

Single Controller Replacement Instructions

Collect the event log and config dump from the GUI if a dual controller system.
The file can be found under system information then the event log tab.

Downloadable Link

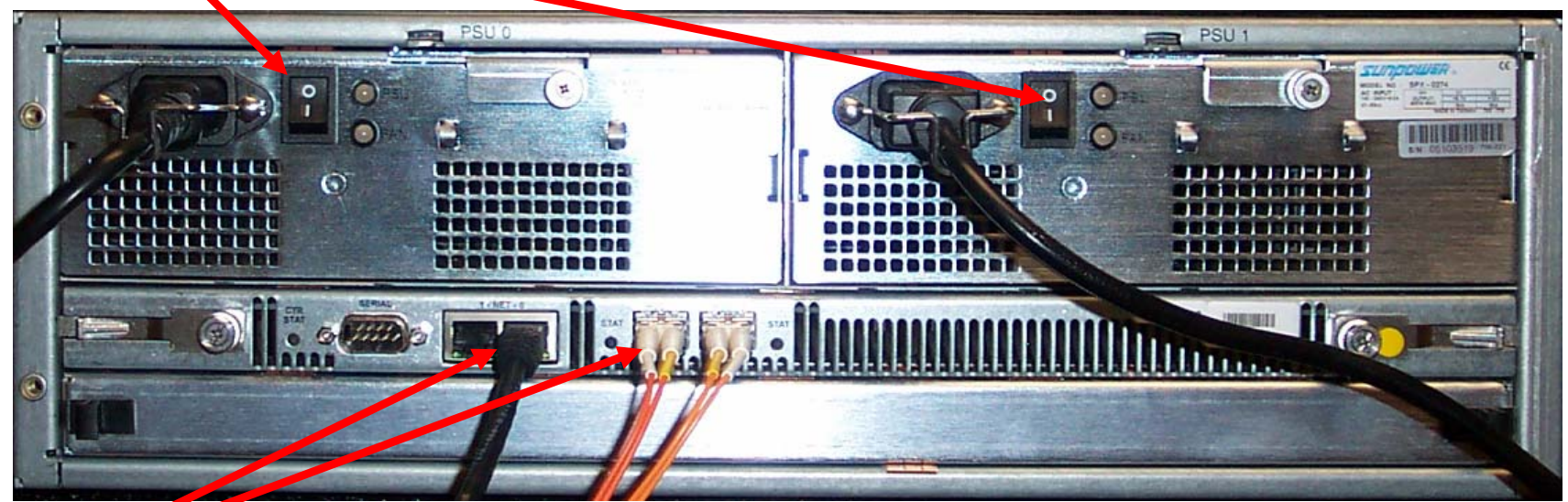
The screenshot shows the Nexsan GUI interface. On the left is a vertical navigation menu with items: >>> MAIN MENU, HOME, RAID INFORMATION, SYSTEM INFORMATION, CONFIGURE RAID, CONFIGURE VOLUMES, SYSTEM ADMIN., CONFIGURE NETWORK, QUICK START, and LOG OFF. The main content area has a horizontal tab bar with the following tabs: SYSTEM INFO., ENVIRO INFO., NETWORK INFO., NET STATS., PROBLEMS, EVENT LOG (selected), CONFIG DUMP, MULTI VIEW, and KEY. Below the tabs, the page title is "System Information Event Log". A settings table is visible with the following options:

<input checked="" type="radio"/> No date filter <input type="radio"/> Show events from last day <input type="radio"/> Show events from last week <input type="radio"/> Show events from last month	<input checked="" type="radio"/> Show whole log <input type="radio"/> Show warnings and errors <input type="radio"/> Show warnings, errors and system events
<input type="checkbox"/> Show event type icons <input checked="" type="checkbox"/> Highlight controller 0 and 1 events	<input checked="" type="radio"/> Show events from controller 0 and 1 <input type="radio"/> Show events from controller 0 <input type="radio"/> Show events from controller 1

At the bottom of the settings area, there is a link with a download icon: "Download event log and config dump". A red arrow points from the "Downloadable Link" text box to this link. To the right of the link is a "Show log" button.

Power down the Nexsan unit. Then unplug all of your cables attached to the controller. Be sure to note where the cables are plugged into to avoid confusion when reinserting.

