



Maintaining the Cisco 3375 Appliance for Cisco Connected Mobile Experiences

This chapter provides information about how to install or replace hardware components, and it includes the following sections:

- [Replacing Power Supplies, on page 1](#)
- [Preparing For Cisco CMX 3375 appliance Component Installation, on page 3](#)

Replacing Power Supplies

The Cisco CMX 3375 appliance can have one or two power supplies. When two power supplies are installed they are redundant as 1+1.

Cisco Cisco CMX 3375 appliance ships with two power supplies. A replacement power supply can be obtained from Cisco to replace a failed power supply.

Cisco CMX 3375 appliance also supports cold redundancy. Depending on the power being drawn by the server, one power supply might actively provide all power to the system while the remaining power supply is put into a standby state. For example, if you have two supplies connected to AC power, but the power consumption can be satisfied by power supply 1, then power supply 2 is put into a standby state.

- See also [Power Specifications](#) for more information about the power supplies.
- See also [Rear-Panel LEDs](#) for information about the power supply LEDs.

Replacing AC Power Supplies



Note If you have ordered a server with power supply redundancy (two power supplies), you do not have to power off the server to replace a power supply because they are redundant as 1+1.

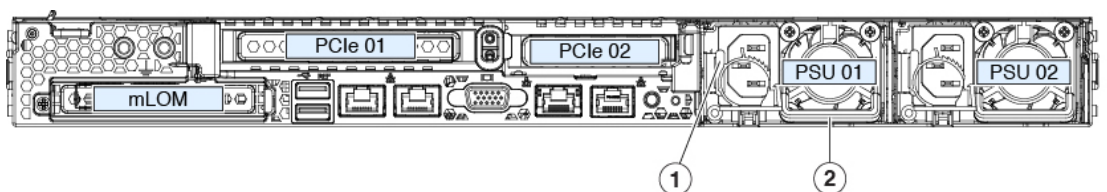


Note Do not mix power supply types or wattages in the server. Both power supplies must be identical.

- Step 1** Remove the power supply that you are replacing or a blank panel from an empty bay:
- a) Perform one of the following actions:
 - If your server has only one power supply, shut down and remove power from the server as described in [Shutting Down and Removing Power From the Cisco CMX 3375 appliance, on page 2](#).
 - If your server has two power supplies, you do not have to shut down the server.
 - b) Remove the power cord from the power supply that you are replacing.
 - c) Grasp the power supply handle while pinching the release lever toward the handle.
 - d) Pull the power supply out of the bay.

- Step 2** Install a new power supply:
- a) Grasp the power supply handle and insert the new power supply into the empty bay.
 - b) Push the power supply into the bay until the release lever locks.
 - c) Connect the power cord to the new power supply.
 - d) Only if you shut down the server, press the Power button to boot the server to main power mode.

Figure 1: Replacing AC Power Supplies



1	Power supply release lever	2	Power supply handle
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Shutting Down and Removing Power From the Cisco CMX 3375 appliance

The Cisco CMX 3375 appliance can run in either of two power modes:

- Main power mode—Power is supplied to all server components and any operating system on your drives can run.
- Standby power mode—Power is supplied only to the service processor and certain components. It is safe for the operating system and data to remove power cords from the server in this mode.



Caution After a Cisco CMX 3375 appliance is shut down to standby power, electric current is still present in the server. To completely remove power as directed in some service procedures, you must disconnect all power cords from all power supplies in the Cisco CMX 3375 appliance.

You can shut down the Cisco CMX 3375 appliance by using the front-panel power button or the software management interfaces.

Preparing For Cisco CMX3375 appliance Component Installation

This section includes information and tasks that help prepare the Cisco CMX 3375 appliance for component installation.

Required Equipment For Service Procedures

The following tools and equipment are used to perform the procedures in this chapter:

- T-30 Torx driver (supplied with replacement CPUs for heatsink removal)
- #1 flat-head screwdriver (supplied with replacement CPUs for heatsink removal)
- #1 Phillips-head screwdriver (for M.2 SSD and intrusion switch replacement)
- Electrostatic discharge (ESD) strap or other grounding equipment such as a grounded mat

Removing the Server Top Cover

Step 1

Remove the top cover:

