TECHNICAL NOTE
STORMSHIELD NETWORK SECURITY

SECURE RETURN OPTION

Product concerned: SN160(W), SN210(W), SN310, SN-S-Series-220, SN-S-Series-320, SN510, SN710, SN910, SN-M-Series-520, SN-M-Series-720, SN-M-Series-920, SN2000, SN3000, SN1100, SN2100, SN3100, SN6000, SN6100, SNi20, SNi40 and SNxr1200

Document last updated: November 14, 2023

Reference: sns-en-secure_return_option_technical_note

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Change log

Date	Description
November 14, 2023	Add link to RMA procedure
July 20, 2023	SN-S-Series-220, SN-S-Series-320, SN-M-Series-520, SN-M-Series-720, SN-M-Series-920 and SN1100 models added

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.

This procedure is particularly important in the case of Return Material Authorization (RMA).

For more information on reporting and tracking an exchange of equipment, please refer to the **Reporting and following up on hardware returns (RMA)** documentation in the MyStormshield Customer/Partner area.

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

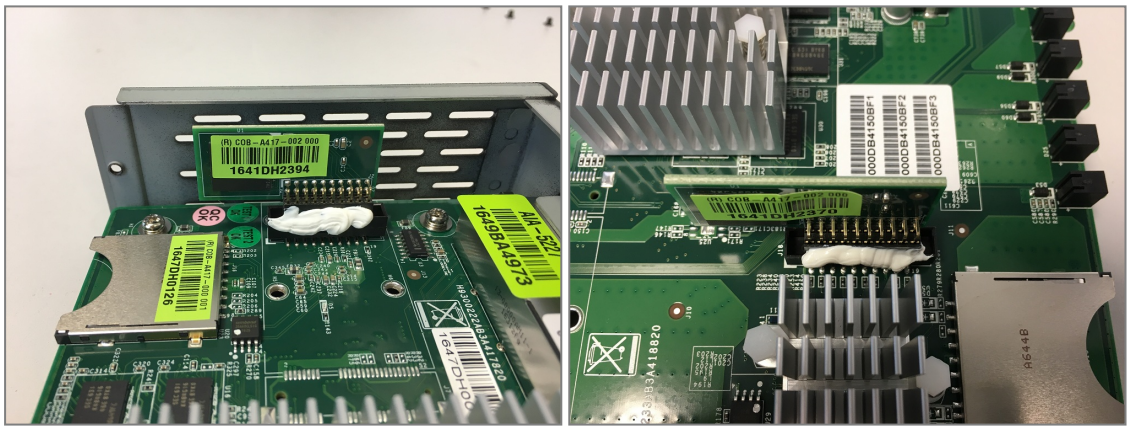
- A set of Phillips screwdrivers,
- A small flat screwdriver,
- A set of spanners for hex spacers.

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.



