

IBM System x3650 Type 7979



Problem Determination and Service Guide

IBM System x3650 Type 7979



Problem Determination and Service Guide

Note: Before using this information and the product it supports, read the general information in Appendix B, "Notices," on page 165.

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Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الأمنية

Antes de instalar este produto, leia as Informações de Segurança.

在安装本产品之前，请仔细阅读 **Safety Information** (安全信息)。

安裝本產品之前，請先閱讀「安全資訊」。

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

Ennen kuin asennat tämän tuotteen, lue turvaohjeet kohdasta Safety Information.

Avant d'installer ce produit, lisez les consignes de sécurité.

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

Πριν εγκαταστήσετε το προϊόν αυτό, διαβάστε τις πληροφορίες ασφάλειας (safety information).

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

Prima di installare questo prodotto, leggere le Informazioni sulla Sicurezza.

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

Пред да се инсталира овој продукт, прочитајте информацијата за безбедност.

Les sikkerhetsinformasjonen (Safety Information) før du installerer dette produktet.

Przed zainstalowaniem tego produktu, należy zapoznać się z książką "Informacje dotyczące bezpieczeństwa" (Safety Information).

Antes de instalar este produto, leia as Informações sobre Segurança.

Перед установкой продукта прочтите инструкции по технике безопасности.

Pred inštaláciou tohto zariadenia si pečítajte Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

Antes de instalar este producto, lea la información de seguridad.

Läs säkerhetsinformationen innan du installerar den här produkten.

Guidelines for trained service technicians

This section contains information for trained service technicians.

Inspecting for unsafe conditions

Use the information in this section to help you identify potential unsafe conditions in an IBM product that you are working on. Each IBM product, as it was designed and manufactured, has required safety items to protect users and service technicians from injury. The information in this section addresses only those items. Use good judgment to identify potential unsafe conditions that might be caused by non-IBM alterations or attachment of non-IBM features or options that are not addressed in this section. If you identify an unsafe condition, you must determine how serious the hazard is and whether you must correct the problem before you work on the product.

Consider the following conditions and the safety hazards that they present:

- Electrical hazards, especially primary power. Primary voltage on the frame can cause serious or fatal electrical shock.
- Explosive hazards, such as a damaged CRT face or a bulging capacitor.
- Mechanical hazards, such as loose or missing hardware.

To inspect the product for potential unsafe conditions, complete the following steps:

1. Make sure that the power is off and the power cord is disconnected.
2. Make sure that the exterior cover is not damaged, loose, or broken, and observe any sharp edges.
3. Check the power cord:
 - Make sure that the third-wire ground connector is in good condition. Use a meter to measure third-wire ground continuity for 0.1 ohm or less between the external ground pin and the frame ground.
 - Make sure that the power cord is the correct type, as specified in "Power cords" on page 83.
 - Make sure that the insulation is not frayed or worn.
4. Remove the cover.
5. Check for any obvious non-IBM alterations. Use good judgment as to the safety of any non-IBM alterations.
6. Check inside the server for any obvious unsafe conditions, such as metal filings, contamination, water or other liquid, or signs of fire or smoke damage.
7. Check for worn, frayed, or pinched cables.
8. Make sure that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

Guidelines for servicing electrical equipment

Observe the following guidelines when servicing electrical equipment:

- Check the area for electrical hazards such as moist floors, nongrounded power extension cords, power surges, and missing safety grounds.
- Use only approved tools and test equipment. Some hand tools have handles that are covered with a soft material that does not provide insulation from live electrical currents.
- Regularly inspect and maintain your electrical hand tools for safe operational condition. Do not use worn or broken tools or testers.

- Do not touch the reflective surface of a dental mirror to a live electrical circuit. The surface is conductive and can cause personal injury or equipment damage if it touches a live electrical circuit.
- Some rubber floor mats contain small conductive fibers to decrease electrostatic discharge. Do not use this type of mat to protect yourself from electrical shock.
- Do not work alone under hazardous conditions or near equipment that has hazardous voltages.
- Locate the emergency power-off (EPO) switch, disconnecting switch, or electrical outlet so that you can turn off the power quickly in the event of an electrical accident.
- Disconnect all power before you perform a mechanical inspection, work near power supplies, or remove or install main units.
- Before you work on the equipment, disconnect the power cord. If you cannot disconnect the power cord, have the customer power-off the wall box that supplies power to the equipment and lock the wall box in the off position.
- Never assume that power has been disconnected from a circuit. Check it to make sure that it has been disconnected.
- If you have to work on equipment that has exposed electrical circuits, observe the following precautions:
 - Make sure that another person who is familiar with the power-off controls is near you and is available to turn off the power if necessary.
 - When you are working with powered-on electrical equipment, use only one hand. Keep the other hand in your pocket or behind your back to avoid creating a complete circuit that could cause an electrical shock.
 - When using a tester, set the controls correctly and use the approved probe leads and accessories for that tester.
 - Stand on a suitable rubber mat to insulate you from grounds such as metal floor strips and equipment frames.
- Use extreme care when measuring high voltages.
- To ensure proper grounding of components such as power supplies, pumps, blowers, fans, and motor generators, do not service these components outside of their normal operating locations.
- If an electrical accident occurs, use caution, turn off the power, and send another person to get medical aid.

Safety statements

Important:

Each caution and danger statement in this documentation begins with a number. This number is used to cross reference an English-language caution or danger statement with translated versions of the caution or danger statement in the *Safety Information* document.

For example, if a caution statement begins with a number 1, translations for that caution statement appear in the *Safety Information* document under statement 1.

Be sure to read all caution and danger statements in this documentation before performing the instructions. Read any additional safety information that comes with your server or optional device before you install the device.

Statement 1:



DANGER

Electrical current from power, telephone, and communication cables is hazardous.

To avoid a shock hazard:

- **Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.**
- **Connect all power cords to a properly wired and grounded electrical outlet.**
- **Connect to properly wired outlets any equipment that will be attached to this product.**
- **When possible, use one hand only to connect or disconnect signal cables.**
- **Never turn on any equipment when there is evidence of fire, water, or structural damage.**
- **Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.**
- **Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.**

To Connect:

1. Turn everything OFF.
2. First, attach all cables to devices.
3. Attach signal cables to connectors.
4. Attach power cords to outlet.
5. Turn device ON.

To Disconnect:

1. Turn everything OFF.
2. First, remove power cords from outlet.
3. Remove signal cables from connectors.
4. Remove all cables from devices.

Statement 2:



CAUTION:

When replacing the lithium battery, use only IBM Part Number 33F8354 or an equivalent type battery recommended by the manufacturer. If your system has a module containing a lithium battery, replace it only with the same module type made by the same manufacturer. The battery contains lithium and can explode if not properly used, handled, or disposed of.

Do not:

- **Throw or immerse into water**
- **Heat to more than 100°C (212°F)**
- **Repair or disassemble**

Dispose of the battery as required by local ordinances or regulations.

Statement 3:



CAUTION:

When laser products (such as CD-ROMs, DVD drives, fiber optic devices, or transmitters) are installed, note the following:

- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.



DANGER

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following.

Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.



Class 1 Laser Product
Laser Klasse 1
Laser Klass 1
Luokan 1 Laserlaite
Appareil À Laser de Classe 1

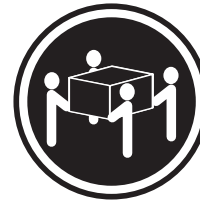
Statement 4:



≥ 18 kg (39.7 lb)



≥ 32 kg (70.5 lb)



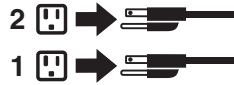
≥ 55 kg (121.2 lb)

CAUTION:
Use safe practices when lifting.

Statement 5:



CAUTION:
The power control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



Statement 8:



CAUTION:

Never remove the cover on a power supply or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

Statement 26:



CAUTION:

Do not place any object on top of rack-mounted devices.



Attention: This server is suitable for use on an IT power distribution system, whose maximum phase to phase voltage is 240 V under any distribution fault condition.

WARNING: Handling the cord on this product or cords associated with accessories sold with this product, will expose you to lead, a chemical known to the State of California to cause cancer, and birth defects or other reproductive harm. **Wash hands after handling.**

ADVERTENCIA: El contacto con el cable de este producto o con cables de accesorios que se venden junto con este producto, pueden exponerle al plomo, un elemento químico que en el estado de California de los Estados Unidos está considerado como un causante de cancer y de defectos congénitos, además de otros riesgos reproductivos. **Lávese las manos después de usar el producto.**

Chapter 1. Introduction

This *Problem Determination and Service Guide* contains information to help you solve problems that might occur in your IBM® System x3650 Type 7979 server. It describes the diagnostic tools that come with the server, error codes and suggested actions, and instructions for replacing failing components.

Attention: The most recent version of this document is available at <http://www.ibm.com/servers/eserver/support/xseries/index.html>.

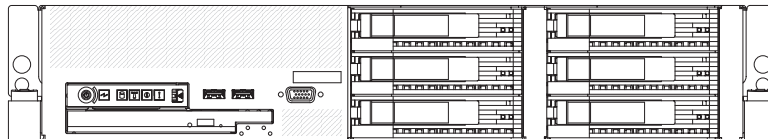
Replaceable components are of three types:

- **Tier 1 customer replaceable unit (CRU):** Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit:** You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your server.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

For information about the terms of the warranty and getting service and assistance, see the *Warranty and Support Information* document.

The server has two model styles, which are based on the size and number of hard disk drive bays:

- The *3.5-inch* models have six 3.5-inch hot-swap hard disk drive bays. Install only 3.5-inch drives in these models. If you intend to install a tape drive option, the tape drive will occupy two of the six 3.5-inch drive bays.



- The *2.5-inch* models have eight 2.5-inch hot-swap hard disk drive bays and one 3.5-inch tape drive bay. Install only 2.5-inch hard disk drives and an optional 3.5-inch tape drive in these models.



Throughout this documentation, the terms *2.5-inch models* and *3.5-inch models* are used to distinguish between the server styles.

Related documentation

In addition to this document, the following documentation also comes with the server:

- *Installation Guide*

This printed document contains instructions for setting up the server and basic instructions for installing some options.

- *User's Guide*

This document is in Portable Document Format (PDF) on the IBM *System x Documentation* CD. It provides general information about the server, including information about features, and how to configure the server. It also contains detailed instructions for installing, removing, and connecting optional devices that the server supports.

- *Rack Installation Instructions*

This printed document contains instructions for installing the server in a rack.