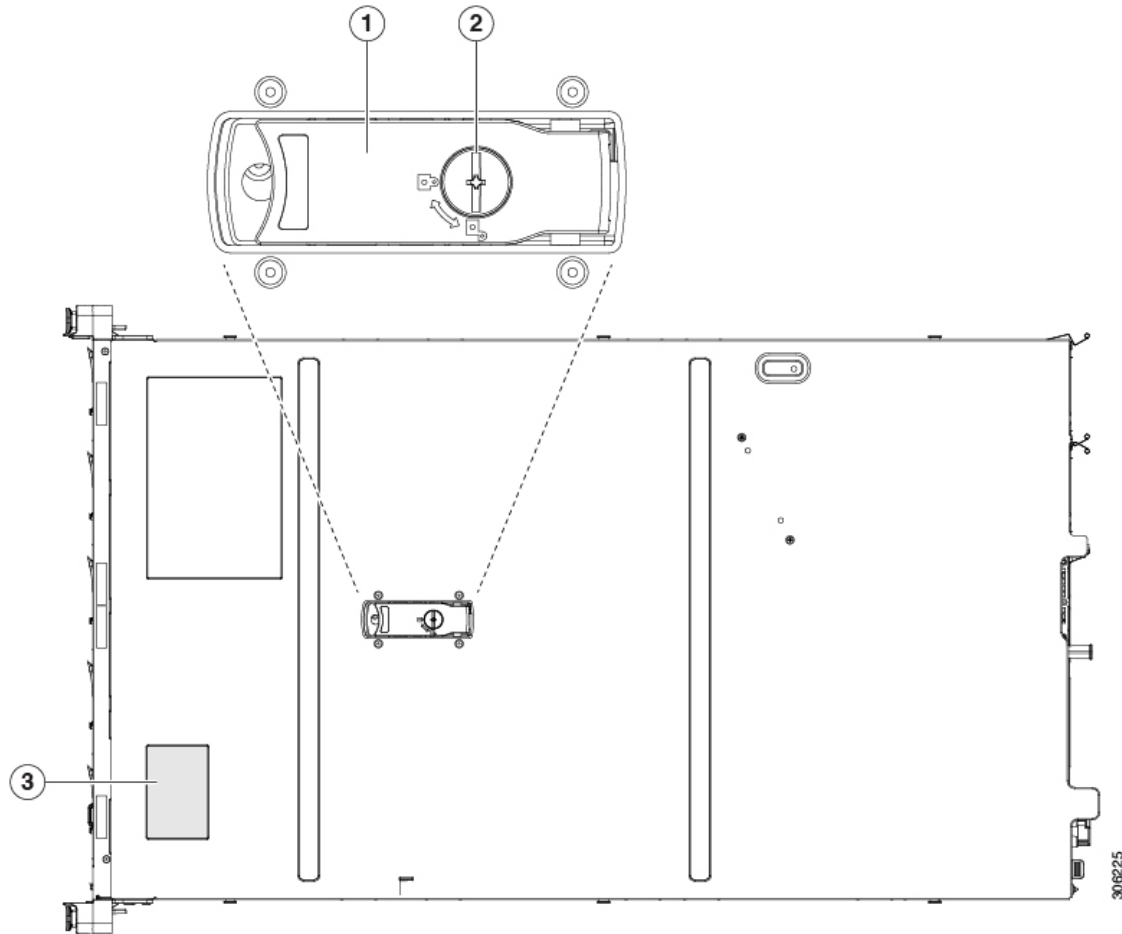
- a) If the cover latch is locked, use a screwdriver to turn the lock 90-degrees counterclockwise to unlock it.
- b) Lift on the end of the latch that has the green finger grip. The cover is pushed back to the open position as you lift the latch.
- c) Lift the top cover straight up from the server and set it aside.

Step 2

Replace the top cover:

- a) With the latch in the fully open position, place the cover on top of the server about one-half inch (1.27 cm) behind the lip of the front cover panel. The opening in the latch should fit over the peg that sticks up from the fan tray.
- b) Press the cover latch down to the closed position. The cover is pushed forward to the closed position as you push down the latch.
- c) If desired, lock the latch by using a screwdriver to turn the lock 90-degrees clockwise.

Figure 2: Removing the Top Cover



1	Top cover	2	Locking cover latch
		3	Serial number label location

Serial Number Location

The serial number for the server is printed on a label on the top of the server, near the front. See [Removing the Server Top Cover](#), on page 3.

Hot Swap vs Hot Plug

Some components can be removed and replaced without shutting down and removing power from the server. This type of replacement has two varieties: hot-swap and hot-plug.

- Hot-swap replacement—You do not have to shut down the component in the software or operating system. This applies to the following components:

- SAS/SATA hard drives
 - SAS/SATA solid state drives
 - Cooling fan modules
 - Power supplies (when redundant as 1+1)
- Hot-plug replacement—You must take the component offline before removing it for the following component:
 - NVMe PCIe solid state drives