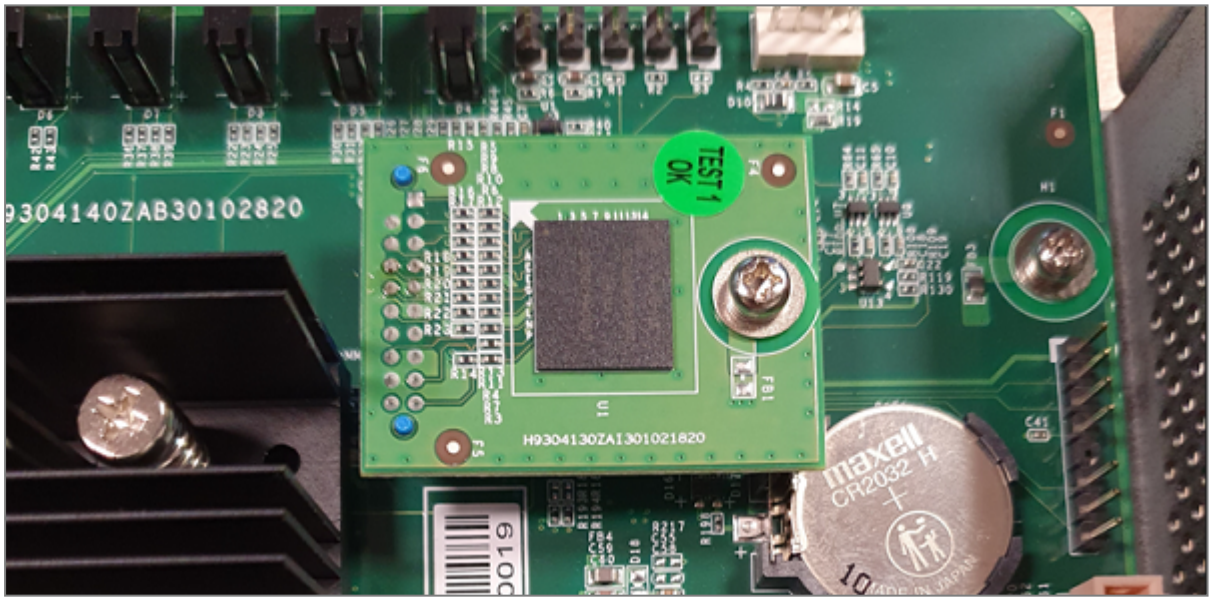
Assembling

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

SN-S-Series-220 and SN-S-Series-320

Dismantling

1. Unscrew the 4 black countersunk screws with a Philips screwdriver.
   One of these screws covers the warranty sticker.
2. Open the appliance.
   This operation will tear the warranty sticker.
3. Locate the storage module (eMMC):



4. Remove the screw and unplug the eMMC.

Assembly

1. Plug the eMMC back into the dedicated slot.
2. Screw the eMMC fastening screw back in.
3. Put both parts of the appliance back together.
4. Close it up using the 4 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

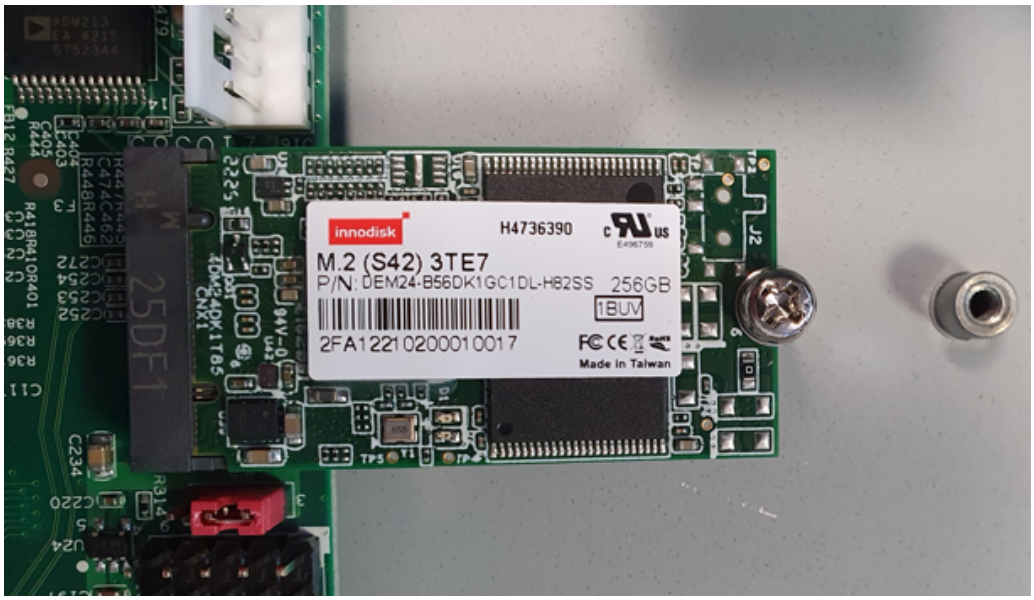
1. Put the support back on its 4 spacers, with the vibration absorbers in place.
2. Fasten the support with the 4 screws, by using one of them to fasten the free ring terminal of the cable connecting the support + hard disk setup to the chassis.
3. Check that the 4 lateral screws of the hard disk remain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

SN-M-Series-520, SN-M-Series-720 and SN-M-Series-920

On these products, data is stored on an M.2 SSD.