- *Safety Information*

This document is in PDF on the IBM *System x Documentation* CD. It contains translated caution and danger statements. Each caution and danger statement that appears in the documentation has a number that you can use to locate the corresponding statement in your language in the *Safety Information* document.

- *Warranty and Support Information*

This document is in PDF on the *System x Documentation* CD. It contains information about the terms of the warranty and getting service and assistance.

Depending on the server model, additional documentation might be included on the IBM *System x Documentation* CD.

The System x and xSeries Tools Center is an online information center that contains information about tools for updating, managing, and deploying firmware, device drivers, and operating systems. The System x and xSeries Tools Center is at <http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp>.

The server might have features that are not described in the documentation that you received with the server. The documentation might be updated occasionally to include information about those features, or technical updates might be available to provide additional information that is not included in the server documentation. These updates are available from the IBM Web site. To check for updated documentation and technical updates, complete the following steps.

Note: Changes are made periodically to the IBM Web site. The actual procedure might vary slightly from what is described in this document.

1. Go to <http://www.ibm.com/servers/eserver/support/xseries/index.html>.
2. From the **Hardware** list, select **System x3650** and click **Go**.
3. Click the **Install and use** tab.
4. Click **Product documentation**.

Notices and statements in this document

The caution and danger statements that appear in this document are also in the multilingual *Safety Information* document, which is on the IBM *System x Documentation* CD. Each statement is numbered for reference to the corresponding statement in the *Safety Information* document.

The following notices and statements are used in this document:

- **Note:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.

- **Attention:** These notices indicate potential damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage could occur.
- **Caution:** These statements indicate situations that can be potentially hazardous to you. A caution statement is placed just before the description of a potentially hazardous procedure step or situation.
- **Danger:** These statements indicate situations that can be potentially lethal or extremely hazardous to you. A danger statement is placed just before the description of a potentially lethal or extremely hazardous procedure step or situation.

Features and specifications

The following information is a summary of the features and specifications of the server. Depending on the server model, some features might not be available, or some specifications might not apply.

Racks are marked in vertical increments of 4.45 cm (1.75 inches). Each increment is referred to as a unit, or “U.” A 1-U-high device is 1.75 inches tall.

Notes:

1. Power consumption and heat output vary depending on the number and type of optional features installed and the power-management optional features in use.
2. The sound levels were measured in controlled acoustical environments according to the procedures specified by the American National Standards Institute (ANSI) S12.10 and ISO 7779 and are reported in accordance with ISO 9296. Actual sound-pressure levels in a given location might exceed the average values stated because of room reflections and other nearby noise sources. The declared sound-power levels indicate an upper limit, below which a large number of computers will operate.

Table 1. Features and specifications

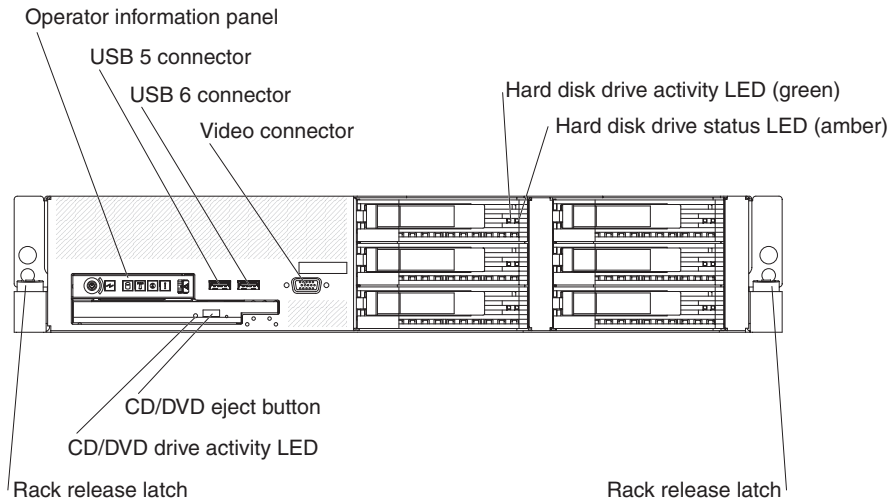
<p>Microprocessor:</p> <ul style="list-style-type: none"> • Intel® Xeon™ FC-LGA 771 dual-core with 4096 KB (minimum) Level-2 cache • Support for up to two microprocessors • Support for Intel Extended Memory 64 Technology (EM64T) <p>Note:</p> <ul style="list-style-type: none"> • Use the Configuration/Setup Utility program to determine the type and speed of the microprocessors. • For a list of supported microprocessors, see http://www.ibm.com/servers/eserver/serverproven/compat/us/ <p>Memory:</p> <ul style="list-style-type: none"> • Twelve DIMM connectors • Minimum: 1 GB • Maximum: 48 GB • Type: Fully Buffered DIMM (FBD) PC2-5300 DIMMs only • Sizes: 512 MB, 1 GB, 2 GB, or 4 GB (when available), in pairs • Chipkill™ supported <p>Drives:</p> <p>CD/DVD: IDE 24x CD-RW/ 8x DVD combination</p> <p>Expansion bays:</p> <ul style="list-style-type: none"> • Hot-swap hard disk drive bays: SAS only. Number and size depend on the server model. One of the following configurations: <ul style="list-style-type: none"> – Six 3.5-inch drive bays (optional tape drive requires two of these bays) – Eight 2.5-inch drive bays and one tape drive bay • One 5.25-inch Ultrabay Enhanced bay (CD-RW/DVD drive installed) <p>Expansion slots:</p> <ul style="list-style-type: none"> • Two PCI Express x8 slots (x4 lanes) on system board (low profile) • Support for either of the following optional riser cards: <ul style="list-style-type: none"> – Riser card with two PCI Express x8 slots (x8 lanes) (standard) – Riser card with two 133 MHz/64-bit PCI-X slots <p>Hot-swap fans:</p> <ul style="list-style-type: none"> • Standard: Five • Maximum: Ten - provide redundant cooling 	<p>Hot-swap power supplies:</p> <p>835 watts (100-240 V ac)</p> <ul style="list-style-type: none"> • Minimum: One • Maximum: Two - provide redundant power <p>Size (2 U):</p> <ul style="list-style-type: none"> • Height: 85.4 mm (3.36 in.) • Depth: 705 mm (27.8 in.) • Width: 443.6 mm (17.5 in.) • Weight: approximately 21.09 kg (46.5 lb) to 29.03 kg (64 lb) depending upon configuration <p>Integrated functions:</p> <ul style="list-style-type: none"> • Baseboard management controller • Two Broadcom 10/100/1000 Ethernet controllers with Wake on LAN® support and TCP/IP Offload Engine (TOE) support • One RAID controller, active only when a ServeRAID 8k or 8k-I SAS controller is installed • One serial port • One serial-attached SCSI (SAS) controller • Seven Universal Serial Bus (USB) ports (two on front and four on rear of server, plus one internal), v2.0 supporting v1.1 • Two video ports (one on front and one on rear of server) • One internal serial ATA (SATA) connector for tape • Support for Remote Supervisor Adapter II SlimLine <p>Note: In messages and documentation, the term <i>service processor</i> refers to the baseboard management controller or the optional Remote Supervisor Adapter II SlimLine.</p> <p>Video controller:</p> <ul style="list-style-type: none"> • ATI RN50 video on system board • Compatible with SVGA and VGA • 16 MB DDR video memory <p>ServeRAID SAS controller:</p> <ul style="list-style-type: none"> • ServeRAID™-8k-I SAS Controller that supports RAID levels 0, 1, 10 (standard) • Upgradeable to ServeRAID-8k SAS Controller, 256 MB with battery backup, that supports RAID levels 0, 1, 1E, 5, 6, and 10 	<p>Environment:</p> <ul style="list-style-type: none"> • Air temperature: <ul style="list-style-type: none"> – Server on: 10° to 35°C (50.0° to 95.0°F); altitude: 0 to 914.4 m (3000 ft). Decrease system temperature by 0.75°C for every 1000-foot increase in altitude. – Server off: 10° to 43°C (50.0° to 109.4°F); maximum altitude: 2133 m (7000 ft) – Shipment: -40° to +60°C (-40° to 140°F); maximum altitude: 2133 m (7000 ft) • Humidity: <ul style="list-style-type: none"> – Server on/off: 8% to 80% – Shipment: 5% to 100% <p>Acoustical noise emissions:</p> <ul style="list-style-type: none"> • Declared sound power, idle: 6.8 bel • Declared sound power, operating: 6.8 bel <p>Heat output:</p> <p>Approximate heat output in British thermal units (Btu) per hour:</p> <ul style="list-style-type: none"> • Minimum configuration: 1230 Btu per hour (360 watts) • Maximum configuration: 3390 Btu per hour (835 watts) <p>Electrical input:</p> <ul style="list-style-type: none"> • Sine-wave input (50-60 Hz) required • Input voltage range automatically selected • Input voltage low range: <ul style="list-style-type: none"> – Minimum: 100 V ac – Maximum: 127 V ac • Input voltage high range: <ul style="list-style-type: none"> – Minimum: 200 V ac – Maximum: 240 V ac • Input kilovolt-amperes (kVA) approximately: <ul style="list-style-type: none"> – Minimum: 0.29 kVA – Maximum: 1.00 kVA
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Server controls, LEDs, and connectors

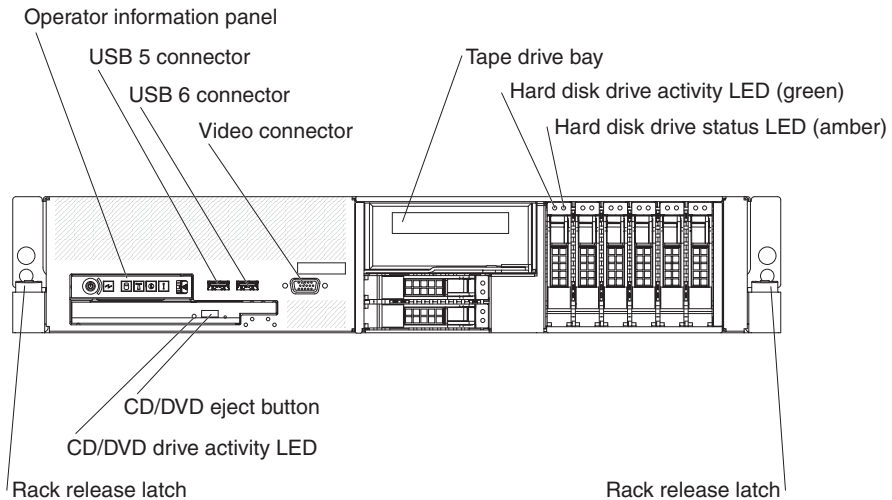
This section describes the controls, light-emitting diodes (LEDs), and connectors.

