

10012BU-10048BU Server Installation Guide

Arcserve Appliance for Unified Data Protection

Version 10.x

arcserve®

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Arcserve Appliance Return Policy

To return an Arcserve product, write to orders@arcserve.com. The Arcserve Order management team will generate an RMA (Return Material Authorization) number and provides guidance on where to send the RMA data.

Returns are subject to a re-stocking fee of 10%. Exceptions are: 1) If an order was fulfilled incorrectly, Arcserve will accept RMA and provide full credit; 2) If a defective item is returned within 30 days, Arcserve will accept RMA and provide full credit; and 3) If there are hardware technical issues that are unresolved by support after a reasonable period of time to resolve, Arcserve will accept RMA and provide a hardware swap for a unit of equivalent value.

Information needed for the RMA request:

- Product serial number (located on the back of the appliance)
- Arcserve Order Number
- Partner contact name
- Partner phone number
- Partner Email address
- Customer contact name (if available)
- Phone number (if available)
- Email address (if available)
- Description of problem and any troubleshooting already performed.
- Shipping service requested and shipping address.

The RMA number must be clearly marked on the outside of the packaging. All RMAs must be shipped using adequate packaging. All RMAs should be shipped using a reputable carrier that offers package tracking and insurance. Any shipping damage or lost RMAs is the responsibility of customer.

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Contact Arcserve Support

The Arcserve Support team offers a rich set of resources for resolving your technical issues and provides easy access to important product information.

[Contact Support](#)

With Arcserve Support:

- You can get in direct touch with the same library of information that is shared internally by our Arcserve Support experts. This site provides you with access to our knowledge-base (KB) documents. From here you easily search for and find the product-related KB articles which contain field-tested solutions for many top issues and common problems.
- You can use our Live Chat link to instantly launch a real-time conversation between you and the Arcserve Support team. With Live Chat, you can get immediate answers to your concerns and questions, while still maintaining access to the product.
- You can participate in the Arcserve Global User Community to ask and answer questions, share tips and tricks, discuss best practices and participate in conversations with your peers.
- You can open a support ticket. By opening a support ticket online, you can expect a callback from one of our experts in the product area you are inquiring about.
- You can access other helpful resources appropriate for your Arcserve product.

Chapter 1: Overview

This chapter provides advice and instructions for mounting your system in a server rack.

Important! Electrostatic Discharge (ESD) can damage electronic components. To prevent such damage to PCBs (printed circuit boards), it is important to use a grounded wrist strap, handle all PCBs by their edges and keep them in anti-static bags when not in use.

Chapter 2: Unpacking the System

Inspect the box in which the Arcserve Appliance for UDP server was shipped, and note if it was damaged in any way. If any equipment appears damaged, file a damage claim with the carrier who delivered it.

Decide on a suitable location for the rack unit that will hold the server. It should be situated in a clean, dust-free area that is well ventilated. Avoid areas where heat, electrical noise and electromagnetic fields are generated. It will also require a grounded AC power outlet nearby.

Chapter 3: Preparing for Setup

The box in which the system was shipped should include the rackmount hardware needed to install it into the rack. Please read this section in its entirety before you begin the installation.

This section contains the following topics:

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Choosing a Setup Location

- The system should be situated in a clean, dust-free area that is well ventilated. Avoid areas where heat, electrical noise and electromagnetic fields are generated.
- Leave enough clearance in front of the rack so that you can open the front door completely (approximately 25 inches) and approximately 30 inches of clearance in the back of the rack to allow sufficient space for airflow and access when servicing.
- This product should be installed only in a Restricted Access Location (dedicated equipment rooms, service closets, etc.).
- This product is not suitable for use with visual display workplace devices according to §2 of the German Ordinance for Work with Visual Display Units.

Rack Precautions

- Ensure that the leveling jacks on the bottom of the rack are extended to the floor so that the full weight of the rack rests on them.
- In single rack installations, stabilizers should be attached to the rack. In multiple rack installations, the racks should be coupled together.
- Always make sure the rack is stable before extending a server or other component from the rack.
- You should extend only one server or component at a time - extending two or more simultaneously may cause the rack to become unstable.

Server Precautions

- Determine the placement of each component in the rack before you install the rails.
- Install the heaviest server components at the bottom of the rack first and then work your way up.
- Use a regulating uninterruptible power supply (UPS) to protect the server from power surges and voltage spikes and to keep your system operating in case of a power failure.
- Allow any drives and power supply modules to cool before touching them.
- When not servicing, always keep the front door of the rack and all covers/panels on the servers closed to maintain proper cooling.

Rack Mounting Considerations

Ambient Operating Temperature

If installed in a closed or multi-unit rack assembly, the ambient operating temperature of the rack environment may be greater than the room's ambient temperature. Therefore, consideration should be given to installing the equipment in an environment compatible with the manufacturer's maximum rated ambient temperature (TMRA).

