



STORMSHIELD



TECHNICAL NOTE

STORMSHIELD NETWORK SECURITY

SECURE RETURN OPTION

Product concerned: SN150, SN160(W), SN200, SN210(W), SN300, SN310, SN500, SN510, SN700, SN710, SN900, SN910, SN2000, SN2100, SN3000, SN3100, SN6000, SN6100, SNi20 and SNi40

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Introduction

As part of the SECURE RETURN option, under certain conditions, Stormshield allows users to remove and keep the data storage medium for confidentiality reasons.



This document sets out the phases associated with this operation for products in the Stormshield Network range.



Environment

Warning

The operations described in this document must only be performed by operators who have been trained in the maintenance of products containing electronic cards, and having been duly instructed by the user to do so.

Before performing any intervention, the operator must ensure in particular that:

- The product is physically disconnected from the mains power supply,
- All precautions have been taken to guarantee an ESD-safe (ElectroStatic Discharge) environment.

Recycling

If the storage medium is approaching the end of its life cycle, it is the operator's duty to comply with existing recycling regulations.

Required tools

- A set of Phillips screwdrivers,
- A small flat screwdriver,
- A set of spanners for hex spacers.



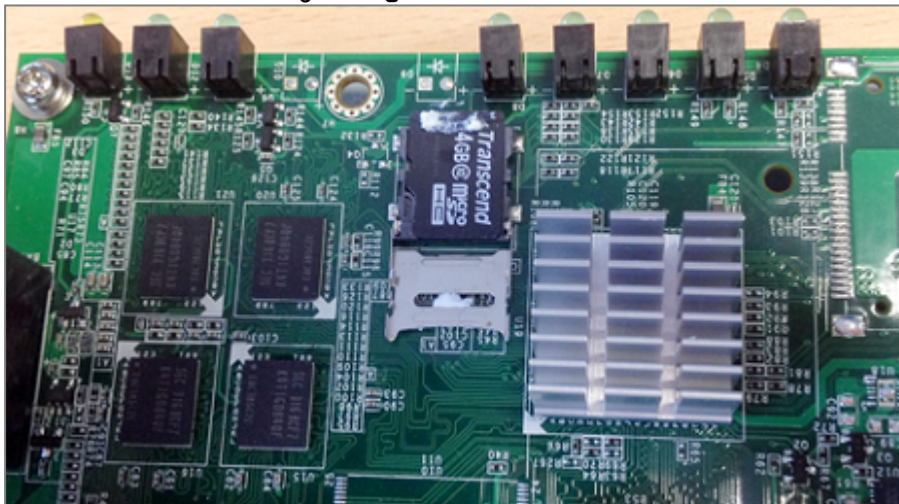
SN150



Data is stored in Flash memory on this product, in micro SD card format, installed on the motherboard.

Dismantling

1. Using the Phillips screwdriver, unscrew the 3 black countersunk screws. This operation will tear the warranty sticker.
2. Open the appliance.
You will see the micro SD card on the upper part of the motherboard, next to the 5 LEDs of the front panel. It is held in place by a line of glue and a metal cover plate.
3. Using the small flat screwdriver, remove the adhesive strip by scraping lightly at it.
4. Unlock the metal cover by sliding it a few millimeters towards the rear of the product:



5. Open up the cover all the way.
6. Retrieve the micro SD card, turning the appliance upside down over the work area.
7. Place the appliance back in its previous position.
8. Close the cover.
9. Lock it by sliding it a few millimeters towards the front panel of the product.

Assembling

1. Put both parts of the appliance back together.
2. Close it up using the 3 screws.



SN200 and SN300



On these products, data is stored on an internal Flash module.

Dismantling

1. Unscrew the 4 black countersunk screws with a Philips screwdriver.
2. Open the appliance.
This operation will tear the warranty sticker.
3. Locate the Flash module:



4. Unscrew the fastening screw of the Flash module with a Philips screwdriver.
5. To extract the flash module, pull it gently perpendicular to the motherboard:

Assembling

1. Ensure that the screw of the Flash module remains outside the chassis.
2. Put both parts of the appliance back together.
3. Close it up using the 4 screws.