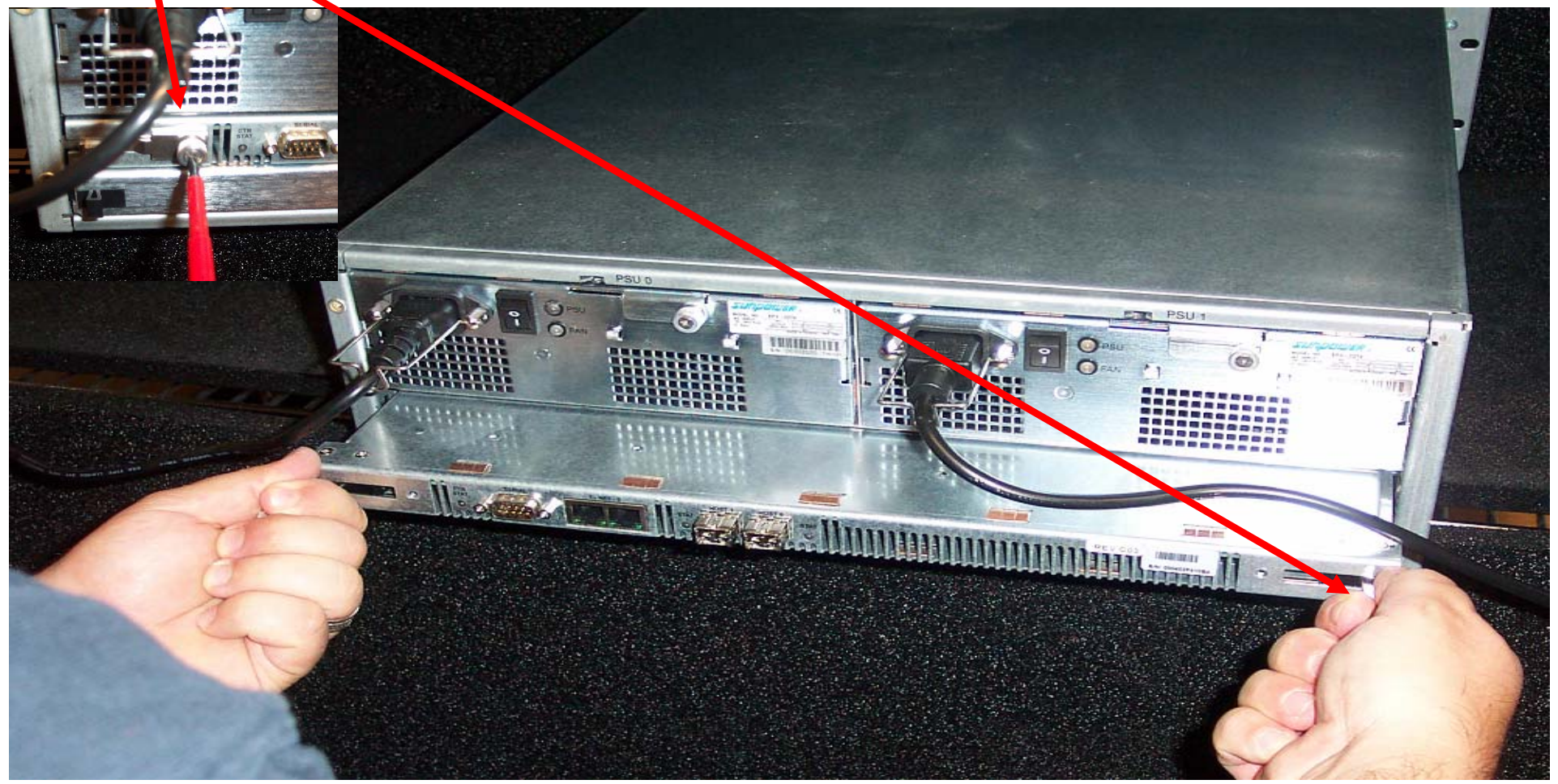
Power switches



Cables

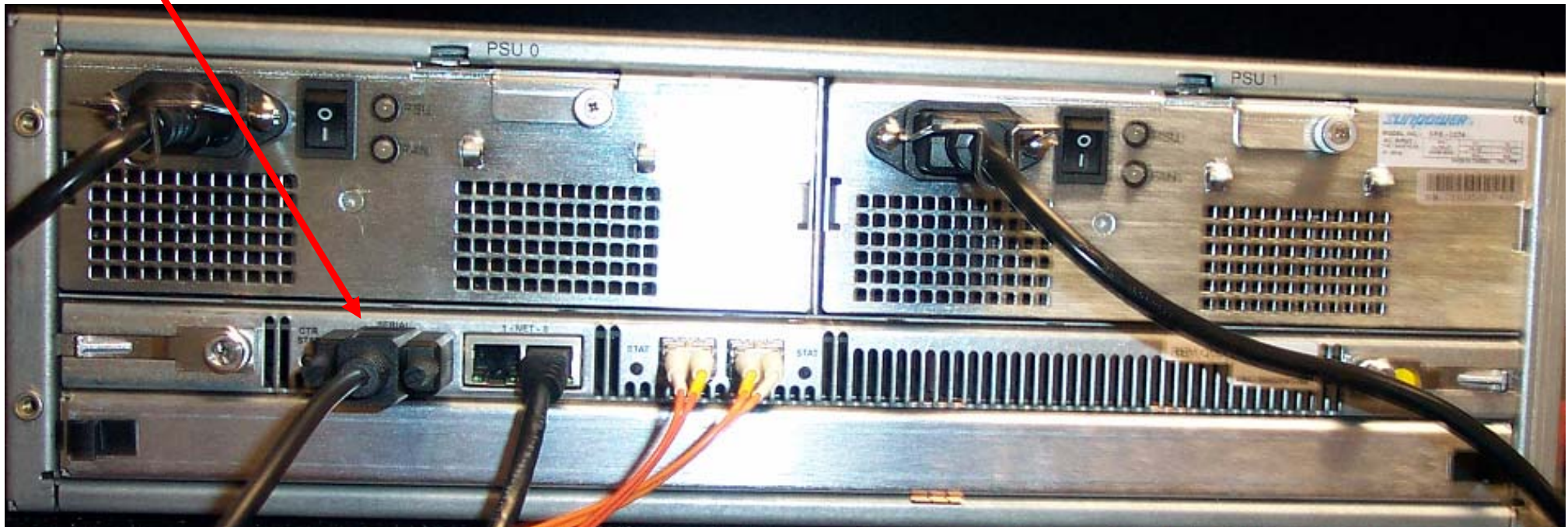
Gently Remove the failed controller by unscrewing the latches and pulling on the controller.

Screw Latch

