

# Dell Storage Center

## SCv2000 and SCv2020 Storage System

### Owner's Manual

Regulatory Model: E09J, E10J  
Regulatory Type: E09J001, E10J001



# Notes, Cautions, and Warnings

-  **NOTE:** A NOTE indicates important information that helps you make better use of your computer.
-  **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.
-  **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# About this Guide

This guide describes how to perform service and maintenance on the SCv2000/SCv2020 storage system.

## Revision History

Document Number: 3CC1P

Revision	Date	Description
A00	April 2015	Initial release
A01	July 2015	Input editing changes
A02	June 2016	Updated pre-replacement procedures and clarified requirements

## Audience

The information provided in this guide is intended for use by Dell end users.

## Contacting Dell

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services might not be available in your area.

To contact Dell for sales, technical support, or customer service issues, go to [www.dell.com/support](http://www.dell.com/support).

- For customized support, type your system service tag on the support page and click **Submit**.
- For general support, browse the product list on the support page and select your product.

## Related Publications

The following documentation is available for the SCv2000/SCv2020 storage system.

- *Dell Storage Center SCv2000 and SCv2020 Storage System Getting Started Guide*  
Provides information about an SCv2000/SCv2020 storage system, such as installation instructions and technical specifications.
- *Dell Storage Center SCv2000 and SCv2020 Storage System Deployment Guide*  
Provides information about an SCv2000/SCv2020 storage system, such as hardware features and deployment instructions.
- *Dell Storage Center Release Notes*  
Contains information about new features and known and resolved issues for the Storage Center software.
- *Dell Storage Center Update Utility Administrator's Guide*

Describes how to use the Storage Center Update Utility to install Storage Center software updates. Updating Storage Center software using the Storage Center Update Utility is intended for use only by sites that cannot update Storage Center using standard methods.

- *Dell Storage Center Software Update Guide*  
Describes how to update Storage Center software from an earlier version to the current version.
- *Dell Storage Center Command Utility Reference Guide*  
Provides instructions for using the Storage Center Command Utility. The Command Utility provides a command-line interface (CLI) to enable management of Storage Center functionality on Windows, Linux, Solaris, and AIX platforms.
- *Dell Storage Center Command Set for Windows PowerShell*  
Provides instructions for getting started with Windows PowerShell cmdlets and scripting objects that interact with the Storage Center using the PowerShell interactive shell, scripts, and PowerShell hosting applications. Help for individual cmdlets is available online.
- *Dell Storage Client Administrator's Guide*  
Provides information about the Dell Storage Client and how it can be used to manage a Storage Center.
- *Dell Enterprise Manager Administrator's Guide*  
Contains in-depth feature configuration and usage information.
- *Dell TechCenter*  
Provides technical white papers, best practice guides, and frequently asked questions about Dell Storage products. Go to <http://en.community.dell.com/techcenter/storage/>.

# About the SCv2000/SCv2020 Storage System

The SCv2000/SCv2020 storage system provides the central processing capabilities for the Storage Center Operating System (OS) and management of RAID storage.

The SCv2000/SCv2020 storage system holds the physical drives that provide storage for the Storage Center. If additional storage is needed, the SCv2000/SCv2020 also supports SC100/SC120 expansion enclosures.

## SCv2000/SCv2020 Storage System Monitoring and Diagnostics

The Storage Center OS generates alert messages for temperature, fan, drive, power, and storage controller conditions. Use the Dell Storage Client to view these alerts.

The SCv2000/SCv2020 also has LED indicators that signify possible problems with the Storage Center.

 **NOTE:** Dell OpenManage Server Administrator is not supported on the SCv2000/SCv2020.

## SCv2000/SCv2020 Storage System Hardware

The SCv2000 storage system supports up to 12 2.5-inch hot-swappable SAS hard drives installed horizontally in a four-column, three-row configuration. The SCv2020 storage system supports up to 24 2.5-inch hot-swappable SAS hard drives installed vertically side by side. One spare disk is allocated for every 20 disks.

The SCv2000/SCv2020 ships with two power supply/cooling fan modules and up to two redundant storage controllers. The storage controller contains multiple I/O ports that provide communication with front-end servers and back-end storage. In a single controller setup, Write Cache is disabled.

## SCv2000/SCv2020 Storage System Front-Panel Features and Indicators

The front panel of the SCv2000/SCv2020 contains power and status indicators, a system identification button, and a unit ID display.

In addition, the hard drives are installed and removed through the front of the storage system chassis.

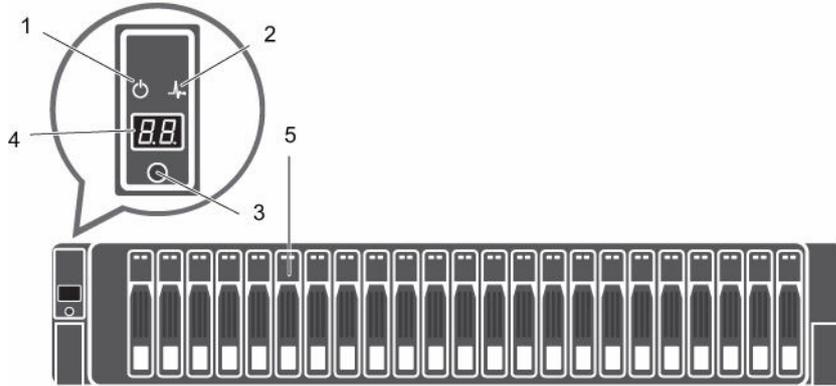


Figure 1. SCv2000/SCv2020 Storage System Front-Panel View

Item	Name	Icon	Description
1	Power indicator	⏻	Lights when the storage system power is on. <ul style="list-style-type: none"> <li>• <b>Off:</b> No power</li> <li>• <b>On steady green:</b> At least one power supply is providing power to the storage system</li> </ul>
2	Status indicator	⚡	Lights when at least one power supply is supplying power to the storage system. <ul style="list-style-type: none"> <li>• <b>Off:</b> No power</li> <li>• <b>On steady blue:</b> Power is on and firmware is running</li> <li>• <b>Blinking blue:</b> Storage system is busy booting or updating</li> <li>• <b>On steady amber:</b> Hardware detected fault</li> <li>• <b>Blinking amber:</b> Software detected fault</li> </ul>
3	Identification button	ⓘ	Lights when the storage system identification is enabled. <ul style="list-style-type: none"> <li>• <b>Off:</b> Normal status</li> <li>• <b>Blinking blue:</b> Storage system identification enabled</li> </ul>
4	Unit ID display	—	Displays the storage system identification number. The default value for a new storage system is 01.
5	Hard drives	—	Can have up to 12 3.5-inch or 24 2.5-inch SAS hard drives.

## SCv2000/SCv2020 Storage System Back-Panel Features and Indicators

The back panel of the SCv2000/SCv2020 contains the storage controller indicators and power supply indicators.

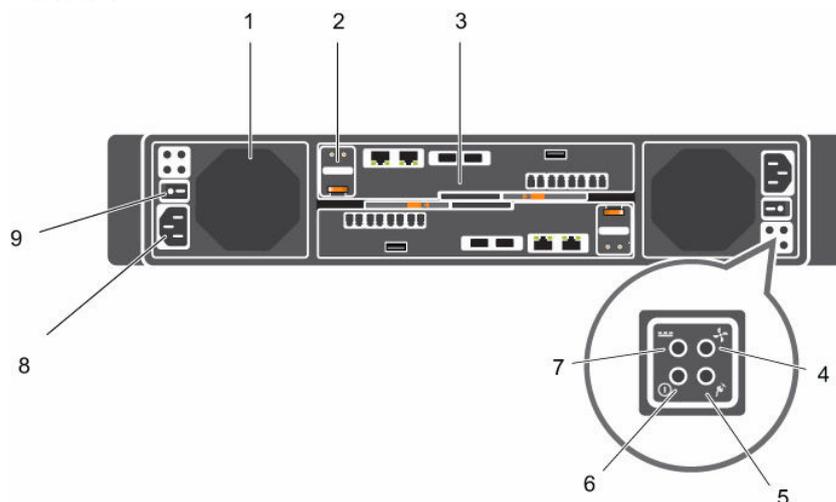


Figure 2. SCv2000/SCv2020 Storage System Back-Panel View

Item	Name	Icon	Description
1	Power supply/ cooling fan module (PSU) (2)	—	Contains a 580 W power supply and fans that provide cooling for the storage system.
2	Battery backup unit (BBU) (2)	—	Allows the storage controller to shut down smoothly when a loss of AC power is detected.
3	Storage controller (1 or 2)	—	Each storage controller contains: <ul style="list-style-type: none"> <li>• <b>Back-end ports:</b> Two 6 Gbps SAS ports</li> <li>• <b>Front-end ports:</b> Fibre Channel ports, iSCSI ports, or SAS ports</li> <li>• <b>MGMT port:</b> Embedded Ethernet/iSCSI port that is typically used for system management <ul style="list-style-type: none"> <li>▣ <b>NOTE:</b> The MGMT port can share iSCSI traffic if the Flex Port license is installed.</li> </ul> </li> <li>• <b>REPL port:</b> Embedded iSCSI port that is typically used for replication to another Storage Center</li> </ul>
4	Cooling fan fault indicator (2)	✦	<ul style="list-style-type: none"> <li>• <b>Off:</b> Normal operation</li> <li>• <b>Steady amber:</b> Fan fault or the storage system is having a problem communicating with the PSU</li> <li>• <b>Blinking amber:</b> PSU is in programming mode</li> </ul>
5	AC power fault indicator (2)	✦	<ul style="list-style-type: none"> <li>• <b>Off:</b> Normal operation</li> <li>• <b>Steady Amber:</b> PSU has been removed or the storage system is having a problem communicating with the PSU</li> <li>• <b>Blinking amber:</b> PSU is in programming mode</li> </ul>

Item	Name	Icon	Description
6	AC power status indicator (2)	①	<ul style="list-style-type: none"> <li><b>Off:</b> AC power is off, the power is on but the PSU is not in the storage system, or a hardware fault is possible</li> <li><b>Steady green:</b> AC power is on</li> <li><b>Blinking green:</b> AC power is on and the PSU is in standby mode</li> </ul>
7	DC power fault indicator (2)	---	<ul style="list-style-type: none"> <li><b>Off:</b> Normal operation</li> <li><b>Steady amber:</b> PSU has been removed, a DC or other hardware fault has occurred, or the storage system is having a problem communicating with the PSU</li> <li><b>Blinking amber:</b> PSU is in programming mode</li> </ul>
8	Power socket (2)	—	Accepts a standard computer power cord.
9	Power switch (2)	—	Controls power for the storage system. Each PSU has one switch.

