow the RMA instructions to return the part to **Overland Storage**.



<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.