Front view

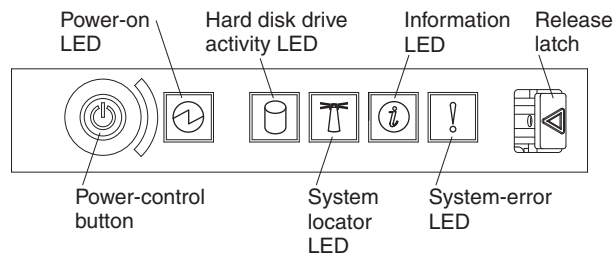
The following illustration shows the controls, light-emitting diodes (LEDs), and connectors on the front of the 3.5-inch model server.



The following illustration shows the controls, light-emitting diodes (LEDs), and connectors on the front of the 2.5-inch model server.



Operator information panel: This panel contains controls, LEDs, and connectors. The following illustration shows the controls, LEDs, and connectors on the operator information panel.



The following controls, LEDs, and connectors are on the operator information panel:

- **Power-control button:** Press this button to turn the server on and off manually. A power-control-button shield comes installed on the server to prevent the server from being turned off accidentally.
- **Power-on LED:** When this LED is lit and not flashing, it indicates that the server is turned on. When this LED is flashing, it indicates that the server is turned off and still connected to an ac power source. When this LED is off, it indicates that ac power is not present, or the power supply or the LED itself has failed.

Note: If this LED is off, it does not mean that there is no electrical power in the server. The LED might be burned out. To remove all electrical power from the server, you must disconnect the power cord from the electrical outlet.

- **Hard disk drive activity LED:** When this LED is flashing, it indicates that a hard disk drive is in use.
- **System-locator LED:** Use this LED to visually locate the server among other servers. You can use IBM Director to light this LED remotely.
- **Information LED:** When this LED is lit, it indicates that a noncritical event has occurred. An LED on the light path diagnostics panel is also lit to help isolate the error.
- **System-error LED:** When this LED is lit, it indicates that a system error has occurred. An LED on the light path diagnostics panel is also lit to help isolate the error.
- **Release latch:** Slide this latch to the left to access the light path diagnostics panel, which is behind the operator information panel.

USB connectors: Connect a USB device, such as USB mouse, keyboard, or other USB device, to either of these connectors.

Video connector: Connect a monitor to this connector. The video connectors on the front and rear of the server can be used simultaneously.

Hard disk drive activity LED: Each hot-swap hard disk drive has an activity LED. When this LED is flashing, it indicates that the drive is in use.

Hard disk drive status LED: Each hot-swap hard disk drive has a status LED. When this LED is lit, it indicates that the drive has failed. When this LED is flashing slowly (one flash per second), it indicates that the drive is being rebuilt as part of a RAID configuration. When the LED is flashing rapidly (three flashes per second), it indicates that the controller is identifying the drive.

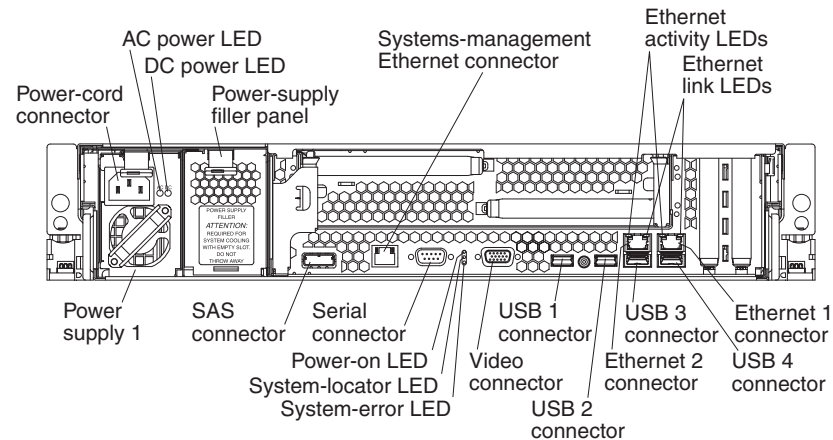
CD/DVD-eject button: Press this button to release a CD or DVD from the CD-RW/DVD drive.

CD/DVD drive activity LED: When this LED is lit, it indicates that the CD-RW/DVD drive is in use.

Rack release latches: Press these latches to release the server from the rack.

Rear view

The following illustration shows the connectors and LEDs on the rear of the server.



Power-cord connector: Connect the power cord to this connector.

AC power LED: Each hot-swap power supply has an ac power LED and a dc power LED. When the ac power LED is lit, it indicates that sufficient power is coming into the power supply through the power cord. During typical operation, both the ac and dc power LEDs are lit. For any other combination of LEDs, see “Power-supply LEDs” on page 53.

DC power LED: Each hot-swap power supply has a dc power LED and an ac power LED. When the dc power LED is lit, it indicates that the power supply is supplying adequate DC power to the system. During typical operation, both the ac and dc power LEDs are lit. For any other combination of LEDs, see “Power-supply LEDs” on page 53.

Systems-management Ethernet connector: Use this connector to connect the server to a network for systems-management information control. This connector is active only if you have installed a Remote Supervisor Adapter II SlimLine, and it is used only by the Remote Supervisor Adapter II SlimLine.

Ethernet activity LEDs: When these LEDs are lit, they indicate that the server is transmitting to or receiving signals from the Ethernet LAN that is connected to the Ethernet port.

Ethernet link LEDs: When these LEDs are lit, they indicate that there is an active link connection on the 10BASE-T, 100BASE-TX, or 1000BASE-TX interface for the Ethernet port.

Ethernet connectors: Use either of these connectors to connect the server to a network.

USB connectors: Connect a USB device, such as USB mouse, keyboard, or other USB device, to any of these connectors.

Video connector: Connect a monitor to this connector. The video connectors on the front and rear of the server can be used simultaneously.

System-error LED: When this LED is lit, it indicates that a system error has occurred. An LED on the light path diagnostics panel is also lit to help isolate the error.

System-locator LED: Use this LED to visually locate the server among other servers. You can use IBM Director to light this LED remotely.

Power-on LED: When this LED is lit and not flashing, it indicates that the server is turned on. When this LED is flashing, it indicates that the server is turned off and still connected to an ac power source. When this LED is off, it indicates that ac power is not present, or the power supply or the LED itself has failed.

Serial connector: Connect a 9-pin serial device to this connector. The serial port is shared with the baseboard management controller (BMC). The BMC can take control of the shared serial port to perform text console redirection and to redirect serial traffic, using Serial over LAN (SOL).

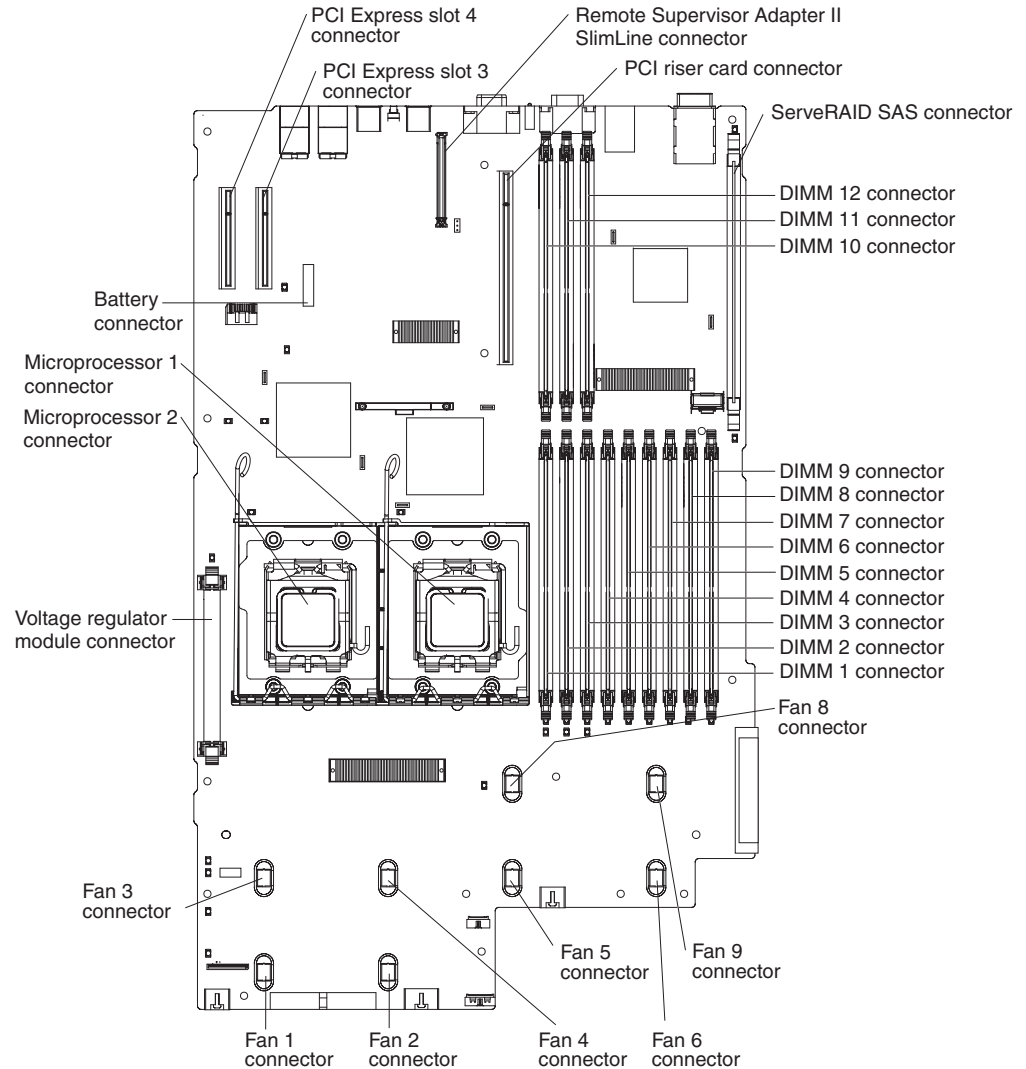
SAS connector: Connect a serial-attached SCSI (SAS) device to this connector.

Internal connectors, LEDs, and jumpers

The illustrations in this section show the LEDs, connectors, and jumpers on the internal boards. The illustrations might differ slightly from your hardware.

System-board option connectors

The following illustration shows the connectors on the system board for user-installable options.

