

# Hardware replacement procedures

Hardware replacement actions that IBM service personnel should take on  
Diamanti SR630 appliances

## **Lenovo hardware replacement (except NVMe drives)**

Apart from Diamanti PCIe cards and Lenovo NVMe drives, the Lenovo hardware replacement procedures are the same as those for ordinary ThinkSystem SR630 servers.

If the hardware replacement procedure requires shutting down the system, the Diamanti support team should first guide the user through the drain the node action to allow them to set the node to offline mode using the Diamanti software.

After replacing the hardware component, IBM support personnel should use OneCLI to update the component firmware.

## NVMe drive replacement

NVMe drives in Diamanti SR630 appliances are managed by Diamanti software rather than Lenovo XClarity Controller (XCC), so XCC cannot report the health status of NVMe drives. If the Diamanti support team determines that an NVMe drive has experienced a hardware failure problem, the Diamanti support team will contact IBM service personnel to replace the failed NVMe drive.

Before the drive replacement, the Diamanti support team should guide the user through the drain the node action to allow them to set the node to the offline mode using the Diamanti software.

After the drive has been replaced, the Diamanti support team will update the drive's firmware through the Diamanti firmware update utility tool.

If the drive replacement does not fix the problem, IBM on-site support personnel should contact Diamanti. The Diamanti support team will analyze the NVMe drive firmware and logs. Diamanti is on the Focused Client List which alerts IBM of this process variance.

If necessary, the Diamanti support team will request the IBM RTS team to escalate the problem to Lenovo level 3 support. Diamanti will also escalate the problem to the Lenovo OEM program manager.

## **Diamanti Accelerator PCIe card replacement**

Diamanti PCIe cards are managed by Diamanti software. XCC cannot recognize these PCIe cards, and they will be displayed as unknown devices in XCC.

If the Diamanti support team determines that an issue is related to a Diamanti PCIe card, the Diamanti support team will send a replacement PCIe card and call the user to guide them through the replacement procedure.

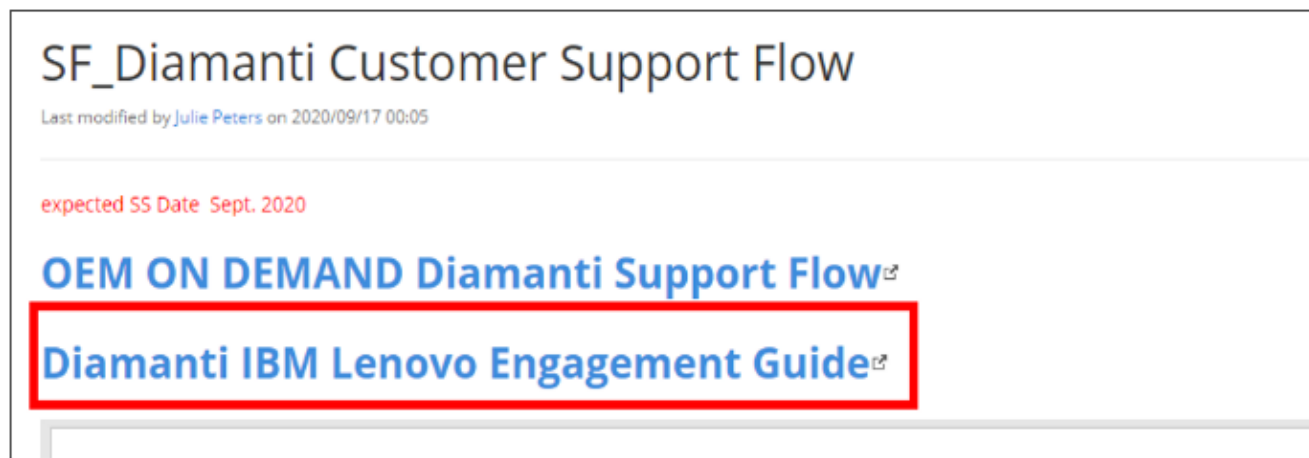
The IBM support team is not responsible for Diamanti Accelerator PCIe card replacement tasks.

## Reference resources

For more information about the Diamanti SR630 hardware replacement procedures, refer to the following documents:

- Diamanti IBM Lenovo Engagement Guide on GLOSSE

[https://glosse4lenovo.lenovo.com/wiki/glosse4restricted/view/Pages/MRef%20Pages/MREF\\_OEM\\_ON\\_DEMAND\\_Solution/SF\\_Diamanti%20Customer%20Support%20Flow/#TOP](https://glosse4lenovo.lenovo.com/wiki/glosse4restricted/view/Pages/MRef%20Pages/MREF_OEM_ON_DEMAND_Solution/SF_Diamanti%20Customer%20Support%20Flow/#TOP)



- ThinkSystem SR630 Maintenance Manual

[https://thinksystem.lenovofiles.com/help/index.jsp?topic=%2F7X01%2Fmaintenance\\_manual\\_hardware\\_replacement\\_procedures.html&cp=4\\_6\\_8](https://thinksystem.lenovofiles.com/help/index.jsp?topic=%2F7X01%2Fmaintenance_manual_hardware_replacement_procedures.html&cp=4_6_8)

# Summary

This course enabled you to:

- Describe the Diamanti SR630 overview
- Describe the Diamanti SR630 support flow
- Describe the Diamanti SR630 hardware replacement procedures