Airflow

Equipment should be mounted into a rack so that the amount of airflow required for safe operation is not compromised.

Mechanical Loading

Equipment should be mounted into a rack so that a hazardous condition does not arise due to uneven mechanical loading.

Circuit Overloading

Consideration should be given to the connection of the equipment to the power supply circuitry and the effect that any possible overloading of circuits might have on overcurrent protection and power supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.

Reliable Ground

A reliable ground must be maintained at all times. To ensure this, the rack itself should be grounded. Particular attention should be given to power supply connections other than the direct connections to the branch circuit (i.e. the use of power strips, etc.).

Warning! To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:

- This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
- When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
- If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack.
- Slide rail mounted equipment is not to be used as a shelf or a work space.

Chapter 4: Installing the Rails

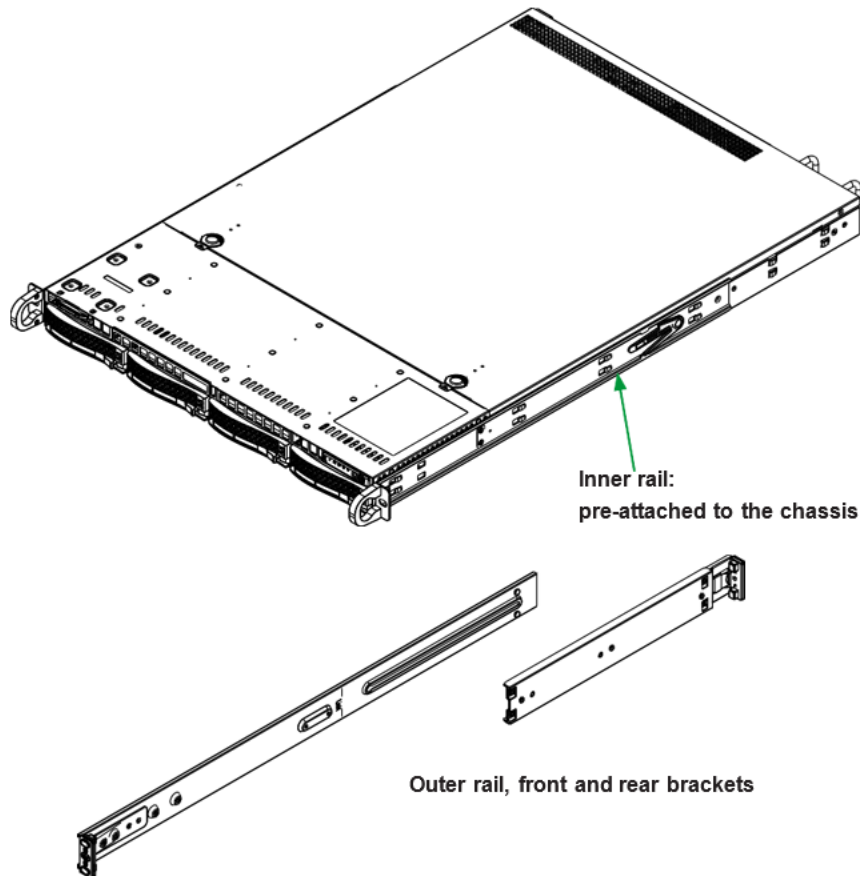
There are a variety of rack units on the market, which may require a slightly different assembly procedure. This rail set fits a rack between 25.6" and 33" deep.

The following is a basic guideline for installing the system into a rack with the rack mounting hardware provided. You should also refer to the installation instructions that came with the specific rack you are using.

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Identifying the Rails

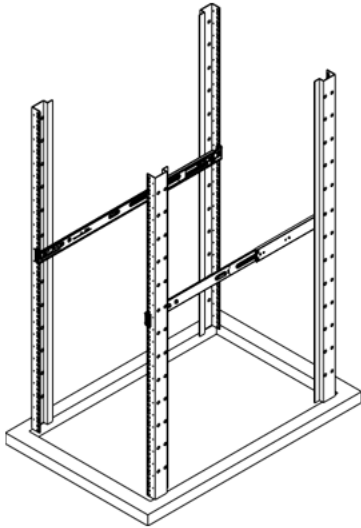
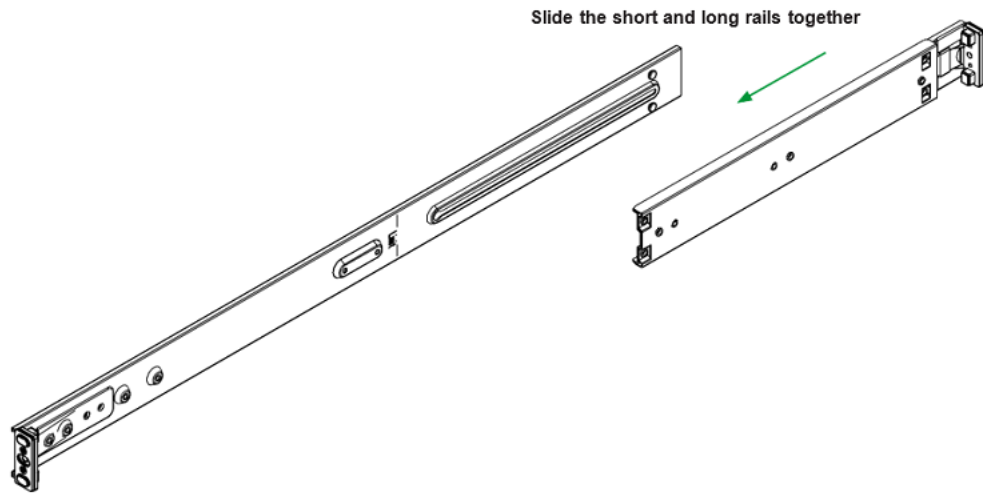
The chassis comes with two sets of rack rails, one set for the right side of the chassis and one for the left. Each set consists of an inner rail that is pre-attached to the chassis, and an outer rail that attaches to the rack.