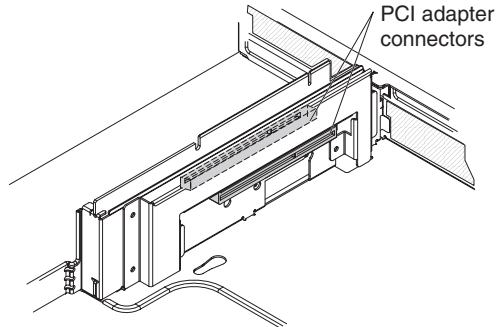


Note: The connectors for fans 7 and 10 are on the power backplane. See “Power-backplane-board connectors” on page 10.

PCI riser-card option connectors

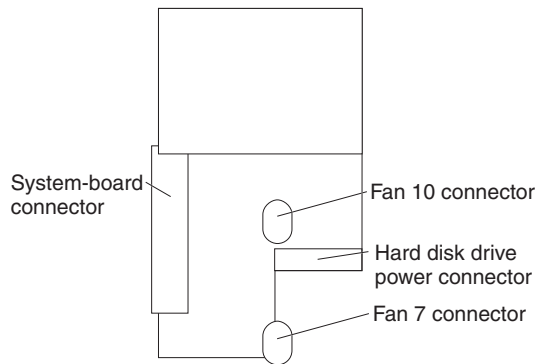
The following illustration shows the connectors on the PCI riser card for user-installable PCI adapters.

Note: For clarity, in the following illustration the PCI riser-card assembly is inverted.



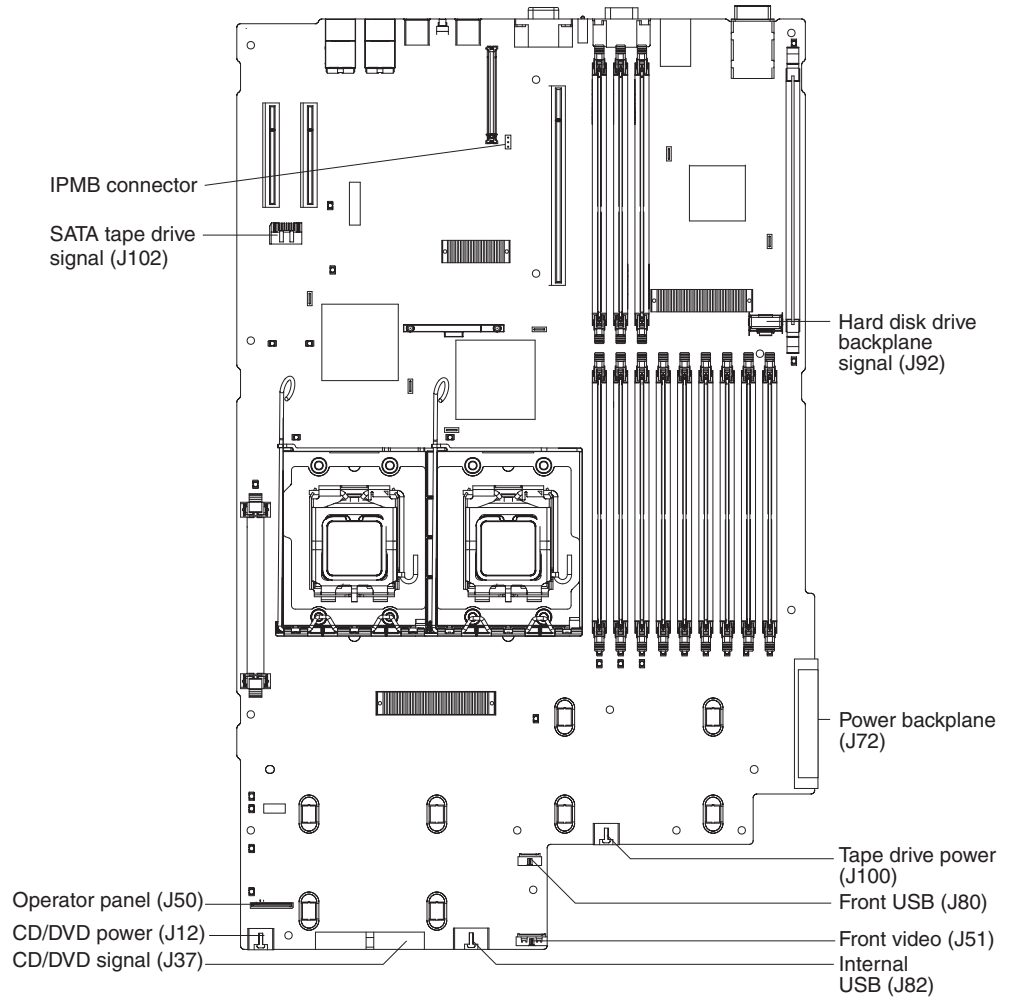
Power-backplane-board connectors

The following illustration shows the internal connectors on the power-backplane board.



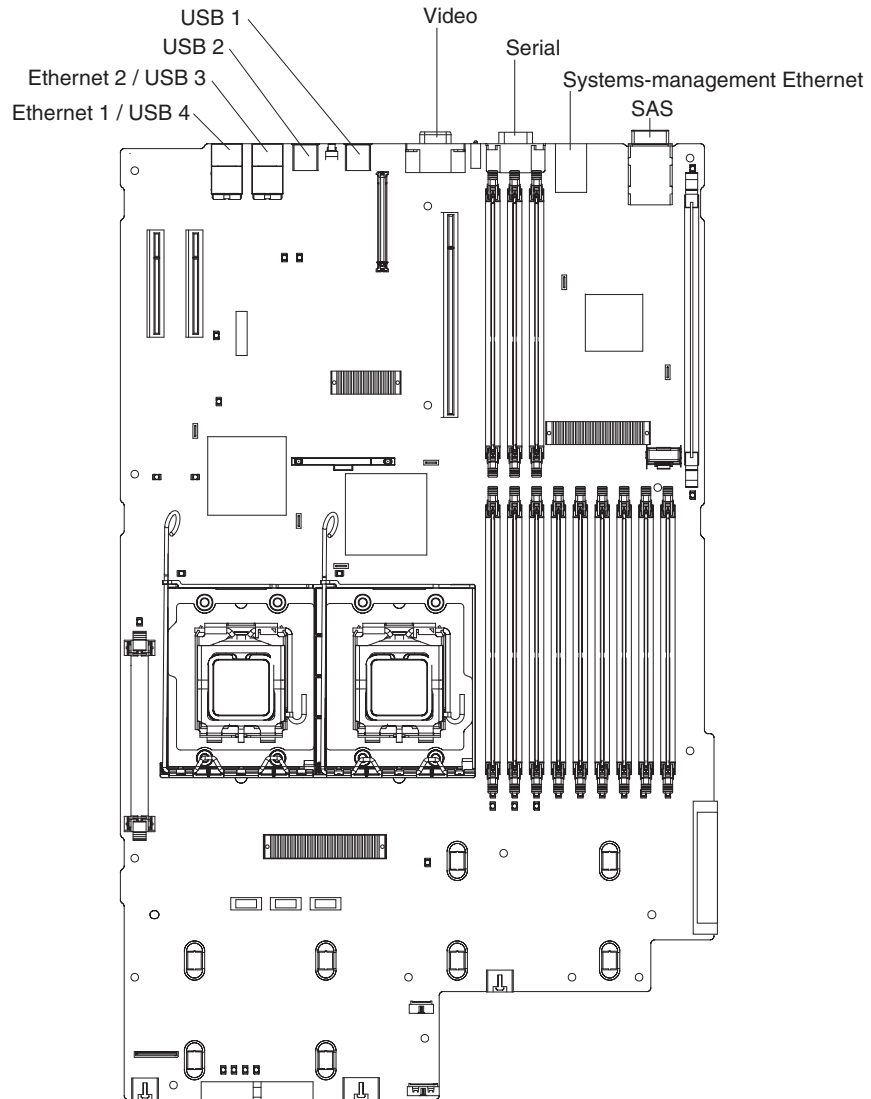
System-board internal cable connectors

The following illustration shows the internal connectors on the system board.



System-board external connectors

The following illustration shows the external input/output connectors on the system board.



System-board switches and jumpers

The following illustration shows the switches and jumpers on the system board.

Any switches or jumpers on the system board that are not shown in the illustration are reserved. See “Recovering the BIOS code” on page 65 for information about the boot block recovery jumper.

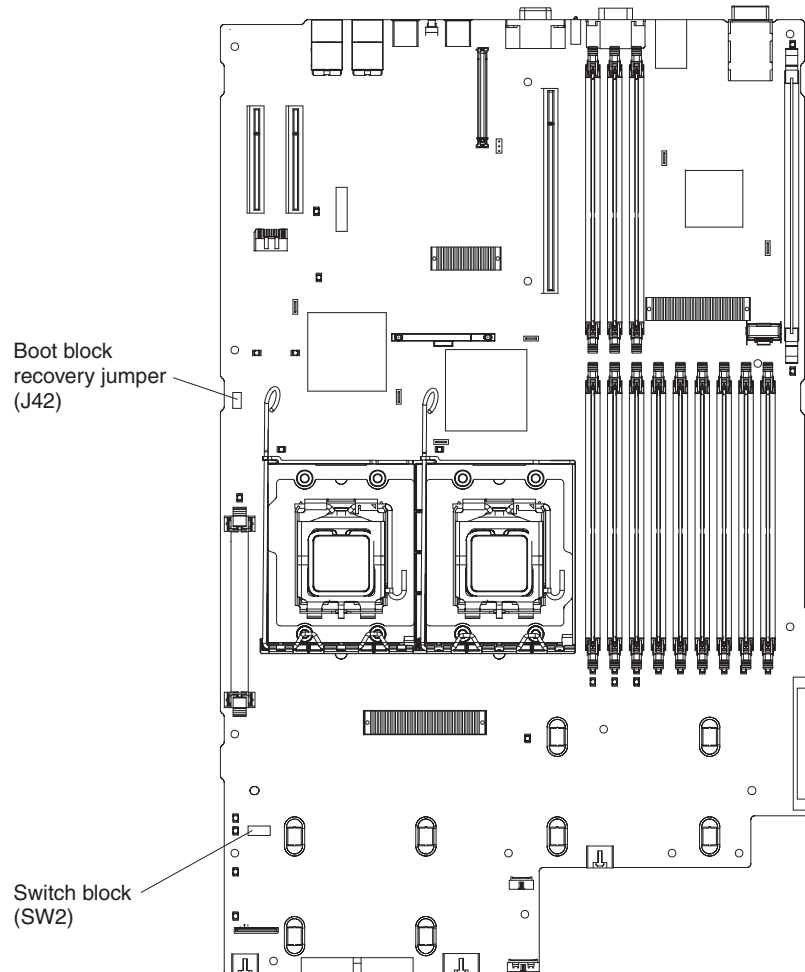


Table 2 on page 14 describes the function of each switch on switch block 2.

