Exos® Scale EX4U74 and DC4U100 Getting Started

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Thank you for purchasing a Seagate storage product. This document identifies the contents of the product shipkit, and where to find product setup and usage information in the product documentation set.

IMPORTANT Non-compliance could void your warranty. To safely mount the storage enclosure in a rack cabinet, you must follow all directions exactly as specified in the identified hardware documentation. Retain original packaging materials for use with returns. For storage enclosure returns, the master container must ship on a pallet.

Shipkit contents

Shipkit item	Quantity
Storage enclosure	1
Rackmount kit box	1
Accessory kit box, including	1
• Rear tie-down bracket	2
• Panhead screws, M6x18mm	14 (12 required, 2 spares)
• Front screw plates	2
• Rear screw plates	2
• Power cords*	2

*All power cords, included or obtained, must comply with applicable Seagate standards and requirements.

Product documentation and support

To obtain documentation, videos, and product information, visit www.seagate.com/support.

Content description	Document	Seagate QR codes
Enhancements, known issues, and updates	Release Notes	4U74 4U100
Overview of product shipkit contents and setup support	Getting Started (GS)*	
Installation of the shelf kit and enclosure into a rack	Hardware Installation and Maintenance Guide (HIMG)	
Firmware installation and configuration	BMC CLI Reference Guide	
System Integration	System Integration Handbook (SIH)	
API methods to monitor and manage storage	Redfish API Guide	

*Printed document included in the shipkit

Product installation prerequisites and safety guidance

Seagate requires the person using these instructions to be a qualified technician, trained to perform installation and maintenance of Seagate storage products. Use the Hardware Installation and Maintenance Guide (HIMG) and the video to direct you during initial installation.

You must adhere to all safety requirements prior to and during installation of a storage enclosure or FRU replacement as defined in the Hardware Installation and Maintenance Guide.

⚠ **WARNING!** Do not attempt to install the enclosure into the rack cabinet with drive modules preloaded in the slots. Serious injury and damage could result. Unload any drive modules in enclosure slots to an ESD-protected area. Do not further lighten the enclosure by removing other components.

⚠ **CAUTION** You must use a mechanical lift for mounting the storage enclosure into the rack cabinet. Do not use a vacuum lift because it might damage the chassis. Do not use any other method to support the weight of the storage enclosure.

To adhere to installation safety precautions:

1. Prepare the site: meet all product specifications and provide a clean, clear, static-protected environment prior to unpacking the storage enclosure.
2. Examine packaging for damage (cuts, water damage, mishandling). If damage is found, photograph and document it, but do not proceed. Retain all original packaging for product returns.
3. Remove external packaging. Remove the pallet and plastic wrapping, cardboard lid, shelf kit and accessory box, and open the moisture barrier bag.
4. With a minimum of three people and the three latched lift straps, move the enclosure to a static-protected location or directly onto the mechanical lift.
5. Remove the straps.
6. Set all drives aside in a static-protected area until after the enclosure is mounted in the rack cabinet.
7. Prior to handling drives, make sure you are ESD-compliant (grounded wrist or ankle strap, minimum 1 MΩ resistance)

For help, contact Technical Support at 1-800-SEAGATE or email frontline@seagate.com. You must provide the following data:

- Issue subject and detailed issue description
- Product type and serial number
- Part number of product or FRU experiencing a fault condition
- System logs related to the fault condition

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