## SCv2000/SCv2020 Storage System Storage Controller Features and Indicators

The SCv2000/SCv2020 storage system includes up to two storage controllers in two interface slots.

### SCv2000/SCv2020 Storage System Storage Controller with Fibre Channel Front-End Ports

The following figures show the features and indicators on a storage controller with Fibre Channel front-end ports.

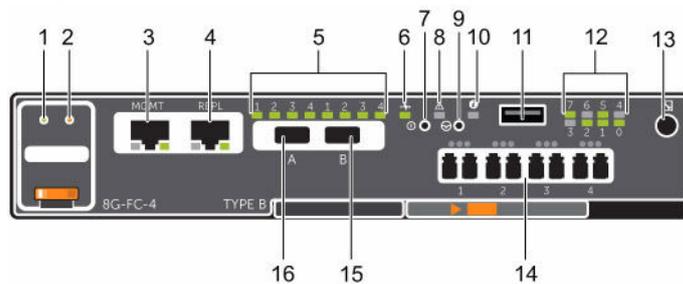


Figure 3. SCv2000/SCv2020 Storage System Storage Controller with Four 8 Gb Fibre Channel Front-End Ports

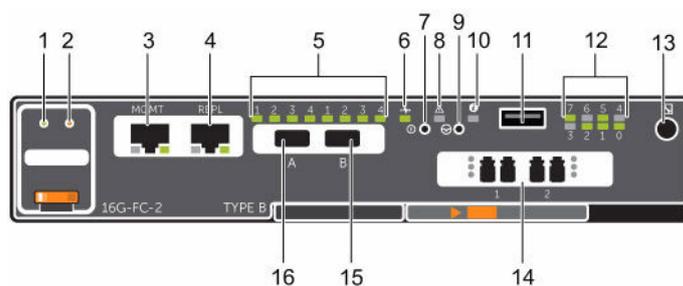


Figure 4. SCv2000/SCv2020 Storage System Storage Controller with Two 16 Gb Fibre Channel Front-End Ports

**NOTE:** Storage Center 6.7.3 or later is required for SCv2000/SCv2020 storage systems with 16 Gb Fibre Channel front-end ports.

Item	Control/Feature	Icon	Description
1	Battery status indicator		<ul style="list-style-type: none"> <li>• <b>Blinking green (on 0.5 sec. / off 1.5 sec.):</b> Battery heartbeat</li> <li>• <b>Fast blinking green (on 0.5 sec. / off 0.5 sec.):</b> Battery is charging</li> <li>• <b>Steady green:</b> Battery is ready</li> </ul>
2	Battery fault indicator		<ul style="list-style-type: none"> <li>• <b>Off:</b> No faults</li> <li>• <b>Blinking amber:</b> Correctable fault detected</li> <li>• <b>Steady amber:</b> Uncorrectable fault detected; replace battery</li> </ul>
3	MGMT port (Slot 3/Port 1)	—	<p>Ethernet/iSCSI port that is typically used for storage system management and access to the BMC</p> <p> <b>NOTE:</b> To use the MGMT port as an iSCSI port for replication to another Storage Center, a Flex Port license and replication license are required. To use the MGMT port as a front-end connection to host servers, a Flex Port license is required.</p>
4	REPL port (Slot 3/Port 2)	—	<p>Ethernet/iSCSI port that is typically used for replication to another Storage Center (requires a replication license)</p> <p> <b>NOTE:</b> To use the RELP port as a front-end connection to host servers, a Flex Port license is required.</p>
5	SAS activity indicators	—	<p>There are four SAS PHYs per SAS port.</p> <ul style="list-style-type: none"> <li>• <b>Off:</b> SAS PHY is not connected</li> <li>• <b>Steady green:</b> SAS PHY is connected, but not active</li> <li>• <b>Blinking green:</b> SAS PHY is not connected nor active</li> </ul>
6	Storage controller status		<b>On:</b> Storage controller completed POST
7	Recessed power off button		Not currently used
8	Storage controller fault		<ul style="list-style-type: none"> <li>• <b>Off:</b> No faults</li> <li>• <b>Steady amber:</b> Firmware has detected an error</li> <li>• <b>Blinking amber:</b> Storage controller is performing POST</li> </ul>
9	Recessed reset button		Not currently used
10	Identification LED		<ul style="list-style-type: none"> <li>• <b>Off:</b> Identification disabled</li> <li>• <b>Blinking blue (for 15 sec.):</b> Identification is enabled</li> <li>• <b>Blinking blue (continuously):</b> Storage controller shut down to the Advanced Configuration and Power Interface (ACPI) S5 state</li> </ul>
11	USB port		One USB 3.0 connector
12	Diagnostic LEDs (8)	—	<ul style="list-style-type: none"> <li>• <b>Green LEDs 0–3:</b> Low byte hex POST code</li> <li>• <b>Green LEDs 4–7:</b> High byte hex POST code</li> </ul>
13	Serial port (3.5 mm mini jack)		Not for customer use
14	Two options:	—	LEDs for the four 8 Gb Fibre Channel ports:

Item	Control/Feature	Icon	Description
	<ul style="list-style-type: none"> <li>Four Fibre Channel ports (Slot 1/Port 1, Slot 1/Port 2, Slot 1/Port 3, and Slot 1/Port 4) with three LEDs per port</li> <li>Two Fibre Channel ports (Slot 1/Port 1 and Slot 1/Port 2) with three LEDs per port</li> </ul>		<ul style="list-style-type: none"> <li><b>All off:</b> No power</li> <li><b>All on:</b> Booting up</li> <li><b>Blinking amber:</b> 2 Gbps activity</li> <li><b>Blinking green:</b> 4 Gbps activity</li> <li><b>Blinking yellow:</b> 8 Gbps activity</li> <li><b>Blinking amber and yellow:</b> Beacon</li> <li><b>All blinking (simultaneous):</b> Firmware initialized</li> <li><b>All blinking (alternating):</b> Firmware fault</li> </ul> <p>LEDs for the two 16 Gb Fibre Channel ports:</p> <ul style="list-style-type: none"> <li><b>All off:</b> No power</li> <li><b>All on:</b> Booting up</li> <li><b>Blinking amber:</b> 4 Gbps activity</li> <li><b>Blinking green:</b> 8 Gbps activity</li> <li><b>Blinking yellow:</b> 16 Gbps activity</li> <li><b>Blinking amber and yellow:</b> Beacon</li> <li><b>All blinking (simultaneous):</b> Firmware initialized</li> <li><b>All blinking (alternating):</b> Firmware fault</li> </ul>
15	Mini-SAS port B (Slot 2/Port 2)		Back-end expansion port B
16	Mini-SAS port A (Slot 2/Port 1)		Back-end expansion port A

### SCv2000/SCv2020 Storage System Storage Controller with iSCSI Front-End Ports

The following figures show the features and indicators on a storage controller with iSCSI front-end ports.

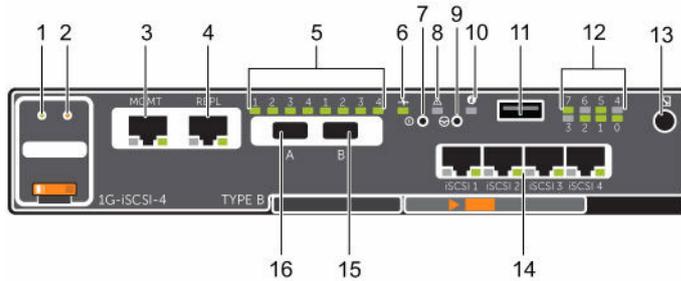


Figure 5. SCv2000/SCv2020 Storage System Storage Controller with Four 1 GbE iSCSI Front-End Ports

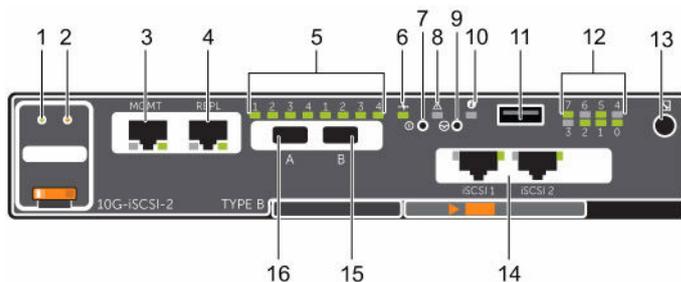


Figure 6. SCv2000/SCv2020 Storage System Storage Controller with Two 10 GbE iSCSI Front-End Ports

Item	Control/Feature	Icon	Description
1	Battery status indicator		<ul style="list-style-type: none"> <li>• <b>Blinking green (on 0.5 sec. / off 1.5 sec.):</b> Battery heartbeat</li> <li>• <b>Fast blinking green (on 0.5 sec. / off 0.5 sec.):</b> Battery is charging</li> <li>• <b>Steady green:</b> Battery is ready</li> </ul>
2	Battery fault indicator		<ul style="list-style-type: none"> <li>• <b>Off:</b> No faults</li> <li>• <b>Blinking amber:</b> Correctable fault detected</li> <li>• <b>Steady amber:</b> Uncorrectable fault detected; replace battery</li> </ul>
3	MGMT port (Slot 3/Port 1)	—	<p>Ethernet/iSCSI port that is typically used for storage system management and access to the BMC</p> <p> <b>NOTE:</b> To use the MGMT port as an iSCSI port for replication to another Storage Center, a Flex Port license and replication license are required. To use the MGMT port as a front-end connection to host servers, a Flex Port license is required.</p>
4	REPL port (Slot 3/Port 2)	—	<p>Ethernet/iSCSI port that is typically used for replication to another Storage Center</p> <p> <b>NOTE:</b> To use the RELP port as a front-end connection to host servers, a Flex Port license is required.</p>
5	SAS activity indicators	—	<p>There are four SAS PHYs per SAS port.</p> <ul style="list-style-type: none"> <li>• <b>Off:</b> SAS PHY is not connected</li> <li>• <b>Steady green:</b> SAS PHY is connected, but not active</li> <li>• <b>Blinking green:</b> SAS PHY is not connected nor active</li> </ul>
6	Storage controller status		<b>On:</b> Storage controller completed POST
7	Recessed power off button		Not currently used
8	Storage controller fault		<ul style="list-style-type: none"> <li>• <b>Off:</b> No faults</li> <li>• <b>Steady amber:</b> Firmware has detected an error</li> <li>• <b>Blinking amber:</b> Storage controller is performing POST</li> </ul>
9	Recessed reset button		Not currently used
10	Identification LED		<ul style="list-style-type: none"> <li>• <b>Off:</b> Identification disabled</li> <li>• <b>Blinking blue (for 15 sec.):</b> Identification is enabled</li> <li>• <b>Blinking blue (continuously):</b> Storage controller shut down to the Advanced Configuration and Power Interface (ACPI) S5 state</li> </ul>
11	USB port		One USB 3.0 connector
12	Diagnostic LEDs (8)	—	<ul style="list-style-type: none"> <li>• <b>Green LEDs 0–3:</b> Low byte hex POST code</li> <li>• <b>Green LEDs 4–7:</b> High byte hex POST code</li> </ul>
13	Serial port (3.5 mm mini jack)		Not for customer use
14	Two options:	—	<ul style="list-style-type: none"> <li>• <b>Off:</b> No power</li> </ul>