Table 2. Switches 1 - 8

Switch number	Default value	Switch description
8	Off	Reserved.
7	Off	Remote Supervisor Adapter II SlimLine BIST. When this switch is toggled to On, it causes the Remote Supervisor Adapter II SlimLine to execute the Built In Self Test (BIST).
6	Off	Power-on override. When this switch is toggled to On, it forces the power on, overriding the power-on button.
5	Off	<p>Power-on password override. Changing the position of this switch bypasses the power-on password check the next time the server is turned on and starts the Configuration/Setup Utility program so that you can change or delete the power-on password. You do not have to move the switch back to the default position after the password is overridden.</p> <p>Changing the position of this switch does not affect the administrator password check if an administrator password is set.</p> <p>See the <i>User's Guide</i> on the IBM System x Documentation CD for additional information about the power-on password.</p>
4	Off	Force BMC update. When this switch is toggled to On, it causes an update of BMC firmware from the diskette drive.
3	Off	Force BMC reset. When this switch is toggled to On, it forces the BMC to reset.
2	Off	Reserved.
1	Off	Clear CMOS. When this switch is toggled to On, it clears the CMOS data, which clears the power-on password.

Notes:

1. Before you change any switch settings or move any jumpers, turn off the server; then, disconnect all power cords and external cables. (Review the information in "Safety" on page vii, "Installation guidelines" on page 87, and "Handling static-sensitive devices" on page 89.)
2. Any system-board switch or jumper blocks that are not shown in the illustrations in this document are reserved.

System-board LEDs

The following illustration shows the light-emitting diodes (LEDs) on the system board.

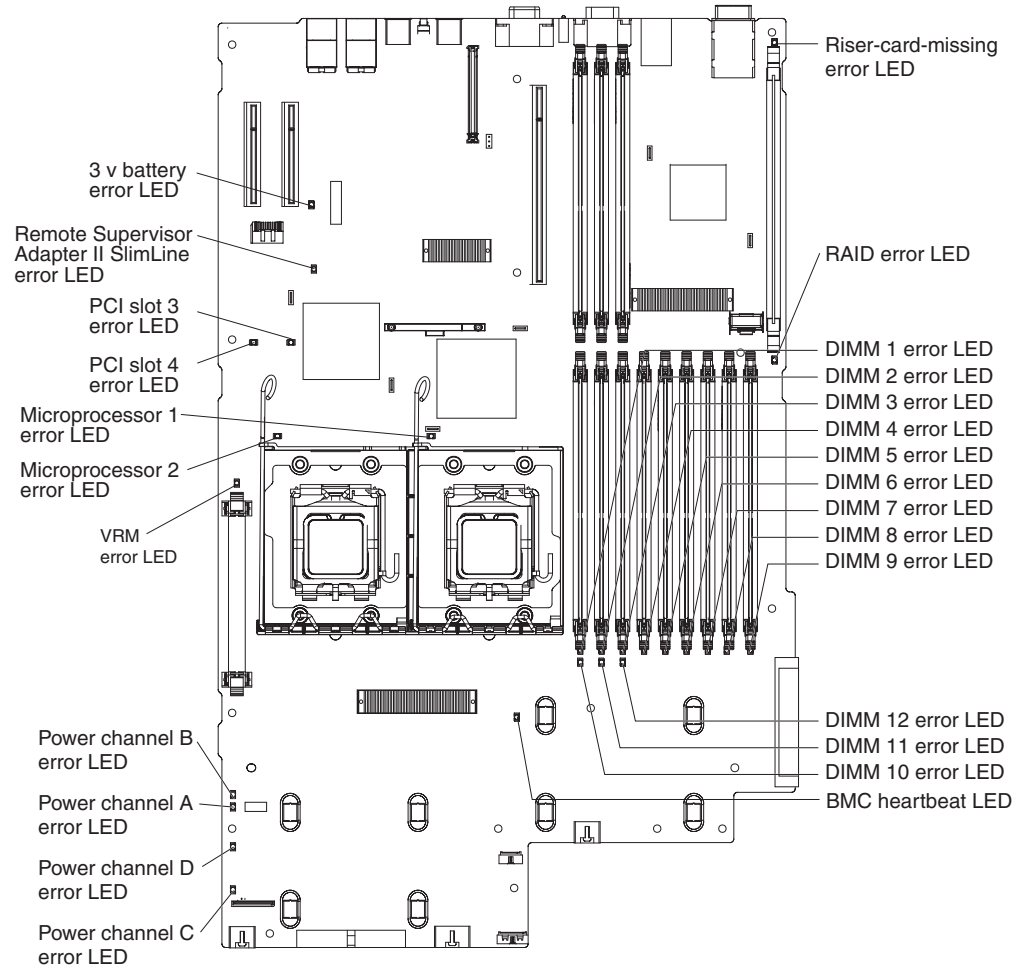
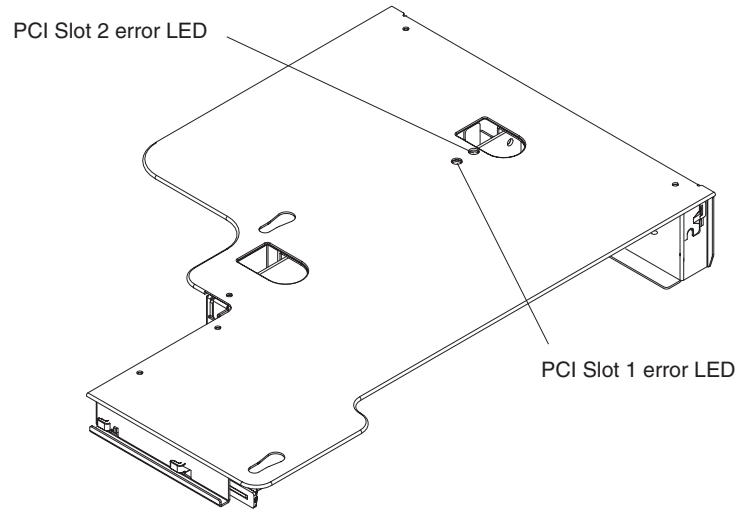


Table 3. System-board LEDs

LED	Description
Error LEDs	The associated component has failed.
BMC heartbeat LED	This LED flashes to indicate that the BMC (baseboard management controller) is functioning normally.
12-volt power (A, B, C, D) LEDs	If any of these LEDs is lit, there is a failure in the associated system board power channel (see “Power problems” on page 45).

Riser-card assembly LEDs

The following illustration shows the light-emitting diodes (LEDs) on the riser-card assembly.



Chapter 2. Diagnostics

This chapter describes the diagnostic tools that are available to help you solve problems that might occur in the server.

If you cannot locate and correct the problem using the information in this chapter, see Appendix A, “Getting help and technical assistance,” on page 163 for more information.

Diagnostic tools

The following tools are available to help you diagnose and solve hardware-related problems:

- **POST beep codes, error messages, and error logs**

The power-on self-test (POST) generates beep codes and messages to indicate successful test completion or the detection of a problem. See “POST” for more information.

- **Troubleshooting tables**

These tables list problem symptoms and actions to correct the problems. See “Troubleshooting tables” on page 36.

- **Light path diagnostics**

Use the light path diagnostics to diagnose system errors quickly. See “Light path diagnostics” on page 49 for more information.

- **Diagnostic programs, messages, and error codes**

The diagnostic programs are the primary method of testing the major components of the server. The diagnostic programs are in read-only memory on the server. See “Diagnostic programs, messages, and error codes” on page 54 for more information.

POST

When you turn on the server, it performs a series of tests to check the operation of the server components and some optional devices in the server. This series of tests is called the power-on self-test, or POST.

If a power-on password is set, you must type the password and press Enter, when prompted, for POST to run.

If POST is completed without detecting any problems, a single beep sounds, and the server startup is completed.

If POST detects a problem, more than one beep might sound, or an error message is displayed. See “POST beep codes” and “POST error codes” on page 28 for more information.

POST beep codes

A beep code is a combination of short or long beeps or series of short beeps that are separated by pauses. For example, a “1-2-3” beep code is one short beep, a pause, two short beeps, a pause, and three short beeps. A beep code other than one beep indicates that POST has detected a problem. To determine the meaning of a beep code, see “Beep code descriptions” on page 18. If no beep code sounds, see “No-beep symptoms” on page 24.

Beep code descriptions

The following table describes the beep codes and suggested actions to correct the detected problems.

A single problem might cause more than one error message. When this occurs, correct the cause of the first error message. The other error messages usually will not occur the next time POST runs.

