

## **I-50970039 - Repackaging Instructions for InterRAID Disk Cabinets and InterRAID Disk Drives**

### **Abstract**

Information provided in this article explains the procedures for returning an InterRAID disk cabinet or InterRAID disk drives to Intergraph.

### **Problem:**

Shipping equipment incorrectly from the field or a customer site to Intergraph for return may damage the equipment. The equipment must be repackaged correctly to ensure it's safety.

### **Solution:**

Attached below are the Intergraph procedures for packaging and shipping InterRAID disk cabinets and InterRAID disk drives back to Intergraph. The procedures are taken from the InterRAID Hardware User's Guide (document number DHA018210) and should be followed when this type of equipment needs to be returned to Intergraph to ensure no damage is incurred during shipment.

**NOTE:** The part number for the multi-pack box for disk drives is CPMS020A. The part number for the filler insert foam (1" drives) is CPMS6170. All other packaging for the InterRAID cabinets is the original packaging from the vendor.

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In the U.S., if you have any questions please call the Intergraph Customer Response Center at 1-800-633-7248. Outside the U.S., please contact your local Intergraph office

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IT Services  
Information Article

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## Returning Equipment to Intergraph

Some malfunctioning equipment cannot be repaired in the field, and you must return it to Intergraph for repair. Follow these steps to obtain a Returned Goods Authorization (RGA) log number, repackage the equipment, and return the equipment to Intergraph.

### To obtain an RGA log number:

1. Determine the serial number of the system. The serial number is located on a white bar code identification label on the back of the base unit.
2. Call the Intergraph Customer Response Center at 1-800-633-7248, and identify your call to the operator as a Warranty Call. Give the operator the serial number of the system, and you will be given an RGA log number.

## Repackage the RAID Disk Drives

Follow these instructions to repack RAID disk drives for transportation.

If returning the disk drives and the disk array cabinet, use the original Intergraph packaging in which your equipment was shipped. The disk drive box has no text on it and fits inside the overpack box.

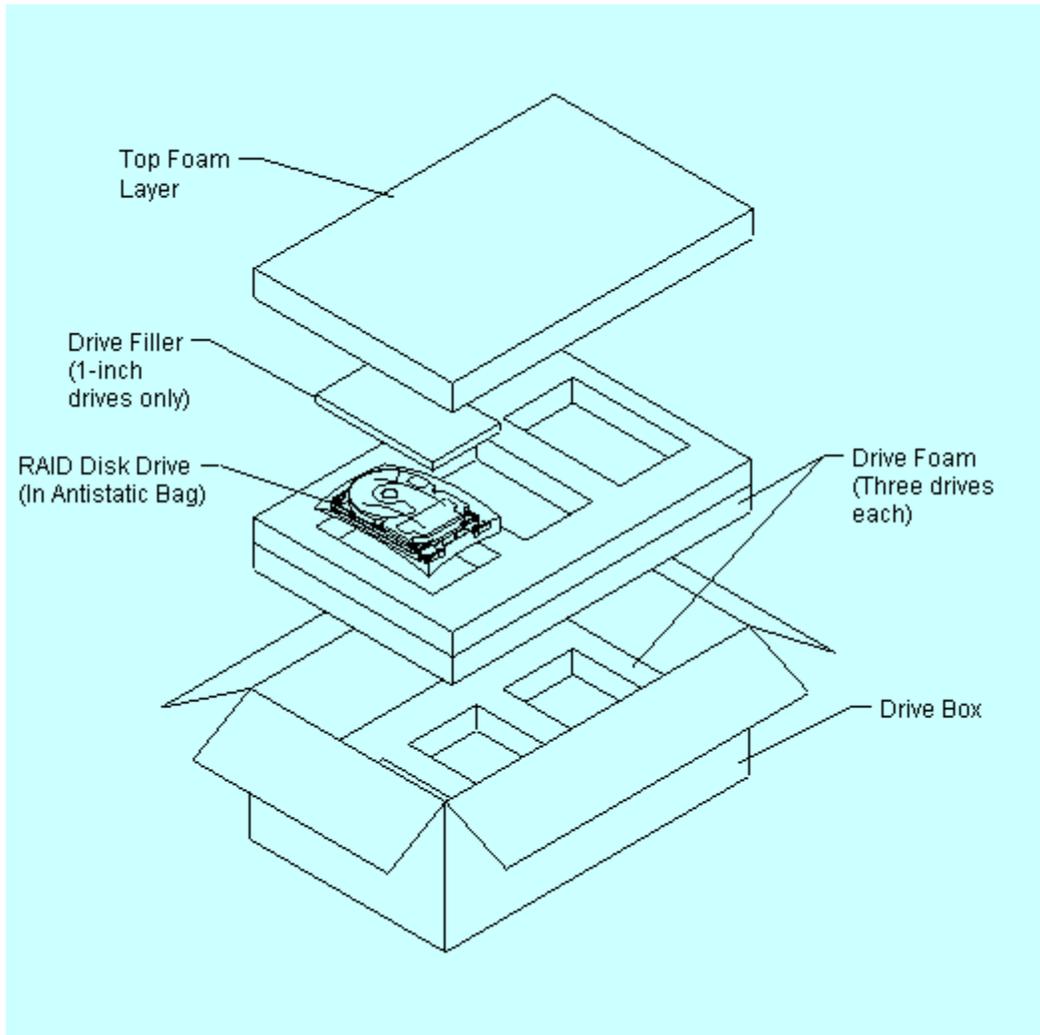
If returning the disk drives only, you will need to use the Intergraph multi-pack box. The multi-pack box offers additional protection needed when shipping the disk drives alone. The multi-pack box does not fit inside the overpack box and can be identified by the Intergraph logo and other items printed on it. If you do not have an Intergraph multi-pack box, call the Intergraph Order Desk at 1-800-543-1054.