Item	Control/Feature	Icon	Description
	<ul style="list-style-type: none"> <li>Four iSCSI ports (Slot 1/Port 1, Slot 1/Port 2, Slot 1/Port 3, and Slot 1/Port 4) with two LEDs per port</li> <li>Two iSCSI ports (Slot 1/Port 1 and Slot 1/Port 2) with two LEDs per port</li> </ul>		<ul style="list-style-type: none"> <li><b>Steady Amber:</b> Link</li> <li><b>Blinking Green:</b> Activity</li> </ul>
15	Mini-SAS port B (Slot 2/Port 2)		Back-end expansion port B
16	Mini-SAS port A (Slot 2/Port 1)		Back-end expansion port A

### SCv2000/SCv2020 Storage System Storage Controller with Front-End SAS Ports

The following figure shows the features and indicators on a storage controller with front-end SAS ports.

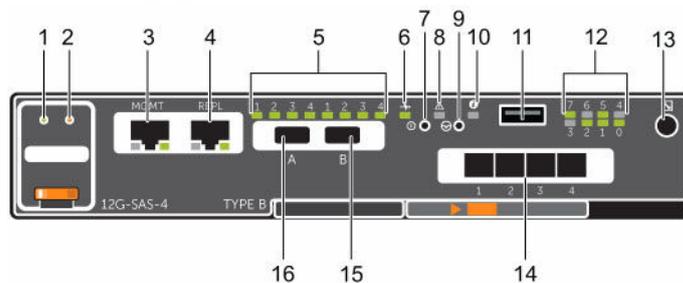


Figure 7. SCv2000/SCv2020 Storage System Storage Controller with Four 12 Gb Front-End SAS Ports

Item	Control/Feature	Icon	Description
1	Battery status indicator		<ul style="list-style-type: none"> <li><b>Blinking green (on 0.5 sec. / off 1.5 sec.):</b> Battery heartbeat</li> <li><b>Fast blinking green (on 0.5 sec. / off 0.5 sec.):</b> Battery is charging</li> <li><b>Steady green:</b> Battery is ready</li> </ul>
2	Battery fault indicator		<ul style="list-style-type: none"> <li><b>Off:</b> No faults</li> <li><b>Blinking amber:</b> Correctable fault detected</li> <li><b>Steady amber:</b> Uncorrectable fault detected; replace battery</li> </ul>
3	MGMT port (Slot 3/Port 1)	—	<p>Ethernet/iSCSI port that is typically used for storage system management and access to the BMC</p> <p> <b>NOTE:</b> To use the MGMT port as an iSCSI port for replication to another Storage Center, a Flex Port license and replication license are required. To use the MGMT port as a front-end connection to host servers, a Flex Port license is required.</p>
4	REPL port (Slot 3/Port 2)	—	Ethernet/iSCSI port that is typically used for replication to another Storage Center

Item	Control/Feature	Icon	Description
			 <b>NOTE:</b> To use the RELP port as a front-end connection to host servers, a Flex Port license is required.
5	SAS activity indicators	—	There are four SAS PHYs per SAS port. <ul style="list-style-type: none"> <li>• <b>Off:</b> SAS PHY is not connected</li> <li>• <b>Steady green:</b> SAS PHY is connected, but not active</li> <li>• <b>Blinking green:</b> SAS PHY is not connected nor active</li> </ul>
6	Storage controller module status		<b>On:</b> Storage controller completed POST
7	Recessed power off button		Not currently used
8	Storage controller module fault		<ul style="list-style-type: none"> <li>• <b>Off:</b> No faults</li> <li>• <b>Steady amber:</b> Firmware has detected an error</li> <li>• <b>Blinking amber:</b> Storage controller is performing POST</li> </ul>
9	Recessed reset button		Not currently used
10	Identification LED		<ul style="list-style-type: none"> <li>• <b>Off:</b> Identification disabled</li> <li>• <b>Blinking blue (for 15 sec.):</b> Identification is enabled</li> <li>• <b>Blinking blue (continuously):</b> Storage controller shut down to the Advanced Configuration and Power Interface (ACPI) S5 state</li> </ul>
11	USB port		One USB 3.0 connector
12	Diagnostic LEDs (8)	—	<ul style="list-style-type: none"> <li>• <b>Green LEDs 0–3:</b> Low byte hex POST code</li> <li>• <b>Green LEDs 4–7:</b> High byte hex POST code</li> </ul>
13	Serial port (3.5 mm mini jack)		Not for customer use
14	Four Mini-SAS High Density (HD) ports (Slot 1/Port 1, Slot 1/Port 2, Slot 1/Port 3, and Slot 1/Port 4)	—	Front-end connectivity ports <p> <b>NOTE:</b> The mini-SAS HD ports are for front-end connectivity only and cannot be used for back-end expansion.</p>
15	Mini-SAS port B (Slot 2/Port 2)		Back-end expansion port B
16	Mini-SAS port A (Slot 2/Port 1)		Back-end expansion port A

## SCv2000/SCv2020 Storage System Drives

The SCv2000/SCv2020 storage system supports only Dell Enterprise hard disk drives (HDDs) and Dell Enterprise solid-state drives (eSSDs).

The drives in the SCv2000 storage system are installed horizontally. The drives in the SCv2020 storage system are installed vertically. The indicators on the drives provide status and activity information.



Figure 8. SCv2000/SCv2020 Storage System Drive Indicators

Item	Control/Feature	Indicator Code
1	Drive activity indicator	<ul style="list-style-type: none"> <li>• <b>Blinking green:</b> Drive activity</li> <li>• <b>Steady green:</b> Drive is detected and has no faults</li> </ul>
2	Drive status indicator	<ul style="list-style-type: none"> <li>• <b>Off:</b> Normal operation</li> <li>• <b>Blinking amber (on 1 sec. / off 1 sec.):</b> Drive identification is enabled</li> <li>• <b>Blinking amber (on 2 sec. / off 1 sec.):</b> Hardware/firmware fault</li> <li>• <b>Steady amber:</b> Drive is safe to remove</li> </ul>

# Replacing SCv2000/SCv2020 Storage System Components

This section describes how to remove and install components of the SCv2000/SCv2020 storage system. This information assumes that you have received the replacement component and are ready to install it.

## Safety Precautions

Always follow these safety precautions to avoid injury and damage to Storage Center equipment.

If equipment described in this section is used in a manner not specified by Dell, the protection provided by the equipment could be impaired. For your safety and protection, observe the rules described in the following sections.

 **NOTE:** See the safety and regulatory information that shipped with each Storage Center component. Warranty information is included within this document or as a separate document.

## Installation Safety Precautions

Follow these safety precautions:

- Dell recommends that only individuals with rack-mounting experience install the SCv2000/SCv2020 in a rack.
- Make sure the storage system is always fully grounded to prevent damage from electrostatic discharge.
- When handling the storage system hardware, use an electrostatic wrist guard (not included) or a similar form of protection.

The chassis must be mounted in a rack. The following safety requirements must be considered when the chassis is being mounted:

- The rack construction must be capable of supporting the total weight of the installed chassis. The design should incorporate stabilizing features suitable to prevent the rack from tipping or being pushed over during installation or in normal use.
- To avoid danger of the rack toppling over, slide only one chassis out of the rack at a time.

## Electrical Safety Precautions

Always follow electrical safety precautions to avoid injury and damage to Storage Center equipment.

 **WARNING:** Disconnect power from the storage system when removing or installing components that are not hot-swappable. When disconnecting power, first power down the storage system using the Dell Storage Client and then unplug the power cords from the power supplies in the storage system and storage system.

- Provide a suitable power source with electrical overload protection. All Storage Center components must be grounded before applying power. Make sure that there is a safe electrical earth connection to power supply cords. Check the grounding before applying power.
- The plugs on the power supply cords are used as the main disconnect device. Make sure that the socket outlets are located near the equipment and are easily accessible.
- Know the locations of the equipment power switches and the room's emergency power-off switch, disconnection switch, or electrical outlet.
- Do not work alone when working with high-voltage components.
- Use rubber mats specifically designed as electrical insulators.
- Do not remove covers from the power supply unit. Disconnect the power connection before removing a power supply from the storage system.
- Do not remove a faulty power supply unless you have a replacement model of the correct type ready for insertion. A faulty power supply must be replaced with a fully operational module power supply within 24 hours.
- Unplug the storage system chassis before you move it or if you think it has become damaged in any way. When powered by multiple AC sources, disconnect all supply power for complete isolation.

## Electrostatic Discharge Precautions

Always follow electrostatic discharge (ESD) precautions to avoid injury and damage to Storage Center equipment.

Electrostatic discharge (ESD) is generated by two objects with different electrical charges coming into contact with each other. The resulting electrical discharge can damage electronic components and printed circuit boards. Follow these guidelines to protect your equipment from ESD:

- Dell recommends that you always use a static mat and static strap while working on components in the interior of the storage system chassis.
- Observe all conventional ESD precautions when handling plug-in modules and components.
- Use a suitable ESD wrist or ankle strap.
- Avoid contact with backplane components and module connectors.
- Keep all components and printed circuit boards (PCBs) in their antistatic bags until ready for use.

## General Safety Precautions

Always follow general safety precautions to avoid injury and damage to Storage Center equipment.

- Keep the area around the storage system chassis clean and free of clutter.
- Place any system components that have been removed away from the storage system chassis or on a table so that they are not in the way of foot traffic.
- While working on the storage system chassis, do not wear loose clothing such as neckties and unbuttoned shirt sleeves, which can come into contact with electrical circuits or be pulled into a cooling fan.
- Remove any jewelry or metal objects from your body because they are excellent metal conductors that can create short circuits and harm you if they come into contact with printed circuit boards or areas where power is present.
- Do not lift the storage system chassis by the handles of the power supply units (PSUs). They are not designed to hold the weight of the entire chassis, and the chassis cover may become bent.
- Before moving the storage system chassis, remove the PSUs to minimize weight.
- Do not remove drives until you are ready to replace them.