Warning! Do not pick up the server by the front handles. They are designed to pull the system from a rack only.

Installing the Outer Rails

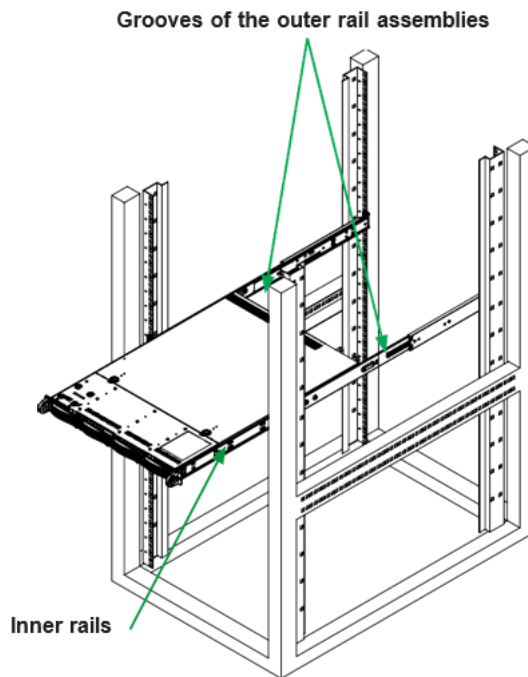
1. Measure the distance from the front of the rack to the rear of the rack.
2. Join the long and short rail by sliding the short rail and the long rail together as shown below.
3. Adjust the short and long rails until they cover the entire distance from the front of the rack to the rear of the rack.
4. Secure the rails to the cabinet with screws. Repeat steps 1-4 for the left outer rail.



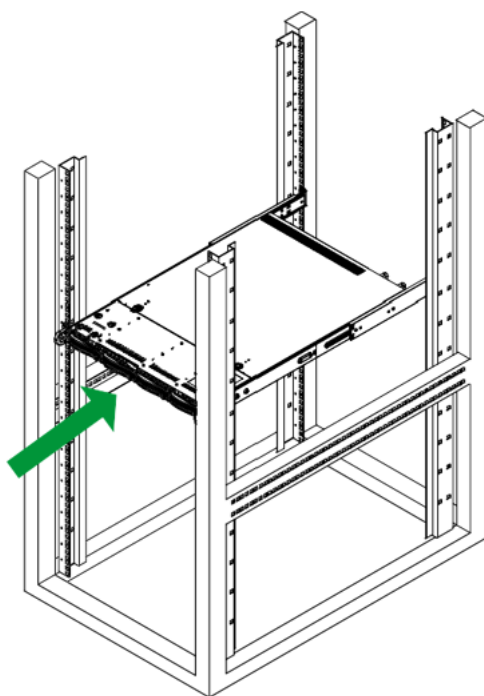
Chapter 5: Installing the Chassis into the Rack

Once rails are attached to the chassis and the rack, the chassis is ready to be installed into a rack.

1. Push the inner rails, which are attached to the chassis, into the grooves of the outer slide assemblies that are installed in the rack as shown below.



2. Slide the chassis rails into the rack rails until the chassis is completely in the rack.



Note: Figure is for illustrative purposes only. Always install servers to the bottom of a rack first.

Chapter 6: Removing the Chassis from the Rack

Warning! It is dangerous for a single person to off-load the heavy chassis from the rack without assistance. Be sure to have sufficient assistance supporting the chassis when removing it from the rack. Use a lift, if necessary.

1. Pull the chassis forward out the front of the rack until it stops.
2. Press the release latches on each of the inner rails downward simultaneously and continue to pull the chassis forward and out of the rack.