**WARNING** Remove all RAID disk drives from a disk array and pack them in their original disk drive boxes for transportation. When all foam pieces are correctly installed, the drives do not move within the box. If the drives are not packed into their original boxes, they could be damaged during shipment.

### To repackage the RAID disk drives:

1. Power down the RAID box and wait for the drives to spin down. If removing a single drive, remove the drive partially and then wait for the drive to stop spinning. Disk drives are very susceptible to damage while still spinning.
2. Remove all of the drives from the disk array. Handle the disk drives carefully, and by the edges only.
3. Place each disk drive into an antistatic bag and seal the bag.

4. Ensure that one of the drive foam pieces is in the bottom of the disk drive box. Refer to the following figure.



1. Place one drive into each compartment in the foam. Place the drives in the box to distribute the weight evenly.

**NOTE** For 1.0-inch high drives, place a drive filler piece over each drive.

1. Place the other drive foam piece into the box.
2. Repeat step 4 for the remaining drives.
3. Place the top foam layer into the box. If the top layer is not installed, the drives may move around inside the box during shipment, causing damage.
4. Securely tape the box closed.
5. Complete the RGA form and shipping label.

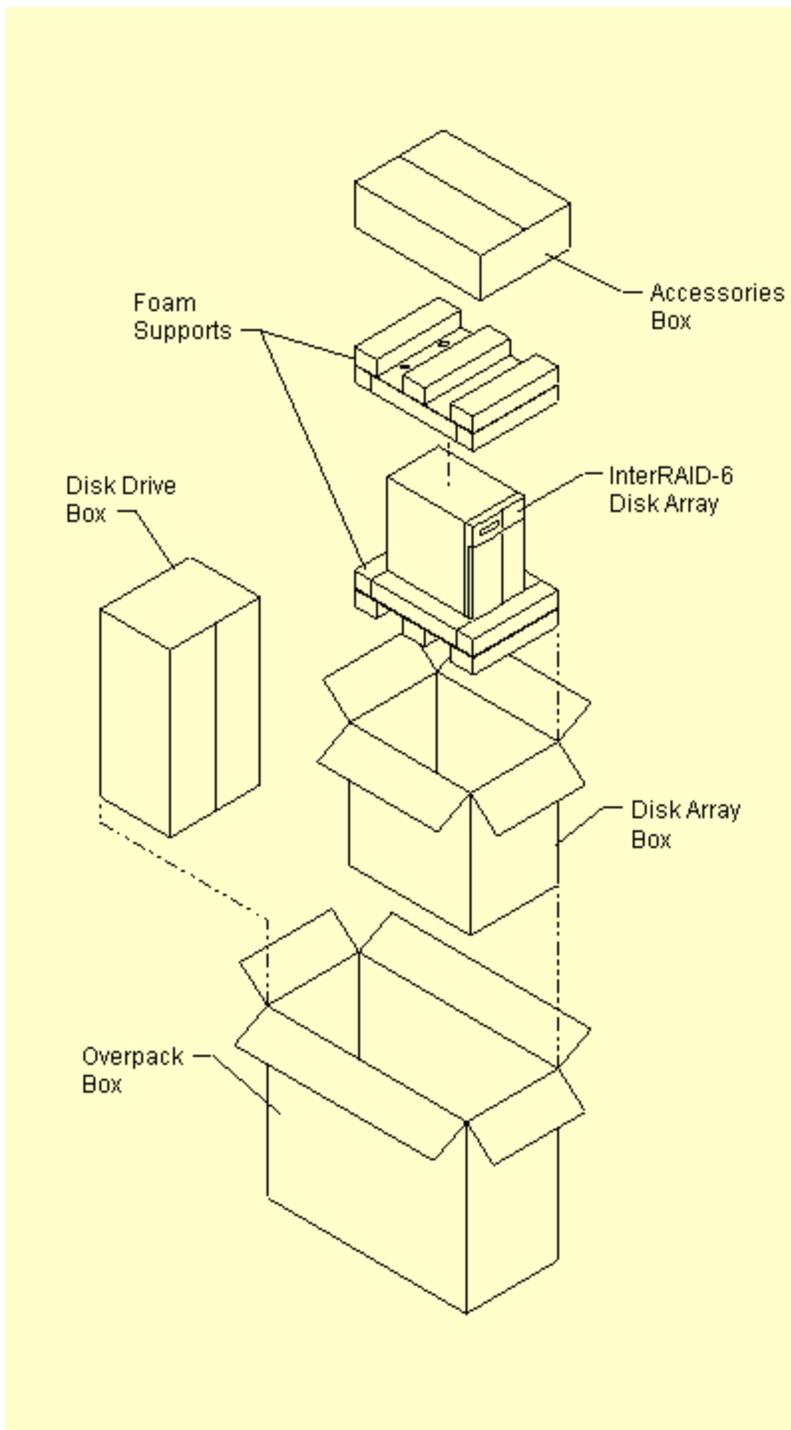
## **Repackage the Disk Array**

Follow these instructions to repack InterRAID-6, -8, and -12 disk arrays for transportation.

**WARNING** Remove all RAID disk drives from a disk array before repackaging the disk array. If you ship a disk array with disk drives installed, the drives and the disk array could be damaged.

**To repackage an InterRAID-6 disk array:**

1. Pack the RAID disk drives into their boxes as described previously.
2. Place the bottom foam support into the disk array box; then set the disk array onto the foam. Refer to the following figure.
3. Place the top foam support onto the disk array.
4. Securely tape the box closed.
5. Pack the cables and other miscellaneous parts into the accessories box.
6. Place the disk array box into the overpack box.
7. Place the disk drive box into the overpack box.
8. Place the accessories box on the disk array box.
9. Securely tape the overpack box.
10. Complete the RGA form and shipping label.