**NOTE:** To ensure proper storage system cooling, hard drive blanks must be installed in any hard drive slot that is not occupied.

## Pre-Replacement Procedures

Perform the procedures described in this section before replacing a component of the SCv2000/SCv2020 storage system.

### Send Diagnostic Data Using Dell SupportAssist

Use Dell SupportAssist to send diagnostic data to Dell Technical Support Services.

1. Use the Storage Client to connect to the Storage Center.
2. In the **Summary** tab, click **Send SupportAssist Information Now**, which is located under **SupportAssist Actions** in the **Status** pane. The **Send SupportAssist Information Now** dialog box opens.
3. Select **Storage Center Configuration** and **Detailed Logs**.
4. Click **OK**.

The Storage Client displays the status of the SupportAssist action. A second dialog box opens when the transfer of SupportAssist information has completed successfully.

5. Click **OK**.

### Put the Storage Center Into Maintenance Mode

Use Dell Storage Client to put the Storage Center into maintenance mode after sending SupportAssist data to Dell Technical Support Services.

1. In the **Summary** tab, click **Edit Settings**. The **Edit Storage Center Settings** dialog box opens.
2. In the **General** tab, select **Maintenance** from the **Operation Mode** drop-down menu.
3. Click **OK**.

The Storage Center is put into maintenance mode.

### Shut Down a Storage Controller

If you are replacing a storage controller, use Dell Storage Client to shut down the storage controller.

#### About this task

If the storage system has two storage controllers, shutting down one storage controller causes the Storage Center to fail over to the other storage controller, which continues to process I/O. If the storage system has only one storage controller, shutting it down results in a system outage.

#### Steps

1. Use the Dell Storage Client to connect to the storage system.
2. Click the **Hardware** tab.
3. In the **Hardware** tab navigation pane, select the storage controller to shut down.
4. In the right pane, click **Shutdown/Restart Controller**. The **Shutdown/Restart Controller** dialog box appears.
5. Select **Shutdown Controller** from the drop-down menu.
6. Click **OK**. The selected storage controller is shut down.

## Shutting Down the Storage System

If you are replacing the storage system chassis or rack rails, use the Dell Storage Client to shut down the storage system.

### About this task

 **CAUTION: Shutting down the storage system results in a system outage.**

### Steps

1. Select **Actions** → **System** → **Shutdown/Restart**. The **Shutdown/Restart** dialog box appears.
2. Select **Shutdown Controller** from the first drop-down menu.
3. Click **OK**. After the storage system shuts down, unplug the power cables from the power supply/cooling fan modules.

## Replacing the Front Bezel

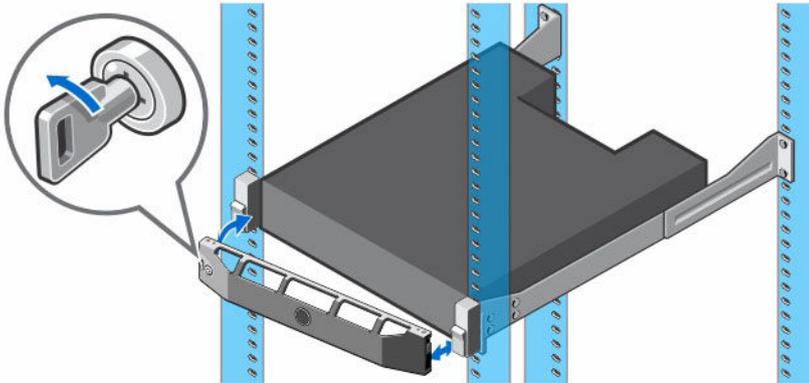
The front bezel is a cover for the front panel of the storage system.

### About this task

The front bezel must be removed from the front panel when replacing hard drives.

### Steps

1. Use the system key to unlock the keylock at the left end of the bezel.
2. Lift the release latch next to the keylock.
3. Rotate the left end of the bezel away from the front panel.
4. Unhook the right end of the bezel and pull the bezel away from the storage system.



**Figure 9. Replacing the Front Bezel**

5. Hook the right end of the replacement bezel onto the front panel of the storage system.
6. Insert the left end of the bezel into the securing slot until the release latch locks into place.
7. Secure the bezel with the keylock.

# Replacing Power Supply/Cooling Fan Modules

The SCv2000/SCv2020 storage system supports two hot-swappable power supply/cooling fan modules. The cooling fans that cool the storage system and the power supplies are integrated into the power supply/cooling fan module and cannot be replaced separately. If one power supply/cooling fan module fails, the second module continues to provide power to the storage system.

**NOTE:** When a power supply/cooling fan module fails, the cooling fan speed in the remaining module increases significantly to provide adequate cooling. The cooling fan speed decreases gradually when a new power supply/cooling fan module is installed.

## Identifying the Failed Power Supply

To determine which power supply failed, use the Dell Storage Client.

1. Click the **Hardware** tab.
2. In the **Hardware** tab navigation pane, select and expand the failed storage system.
3. In the **Hardware Alerts** area, find the hardware alert that identifies the enclosure with the failed power supply.

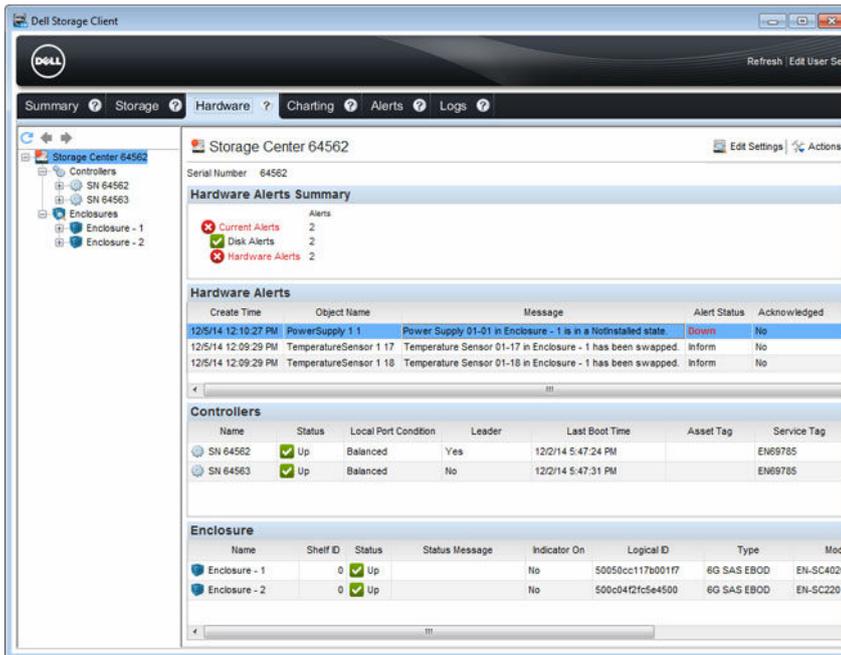


Figure 10. Hardware Alert Identifying the Enclosure with the Failed Power Supply

4. In the **Hardware** tab navigation pane, expand the enclosure identified in the previous step.
5. Select **Power Supplies**. The status of each power supply is displayed in the **Power Supplies** tab.
6. Select the failed power supply. The location of the failed power supply is displayed in the **Power Supply View** tab.

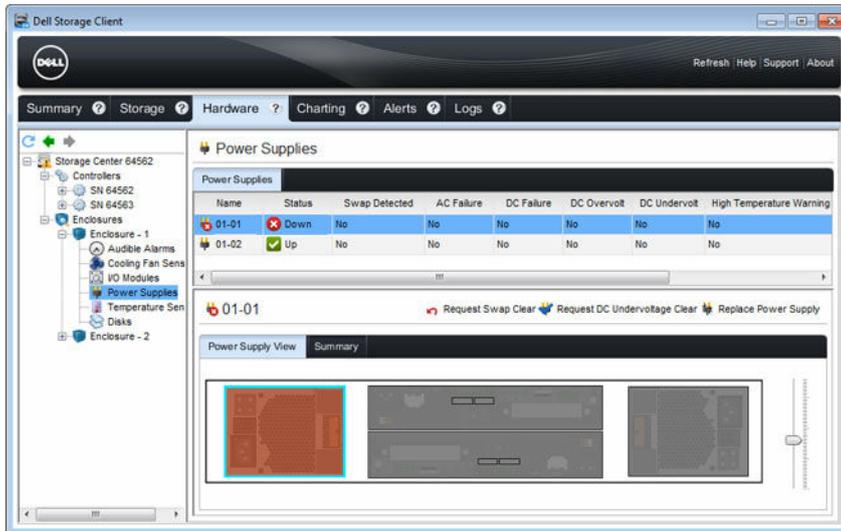


Figure 11. Rear View of the Enclosure Showing the Failed Power Supply

## Identifying the Failed Cooling Fan

To determine which cooling fan failed, use the Dell Storage Client.

1. Click the **Hardware** tab.
2. In the **Hardware** tab navigation pane, select and expand the failed storage system.
3. In the **Hardware Alerts** area, find the hardware alert that identifies the enclosure with the failed cooling fan.

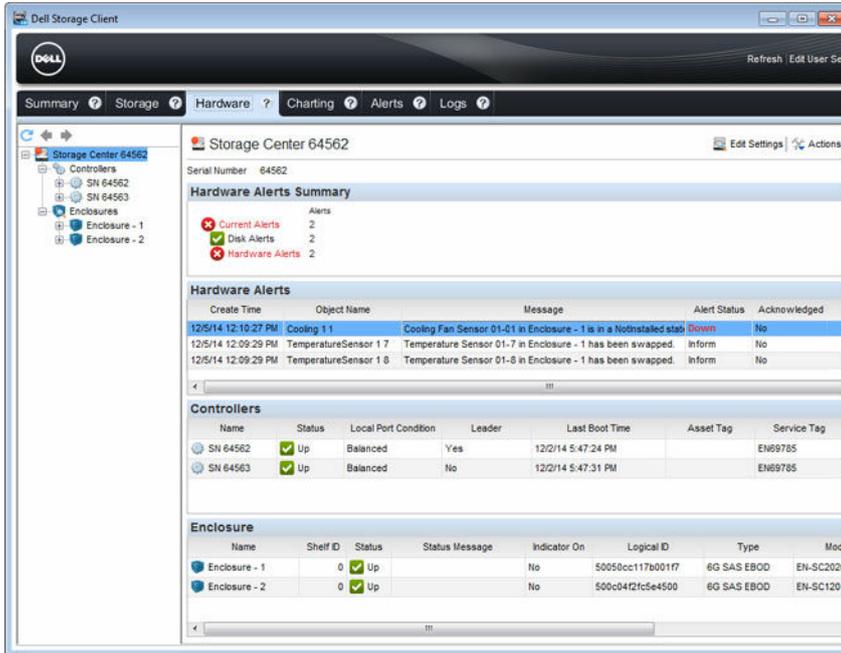


Figure 12. Hardware Alert Identifying the Enclosure with the Failed Cooling Fan

4. In the **Hardware** tab navigation pane, expand the enclosure identified in the previous step.
5. Select **Cooling Fan Sensors**. The status of each cooling fan is displayed in the **Cooling Fans** tab.
6. Select the failed cooling fan. The location of the failed cooling fan is displayed in the **Fan View** tab.