Dismantling

1. Using a Philips screwdriver, unscrew:
    - The 2 black countersunk screws located at the back of the cover,
    - The black countersunk screws that hold down the lateral fastening brackets,
    - The 2 black countersunk screws located on either side of the product.
2. Remove the cover by sliding it backwards.
   This operation will tear the warranty sticker.
3. Locate the SSD:

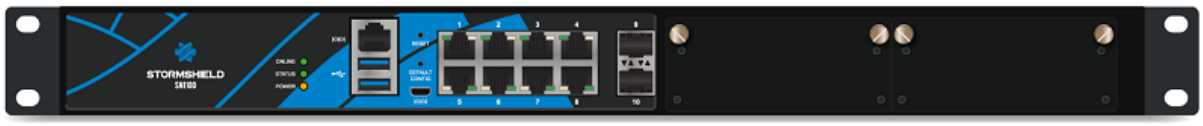


4. Unscrew the fastening screw with a Philips screwdriver.
5. Unplug and take out the SSD.

Assembly

1. Plug the SSD back into the dedicated slot.
2. Screw SSD fastening screw back in.
3. Put the cover and fastening brackets back in place.
4. Close it up using the screws.

SN1100



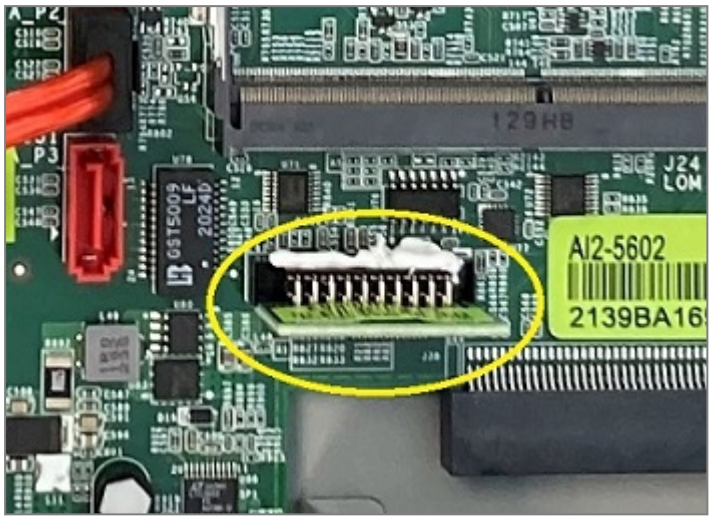
On this product, data is stored on an internal SSD.

Dismantling

1. Unscrew the 13 black countersunk screws of the upper cover with a Philips screwdriver.
2. Remove the cover by sliding it backwards.
   This operation will tear the warranty sticker.

3. Locate the SSD.
4. Remove the adhesive strip from the SSD.
5. Unplug the SATA connector.
6. Using the Phillips screwdriver, unscrew the 4 fastening screws from the SSD support.
7. Remove the SSD & support setup.
8. Unscrew the 4 lateral screws of the SSD with a Philips screwdriver.
9. Take out the SSD.

10. Extract the TPM (Trusted Platform Module) by pulling it gently and perpendicular to the motherboard:



Assembly

1. Put the support back on its 4 spacers.
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 + SSD setup to the chassis.
3. Ensure that the 4 lateral fastening screws of the SSD remain outside the chassis.
4. Put the cover back in place.
5. Close the cover using the 13 screws.

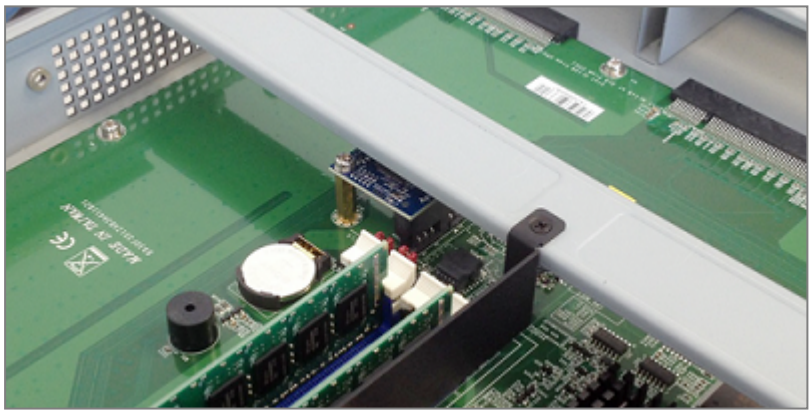
SN2000 and SN3000

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.

