

# Chassis Replacement Instructions

**IMPORTANT:** These instructions are for a DX2 chassis with captive screws at the top of the side flanges. For units with the screws at the bottom of the flanges, refer to document 10400349-003.

This document describes how to remove and replace the chassis of a SnapServer DX2 appliance 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.

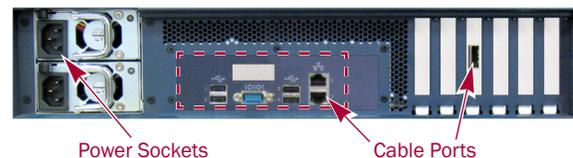


## Prepare the Unit

### Power Off and Disconnect

If the unit is still running, power it down cleanly:

1. Use the Web Management Interface to shutdown the server (**Maintenance > Reboot and Shutdown > Shutdown**).
2. When all the LEDs are off, disconnect the **power cords**.
3. Disconnect the remaining **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.



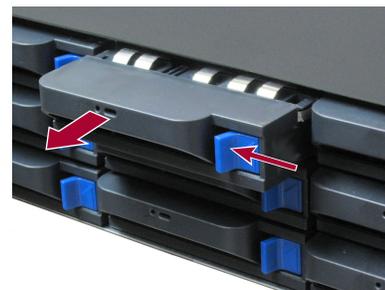
### Remove the Drives

**IMPORTANT:** Overland recommends that you remove the disk drives to lessen the unit's weight prior to removal.

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

Remove all the drive carriers. 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.

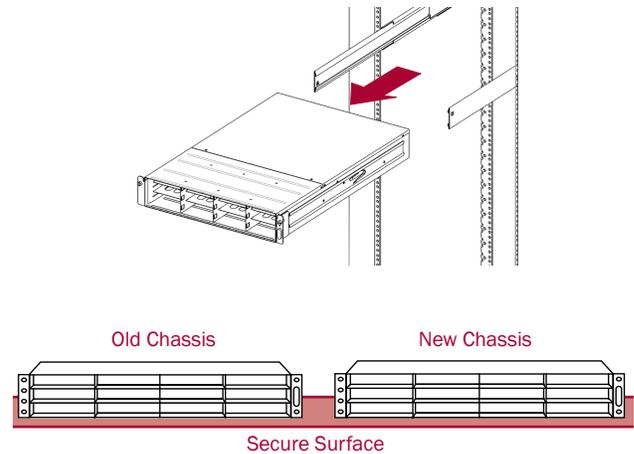


## Remove Unit from Rack

**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**.
4. Unpack the **new chassis** and place it next to the old one.

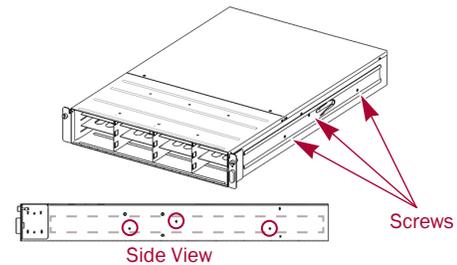


## Transfer Components

### Move Inner Sliding Rails

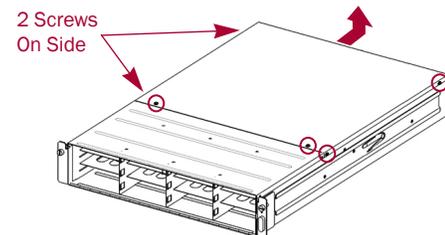
You need to move the attached inner slide rails to the new chassis:

1. Remove and retain the **three screws** holding one of the rails on the side of the old chassis.
2. Position the rail on the same side on the **new chassis**, and secure it with the **retained screws**.
3. Repeat [Steps 1–2](#) for the **other rail**.



### Remove Top Panels

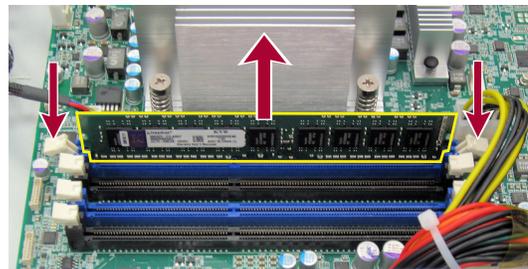
1. At the **old chassis**, remove and retain the **six screws** on the sides and top securing the rear top panel.
2. Slide the panel toward the rear about **one-half inch** (1.25cm), lift it off, and set aside.
3. Repeat [Steps 1–2](#) for the **new chassis**.