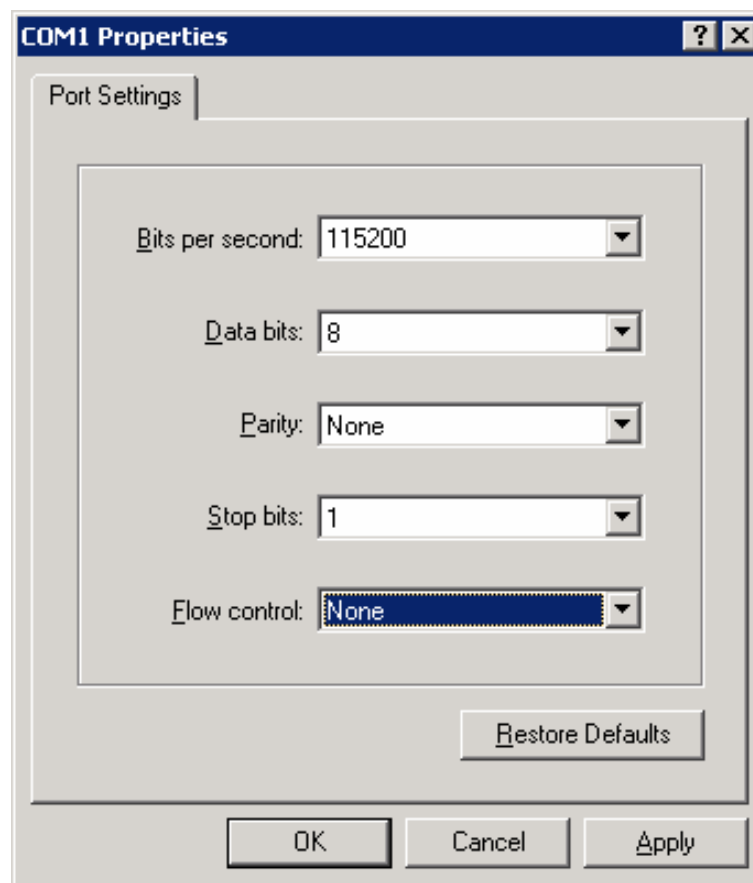


Insert New Controller then plug in a Null modem cable into your server and the back of the Nexsan unit. Ensure that the controller is inserted parallel to avoid pins being damaged.

