

[STRM] Part Numbers and Descriptions for RMA

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SUMMARY:

STRM hardware failure. How to RMA the hard drive, fan, and power supply. Please note that the fan is not Field Replaceable on the JSA x800 Series.


SYMPTOMS:

STRM appliance has a hard drive, fan, or power supply failure and the part must be sent for RMA. What is the process to RMA the hardware part?

SOLUTION:

JTAC can RMA just the individual hard drive. This is recommended over requesting an RMA for the entire appliance.

To RMA the drive, open a support case with JTAC. Consult: [KB12209 - What information do I need to provide for an RMA?](#)

 If the entire RMA'd appliance is included in the RMA: When the new STRM appliance is received, swap the entire appliance. DO NOT simply swap one of the hard drives from the new box with the faulty drive on the old box. Swapping one or more disk(s) from a complete replacement STRM can cause data loss since the new drive is associated with an existing RAID.

Below is the list of part numbers for STRM:

| Part Number | Description |
|--------------------|--|
| UNIV-500G-HDD | Hard drive for STRM 500 and STRM 5000 |
| UNIV-250G-HDD | Hard drive for STRM 2500 |
| STRM-UV500G25SASHD | Hard drive for STRM 2500 and STRM 5000 for Series II |
| STRMUV500G35SATAHD | Hard drive for STRM 500 for Series II |
| UNIV-146-HDD | Hard drive for STRM 5000 NEBS |
| SAS900HDD10K | Hard drive for JSA 7500 |
| SAS1TBHDD7k | Hard drive for JSA 5500, 3500, and 1500 |
| JSA3800-5800-HDD | Hard drive for JSA 3800 and 5800 |
| UNIV-MR2U-FAN | Fan for STRM 500 |
| UNIV-HE2U-FAN | Fan for STRM 2500 and STRM 5000 |
| UNIV-MR2U-B-FAN | Fan for STRM 500 and STRM 2500 for Series II |
| UNIV-HE2U-B-FAN | Fan for STRM 5000 for Series II |
| UNIV-HE-N-FAN | Fan for STRM 5000 NEBS |
| UNIV-FAN-NEBS | Fan for JSA 7500 |
| UNIV-HE2U-B-FAN-G | Fan for JSA 5500 |
| UNIV-MR2U-B-FAN-G | Fan for JSA 3500 and 1500 |
| UNIV-250W-PS-AC | STRM500/2500 Series II AC power supply |

| | |
|-------------------|--|
| UNIV-PS-400W-AC | STRM 500 AC power supply |
| UNIV-PS-560W-AC | STRM 5000 Series II AC power supply Also for STRM 5000 NEBS manufactured 10/2009 or later |
| UNIV-PS-700W-AC | STRM 2500 and STRM 5000 AC power supply Also for STRM 5000 NEBS manufactured 05/2009 -09/2009 |
| UNIV-560W-PS-DC | STRM500/2500/5000 Series II DC power supply Also for STRM 5000 NEBS manufactured 10/2009 or later |
| UNIV-PS-710W-DC | DC power supply for STRM 500, STRM 2500, and STRM 5000 Also for STRM 5000 NEBS manufactured 05/2009 - 09/2009 |
| JSA3800-AC-PS | JSA3800 700 WATT AC POWER SUPPLY |
| JSA3800-DC-PS | JSA3800 650 WATT DC POWER SUPPLY |
| JSA5800-AC-PS | JSA5800 920 WATT AC POWER SUPPLY |
| JSA5800-DC-PS | JSA5800 1010 WATT DC POWER SUPPLY |
| UNIV-250W-PS-AC | AC power supply for JSA1500 and JSA3500 |
| UNIV-PS-560W-AC | AC power supply for JSA5500 |
| UNIV-560W-PS-DC | DC power supply for JSA1500, JSA3500, and JSA5500 |
| UNIV-750W-PS-AC | AC power supply for JSA7500 |
| UNIV-750W-PS-DC | DC power supply for JSA7500 |
| UNIV-MR2U-RAILKIT | Mounting rail kit for STRM 500 |
| UNIV-HE2U-RAILKIT | Mounting rail kit for STRM 2500 and STRM 5000 |
| UNIV-2U-UNIMOUNT | All STRM Series II spare Uni-mounting kit (kit already included with hardware) |
| UNIV-AIRFILT-NEBS | Airfilter for JSA 7500 |



Related Links

[KB9866 - \[FAQ\] What is an RMA](#)

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