Exception: If there are multiple error codes or light path diagnostics LEDs that indicate a microprocessor error, the error might be in the microprocessor or in the microprocessor socket. See “Microprocessor problems” on page 41 for information about diagnosing microprocessor problems.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
1-1-2	Microprocessor register test failed.	<ol style="list-style-type: none"> 1. Reseat the following components, one at a time, in the order shown, restarting the server each time: <ul style="list-style-type: none"> • (Trained service technician only) Microprocessor 2 (if installed) • (Trained service technician only) Microprocessor 1 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ul style="list-style-type: none"> • (Trained service technician only) Microprocessor 2 (if installed) • (Trained service technician only) Microprocessor 1 • (Trained service technician only) System board
1-1-3	CMOS write/read test failed.	<ol style="list-style-type: none"> 1. Reseat the battery. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) System board
1-1-4	BIOS EEPROM checksum failed.	<ol style="list-style-type: none"> 1. Recover the BIOS code (see “Recovering the BIOS code” on page 65). 2. (Trained service technician only) Replace the system board.
1-2-1	Programmable interval timer failed.	(Trained service technician only) Replace the system board.
1-2-2	DMA initialization failed.	(Trained service technician only) Replace the system board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
1-2-3	DMA page register write/read failed.	(Trained service technician only) Replace the system board.
1-2-4	RAM refresh verification failed.	<ol style="list-style-type: none"> 1. Reseat the DIMMs. 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. DIMMs b. (Trained service technician only) System board
1-3-1	1st 64K RAM test failed.	<ol style="list-style-type: none"> 1. Reseat the DIMMs. 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. DIMMs b. (Trained service technician only) System board
2-1-1	Secondary DMA register failed.	(Trained service technician only) Replace the system board.
2-1-2	Primary DMA register failed.	(Trained service technician only) Replace the system board.
2-1-3	Primary interrupt mask register failed.	(Trained service technician only) Replace the system board.
2-1-4	Secondary interrupt mask register failed.	(Trained service technician only) Replace the system board.
2-2-1	Interrupt vector loading failed.	(Trained service technician only) Replace the system board.
2-2-2	Keyboard controller failed.	<p>Replace the following components, one at a time, in the order shown, restarting the server each time:</p> <ol style="list-style-type: none"> 1. Keyboard 2. (Trained service technician only) System board
2-2-3	CMOS power failure and checksum checks failed.	<ol style="list-style-type: none"> 1. Reseat the battery. 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
2-2-4	CMOS configuration information validation failed.	<ol style="list-style-type: none"> 1. Reseat the battery. 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) System board
2-3-1	Screen initialization failed.	(Trained service technician only) Replace the system board.
2-3-2	Screen memory failed.	(Trained service technician only) Replace the system board.
2-3-3	Screen retrace failed.	(Trained service technician only) Replace the system board.
2-3-4	Search for video ROM failed.	(Trained service technician only) Replace the system board.
2-4-1	Video failed; screen believed operable.	(Trained service technician only) Replace the system board.
3-1-1	Timer tick interrupt failed.	(Trained service technician only) Replace the system board.
3-1-2	Interval timer channel 2 failed.	(Trained service technician only) Replace the system board.
3-1-3	RAM test failed above address OFFFFH	<ol style="list-style-type: none"> 1. Reseat the battery. 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) System board
3-1-4	Time-of-day clock failed.	<ol style="list-style-type: none"> 1. Reseat the battery. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) System board
3-2-1	Serial port failed.	(Trained service technician only) Replace the system board.
3-2-2	Parallel port failed.	(Trained service technician only) Replace the system board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
3-2-3	Math coprocessor test failed.	<ol style="list-style-type: none"> 1. (Trained service technician only) Reseat the microprocessors. 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ul style="list-style-type: none"> • (Trained service technician only) Microprocessors • (Trained service technician only) System board
3-2-4	Failure comparing CMOS memory size against actual.	<ol style="list-style-type: none"> 1. Reseat the following components, one at a time, in the order shown: <ol style="list-style-type: none"> a. DIMMs b. Battery 2. Replace the components listed in step 1, one at a time, in the order shown.
3-3-1	Memory size mismatch occurred.	<ol style="list-style-type: none"> 1. Reseat the following components, one at a time, in the order shown: <ol style="list-style-type: none"> a. DIMMs b. Battery 2. Replace the components listed in step 1, one at a time, in the order shown.
3-3-2	Critical SMBUS error occurred.	<ol style="list-style-type: none"> 1. Disconnect the server power cord from the outlet and wait 30 seconds; then, reconnect the power cord and restart the server. 2. Reseat the following components, one at a time, in the order shown: <ol style="list-style-type: none"> a. DIMMs b. Hard disk drive backplane c. Power supply 3. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. DIMMs b. Hard disk drive backplane c. Power supply d. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
3-3-3	No operational memory in system.	<ol style="list-style-type: none"> 1. Make sure that the server contains the correct number of DIMMs, in the correct order; install or reseat the DIMMS; then, restart the server three times. Important: You must restart the server three times to reset the configuration settings to the default configuration (the memory connector or bank of connectors enabled). 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. DIMMs b. (Trained service technician only) System board
4-4-4	Optional system management adapter not installed in Remote Supervisor Adapter II SlimLine connector or not functioning correctly.	<ol style="list-style-type: none"> 1. Make sure that the Remote Supervisor Adapter II SlimLine is installed in the Remote Supervisor Adapter II SlimLine connector. 2. Reseat the Remote Supervisor Adapter II SlimLine. 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ul style="list-style-type: none"> • Remote Supervisor Adapter II SlimLine • (Trained service technician only) System board
Two short beeps	Information only, the configuration has changed	<ol style="list-style-type: none"> 1. Run the diagnostics programs to verify that all components are working. 2. Run the Configuration/Setup Utility program, save the configuration, and restart the server.
Three short beeps	Possible memory problem.	<ol style="list-style-type: none"> 1. Reseat the DIMMs. 2. Replace the following components, one at a time, in the order shown: <ol style="list-style-type: none"> a. DIMMs b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
One continuous beep	Possible microprocessor problem.	<ol style="list-style-type: none"> 1. Reseat the following components, one at a time, in the order shown, restarting the server each time: <ul style="list-style-type: none"> • (Trained service technician only) Microprocessor 1 • (Trained service technician only) Microprocessor 2 (if installed) 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ul style="list-style-type: none"> • (Trained service technician only) Microprocessor 1 • (Trained service technician only) Microprocessor 2 (if installed) • (Trained service technician only) System board
Repeating short beeps	Possible keyboard problem.	<ol style="list-style-type: none"> 1. Reseat the keyboard cable. 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ul style="list-style-type: none"> • Keyboard • (Trained service technician only) System board
One long and one short beep	Possible video controller problem.	<ol style="list-style-type: none"> 1. Reseat the optional video adapter (if installed). 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ul style="list-style-type: none"> • Video adapter (if installed) • (Trained service technician only) System board
One long and two short beeps	Possible video controller problem.	<ol style="list-style-type: none"> 1. Reseat the optional video adapter (if installed). 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ul style="list-style-type: none"> • Video adapter (if installed) • (Trained service technician only) System board

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 		
Beep code	Description	Action
One long and three short beeps	Problem with the monitor or video controller.	<ol style="list-style-type: none"> 1. Reseat the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Monitor cable b. Optional video adapter (if installed). 2. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Monitor b. Optional video adapter (if installed) c. (Trained service technician only) System board
Two long and two short beeps	Problem with the optional video adapter.	<ol style="list-style-type: none"> 1. Reseat the optional video adapter. 2. Replace the optional video adapter.

No-beep symptoms

The following table describes situations in which no beep code sounds when POST is completed.

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 		
No-beep symptom	Description	Action
No beeps occur, and the server operates correctly.	Possible problem with the operator information panel.	<ol style="list-style-type: none"> 1. Check the operator information panel cable for damage. 2. Reseat the operator information panel cable. 3. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. (Trained service technician only) Operator information panel b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

No-beep symptom	Description	Action
No beeps occur after successful completion of POST.	The power-on status is Disabled.	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program and select Start Options; then, set Power-On Status to Enable. 2. Check the operator information panel cable for damage. 3. Reseat the operator information panel cable. 4. (Trained service technician only) Replace the system board
No beeps occur, and there is no video.	Unknown problem.	See “Solving undetermined problems” on page 76.
No beep occurs, and the power-supply ac LED is off	Possible power problem.	<ol style="list-style-type: none"> 1. Make sure that the ac power cord is connected to the power supply and to an ac outlet. 2. Reseat the power supplies. 3. If two power supplies are installed, swap them to determine whether one is defective. 4. Disconnect the cable from the hard disk drive backplane power connector (J13) on the power backplane. If the ac power LED comes on, see “Solving undetermined problems” on page 76.
No beep occurs, the server does not start, and the power-supply ac LED is lit.	Possible power problem.	See “Power-supply LEDs” on page 53.

Error logs

The POST error log contains the three most recent error codes and messages that were generated during POST. The BMC system event log contains monitored events, such as a threshold that is reached or a device that fails. The system event/error log, which is available only when an optional Remote Supervisor Adapter II SlimLine is installed, contains messages that were generated during POST and all system status messages from the service processor.

The following illustration shows an example of a BMC system event log entry.

```
BMC System Event Log
-----
Get Next Entry
Get Previous Entry
Clear BMC SEL

Entry Number=    00005 / 00011
Record ID=       0005
Record Type=     02
Timestamp=       2005/01/25 16:15:17
Entry Details:   Generator ID= 0020
                  Sensor Type= 04
                  Assertion Event
                  Fan
                  Threshold
                  Lower Non-critical - going high

                  Sensor Number= 40
                  Event Direction/Type= 01

                  Event Data= 52 00 1A
```

The BMC system event log is limited in size. When the log is full, new entries will not overwrite existing entries; therefore, you must periodically clear the BMC system event log through the Configuration/Setup Utility program (the menu choices are described in the *User's Guide*). When you are troubleshooting an error, be sure to clear the BMC system event log so that you can find current errors more easily.

Entries that are written to the BMC system event log during the early phase of POST show an incorrect date and time as the default time stamp; however, the date and time are corrected as POST continues.

Each system event/error log entry appears on its own page. To move from one entry to the next, use the up-arrow and down-arrow keys.

If you view the BMC system event log through the Web interface of the optional Remote Supervisor Adapter II SlimLine, the messages can be translated.

You can view the contents of the POST error log, the BMC system event log, and the system event/error log from the Configuration/Setup Utility program. You can view the contents of the BMC system event log also from the diagnostic programs.

When you are troubleshooting PCI slots, note that the error logs report the PCI buses numerically. The numerical assignments vary depending on the configuration. You can check the assignments by running the Configuration/Setup Utility program (see the *User's Guide* for more information).

Viewing error logs from the Configuration/Setup Utility program

For complete information about using the Configuration/Setup Utility program, see the *User's Guide*.

To view the error logs, complete the following steps:

1. Turn on the server.
2. When the prompt Press F1 for Configuration/Setup appears, press F1. If you have set both a power-on password and an administrator password, you must type the administrator password to view the error logs.
3. Use one of the following procedures:
 - To view the POST error log, select **Event/Error Logs**, and then select **POST Error Log**.
 - To view the BMC system event log, select **Advanced Setup --> Baseboard Management Controller (BMC) Setting --> System Event Log**.
 - To view the combined system event/error log and POST error log, select **Event/Error logs**, and then select **System Event/Error Log**.

Viewing the BMC system event log from the diagnostic programs

The BMC system event log contains the same information, whether it is viewed from the Configuration/Setup Utility program or from the diagnostic programs.

For information about using the diagnostic programs, see “Running the diagnostic programs” on page 55.

To view the BMC system event log, complete the following steps:

1. If the server is running, turn off the server and all attached devices.
2. Turn on all attached devices; then, turn on the server.
3. When the prompt F2 for Diagnostics appears, press F2. If you have set both a power-on password and an administrator password, you must type the administrator password to run the diagnostic programs.
4. From the top of the screen, select **Hardware Info**.
5. From the list, select **BMC Log**.

Clearing the error logs

For complete information about using the Configuration/Setup Utility program, see the *User's Guide*.