Null modem cable

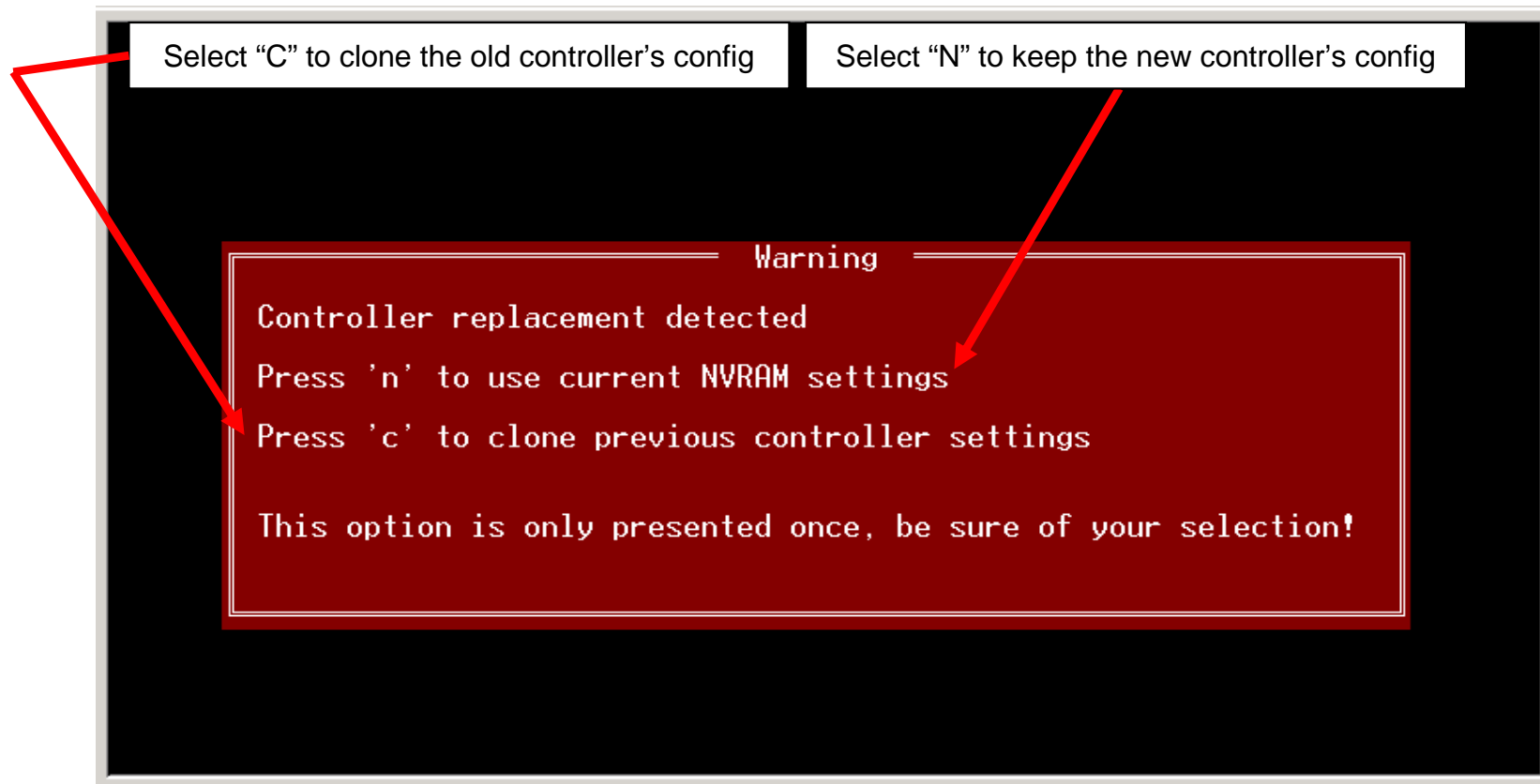


Set up a HyperTerminal session or any terminal application to access the main menu.
Please use the settings below.



“The Cloning Page”

Depending on the meta data saved on the disks the serial port may display a cloning page. The cloning page will allow you to copy the original controller's set up information such as IP, WWNs and email settings. If you go straight to the Main menu then it has cloned automatically.



Once you have cloned or selecting the Nvram option it is always a good idea to verify IP settings.