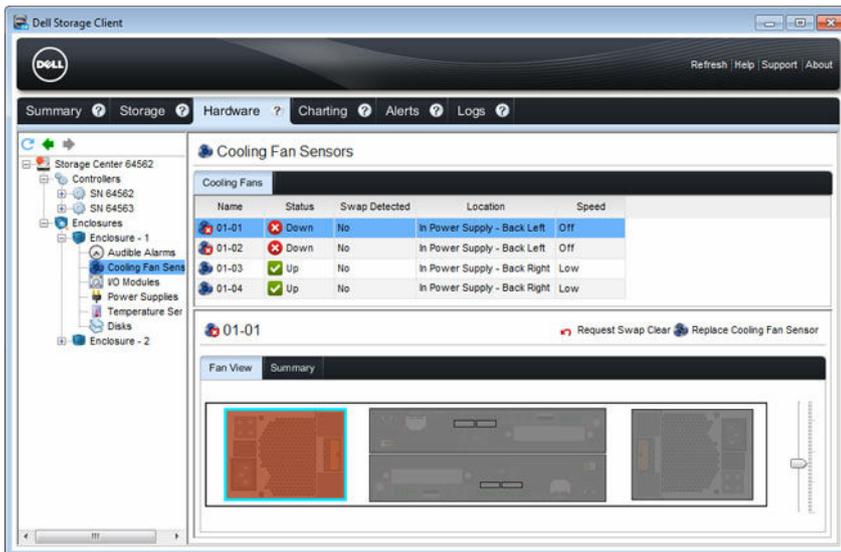


Figure 13. Rear View of the Enclosure Showing the Failed Cooling Fan

## Replacing a Power Supply/Cooling Fan Module

Use this procedure to replace a failed power supply/cooling fan module.

### Prerequisites

- Use SupportAssist to send diagnostic data to Dell Technical Support Services.

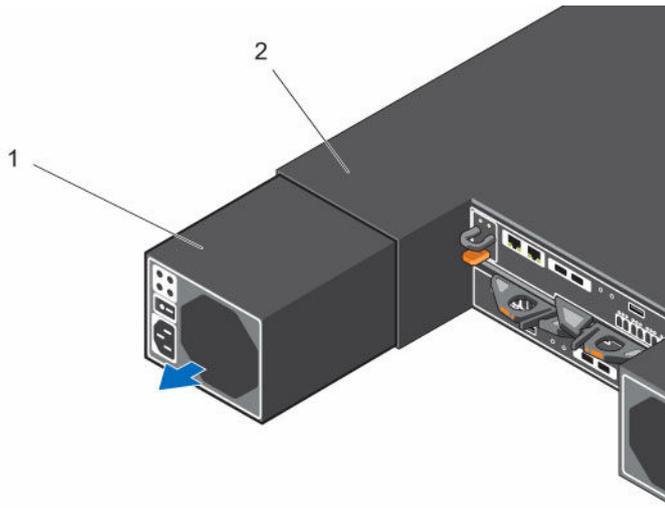
### About this task

You can replace power supply/cooling fan modules one at a time without shutting down the storage system.

### Steps

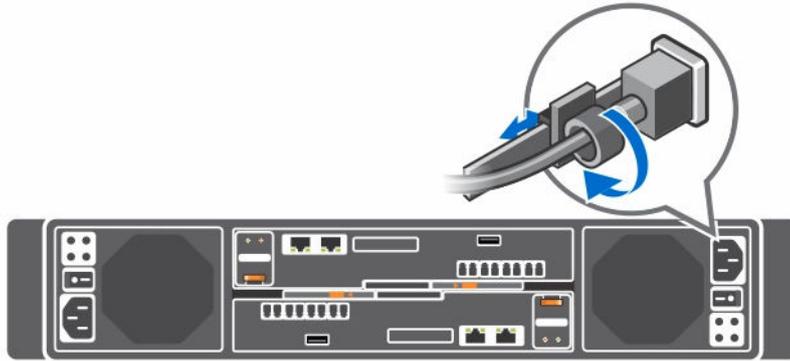
1. Press the power switch on the power supply/cooling fan module to turn it off.
2. Remove the hook-and-loop strap that secures the power cable and disconnect the power cable from the power supply/cooling fan module.
3. Push the release tab on the power supply/cooling fan module and slide it out of the chassis using the handle.

**⚠ CAUTION: The power supply/cooling fan modules are heavy. To avoid injury, use both hands while removing the module.**



**Figure 14. Removing a Power Supply/Cooling Fan Module**

1. Power supply/cooling fan module
2. Storage system chassis
4. Slide the replacement power supply/cooling fan module into the chassis until it is fully seated and the release tab clicks into place.
5. Connect and secure the power cable to the power supply/cooling fan module.



**Figure 15. Securing the Power Cable**

6. Press the power switch on the power supply/cooling fan module to turn it on.
  -  **NOTE:** Allow several seconds for the storage system to recognize the power supply/cooling fan module and determine its status. When the power supply/cooling fan module is functioning properly, the AC power status indicator turns green and the three fault indicators are off.
7. In the Dell Storage Client, make sure that the replacement power supply/cooling fan module is recognized and shown as up and running.

**Next steps**

- Use SupportAssist to send diagnostic data to Dell Technical Support Services.

## Replacing Hard Drives

The SCv2000/SCv2020 storage systems support hot-swappable hard drives.

The SCv2000 storage system supports up to 12 3.5-inch hard drives installed in a four-column, three-row configuration. The SCv2020 storage system supports up to 24 2.5-inch hard drives installed vertically side by side. Hard drive blanks are installed in the hard drive slots that do not have drives.

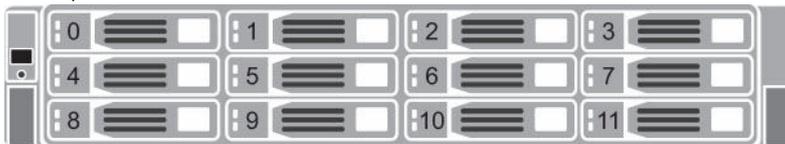
-  **NOTE:** At least one powered drive must remain installed in the primary chassis when multiple disks are replaced.

### SCv2000/SCv2020 Storage System Drive Numbering

Drives are numbered from left to right in the SCv2000/SCv2020 storage system.

The Dell Storage Client identifies drives as *XX-YY*, where *XX* is the unit ID of the storage system, and *YY* is the drive position inside the storage system.

- The SCv2000 holds up to 12 drives, which are numbered from left to right in rows starting from 0 at the top-left drive.



**Figure 16. SCv2000 Storage System Drive Numbering**

- The SCv2020 holds up to 24 drives, which are numbered from left to right starting from 0.



Figure 17. SCv2020 Storage System Drive Numbering

## Identifying the Failed Hard Drive

To determine which hard drive failed, use the Dell Storage Client.

1. Start the Dell Storage Client and connect to the Storage Center that has an expansion enclosure with a failed hard drive.
2. Click the **Hardware** tab.
3. In the **Hardware** tab navigation pane, select and expand the Storage Center.
4. In the **Hardware Alerts** area, find the hardware alert that identifies the expansion enclosure with the failed hard drive.

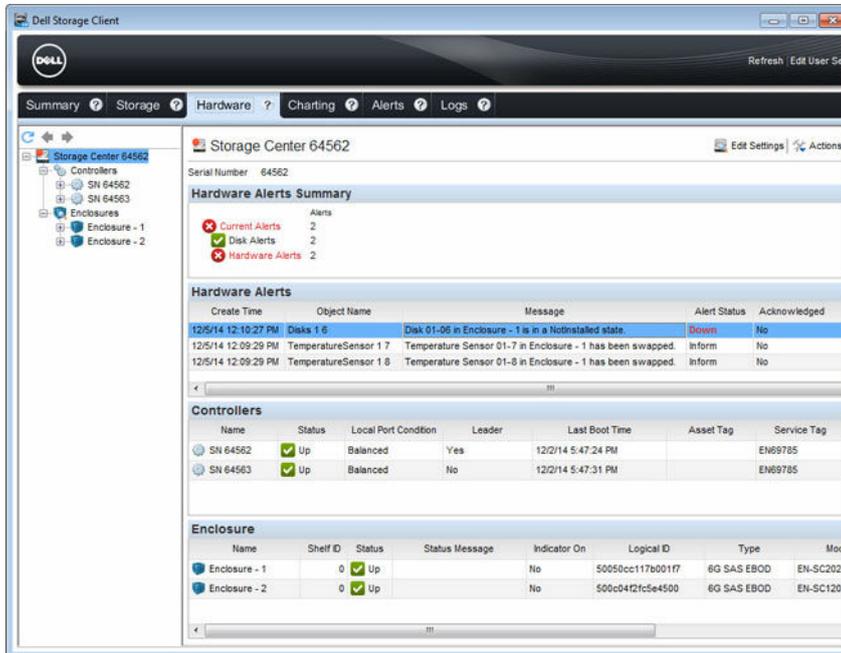


Figure 18. Hardware Alert Identifying the Expansion Enclosure with the Failed Hard Drive

5. In the **Hardware** tab navigation pane, expand the expansion enclosure identified in the previous step.
6. Select **Disks**. The status of each hard drive is displayed in the **Disks** tab.
7. Select the failed hard drive. The location of the failed hard drive is displayed in the **Disk View** tab.