### Move DIMMs

All installed DIMMs need to be moved to the new chassis:

1. Remove a DIMM in the **old chassis** by pressing the latches on each end and popping the DIMM out.
2. Position the DIMM in the **same slot** of the **new chassis**, lining up the DIMM notch with the guide in the slot.
3. Firmly press the DIMM down until the **latches** in place.
4. Repeat [Steps 1–3](#) for any **other DIMMs**.



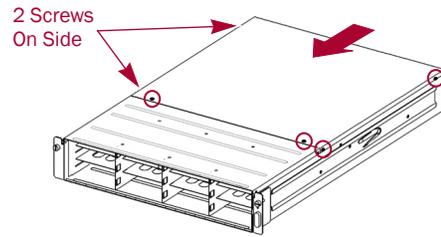
### Move the Power Supplies

1. While pressing the release latch toward the handle, pull the **power supply handle** to slide out of the old chassis.
2. Slide the power supply into the same bay of the **new chassis** until it locks (clicks).
3. Repeat steps [Steps 1–2](#) for the **remaining** power supply.



## Reinstall Top Panels

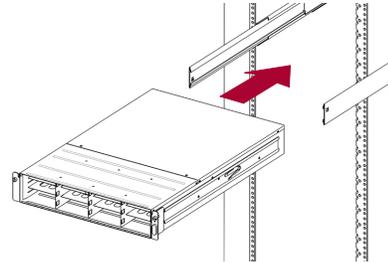
1. At the new chassis, position the top panel with no more than **one-half inch** (1.25cm) extending out over the rear of the unit.
2. Slide the panel **forward** until it is fully seated.
3. Using the **six retained screws**, secure the panel.
4. Repeat [Steps 1–3](#) for the **old chassis**.



## Install New Chassis in Rack

### Install 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, connect those rails to the server rails, and slide the **chassis** all the way into the rack.
3. Secure the unit using the **two captive screws** on the front flanges.



### Reinstall the Drives

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

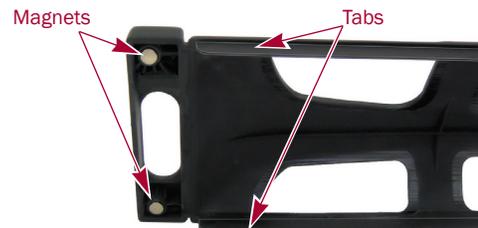


**IMPORTANT:** To maintain proper airflow and cooling, a drive carrier or a blank carrier must be installed in every slot. No empty slots are allowed.



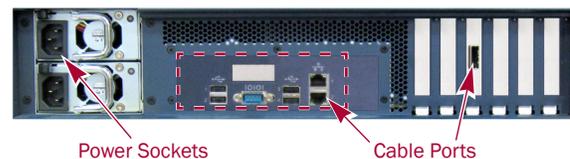
### Reattach the Bezel

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



### Reattach Cables and Power Cords

1. Reattach the network **cables** to the same connections previously used.
2. Reattach the **power cords**.
3. At the front, press the **power switch** to power it ON.



## Important – Read This Before Continuing

If the GuardianOS on the new chassis is different from the version on the disk drives, the appliance goes through a special initialization and synchronization process that can take up to **10 minutes** to complete. During this time, the Status LED flashes an alternating green and amber pattern.

**CAUTION:** Under no circumstances should power be removed while the system is in this state! Doing so may render the appliance inoperable.



Once initialization is complete, the system automatically reboots and the Status LED displays a solid green color.

If the GuardianOS versions are the same on both the chassis and drives, the appliance boots normally.

## Complete the Exchange

### Validate the System

Log onto the SnapServer Web Management Interface and verify your the connections and settings. Check flashing front LEDs indicating errors. Refer to the user guide to resolve.

*NOTE: If the server was configured as an EDR master console, new licenses must be installed, as they are based on the server number.*

If there are any problems, contact Overland Technical Support:

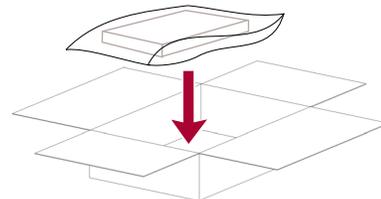
<http://docs.overlandstorage.com/support>



### Return Old Chassis to Overland

1. Place the **old chassis** in the anti-static bag and carefully place 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.

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