Step 1 Configure Network

```

Main Menu
-----
Information
Configure RAID
Configure volumes
Configure fibre
Configure network
Configure cache
Configure E - alerts
Configure SNMP
System admin

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Step 2 Select a controller

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Select Controller
-----
Controller 0
Controller 1
Exit

```

Step 3 Select a display Network Settings

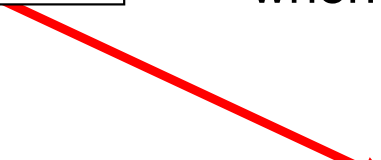
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IP Address Menu
-----
Set DHCP or manual mode
Set GUI (HTTP) IP address
Set subnet mask
Set gateway IP address
Set primary DNS IP address
Set secondary DNS IP address
Set hostname
Set DHCP/DNS update mode
Enable/disable FTP server
Configure network port
Display network settings
Apply new settings
Exit

```

Once back in the GUI, verify your LUN mappings to ensure when the host is booted they are seen correctly by selecting the Map Volume tab, then power on your host.

Map volume Tab



Step 1 select
Configure Volumes

>>> MAIN MENU

HOME

RAID INFORMATION

SYSTEM INFORMATION

CONFIGURE RAID

CONFIGURE VOLUMES

SYSTEM ADMIN.

CONFIGURE NETWORK

QUICK START

LOG OFF

ADD VOLUME EXPAND VOLUME DELETE VOLUME RENAME VOLUME **MAP VOLUME** LUN MASK

Configure Volumes Map Logical Volumes

Volumes on Controller 0	Fibre		iSCSI
	Port 0	Port 1	Port 2
1: 'Volume #1' Array: 'Array #1', Controller : 0 Capacity: 2.1 TB (2048.0 GiB)	LUN 0	LUN 0	-
2: 'Volume #2' Array: 'Array #2', Controller : 0 Capacity: 2.1 TB (2048.0 GiB)	LUN 1	LUN 1	-

Volumes on Controller 1	Fibre		iSCSI
	Port 0	Port 1	Port 2
3: 'Volume #3' Array: 'Array #3', Controller : 1 Capacity: 2.1 TB (2048.0 GiB)	LUN 2	LUN 2	-
4: 'Volume #4' Array: 'Array #4', Controller : 1 Capacity: 2.1 TB (2048.0 GiB)	LUN 3	LUN 3	-

Save settings Reset

If Fibre controller move on to the next slide

Once the host is booted, select the LUN Masking tab then the volume by selecting the radio button to verify your LUNs are masked to the correct initiators.

LUN mask Tab

Volume Radio Button

Step 1 select Configure Volumes

- >>> MAIN MENU
- HOME
- RAID INFORMATION
- SYSTEM INFORMATION
- CONFIGURE RAID
- CONFIGURE VOLUMES**
- SYSTEM ADMIN.
- CONFIGURE NETWORK
- QUICK START
- LOG OFF

- ADD VOLUME
- EXPAND VOLUME
- DELETE VOLUME
- RENAME VOLUME
- MAP VOLUME
- LUN MASK**

Configure Volumes Select Volume To LUN Mask

Enable LUN masking

Save LUN Masking State

Free space areas on Array #1
Array 1, Controller 0
Total capacity 3.2 TB (2.9 TiB)

Free Area	Size in MB	Size in GB	% of Array
1	1001146 MB	1001.1 GB	31

Volume ID (1) on Array #1

Volume name	Volume #1
Volume capacity	2199023 MB, 2199.0 GB (2048.0 GiB)
% of total array used	69%
Number of bad blocks	0
Port 0 (Fibre)	LUN 0
Port 1 (Fibre)	LUN 0
Port 2 (iSCSI)	UNMAPPED
LUN masking	Click to view
Volume serial number	6d0102c5
Volume created	Monday 18-Sep-2006 09:21:40

Mask LUN
Existing on array 1, controller 0
2199023 MB, 2199.0 GB
(2048.0 GiB)

If your volumes are not masked as they were before the replacement, select the correct initiator for the volume currently selected.

Host Initiator

Step 1 select
Configure Volumes

- >>> MAIN MENU
- HOME
- RAID INFORMATION
- SYSTEM INFORMATION
- CONFIGURE RAID
- CONFIGURE VOLUMES**
- SYSTEM ADMIN.
- CONFIGURE NETWORK
- QUICK START
- LOG OFF

Scan Fabric For Initiator WW Port Names

Initiator ports found on port 0 and 1 of this system.

Port Address	WW Port Name	Allow Access to Volume
0x010300	21-01-00-e0-8b-2f-ab-99	<input checked="" type="checkbox"/>
0x010200	21-02-00-e0-8b-4f-ab-99	<input type="checkbox"/>
All other initiators		<input checked="" type="checkbox"/>

Select All Clear All

Apply LUN Mask

Selected volume for LUN masking

To LUN mask another volume click [Select Another Volume](#)

**If you are still having issues feel free to contact
Technical Support**

**866.2.NEXSAN - 866.263.9726 (Toll free)
+1.760.690.1111 (Outside of North America)
+44.01332.291600 (Europe)
support@nexsan.com**

Thank you