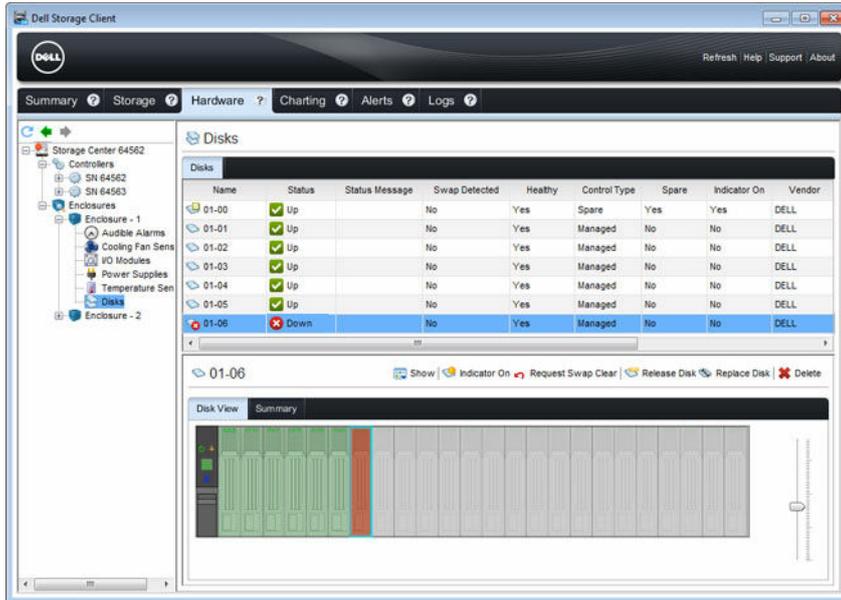


Figure 19. Front View of the Expansion Enclosure Showing the Failed Hard Drive

- (Optional) To open a wizard to guide you through the replacement steps, right-click on the failed hard drive.

## Replacing a Hard Drive

Use this procedure to replace a failed hard drive.

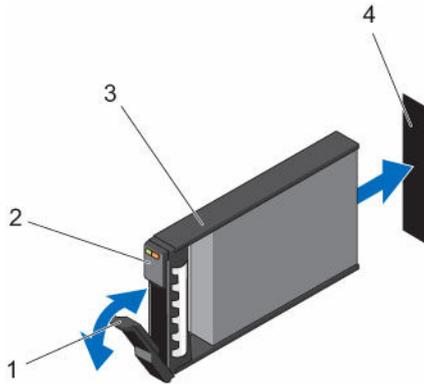
### About this task

Hard drives can be replaced one at a time without shutting down the storage system.

**NOTE:** At least one powered drive must remain installed in the primary chassis when multiple disks are replaced.

### Steps

- Use SupportAssist to send diagnostic data to Dell Technical Support Services.
- Remove the front bezel.  
A solid amber light appears next to the failed hard drive, indicating that the drive is ready to be removed.
- Press the release button to open the hard drive carrier release handle.
- Slide the hard drive out until it is free of the hard drive slot.



**Figure 20. Replacing a Hard Drive**

- |                                      |                          |
|--------------------------------------|--------------------------|
| 1. Hard drive carrier release handle | 2. Hard drive indicators |
| 3. Hard drive carrier                | 4. Hard drive slot       |
5. Press the release button on the replacement hard drive to open the hard drive carrier release handle.
    -  **NOTE:** Hold the hard drive by the plastic part of the hard drive carrier or the handle.
  6. Insert the hard drive carrier into the hard drive slot until the carrier make contact with the backplane.
    -  **CAUTION: Do not remove the hard drive blanks that are installed in hard drive slots that are not occupied. The hard drive blanks ensure proper cooling of the storage system.**
  7. Close the hard drive carrier handle to lock the hard drive in place.
    -  **NOTE:** Allow several seconds for the storage system to recognize the hard drive and determine its status. When the hard drive is functioning properly, the status indicator turns green. In addition, the hard drive indicator turns green in the Storage Client.
  8. Replace the front bezel.
  9. In the Storage Client, make sure that the replacement hard drive is recognized and shown as up and running.
  10. Use SupportAssist to send diagnostic data to Dell Technical Support Services.

### Installing Hard Drives in a Storage System

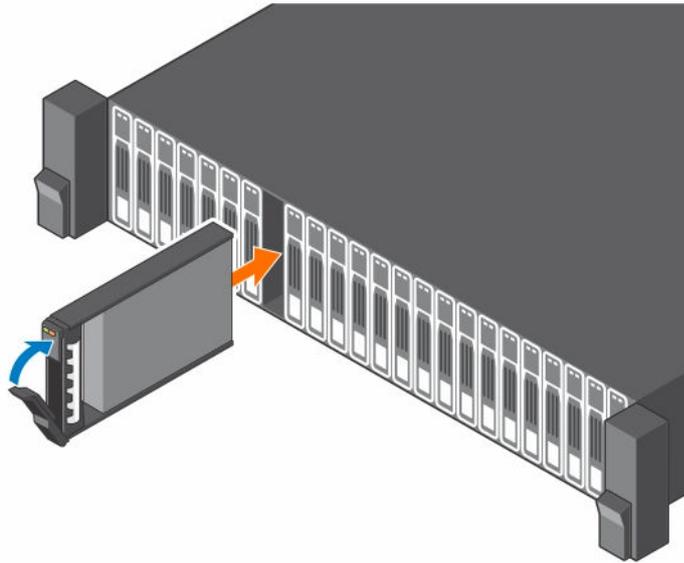
The SCv2000/SCv2020 storage system is shipped with the drives installed. Empty drive blanks are inserted in any unused slots.

#### Prerequisites

Use these instructions if you have purchased new hard drives for your SCv2000/SCv2020 storage system.

#### About this task

For reference only, the following instructions describe the installation of a Dell Enterprise hard drive.



**Figure 21. Installing Dell Enterprise Hard Drives in a Storage System**

#### **Steps**

1. Remove the empty drive blank.
2. Open the hard drive carrier handle and insert the carrier into the hard drive slot.  
Start on the left side of the storage system with slot 0 and install drives from left to right.
3. Slide the drive into the slot until the hard drive carrier makes contact with the backplane.
4. Close the hard drive carrier handle to lock the hard drive in place.
5. Continue to push firmly until you hear a click and the hard drive carrier handle fully engages.
6. Insert drive blanks into any open slots in the chassis.  
All of the drive slots in the storage system must be filled with a drive or drive blank.

## **Replacing the Storage Controller Battery**

Each storage controller contains a hot-swappable battery. The battery supplies enough emergency power to back up vital information in the event of AC power loss.

#### **Prerequisites**

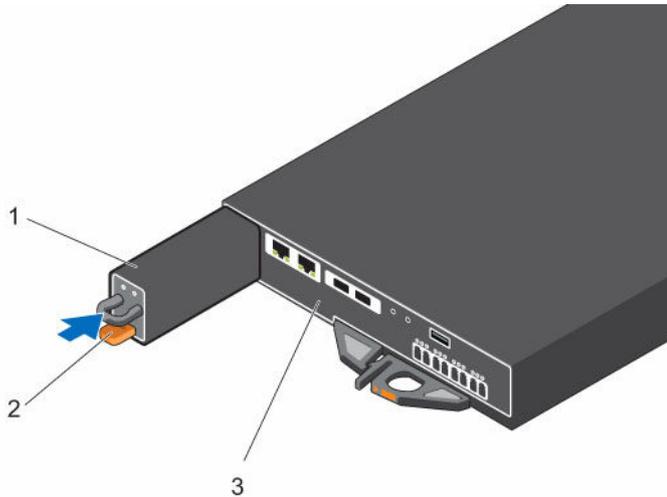
Use SupportAssist to send diagnostic data to Dell Technical Support Services.

#### **About this task**

Storage controller batteries can be replaced without shutting down the storage system.

#### **Steps**

1. Press the release tab and then slide the battery out of the storage controller.



**Figure 22. Replacing the Storage Controller Battery**

1. Battery
  2. Release tab
  3. Storage controller
2. Align the replacement battery with the slot on the storage controller.
  3. Slide the battery into the storage controller until the release tab clicks into place.

#### **Next steps**

Use SupportAssist to send diagnostic data to Dell Technical Support Services.

## **Replacing a Storage Controller**

The SCv2000/SCv2020 storage system supports redundant hot-swappable storage controllers. Storage controllers provide the following data path and storage management functions for the storage system:

- Monitoring and controlling some storage system environment elements such as temperature, fan, power supplies, and storage system LEDs
- Controlling access to hard drives
- Communicating storage attributes and states to the storage system

**NOTE:** Do not return the storage controller battery with the failed storage controller. A new battery is not included with a replacement storage controller.

### **Identify the Failed Storage Controller**

To determine which storage controller failed, use the Dell Storage Client.

1. Click the **Hardware** tab.
2. In the **Hardware** tab navigation pane, select and expand the failed storage system.
3. In the **Hardware Alerts** area, find the hardware alert that identifies the enclosure with the failed storage controller.

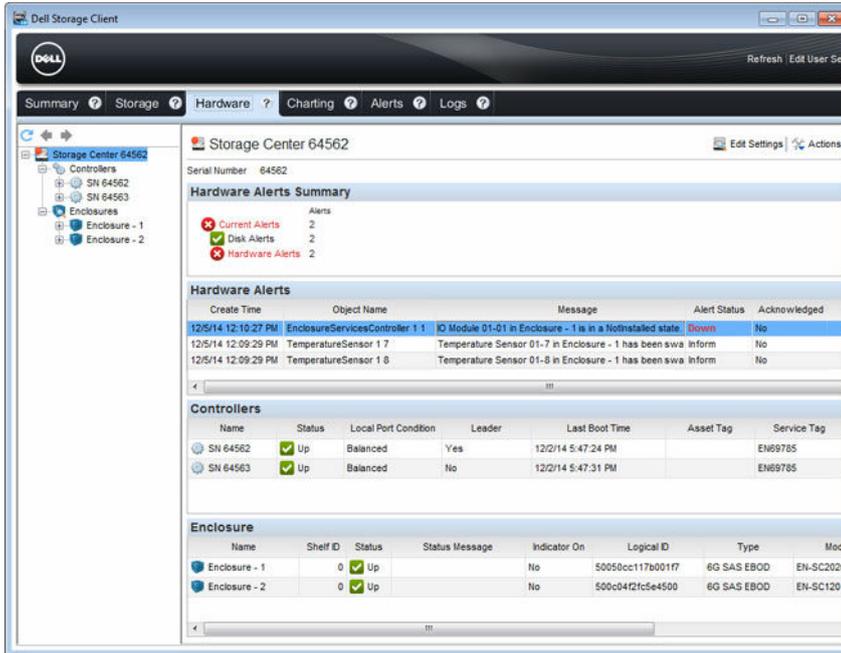


Figure 23. Hardware Alert Identifying the Enclosure with the Failed Storage Controller

4. In the Hardware tab navigation pane, expand the **Enclosures** entry.
5. Click **I/O Modules**. The status of each storage controller is displayed in the **I/O Modules** tab.
6. Select the failed storage controller to display its location in the **IO Module View** tab.

