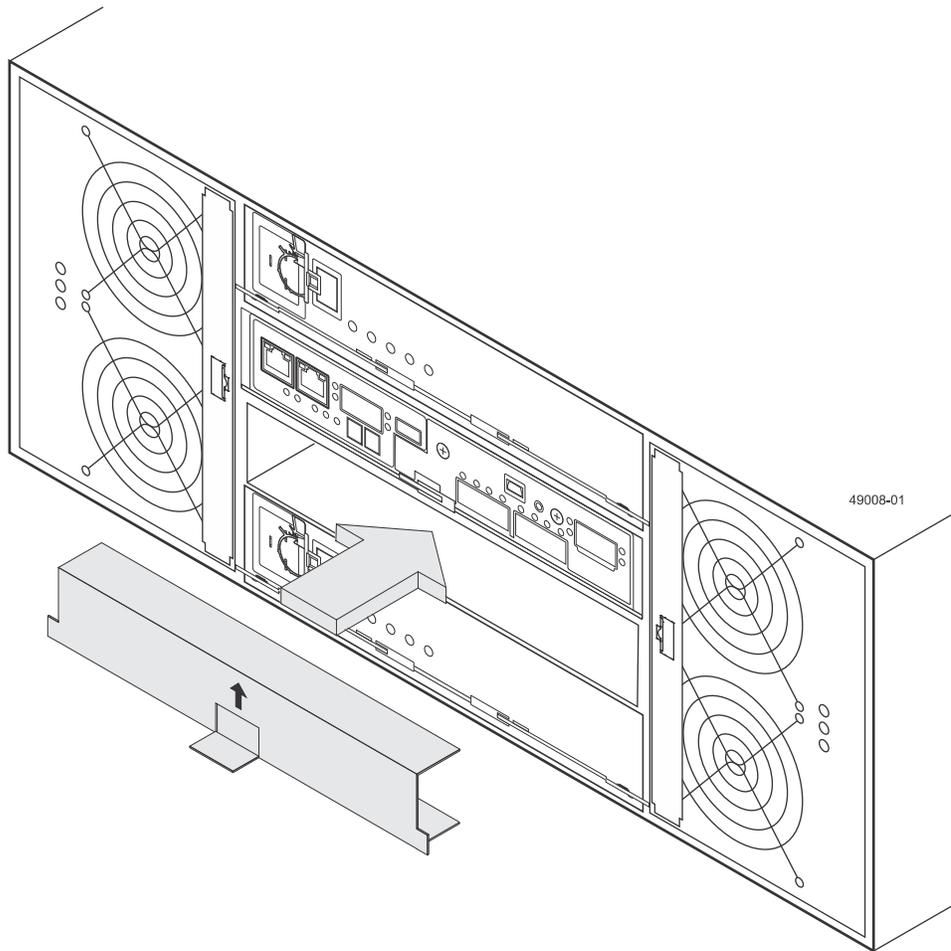13. Insert the controller air blocker into the open controller slot to make sure that correct airflow is maintained.

**Figure 6. Inserting the Controller Air Blocker into the Open Controller Slot**



# Replacing a Battery in the E2760 Controller Canister

The E2700 controller canister is used in the E2712 controller-drive tray, the E2724 controller-drive tray, and the E2760 controller-drive tray.