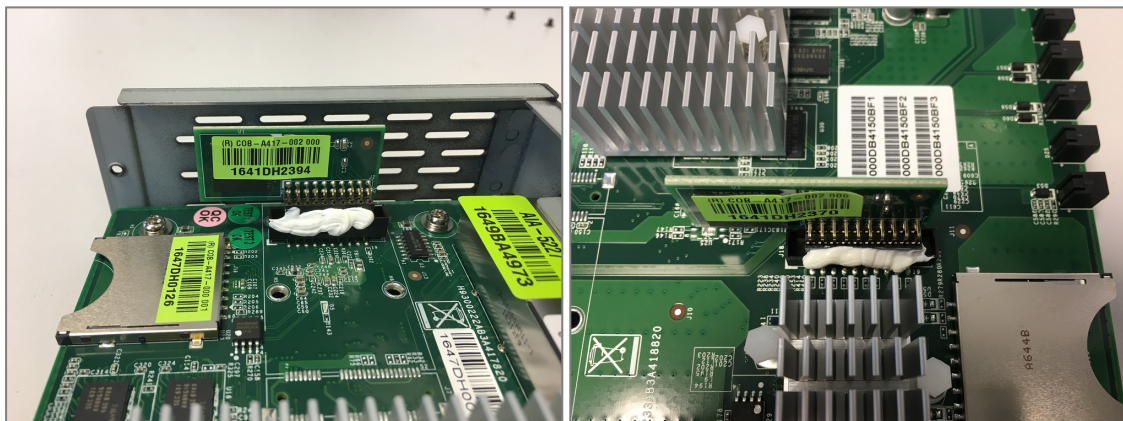
SN160(W), SN210(W) and SN310



On these products, data is stored on an internal Flash module.

Dismantling

1. Unscrew the 4 black countersunk screws (3 for the SN160) with a Philips screwdriver. One of these screws covers the warranty sticker.
2. Open the appliance.
This operation will tear the warranty sticker.
3. Remove the strip of white glue.
4. To extract the flash module, pull it gently and perpendicular to the motherboard.



Assembling

1. Put both parts of the appliance back together.
2. Close it up using the 4 screws (3 for SN160).



SN500 and SN700



On these products, data is stored on an internal hard disk.

Dismantling

1. Using the Phillips screwdriver, unscrew the 2 black countersunk screws located at the back of the cover.
2. Remove the cover by sliding it backwards.
This operation will tear the warranty sticker.

! IMPORTANT

Closely follow the instructions and precautions for handling the hard disk given in the vendor's installation guide.

3. Locate the hard disk.
4. Remove the adhesive strip from the hard disk.
5. Unplug the SATA connector.
6. Unscrew the 4 fastening screws of the hard disk with a Philips screwdriver:



7. Remove the hard disk & support setup.
8. Unscrew the 4 lateral screws of the hard disk.
9. Retrieve the hard disk.

Assembling

1. Put the support back on its 4 spacers, with the vibration absorbers in place.
2. Fasten the support with the 4 screws, by using one of them to fasten the free ring terminal of the cable connecting the support + hard disk setup to the chassis.
3. Check that the 4 lateral screws of the hard disk remain outside the chassis.
4. Put the cover back in place and close it up using the 2 screws.



SN510, SN710 and SN910



On these products, data is stored on an internal hard disk.

Dismantling

1. Using a Philips screwdriver:
 - Unscrew the 2 black countersunk screws located at the back of the cover.
 - Unscrew the 10 black countersunk screws that hold down the lateral fastening brackets.
2. Remove the cover by sliding it backwards.
This operation will tear the warranty sticker.

! IMPORTANT

Closely follow the instructions and precautions for handling the hard disk given in the vendor's installation guide.

3. Locate the hard disk.
4. Remove the adhesive strip from the hard disk.
5. Unplug the SATA connector (SN510 and SN710) or the SATA connector and the hard disk's power plug (SN910):



6. Unscrew the 4 fastening screws of the hard disk with a Philips screwdriver.
7. Remove the hard disk & support setup.
8. Unscrew the 4 lateral screws of the hard disk.
9. Retrieve the hard disk.