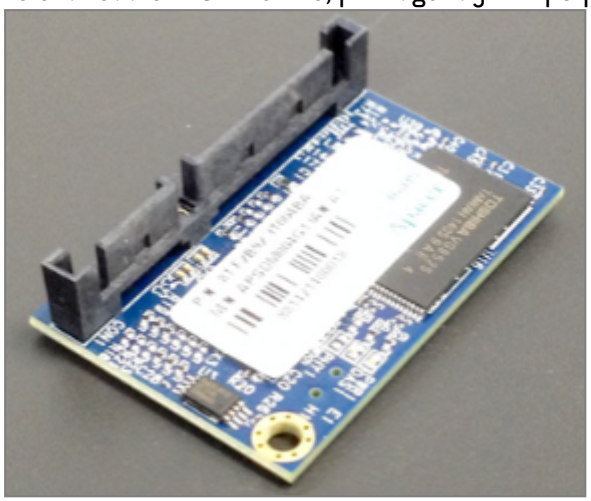
Dismantling

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.



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.

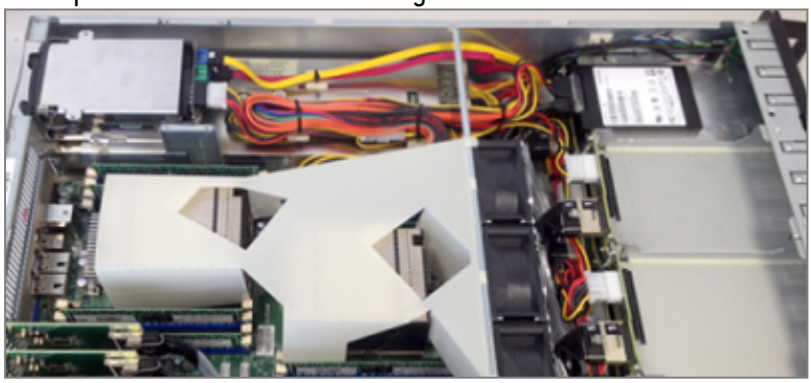
SN6000

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.

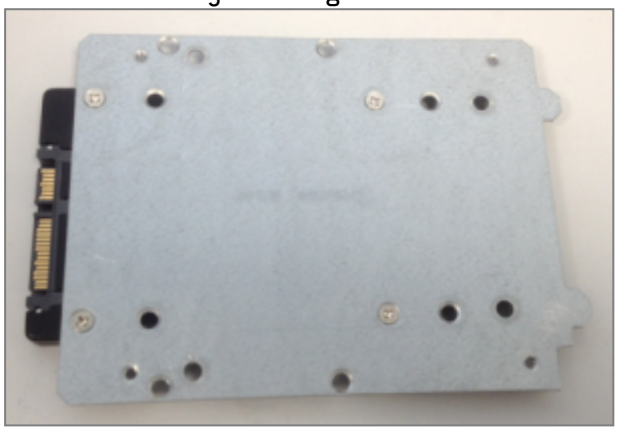
Dismantling

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.

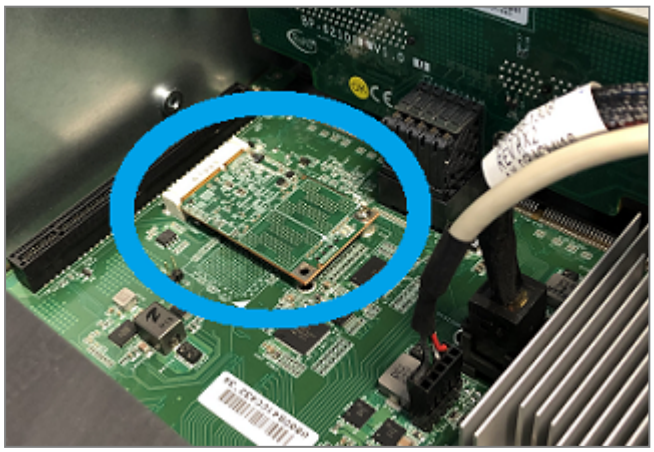
Each SSD can be easily extracted: to unlock its tray, press on the lever while pushing it laterally towards the right.