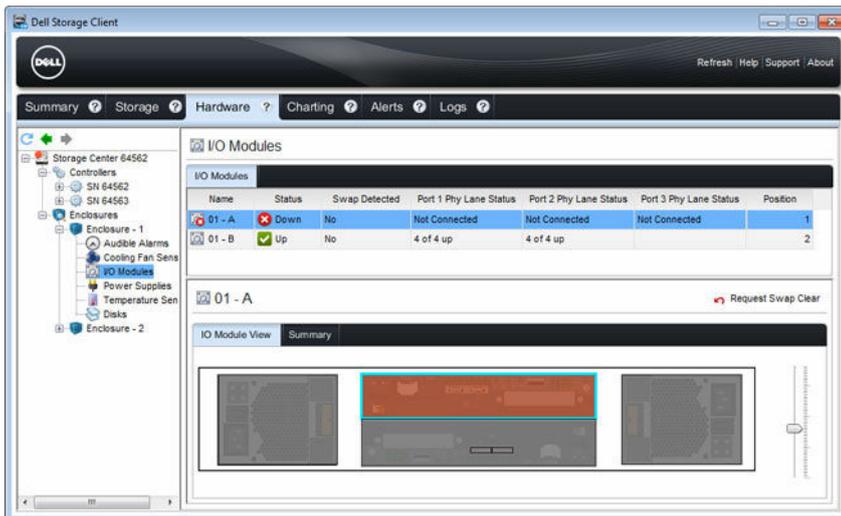


Figure 24. Rear View of the Enclosure Showing the Failed Storage Controller

## Replace a Single Storage Controller

Use this procedure to replace a single failed storage controller.

### Prerequisites

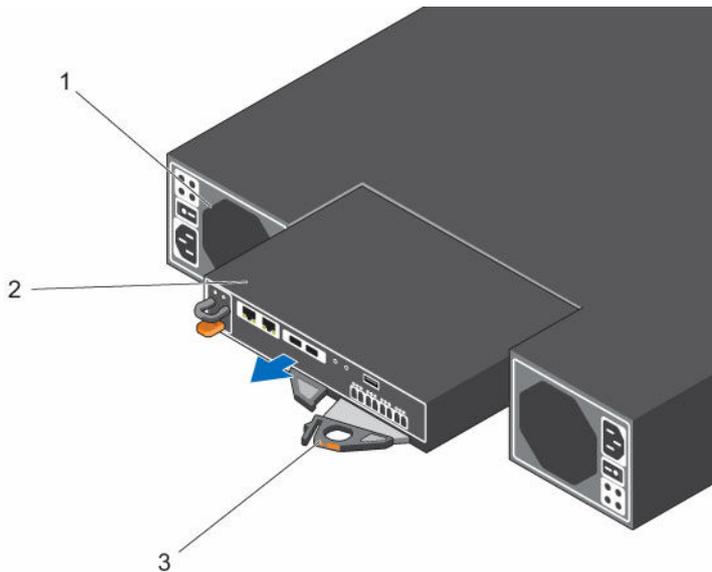
1. Use SupportAssist to send diagnostic data to Dell Technical Support Services.
2. Shut down the storage controller using the Dell Storage Client.

### About this task

Storage controllers can be replaced one at a time without shutting down the storage system.

### Steps

1. Make sure all of the cables are labeled.
2. Disconnect all of the cables from the storage controller that was shut down.
3. Remove the battery from the storage controller.
4. Squeeze the release tab on the storage controller release lever.
5. Pull the release lever away from the chassis.
6. Grasp the release lever and pull the storage controller away from the chassis.



**Figure 25. Replacing a Storage Controller**

1. Power supply/cooling fan module
  2. Storage controller
  3. Release lever
7. Locate the battery removed earlier and insert it into the replacement storage controller.
    - a. Align the battery with the slot on the storage controller.
    - b. Slide the battery into the storage controller until the release tab clicks into place.
  8. Insert the replacement storage controller into the chassis until it is fully seated.

 **NOTE:** The bottom storage controller is installed upside down.
  9. Reconnect the cables to the storage controller.

10. Push the release lever toward the chassis until it clicks into place. The storage controller is powered on.

 **NOTE:** When a storage controller is powered on, a one-minute delay occurs while the storage controller prepares to boot. During this time, the only indication that the storage controller is powered on are the LEDs on the storage controller. After the one-minute delay, the fans and LEDs turn on to indicate that the storage controller is starting up.

11. In the Dell Storage Client, make sure that the replacement storage controller is recognized and shown as up and running.

 **NOTE:** If the Storage Center software on the replacement storage controller is older than the software on the existing storage controller, the storage system updates the replacement storage controller with the software version on the existing storage controller. The Storage Center software update on the replacement storage controller could take 15 to 45 minutes to complete.

12. Clear the swap status for the temperature sensor and I/O module.

- a. Click the **Hardware** tab.
- b. In the **Hardware** tab navigation pane, expand the enclosure.
- c. Select **Temperature Sensors**.
- d. In the right pane, right-click the sensor, then click **Request Swap Clear**.
- e. Select **I/O Modules**.
- f. In the right pane, right-click the module, then click **Request Swap Clear**.
- g. Click the **Alerts** tab.
- h. Right-click the alerts for the temperature sensor and I/O modules, then click **Acknowledge**.

 **NOTE:** The alerts may not appear immediately. If the alerts do not appear, wait 10 seconds and then click **Refresh**.

### Next steps

Use SupportAssist to send diagnostic data to Dell Technical Support Services.

## Replace Both Storage Controllers in Succession

Use this procedure to replace both storage controllers, one at a time.

### Prerequisites

1. Use SupportAssist to send diagnostic data to Dell Technical Support Services.
2. Shut down the top storage controller.

### About this task

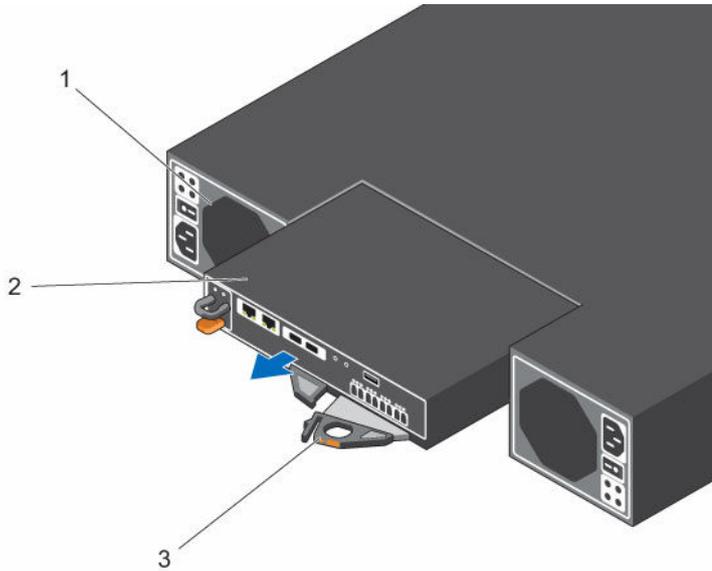
This procedure is useful if you are swapping out degraded, but still operational, storage controllers.

### Steps

1. Make sure all of the cables are labeled.
2. Disconnect all of the cables from the top storage controller.
3. Remove the battery from the top storage controller.
4. Push down on the release tab of the top storage controller and pull the release lever away from the chassis.

 **NOTE:** Wait until all of the storage controller indicators are off before removing the storage controller.

5. Grasp the release lever and pull the storage controller away from the chassis.



**Figure 26. Replacing a Storage Controller**

1. Power supply/cooling fan module
  2. Storage controller
  3. Release lever
6. Locate the battery removed earlier and insert it into the replacement storage controller.
    - a. Align the battery with the slot on the storage controller.
    - b. Slide the battery into the storage controller until the release tab clicks into place.
  7. Insert the replacement storage controller into the chassis until it is fully seated.
  8. Reconnect all the cables to the storage controller.
  9. Push the release lever toward the chassis until it clicks into place. The storage controller is powered on.
 

**NOTE:** When a storage controller is powered on, a one-minute delay occurs while the storage controller prepares to boot. During this time, the only indication that the storage controller is powered on are the LEDs on the storage controller. After the one-minute delay, the fans and LEDs turn on to indicate that the storage controller is starting up.
  10. In the Dell Storage Client, make sure that the replacement storage controller is recognized and shown as up and running.
 

**NOTE:** If the Storage Center software on the replacement storage controller is older than the software on the existing storage controller, the storage system updates the replacement storage controller with the software version on the existing storage controller. The Storage Center software update on the replacement storage controller could take 15 to 45 minutes to complete.
  11. Clear the swap status for the temperature sensor and I/O module.
    - a. Click the **Hardware** tab.
    - b. In the **Hardware** tab navigation pane, expand the enclosure.
    - c. Select **Temperature Sensors**.
    - d. In the right pane, right-click the sensor, then click **Request Swap Clear**.
    - e. Select **I/O Modules**.
    - f. In the right pane, right-click the module, then click **Request Swap Clear**.

- g. Click the **Alerts** tab.
- h. Right-click the alerts for the temperature sensor and I/O modules, then click **Acknowledge**.

 **NOTE:** The alerts may not appear immediately. If the alerts do not appear, wait 10 seconds and then click **Refresh**.

12. Clear the swap status for the temperature sensor and acknowledge the alert.
  - a. Click the **Hardware** tab.
  - b. In the **Hardware** tab navigation pane, expand the enclosure.
  - c. Select **Temperature Sensors**.
  - d. In the right pane, right-click the sensor, then click **Request Swap Clear**.
  - e. Click the **Alerts** tab.
  - f. Right-click the alert and select **Acknowledge**.

 **NOTE:** The alert may not appear immediately. If the alert does not appear, wait 10 seconds and then click **Refresh**.

13. Shut down the other storage controller and repeat the previous steps.

#### Next steps

Use SupportAssist to send diagnostic data to Dell Technical Support Services.

## Replace Both Storage Controllers Simultaneously

If you need to replace both storage controllers at the same time, contact Dell Technical Support Services for assistance.

## Replacing Rack Rails

Rack rails are used to install the SCv2000/SCv2020 storage system into a rack.

#### Prerequisites

1. Use SupportAssist to send diagnostic data to Dell Technical Support Services.
2. Shut down the storage system using the Dell Storage Client.

