



When the Unexpected Occurs It's How You Respond that Matters

*Zerowait Corporation
707 Kirkwood Hwy
Wilmington DE 19805*

*Tel: (302) 996-9408
Email: engineering@zerowait.com*

Prepared by:

Zerowait Engineering
Email: engineering@zerowait.com

Situation: The customer received their transferable, licensed NetApp filer. Dual controllers and multiple disk shelves. Upon opening the boxes, they found that the chassis of one controller and of one shelf had bent rear tabs. Zerowait had to act quickly so as to not delay the customer installation and migration of data. Of particular concern was the controller module. If it was inoperable, it would be very difficult to repair or replace as its licenses are tied to its serial number.



Shipping Mishap

Task: Find a way to either repair or replace the controller and shelf chasses and also ensure that no other damages—such as internal to the drives, motherboard module, or backplane—had occurred.

Action: Within hours of being notified, we decided that the most secure and expeditious way to do full diagnostics and inspection of the equipment was to have it shipped back to us. We sent a shipping label and requested that they pack the items in undamaged boxes and send them to us. A couple of days later, upon arrival, we did the following:

- **Physical Inspection:** Except for the bent tabs, the chassis appeared undamaged. Using tools at hand, we bent them back into alignment. Power supplies and the controller modules were able to slide in and out without issue.
- **Power on and Diagnostics:** We powered on the system and shelf and ran complete diagnostics on all components. There were no issues. The system, shelf, and drives worked perfectly. The controller modules, which were of primary concern, were fine. Although we had ways of dealing with this, thankfully we didn't have to.
- **Decision Tree:** While we could have sent back the repaired hardware, as it now had only light cosmetic flaws, we opted instead to swap out the chasses and power supplies from our stock. We did this and ran the diagnostics again. We also burned the system in overnight as an extra precaution. All went well.

- **Return to Customer:** Having seen damages like this on other Fedex air shipments of heavier units, we chose instead to use freight and ship the items back on a pallet. We normally would have done the same on the first shipment, but the customer had requested we not do that as they had no loading dock. This time, a truck with a lift-gate was ordered.

Result: Zerowait's efficient service, long experience and proactive customer care made what could have been a disastrous situation into a success story:

- **Rapid Problem Diagnosis and Decision-making:** While we could have tried troubleshooting remotely, we quickly decided to bring the units in-house for testing and repair. There were costs in shipping and time, but it was the right call.
- **Cost Efficiency:** Leveraging existing stock, we were able to easily swap out the parts and build an unblemished system and shelf for our customer.
- **Lessons Learned:** With heavy hardware, we must ship on pallets via freight unless there are emergency contingencies that would require we ship by air. Also, our customer has expressed satisfaction with our whole process, during which we were completely transparent about what we planned to do.

Contact Zerowait for your data storage challenges: *Store more and worry less!* Email us at sales@zerowait.com or call our team at (302) 996-9408 to schedule a consultation.