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

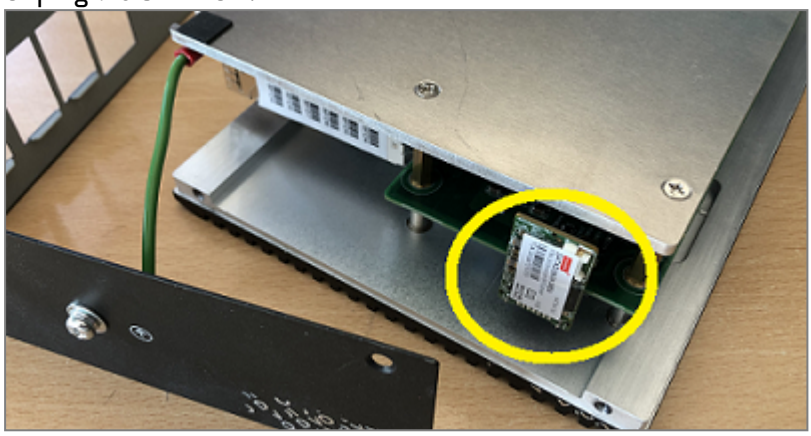
Dismantling

1. Remove the warranty sticker:

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

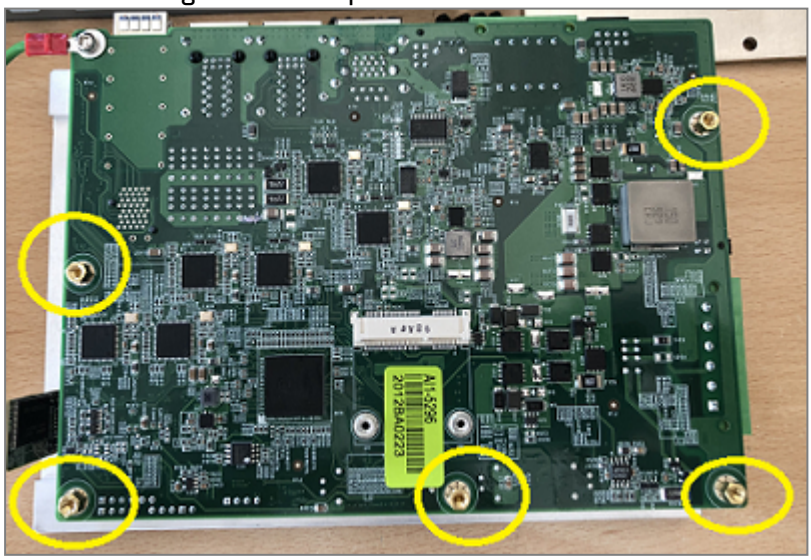
3. Remove the bracket.
4. Unscrew the 14 black screws found on the appliance.
5. Open the appliance.

6. Unplug the SATADOM:



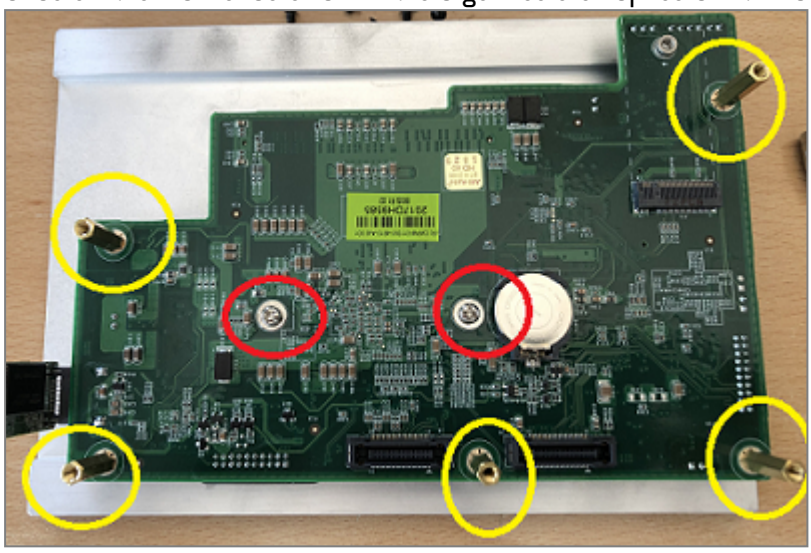
7. Unscrew the 5 silver fastening screws from the metal plate.
8. Take off the metal plate:

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

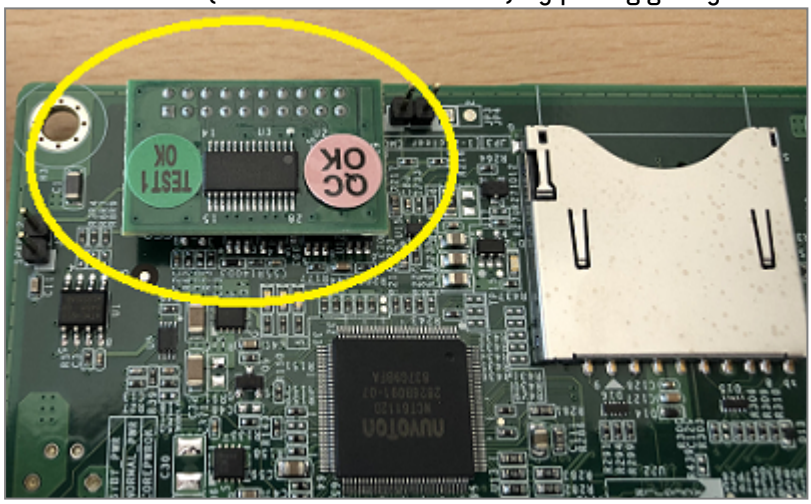


10. Remove the motherboard by pulling gently and vertically.

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.