#### About this task

Use this procedure to replace rack rails.

 **NOTE:** Replacing rack rails must be performed during a scheduled maintenance window when the Storage Center system is unavailable to the network.

#### Steps

1. Make sure all the cables are labeled.
2. Disconnect all the cables from the storage system.
3. Remove the screws that secure the chassis to the rack.
4. Remove the storage system from the rack rails.
5. Remove the rack rails from the rack.
6. Install the replacement rack rails in the rack.
7. Install the storage system in the rack rails.
8. Reconnect the cables to the storage system.
9. Start up the storage system.

#### Next steps

Use SupportAssist to send diagnostic data to Dell Technical Support Services.

## Post-Replacement Procedures

After replacing a component in the SCv2000/SCv2020 storage system, start up the storage system (if it was previously shut down) and use SupportAssist to send diagnostic data to Dell Technical Support Services. Then return the system to normal operation by disabling maintenance mode.

### Start Up the Storage Controller

If the storage controller was previously shut down, perform this procedure to start it up.

1. Plug the power cables into the power supply/cooling fan modules of the storage system.
2. Turn on the storage system by pressing the power switches on the power supply/cooling fan modules.



**NOTE:** When the storage system is powered on, a one-minute delay occurs while the SCv2000/SCv2020 prepares to boot. During this time, the only indication that the SCv2000/SCv2020 is powered on are the LEDs on the storage controllers. After the one-minute delay, the SCv2000/SCv2020 fans and LEDs turn on to indicate that the storage system is starting to come up.

3. Use the Dell Storage Client to make sure that the replacement part is recognized and shown as up and running.

### Send Diagnostic Data Using Dell SupportAssist

Use Dell SupportAssist to send diagnostic data to Dell Technical Support Services.

1. Use the Storage Client to connect to the Storage Center.
2. In the **Summary** tab, click **Send SupportAssist Information Now**, which is located under **SupportAssist Actions** in the **Status** pane. The **Send SupportAssist Information Now** dialog box opens.
3. Select **Storage Center Configuration** and **Detailed Logs**.
4. Click **OK**.

The Storage Client displays the status of the SupportAssist action. A second dialog box opens when the transfer of SupportAssist information has completed successfully.

5. Click **OK**.
6. (Optional) If the Storage Center is in maintenance mode, return it to normal operation.

# Troubleshooting SCv2000/SCv2020 Storage System Components

This section contains basic troubleshooting steps for components inside the SCv2000/SCv2020 storage systems.

## Troubleshooting Power Supply/Cooling Fan Modules

To troubleshoot power supply/cooling fan modules:

1. Check the status of the power supply/cooling fan module using the Dell Storage Client.
2. Determine the status of the power supply/cooling fan module indicators.
  - If the power supply/cooling fan module fault indicator is lit, the power supply/cooling fan has failed.
  - If the AC power indicator is not lit, check the power cord and power source into which the power supply is plugged:
    - Connect another device to the power source and check whether the device works.
    - Connect the power cord to a different power source.
    - Replace the power cord.
3. Reseat the power supply/cooling fan module by removing and reinstalling it.



**NOTE:** Allow several seconds for the storage system to recognize the power supply/cooling fan modules and determine its status.

## Troubleshooting Hard Drives

To troubleshoot hard drives:

1. Check the status of the hard drive using the Dell Storage Client.
2. Determine the status of the hard drive indicators.
  - If the hard drive status indicator blinks amber on 2 seconds / off 1 second, the hard drive has failed.
  - If the hard drive status indicator is not lit, proceed to the next step.
3. Check the connectors and reseat the hard drive.



**CAUTION:** Perform this step only on unmanaged drives or after you confirm that the particular drive contains no user data. The Fault LED alone is not an indication that you can safely remove the drive.

- a. Remove the hard drive.
- b. Check the hard drive and the backplane to ensure that the connectors are not damaged.
- c. Reinstall the hard drive. Make sure the hard drive makes contact with the backplane.

# Troubleshooting Storage Controllers

To troubleshoot storage controllers:

1. Check the status of the storage controller using the Dell Storage Client.
2. Check the position of the storage controllers. The lower HSN should be on the top, and the higher HSN should be on the bottom.
3. Check the pins and reseal the storage controller.
  - a. Remove the storage controller.
  - b. Verify that the pins on the storage system backplane and the storage controller are not bent.
  - c. Reinstall the storage controller.
4. Determine the status of the storage controller link status indicators. If the indicators are not green, check the cables.
  - a. Shut down the storage controller.
  - b. Reseat the cables on the storage controller.
  - c. Restart the storage controller.
  - d. Recheck the link status indicators. If the link status indicators are not green, replace the cables.

# SCv2000/SCv2020 Storage System Technical Specifications

This section contains the technical specifications for SCv2000/SCv2020 storage systems.

## Technical Specifications

The technical specifications for the SCv2000/SCv2020 storage systems are shown in the following tables.

<b>Drives</b>	
SAS hard drives	<p><b>SCv2000:</b> Up to 12 3.5-inch SAS hot-swappable hard drives (6.0 Gbps), six drive minimum</p> <p><b>SCv2020:</b> Up to 24 2.5-inch SAS hot-swappable hard drives (6.0 Gbps), six drive minimum</p>
<b>Storage Controllers</b>	
Storage controllers	<p>Up to two hot-swappable storage controllers with the following IO options:</p> <ul style="list-style-type: none"> <li>• Two 16 Gbps Fibre Channel ports</li> <li>• Four 8 Gbps Fibre Channel ports</li> <li>• Two 10 Gbps iSCSI ports</li> <li>• Four 1 Gbps iSCSI ports</li> <li>• Four 12 Gbps SAS ports</li> </ul>
<b>Storage Connectivity</b>	
Configurations	<p>Storage Center supports up to 168 drives in one redundant-path SAS chain</p> <ul style="list-style-type: none"> <li>• The SCv2000 supports up to 13 SC100 expansion enclosures or 6 SC120 expansion enclosures.</li> <li>• The SCv2020 supports up to 12 SC100 expansion enclosures or 6 SC120 expansion enclosures.</li> </ul>
<b>Redundant Array of Independent Disks (RAID)</b>	
Controller	Two hot-swappable storage controllers
Management	RAID management using Dell Storage Client 2015 R1

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**Back-Panel Port Connectors (per Storage Controller)**

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Fibre Channel, iSCSI, or SAS connectors	Connection to a Fibre Channel fabric, iSCSI network, or a direct connection to servers with SAS HBAs
Ethernet connectors	<b>MGMT:</b> 1 Gbps or 10 Gbps embedded Ethernet/iSCSI port used for Storage Center management <b>REPL:</b> 1 Gbps or 10 Gbps embedded iSCSI port used for replication to another Storage Center
SAS connectors	6 Gbps SAS connectors for SAS port redundancy and additional expansion enclosures  <b>NOTE:</b> SAS connectors are SFF-8086/SFF-8088 compliant.
USB connector	One USB 3.0 connector used for Storage Center updates
Serial connector	 <b>NOTE:</b> Not for customer use.

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**LED Indicators**

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Front panel	<ul style="list-style-type: none"><li>• One two-color LED indicator for system status</li><li>• One single-color LED indicator for power status</li><li>• Two-digit, seven-segment display indicating the storage system ID number</li><li>• ID button with a single-color LED indicating startup and pressed states</li></ul>
Hard drive carrier	<ul style="list-style-type: none"><li>• One single-color activity LED</li><li>• One single-color LED status indicator per drive</li></ul>
Storage controller	<ul style="list-style-type: none"><li>• Two single-color LEDs per Ethernet port indicating activity and link speed</li><li>• Four dual-color LEDs per SAS connector indicating port activity and status</li><li>• One single-color LED indicating status</li><li>• One single-color LED indicating fault</li><li>• One single-color LED for identification</li><li>• Eight single-color LEDs for diagnostics</li></ul>
Power supply/cooling fan	Four LED status indicators for Power Supply status, AC Fail status, DC Fail status, and Fan Fail status

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**Power Supplies**

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AC power supply (per power supply)

Wattage 580 W (maximum wattage: 584 W)

Voltage 100–240 VAC (7.6–3.0 A)

Heat dissipation **SCv2000:** 65 W at 230 VAC and 99 W at 115 VAC  
**SCv2020:** 65 W at 230 VAC and 99 W at 115 VAC

Maximum inrush current Under typical line conditions and over the entire system ambient operating range, the inrush current could reach 45 A per power supply for 40 ms or less

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**Available Hard Drive Power (per Slot)**

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Supported hard drive power consumption (continuous)	Up to 1.2 A at +5 V Up to 0.5 A at +12 V
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**Physical**

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Height	8.79 cm (3.46 in.)
Width	48.2 cm (18.98 in.)
Depth	<b>SCv2000:</b> 57.6 cm (22.67 in.) <b>SCv2020:</b> 52.3 cm (20.59 in.)
Weight (maximum configuration)	<b>SCv2000:</b> 28.9 kg (63.9 lb) <b>SCv2020:</b> 24 kg (53 lb)
Weight without drives	<b>SCv2000:</b> 20.6 kg (45.4 lb) <b>SCv2020:</b> 18.7 kg (41 lb)

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**Environmental**

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For additional information about environmental measurements for specific storage system configurations, see [dell.com/environmental\\_datasheets](http://dell.com/environmental_datasheets).

**Temperature**

Operating	10°C to 35°C (50°F to 95°F) with a maximum temperature gradation of 20°C per hour
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**NOTE:** Maximum temperature of 35°C is reduced by 1°C per 300 meter (1°F per 547 feet) above 950 meters (3,117 feet)

Storage	–40°C to 65°C (–40°F to 149°F) at a maximum altitude of 12,000 m (39,370 ft)
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**Relative humidity**

Operating	10% to 80% (noncondensing) with 29°C (84.2°F) maximum dew point
Storage	5% to 95% (noncondensing) with 33°C (91°F) maximum dew point

**Maximum vibration**

Operating	0.21 G at 5–500 Hz for 15 min
Storage	1.04 G at 2–200 Hz for 15 min

**Maximum shock**

Operating	Half-sine shock 5 G +/- 5% with a pulse duration of 10 ms +/- 10% (in operational orientations only)
Storage	Half-sine shock 30 G +/- 5% with a pulse duration of 10 ms +/- 10% (all sides)

**Altitude**

Operating	0 m to 3,048 m (0 ft to 10,000 ft)
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**Environmental**

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Storage -300 m to 12,000 m (-1000 ft to 39,370ft)

**Airborne Contaminant Level**

Class G1 or lower as defined by ISA-S71.04-1985