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Rob Halsell <rhalsell@wikimedia.org>

urgent raid controller issue on order from last August - T162486

Aaron Poole <Aaron.Poole@dasher.com>   Tue, Jul 10, 2018 at 5:30 PM
To: Rob Halsell <rhalsell@wikimedia.org>
Cc: Chris Johnson <cmjohnson@wikimedia.org>, ateam <ateam@dasher.com>, Pamela Swaby <pswaby@wikimedia.org>, Ryan Ollenburger <Ryan.Ollenburger@dasher.com>, Brynden Hutmacher <Brynden.Hutmacher@dasher.com>, Jeff Cecy <Jeff.Cecy@dasher.com>
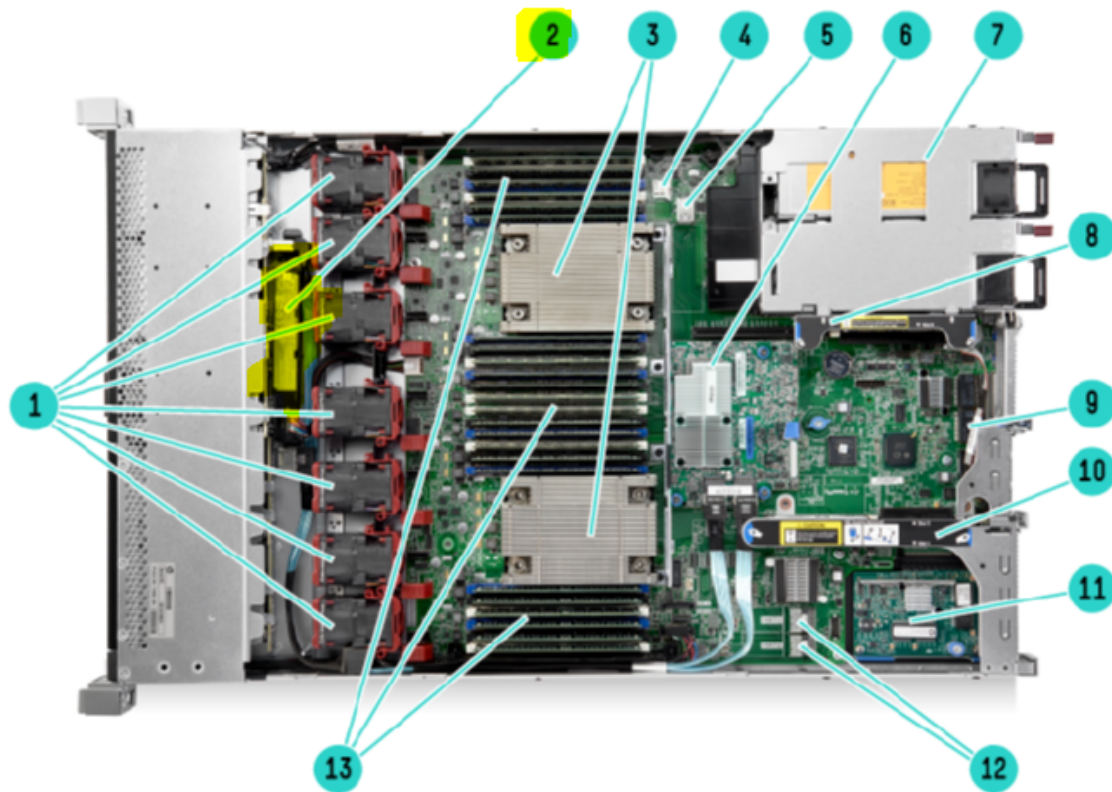
Hi Rob,

Since the initial order came with a P440 controller installed, there would have already been a backup battery in the server (see screenshot 1 below). All P-series controllers use the same battery backup, so it can be used for both the P440 and P840. The battery for the P840 controller is purchased separately <u>only if it is the first</u> P-Series array controller on the server (screenshot 2 below). I have confirmed we did not ship out a separate battery backup with the P840 controllers.

Is there any way you can physically check to see if the battery is already installed?

Is there a chance the battery was removed when installing the new P840 controller?
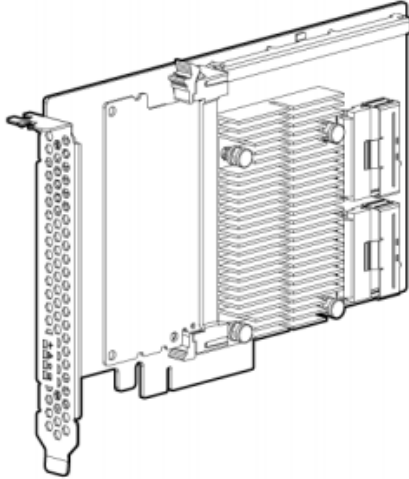

Screenshot 1:

Internal View

1. 5 Standard Fans Ship for 1P and 7 Standard Fans Ship for 2P
   NOTE: High Performance Fans also available as an option.
2. HPE Smart Storage Battery (Optional)
3. 2 Processors with HPE Smart Socket Guide
4. MicroSD card slot
   NOTE: Optional Dual Micro-SD option.
5. Dual Internal USB 3.0 connector
6. HPE Flexible Smart Array or Smart HBA (Optional)
   NOTE: H240ar shown and P440ar available.
7. 2 HPE Flexible Slot Power supplies
   NOTE: Optional Micro UPS option
8. Secondary PCIe 3.0 riser for PCIe slot 3 (requires CPU 2)
9. Embedded 4x1Gbe NIC
10. Primary PCIe 3.0 riser for PCIe slots 1 & 2
11. FlexibleLOM Bay (Optional)
12. Embedded SATA Controller ports
13. DDR4 DIMM slots. Shown fully populated in 24 slots (12 per processor)

Screenshot 2:

The Gen9 controllers support the HP Smart Storage Battery that allows multiple Smart Array controllers to be supported, resulting in simple upgrade process.

Models

HP Smart Array P840 Controller   HP Smart Array P840/4GB FBWC 12Gb 2-ports Int SAS Controller   726897-B21

NOTE: HP Smart Array P840/4GB FBWC controller option kit does not include the HP Smart Storage Battery the backup power source necessary to protect the data on the Flash-backed Write Cache. HP Smart Storage Battery is an item that has to be purchased separately if this is the first P-series Smart Array controller on your Gen9 server.

Should you not be able to find the backup battery that was originally installed with the servers, we will work to ship out a pair to the datacenter.

Please let us know how you would like to proceed.

Thanks!

Aaron Poole
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Please copy ateam@dasher.com on all emails to ensure a timely response.

From: Aaron Poole
Sent: Tuesday, July 10, 2018 1:55 PM

To: Rob Halsell <rhalsell@wikimedia.org>
Cc: Chris Johnson <cmjohnson@wikimedia.org>; ateam <ateam@dasher.com>; Pamela Swaby <pswaby@wikimedia.org>; Ryan Ollenburger <Ryan.Ollenburger@dasher.com>; Brynden Hutmacher <Brynden.Hutmacher@dasher.com>

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