Assembling

1. Put the support back on its 4 spacers, with the vibration absorbers in place.
2. Fasten the support with the 4 screws, by using one of them to fasten the free ring terminal of the cable connecting the support + hard disk setup to the chassis.
3. Check that the 4 lateral screws of the hard disk remain outside the chassis.
4. Put the cover and fastening brackets back in place.
5. Close it up using the 12 screws.



SN900



On this product, data is stored on an internal hard disk.

Dismantling

1. Using the Phillips screwdriver, unscrew the 2 black countersunk screws located at the back of the cover.
2. Remove the cover by sliding it backwards.
This operation will tear the warranty sticker.

! IMPORTANT

Closely follow the instructions and precautions for handling the hard disk given in the vendor's installation guide.

3. Locate the hard disk:



4. Remove the adhesive strip from the hard disk
5. Unplug the SATA connector.
6. Using the Phillips screwdriver, unscrew the 4 fastening screws from the hard disk support, keeping the associated hex spacer in place with a flat wrench.
7. Remove the hard disk & support setup.
8. Unscrew the 4 lateral screws of the hard disk with a Philips screwdriver.
9. Retrieve the hard disk.



Assembling

1. Put the support back on its 4 spacers, with the vibration absorbers in place.
2. Fasten the support with the 4 screws, by using one of them to fasten the free ring terminal of the cable connecting the support + hard disk setup to the chassis.
3. Check that the 4 lateral screws of the hard disk remain outside the chassis.
4. Put the cover back in place.
5. Close the cover using the 2 screws.



SN2000 and SN3000



On these products, data is stored on one or two SSDs accessible from the front panel. Each SSD can be easily extracted: to unlock its tray, press on the gray button while pushing it laterally towards the left.

Other data is stored on an internal flash module.

Dismantling

1. Unscrew the 9 black countersunk screws with a Philips screwdriver.
2. Open up the appliance by pushing the cover towards the back and removing it. This operation will tear the warranty sticker.
3. Locate the Flash module:



4. Unscrew the fastening screw of the Flash module with a Philips screwdriver, by keeping the associated hex spacer in place with a flat wrench:





5. To extract the flash module, pull it gently and perpendicular to the motherboard.



i REMARKS

This operation does not require the crossbar to be dismantled.

Assembling

1. Ensure that the screw of the Flash module remains outside the chassis.
2. Put the cover back in place.
3. Push it forward.
4. Close the chassis back up using the 9 screws.



SN2100 and SN3100



On these products, data is stored on one or two SSDs accessible from the front panel. Each SSD can be easily extracted: to unlock its tray, press on the gray button while pushing it laterally towards the left.

Other data is stored on an internal flash module.

Dismantling

1. Unscrew the 13 black countersunk screws of the upper cover with a Philips screwdriver.
2. Open up the appliance by pushing the cover towards the back and removing it. This operation will tear the warranty sticker.
3. Locate the Flash module:



4. To extract the flash module, pull it gently and perpendicular to the motherboard:





5. If your SN3100 is equipped with a TPM (Trusted Platform Module), extract it by pulling it gently and perpendicular to the motherboard:



Assembling

1. Put the cover back on.
2. Push it forward.
3. Close the chassis back up using the 13 screws.



SN6000



On this product, data is stored on 2 SSDs accessible from the rear panel. Each SSD can be easily extracted: to unlock its tray, press on the lever while pushing it laterally towards the right.

Other data is stored on an internal SSD.

Dismantling

1. Unscrew the 4 fastening screws from the cover of the chassis with a Philips screwdriver:
 - 2 lateral countersunk screws on the rear of the product.
 - 2 pan head machine screws on the rear panel.
2. Open up the appliance by pushing the cover towards the back. This operation will tear the warranty sticker:

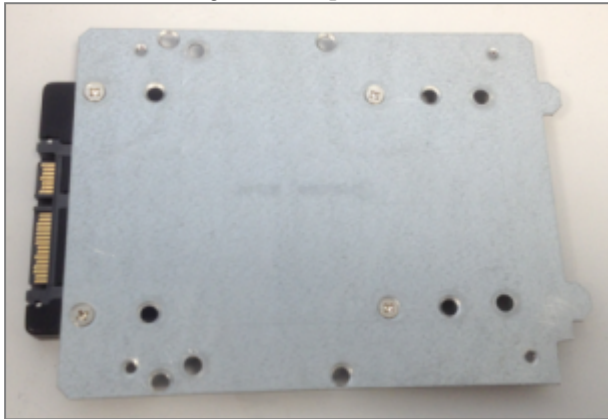


3. Locate the SSD:





4. Remove the adhesive strip from the power and data connectors on the SSD.
5. Unplug these connectors.
6. The SSD is mounted on a metal plate, fastened by 4 countersunk screws: remove these 4 screws.
7. Lightly lift the back of the metal plate, and pressing against the front part of the SSD, extract the whole setup by pushing towards the back of the chassis.
8. Extract the SSD by removing the 4 countersunk screws under the SSD:



Assembling

1. Place the metal plate back into its notches:



2. Push it towards the front of the chassis.
3. Fasten it using the 4 screws.
4. Ensure that the 4 fastening screws of the SSD remain outside the chassis.
5. Put the cover back in place and push it forward.
6. Close the chassis back up using the 4 screws.



SN6100



On this product, data is stored on 2 SSDs accessible from the front panel.

Each SSD can be easily extracted: to unlock its tray, press on the lever while pushing it laterally towards the right.

Other data is stored on an internal flash module.

Dismantling

1. Unscrew both of the thumbscrews that fasten the top cover, located on the rear panel of the SN6100:



2. Open up the appliance by pushing the cover towards the back. This operation will tear the warranty sticker.
3. Locate the flash module:



4. The flash module is fastened with one screw; remove it.



5. Extract the flash module:



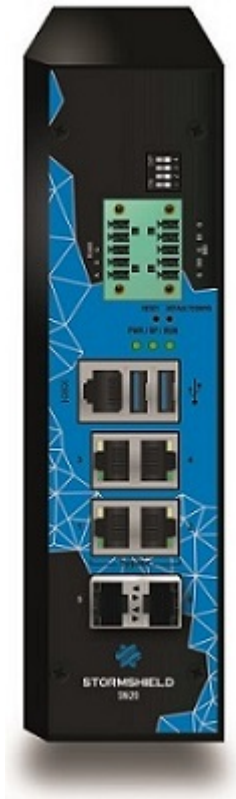
6. Screw the fastening screw of the flash module back in its spacer.

Assembling

1. Put the cover back on.
2. Push it forward.
3. Close the chassis back up using the 2 turnscrews.



SNi20



Dismantling

1. Remove the warranty sticker:



2. Unscrew the 2 black screws that hold the DIN rail bracket in place:



3. Remove the bracket.
4. Unscrew the 14 black screws found on the appliance.
5. Open the appliance.



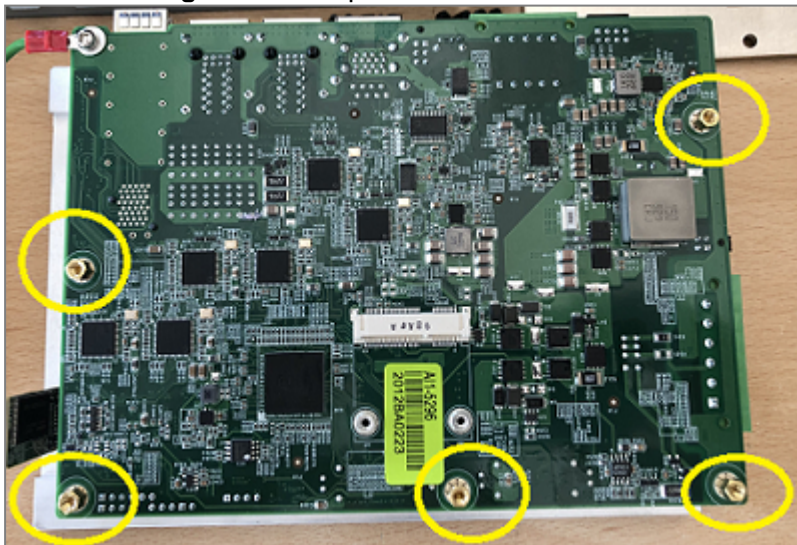
6. Unplug the SATADOM:



7. Unscrew the 5 silver fastening screws from the metal plate.
8. Take off the metal plate:



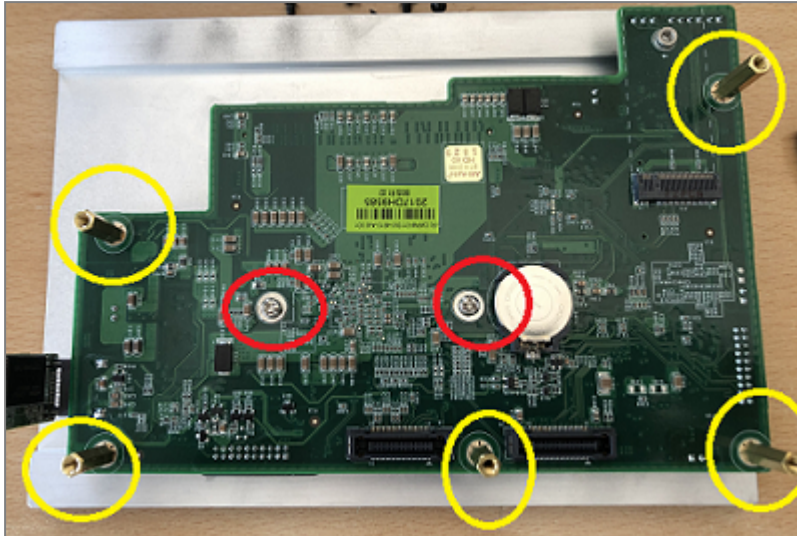
9. Unscrew the 5 gold-colored spacers with a 5mm hex socket:



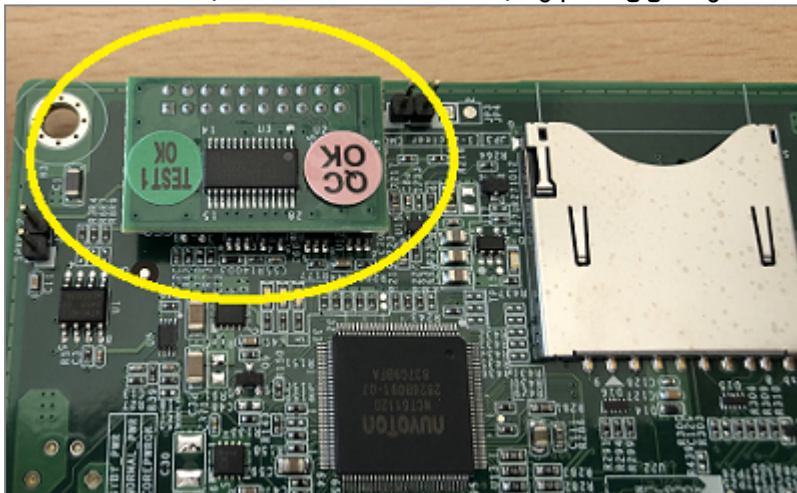
10. Remove the motherboard by pulling gently and vertically.



11. Unscrew the 2 silver screws and the 5 gold-colored spacers with a 5mm hex socket:



12. Remove the second part of the motherboard by pulling gently and vertically.
13. Remove the TPM (Trusted Platform Module) by pulling gently and vertically:



Assembling

Re-assemble the product by following the same steps to dismantle it, in reverse order.