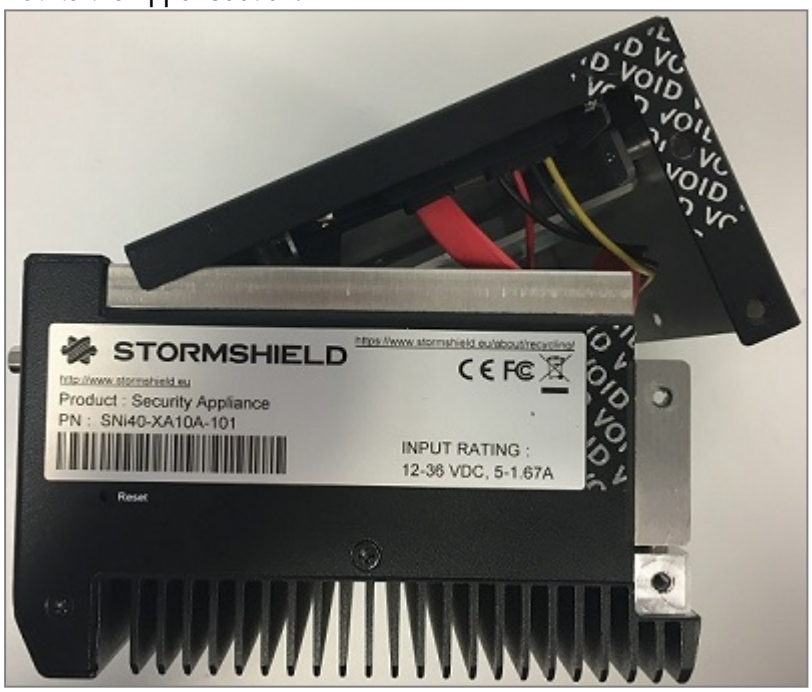
SNi40

Dismantling

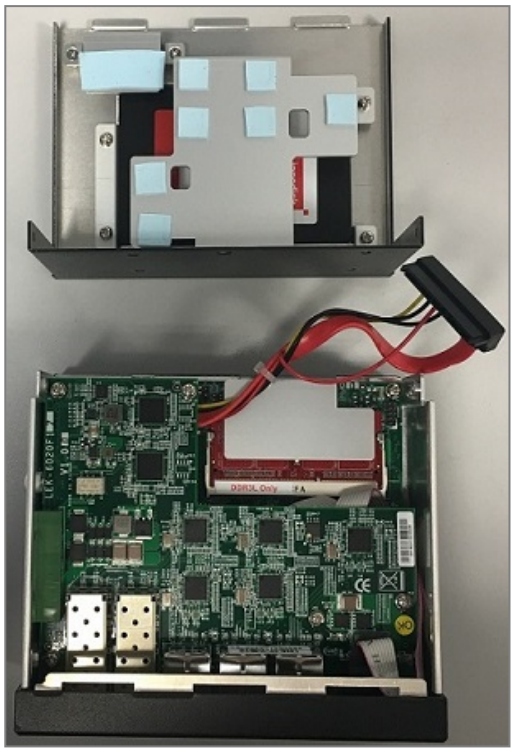
1. Remove the warranty sticker.
2. Unscrew the 4 silver screws that hold the DIN rail bracket in place.
3. Remove the bracket:

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

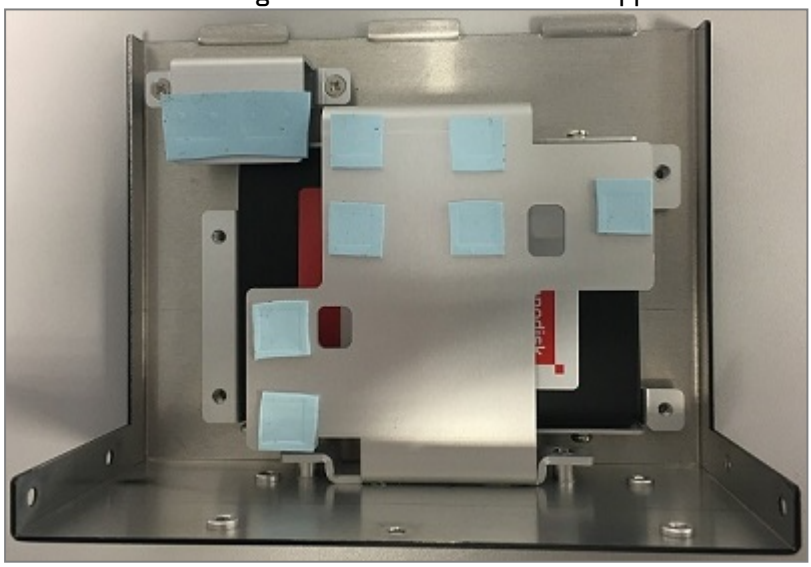
5. Rotate the upper section:



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.