To clear the error logs, complete the following steps:

1. Turn on the server.
2. When the prompt Press F1 for Configuration/Setup appears, press F1. If you have set both a power-on password and an administrator password, you must type the administrator password to view the error logs.
3. Use one of the following procedures:
 - To clear the BMC system event log, select **Advanced Setup --> Baseboard Management Controller (BMC) Setting--> BMC System Event Log**. Select **Clear BMC SEL**.
 - To clear the system event/error log, if one is present, or the POST error log, select **Event/Error Logs**, and then select **Post Error Log** or **System Event/Error Log**. When any log entry is displayed, press Enter (**Clear xxxx log** is highlighted on each entry page, where xxxx is the name of the log that you are viewing).

Note: The POST error log is automatically cleared with each system restart.

POST error codes

The following table describes the POST error codes and suggested actions to correct the detected problems.

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 		
Error code	Description	Action
062	Three consecutive boot failures using the default configuration.	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program, save the configuration, and restart the server. 2. Update the system firmware to the latest level (see “Updating the firmware” on page 145). 3. Reseat the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) Microprocessor 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) Microprocessor c. (Trained service technician only) System board
101, 102	System and processor error.	(Trained service technician only) Replace the system board.
106	System and processor error.	(Trained service technician only) Replace the system board.
151	Real-time clock error.	<ol style="list-style-type: none"> 1. Reseat the battery. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) System board
161	Real-time clock battery error.	<ol style="list-style-type: none"> 1. Reseat the battery. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
162	Device configuration error.	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program, select Load Default Settings, and save the settings. 2. Reseat the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. Failing device (if the device is a FRU, then it must be reseated by a trained service technician only) 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. Failing device (if the device is a FRU, then it must be replaced by a trained service technician only) c. (Trained service technician only) System board
163	Real-time clock error. (time of day not set)	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program, select Load Default Settings, make sure that the date and time are correct, and save the settings. 2. Reseat the battery. 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) System board
175	Service processor code on optional service processor adapter corrupted or not loaded.	<ol style="list-style-type: none"> 1. Update the firmware on the optional Remote Supervisor Adapter II SlimLine (see “Updating the firmware” on page 145). 2. Replace the optional Remote Supervisor Adapter II SlimLine.
184	Power-on password damaged.	<ol style="list-style-type: none"> 1. Restart the server and enter the administrator password; then, run the Configuration/Setup Utility program, select Load Default Settings, and save the settings. 2. Reseat the battery. 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Battery b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
187	VPD serial number not set.	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program, set the serial number, and save the configuration. 2. (Trained service technician only) Replace the system board.
189	An attempt was made to access the server with an incorrect password.	Restart the server and enter the administrator password; then, run the Configuration/Setup Utility program and change the power-on password.
289	A DIMM has been disabled by the user or by the system.	<ol style="list-style-type: none"> 1. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 2. Make sure that the DIMM is installed correctly (see “Installing a memory module” on page 114). 3. Reseat the DIMM. 4. Replace the DIMM.
301	Keyboard or keyboard controller error.	<ol style="list-style-type: none"> 1. Reseat the keyboard cable in the USB connector. 2. Move the keyboard cable to a different USB connector. 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Keyboard b. (Only if the problem occurred with a front USB connector) Internal USB cable. c. (Trained service technician only) System board
303	Keyboard controller error.	<ol style="list-style-type: none"> 1. Reseat the keyboard cable in the USB connector. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Keyboard b. (Trained service technician only) System board
1600	Service processor not functioning.	<ol style="list-style-type: none"> 1. Reseat the optional Remote Supervisor Adapter II SlimLine. 2. Replace the optional Remote Supervisor Adapter II SlimLine.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
178x	Fixed disk error. Note: x is the drive that has the error	<ol style="list-style-type: none"> 1. Run the hard disk drive diagnostics tests on drive x. 2. Reseat the following components: <ol style="list-style-type: none"> a. Hard disk drive b. Cable from the system board to the backplane 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Hard disk drive b. Cable from the system board to the backplane c. Hard disk drive backplane d. (Trained service technician only) System board
1800	Unavailable PCI hardware interrupt.	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program and adjust the adapter settings. 2. Remove each adapter one at a time, restarting the server each time, until the problem is isolated.
1801	An adapter has requested memory resources that are not available Note: The server can allocate only 128 KB of option load space (option ROM space); error code 1801 occurs if the load space required by an option ROM when loading exceeds the available (remaining) load space. Changing the option load order can cause an option ROM that requires more load space to load sooner, when more load space is available; the other option ROMs might still fit in the remaining load space. With some options, some or all of the load space used is released after the ROM code loads and initializes the option.	<ol style="list-style-type: none"> 1. If possible, rearrange the order of the adapters in the PCI slots, to change the load order of the option ROM code. 2. Run the Configuration/Setup Utility program, select Startup Options, and change the boot sequence, to change the load order of the option ROM code. 3. Run the Configuration/Setup Utility program and disable some other resources, if their functions are not being used, to make more space available. <ul style="list-style-type: none"> • Select Startup Options then Planar Ethernet (PXE/DHCP) to disable the onboard Ethernet controller option ROM. • Select Advanced Functions, then PCI Bus Control, then PCI ROM Control Execution to disable the option ROM of adapters in the PCI slots. • Select Devices and I/O Ports to disable any of the onboard devices. 4. If the problem remains, replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Each adapter b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
1805	PCI option ROM checksum error.	<ol style="list-style-type: none"> 1. Remove the failing adapter. 2. Reseat each adapter (all PCI slots). 3. Reseat the riser card. 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Each adapter b. Riser card c. (Trained service technician only) System board
1810	PCI error.	<ol style="list-style-type: none"> 1. Reseat all adapters. 2. Reseat the riser card. 3. Remove both adapters from the riser card. 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Riser card b. (Trained service technician only) System board
1962	A hard disk drive does not contain a valid boot sector.	<ol style="list-style-type: none"> 1. Make sure that a startable operating system is installed. 2. Run the hard disk drive diagnostic tests. 3. Reseat the following components: <ol style="list-style-type: none"> a. Hard disk drive b. Hard disk drive backplane cable 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Cable from hard disk drive backplane to system board b. Hard disk drive c. Hard disk drive backplane d. (Trained service technician only) System board
8603	Pointing-device error.	<ol style="list-style-type: none"> 1. Reseat the pointing device. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Pointing device b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
00012000	Processor machine check error.	<ol style="list-style-type: none"> 1. (Trained service technician only) Reseat the microprocessor. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessor b. (Trained service technician only) System board
00019701	Processor 1 failed BIST.	<ol style="list-style-type: none"> 1. (Trained service technician only) Reseat the microprocessor. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessor b. (Trained service technician only) System board
01298001	No update data for processor 1.	<ol style="list-style-type: none"> 1. Update the BIOS code again. 2. (Trained service technician only) Replace the microprocessor.
01298101	Bad update data for processor 1.	<ol style="list-style-type: none"> 1. Update the BIOS code again. 2. (Trained service technician only) Replace the microprocessor.
I9990301	Hard disk drive boot sector error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Hard disk drive b. Hard disk drive backplane cable 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Hard disk drive backplane cable b. Hard disk drive c. Hard disk drive backplane d. (Trained service technician only) System board
I9990305	Operating system not found.	Run the Configuration/Setup Utility program to make sure that a bootable operating system is installed on one or more devices that are listed in the boot order.
I9990650	AC power has been restored.	<ol style="list-style-type: none"> 1. Check the power cables. 2. Check for interruption of the power supply.

Checkout procedure

The checkout procedure is the sequence of tasks that you should follow to diagnose a problem in the server.

About the checkout procedure

Before performing the checkout procedure for diagnosing hardware problems, review the following information:

- Read the safety information that begins on page vii.
- The diagnostic programs provide the primary methods of testing the major components of the server, such as the system board, Ethernet controller, keyboard, mouse (pointing device), serial ports, and hard disk drives. You can also use them to test some external devices. If you are not sure whether a problem is caused by the hardware or by the software, you can use the diagnostic programs to confirm that the hardware is working correctly.
- When you run the diagnostic programs, a single problem might cause more than one error message. When this happens, correct the cause of the first error message. The other error messages usually will not occur the next time you run the diagnostic programs.

Exception: If there are multiple error codes or LEDs that indicate a microprocessor error, the error might be in the microprocessor or in the microprocessor socket. See “Microprocessor problems” on page 41 for information about diagnosing microprocessor problems.

- Before running the diagnostic programs, you must determine whether the failing server is part of a shared hard disk drive cluster (two or more servers sharing external storage devices). If it is part of a cluster, you can run all diagnostic programs except the ones that test the storage unit (that is, a hard disk drive in the storage unit) or the storage adapter that is attached to the storage unit. The failing server might be part of a cluster if any of the following conditions is true:
 - You have identified the failing server as part of a cluster (two or more servers sharing external storage devices).
 - One or more external storage units are attached to the failing server and at least one of the attached storage units is also attached to another server or unidentifiable device.
 - One or more servers are located near the failing server.

Important: If the server is part of a shared hard disk drive cluster, run one test at a time. Do not run any suite of tests, such as “quick” or “normal” tests, because this might enable the hard disk drive diagnostic tests.

- If the server is halted and a POST error code is displayed, see “Error logs” on page 26. If the server is halted and no error message is displayed, see “Troubleshooting tables” on page 36 and “Solving undetermined problems” on page 76.
- For information about power-supply problems, see “Solving power problems” on page 74.
- For intermittent problems, check the error log; see “Error logs” on page 26 and “Diagnostic programs, messages, and error codes” on page 54.

Performing the checkout procedure

To perform the checkout procedure, complete the following steps:

1. Is the server part of a cluster?
 - **No:** Go to step 2.
 - **Yes:** Shut down all failing servers that are related to the cluster. Go to step 2.
2. Complete the following steps:
 - a. Turn off the server and all external devices.
 - b. Check all cables and power cords.
 - c. Set all display controls to the middle positions.
 - d. Turn on all external devices.
 - e. Turn on the server. If the server does not start, see “Troubleshooting tables” on page 36.
 - f. Check the system-error LED on the operator information panel. If it is flashing, check the LEDs on the system board (see “System-board LEDs” on page 15).
 - g. Check for the following results:
 - Successful completion of POST (see “POST” on page 17 for more information)
 - Successful completion of startup
3. Did more than one beep sound?

Note: A single beep indicates successful completion of POST and is not an error.