SNi40



Dismantling

1. Remove the warranty sticker.
2. Unscrew the 4 silver screws that hold the DIN rail bracket in place.
3. Remove the bracket:





4. Unscrew the 5 black screws found on the appliance:

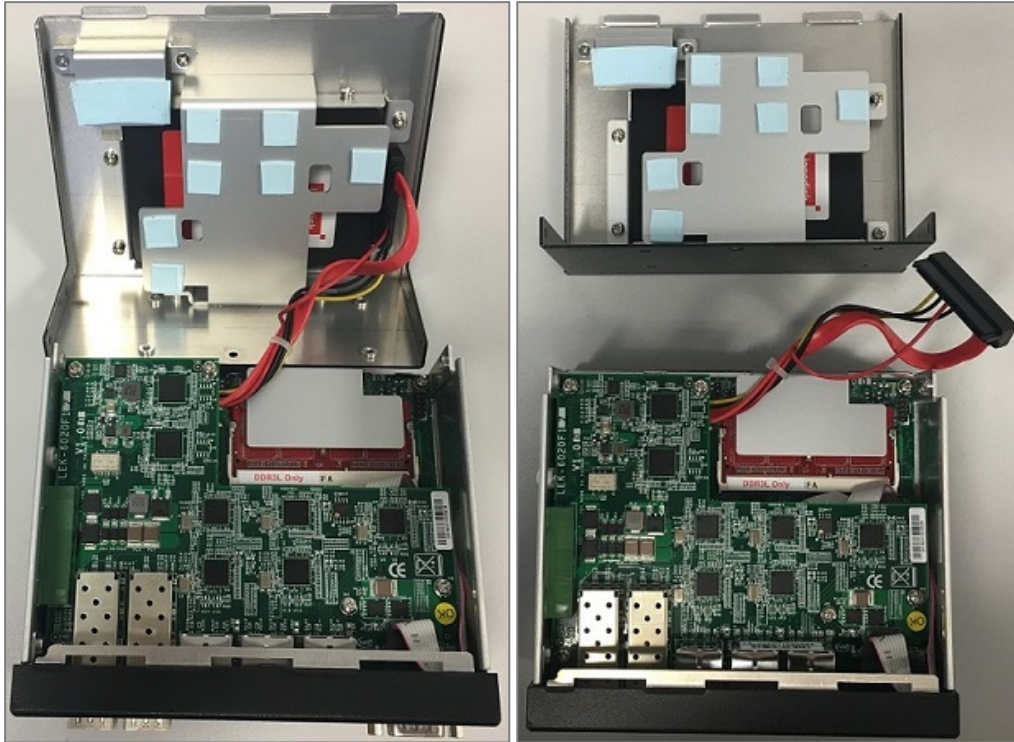


5. Rotate the upper section:

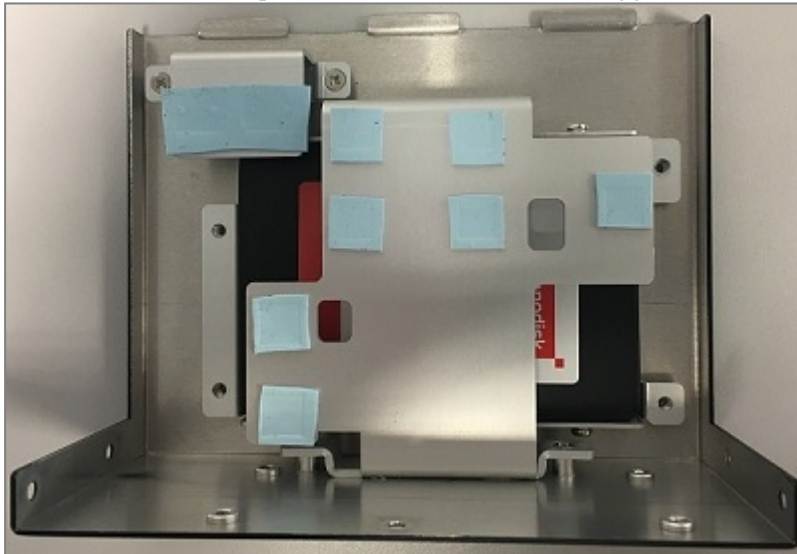




6. Unplug the hard disk connector:



7. Unscrew the fastening screws from the hard disk support:





8. Unscrew the fastening screws from the hard disk:



9. Remove the hard disk.

Assembling

Re-assemble the product by following the same steps to dismantle it, in reverse order.



Further reading

Additional information and answers to questions can be found in the [Stormshield knowledge base](#) (authentication required).



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