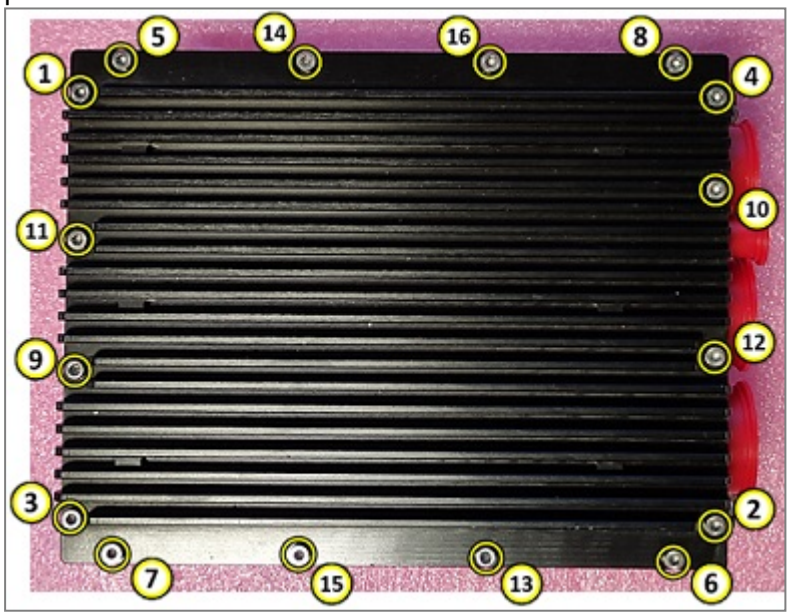
Assembling

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

SNxr1200

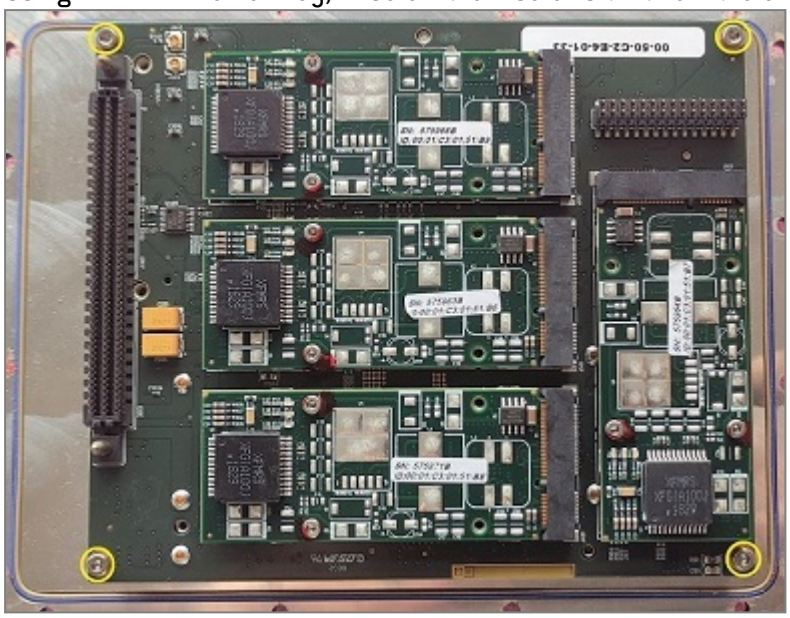
Dismantling

1. Remove the warranty sticker.
2. Using a 2.5mm-wide hex key, unscrew the 16 silver screws that hold the upper cover in place on the SNxr1200.

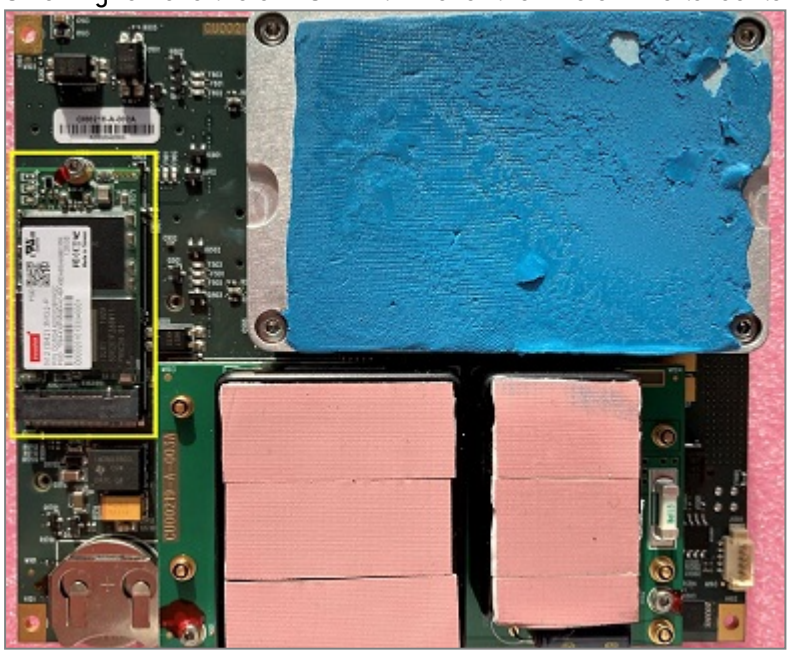


3. Carefully lift the upper cover of the SNxr1200.

4. Using a 2mm-wide hex key, unscrew the 4 screws that hold the cards in place.



5. Carefully remove the cards and turn over the whole drive to locate the M.2 SSD.



6. Using a 1.5mm-wide hex key, remove the screw that holds the M.2 SSD in place.
7. Remove the M.2 SSD.

Assembly

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).

documentation@stormshield.eu