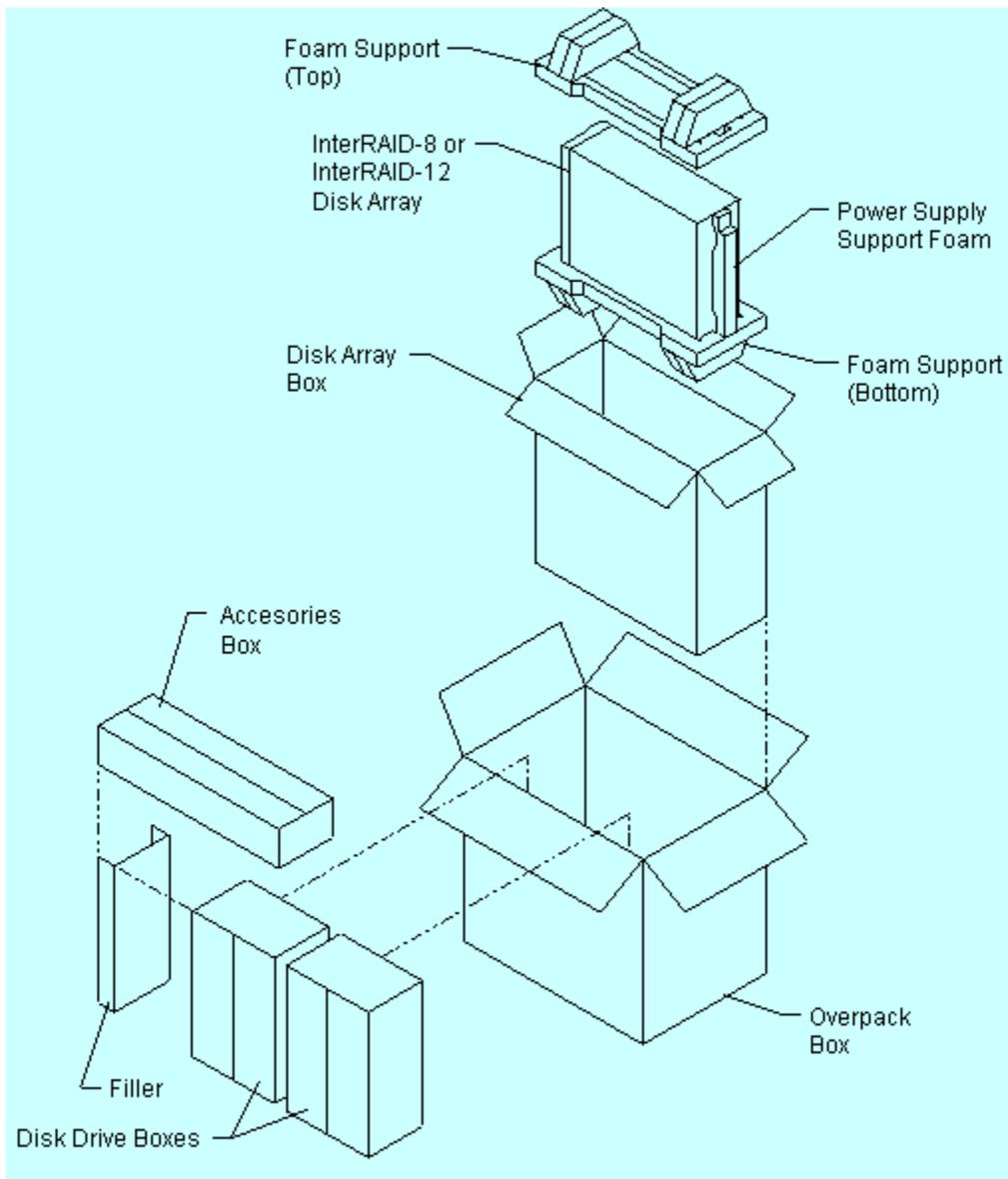


**WARNING** The type of disk drive box that fits inside the overpack box should not be used for shipping disk drives by themselves. Use it when shipping drives with an InterRAID cabinet as illustrated above.

**To repackage an InterRAID-8 or InterRAID-12 disk array:**

1. Pack the RAID disk drives into their boxes as described previously.

2. Place the bottom foam support into the disk array box, then set the disk array onto the foam. Refer to the following figure.
3. Add the power supply support foam to the back of the disk array.
4. Place the top foam support onto the disk array.
5. Securely tape the box closed.
6. Pack the cables and other miscellaneous parts into the accessories box.
7. Place the disk array box into the overpack box.
8. Place the two disk drive boxes and filler alongside the disk array box.
9. Place the accessories box on top of the disk drive boxes.
10. Securely tape the overpack box.
11. Complete the RGA form and shipping label.



**WARNING** The type of disk drive box that fits inside the overpack box should not be used for shipping disk drives by themselves. Use it when shipping drives with an InterRAID cabinet as illustrated above.

# Complete the RGA Form and Shipping Label

The RGA form must accompany all returned equipment. When the service activity has been completed by Intergraph, the repaired or replaced equipment will be shipped to the address listed on the RGA form.

**To complete the RGA form and shipping label:**

1. Copy the RGA form on the following page.
2. Complete the form, entering the RGA log number obtained from the Customer Response Center. Ensure that the address in the From section is the location to which you want the equipment to be returned.
3. Place the RGA form in the box containing the equipment.
4. Copy the repair depot shipping labels on the following page.
5. Add the RGA log number to a shipping label and affix it to the box containing the equipment.
6. Ship the box containing the equipment to Intergraph.

**NOTE** Parts damaged during shipping and parts not covered by the warranty are liable for repair charges.