1. Unscrew the battery thumbscrew to pull the failed controller battery out of the controller canister.

**Figure 7. Battery and Battery Thumbscrew in the Controller**
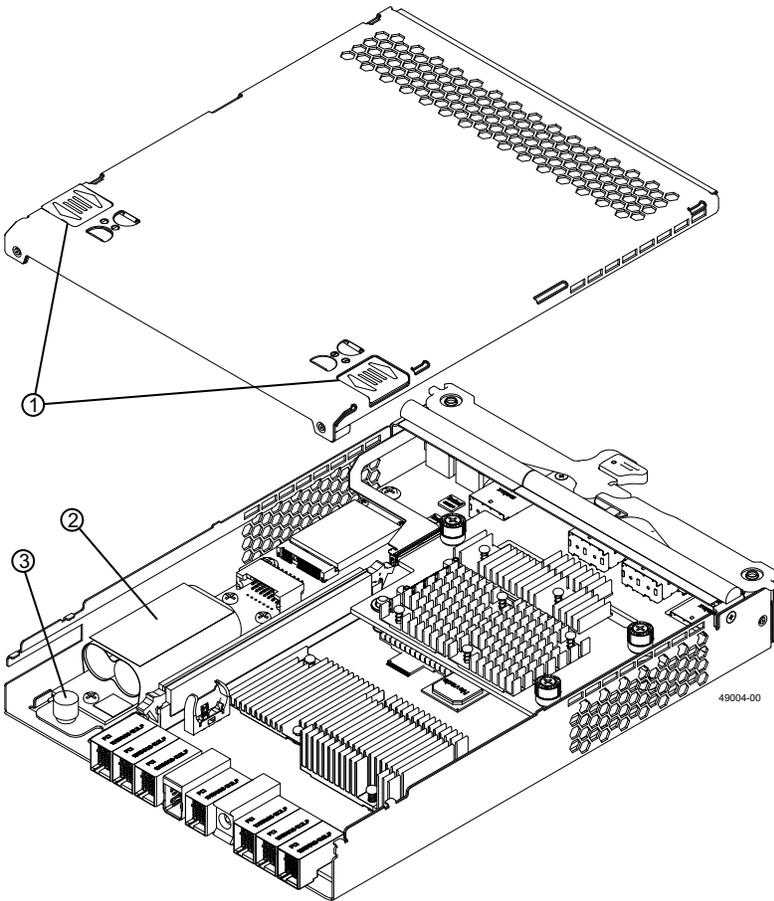


1. Top Cover Latch Buttons
2. Battery Circuit Board
3. Battery Thumbscrew

2. Remove the failed controller battery by sliding it towards the rear of the controller canister.

3. Insert the new battery into the controller canister by sliding the new controller battery towards the front of the controller canister.

4. Move the locking handle up to secure the new battery circuit board to the controller canister.

> **NOTE** To make sure that the new controller battery is seated correctly, you might need to slide it out and insert it again.

# Reinstalling the Controller Canister

1. Reinstall the top cover on the controller canister by sliding it forward until the top cover latch buttons click.

2. Slide the controller canister all the way into the controller-drive tray. Rotate the release levers towards the center of the controller canister to lock it into place.

3. Reconnect all of the cables that were disconnected when you removed the controller canister.

# Bringing the Controller Canister Back Online

1. Use either the GUI (first bullet) or the CLI (second bullet) to bring the controller online.

   - From the Hardware pane in the Array Management Window, right-click the picture of the controller, and select **Advanced** > **Place** > **Online**

   - Run the following command:

     ```
     smCLI <DNS-network-name-or-IP-address> -c "set controller [(a | b)]
     availability=online";
     ```

2. Look at the LEDs on the controller canister to make sure that the controller is rebooting correctly.

**Figure 8. Controller LEDs**
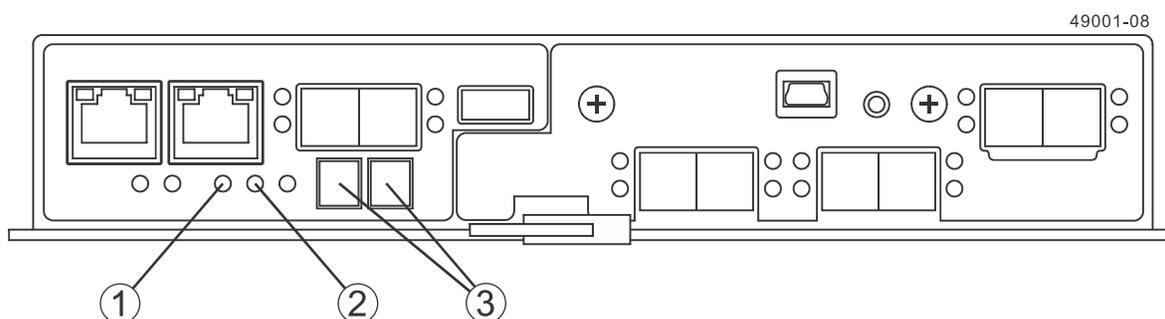


   1. Controller Service Action Allowed LED (Blue)
   2. Controller Service Action Required LED (Amber)
   3. Seven-Segment Display

   The seven-segment display shows the sequence `OS+ Sd+ blank-` to indicate that the controller is performing Start-of-day (SOD) processing. After the controllercontrollercontroller successfully completes rebooting, the seven-segment display shows the tray ID matching the seven-segment display on the second controller. After this time, you can discover the controller canister with the new battery by using the storage management software.

3. Based on the LED status, perform one of these actions:.

   - **All o f the amber Service Action Required LEDs are off and the Array Management Window indicated an optimal status** – Go to step 5.

   - **Any of the controller-drive tray's Service Action Required LEDs are on,** *or* **the Controller Service Action Required LED is on** – Check that the controller canister has been installed correctly. Reinstall the controller canister, if necessary. Go to step 4

4. Did this action correct the problem?

   - **Yes** – Go to step 5.

   - **No** – If this problem is not resolved, contact your Technical Support Representative.

5. Using the LEDs and the storage management software, check the status of all of the trays in the storage array.

6. Does any component have a Needs Attention status?

   - **Yes** – Click the **Recovery Guru** toolbar button in the Array Management Window, and complete the recovery procedure. If the problem is not resolved, contact your Technical Support Representative.

   - **No** – Go to step 7.

7. Remove the antistatic protection.

8.  Gather support data about your updated storage array by using one of these methods:

    -   Use the storage management software to collect and save a support bundle of your storage array. From the Array Management Window toolbar, select **Monitor** > **Health** > **Manually Collect Support Data**. Then name and specify a location on your system where you want to store the support bundle.

    -   Use the CLI to run the `save storageArray supportData` command to gather comprehensive support data about the storage array. For more information about this command, refer to *Command Line Interface and Script Commands for Version 11.10*.

    Gathering support data can temporarily impact performance on your storage array.

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