- **No:** (No beeps sounded) Find the failure symptom in “Troubleshooting tables” on page 36; if necessary, run the diagnostic programs (see “Running the diagnostic programs” on page 55).
 - If you receive an error, see “Diagnostic error codes” on page 56.
 - If the diagnostic programs were completed successfully and you still suspect a problem, see “Solving undetermined problems” on page 76.
- **Yes:** Find the beep code in “POST beep codes” on page 17; if necessary, see “Solving undetermined problems” on page 76.

Troubleshooting tables

Use the troubleshooting tables to find solutions to problems that have identifiable symptoms.

If you cannot find the problem in these tables, see “Running the diagnostic programs” on page 55 for information about testing the server.

If you have just added new software or a new optional device and the server is not working, complete the following steps before using the troubleshooting tables:

1. Check the system-error LED on the operator information panel; if it is lit, check the LEDs on the system board (see “System-board LEDs” on page 15).
2. Remove the software or device that you just added.
3. Run the diagnostic tests to determine whether the server is running correctly.
4. Reinstall the new software or new device.

CD or DVD drive problems

<ul style="list-style-type: none">• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.• See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
Symptom	Action
The CD or DVD drive is not recognized.	<ol style="list-style-type: none">1. Make sure that:<ul style="list-style-type: none">• The IDE channel to which the CD-RW/DVD drive is attached (primary) is enabled in the Configuration/Setup Utility program.• All cables and jumpers are installed correctly.• The correct device driver is installed for the CD-RW/DVD drive.2. Run the CD-RW/DVD drive diagnostic programs.3. Reseat the following components:<ol style="list-style-type: none">a. CD-RW/DVD driveb. IDE/Ultrabay Enhanced (UBE) interposer card cable4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.
A CD or DVD is not working correctly.	<ol style="list-style-type: none">1. Clean the CD or DVD.2. Run the CD-RW/DVD drive diagnostic programs.3. Reseat the CD-RW/DVD drive.4. Replace the CD-RW/DVD drive.
The CD or DVD drive tray is not working.	<ol style="list-style-type: none">1. Make sure that the server is turned on.2. Insert the end of a straightened paper clip into the manual tray-release opening.3. Reseat the CD-RW/DVD drive.4. Replace the CD-RW/DVD drive.

General problems

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
A cover lock is broken, an LED is not working, or a similar problem has occurred.	If the part is a CRU, replace it. If the part is a FRU, the part must be replaced by a trained service technician.

Hard disk drive problems

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
Not all drives are recognized by the hard disk drive diagnostic test (the Fixed Disk test).	Remove the drive that is indicated by the diagnostic tests; then, run the hard disk drive diagnostic test again. If the remaining drives are recognized, replace the drive that you removed with a new one.
The server stops responding during the hard disk drive diagnostic test.	Remove the hard disk drive that was being tested when the server stopped responding, and run the diagnostic test again. If the hard disk drive diagnostic test runs successfully, replace the drive that you removed with a new one.
A hard disk drive was not detected while the operating system was being started.	Reseat all hard disk drives and cables; then, run the hard disk drive diagnostic tests again.
A hard disk drive passes the diagnostic Fixed Disk Test, but the problem remains.	Run the diagnostic SCSI Attached Disk Test.

Intermittent problems

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
A problem occurs only occasionally and is difficult to diagnose.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • All cables and cords are connected securely to the rear of the server and attached devices. • When the server is turned on, air is flowing from the fan grille. If there is no airflow, the fan is not working. This can cause the server to overheat and shut down. 2. Check the system event/error log or BMC system event log (see “Error logs” on page 26).
The server resets (restarts) occasionally.	<ol style="list-style-type: none"> 1. If the reset occurs during POST and the POST watchdog timer is enabled (click Advanced Setup --> Baseboard Management Controller (BMC) Setting --> BMC Post Watchdog in the Configuration/Setup Utility program to see the POST watchdog setting), make sure that sufficient time is allowed in the watchdog timeout value (BMC POST Watchdog Timeout). See the <i>User’s Guide</i> for information about the settings in the Configuration/Setup Utility program. If the server continues to reset during POST, see “POST” on page 17 and “Diagnostic programs, messages, and error codes” on page 54. 2. If the reset occurs after the operating system starts, disable any automatic server restart (ASR) utilities, such as the IBM Automatic Server Restart IPMI Application for Windows, or ASR devices that may be installed. Note: ASR utilities operate as operating-system utilities and are related to the IPMI device driver. If the reset continues to occur after the operating system starts, the operating system might have a problem; see “Software problems” on page 48. 3. If neither condition applies, check the system event/error log or BMC system event log (see “Error logs” on page 26).

USB keyboard, mouse, or pointing-device problems

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
All or some keys on the keyboard do not work.	<ol style="list-style-type: none"> 1. If you have installed a USB keyboard, run the Configuration/Setup Utility program and enable keyboardless operation to prevent the POST error message 301 from being displayed during startup. 2. Make sure that: <ul style="list-style-type: none"> • The keyboard cable is securely connected. • The server and the monitor are turned on. 3. Move the keyboard cable to a different USB connector. 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Keyboard b. (Only if the problem occurred with a front USB connector) Internal USB cable. c. (Trained service technician only) System board
The USB mouse or USB pointing device does not work.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • The mouse or pointing-device USB cable is securely connected to the server, and the device drivers are installed correctly. • The server and the monitor are turned on. 2. If a USB hub is in use, disconnect the USB device from the hub and connect it directly to the server. 3. Move the mouse or pointing device cable to another USB connector. 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Mouse or pointing device b. (Only if the problem occurred with a front USB connector) Internal USB cable. c. (Trained service technician only) System board

Memory problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
The amount of system memory that is displayed is less than the amount of installed physical memory.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • No error LEDs are lit on the operator information panel. • Memory mirroring or memory sparing does not account for the discrepancy. • The memory modules are seated correctly. • You have installed the correct type of memory (see “Installing a memory module” on page 114). • If you changed the memory, you updated the memory configuration in the Configuration/Setup Utility program. • All banks of memory are enabled. The server might have automatically disabled a memory bank when it detected a problem, or a memory bank might have been manually disabled. 2. Check the POST error log for error message 289: <ul style="list-style-type: none"> • If a DIMM was disabled by a system-management interrupt (SMI), replace the DIMM. • If a DIMM was disabled by the user or by POST, run the Configuration/Setup Utility program and enable the DIMM. 3. Run memory diagnostics (see “Running the diagnostic programs” on page 55). 4. Make sure that there is no memory mismatch when the server is at the minimum memory configuration (two 512 MB DIMMs). 5. Add one pair of DIMMs at a time, making sure that the DIMMs in each pair are matching. Install the DIMMs in the sequence described in “Installing a memory module” on page 114. 6. Reseat the DIMMs. 7. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. DIMMs b. (Trained service technician only) System board
Multiple rows of DIMMs in a branch are identified as failing.	<ol style="list-style-type: none"> 1. Reseat the DIMMs; then, restart the server. 2. Replace the lowest-numbered DIMM pair of those that are identified; then, restart the server. Repeat as necessary. 3. (Trained service technician only) Replace the system board.

Microprocessor problems

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
The server emits a continuous beep during POST, indicating that the microprocessor is not working correctly.	<ol style="list-style-type: none"> 1. Correct any errors that are indicated by the LEDs (see “Light path diagnostics LEDs” on page 52). 2. Make sure that the server supports all the microprocessors and that the microprocessors match in speed and cache size. 3. (Trained service technician only) Make sure that microprocessor 1 is seated correctly. 4. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessors b. VRM, if microprocessor 2 is installed 5. (Trained service technician only) Replace the microprocessors.

Monitor problems

Some IBM monitors have their own self-tests. If you suspect a problem with your monitor, see the documentation that comes with the monitor for instructions for testing and adjusting the monitor. If you cannot diagnose the problem, call for service.

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
Testing the monitor.	<ol style="list-style-type: none"> 1. Make sure that the monitor cables are firmly connected. 2. Try using the other video port. 3. Try using a different monitor on the server, or try testing the monitor on a different server. 4. Run the diagnostic programs (see “Running the diagnostic programs” on page 55). If the monitor passes the diagnostic programs, the problem might be a video device driver. 5. Reseat the Remote Supervisor Adapter II SlimLine (if one is present). 6. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Remote Supervisor Adapter II SlimLine (if one is present) b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
The screen is blank.	<ol style="list-style-type: none"> 1. If the server is attached to a KVM switch, bypass the KVM switch to eliminate it as a possible cause of the problem: connect the monitor cable directly to the correct connector on the rear of the server. 2. Make sure that: <ul style="list-style-type: none"> • The server is turned on. If there is no power to the server, see “Power problems” on page 45. • The monitor cables are connected correctly. • The monitor is turned on and the brightness and contrast controls are adjusted correctly. • No beep codes sound when the server is turned on. <p>Important: In some memory configurations, the 3-3-3 beep code might sound during POST, followed by a blank monitor screen. If this occurs and the Boot Fail Count option in the Start Options of the Configuration/Setup Utility program is enabled, you must restart the server three times to reset the configuration settings to the default configuration (the memory connector or bank of connectors enabled).</p> 3. Make sure that the correct server is controlling the monitor, if applicable. 4. Make sure that damaged BIOS code is not affecting the video; see “Recovering the BIOS code” on page 65 for information about recovering from a BIOS failure. 5. See “Solving undetermined problems” on page 76 for information about solving undetermined problems.
The monitor works when you turn on the server, but the screen goes blank when you start some application programs.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • The application program is not setting a display mode that is higher than the capability of the monitor. • You installed the necessary device drivers for the application. 2. Run video diagnostics (see “Running the diagnostic programs” on page 55). <ul style="list-style-type: none"> • If the server passes the video diagnostics, the video is good; see “Solving undetermined problems” on page 76 for information about solving undetermined problems.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
<p>The monitor has screen jitter, or the screen image is wavy, unreadable, rolling, or distorted.</p>	<ol style="list-style-type: none"> 1. If the monitor self-tests show that the monitor is working correctly, consider the location of the monitor. Magnetic fields around other devices (such as transformers, appliances, fluorescent lights, and other monitors) can cause screen jitter or wavy, unreadable, rolling, or distorted screen images. If this happens, turn off the monitor. Attention: Moving a color monitor while it is turned on might cause screen discoloration. Move the device and the monitor at least 305 mm (12 in.) apart, and turn on the monitor. Notes: <ol style="list-style-type: none"> a. To prevent diskette drive read/write errors, make sure that the distance between the monitor and any external diskette drive is at least 76 mm (3 in.). b. Non-IBM monitor cables might cause unpredictable problems. 2. Reseat the following components: <ol style="list-style-type: none"> a. Monitor cable b. Remote Supervisor Adapter II SlimLine (if one is present) 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Monitor cable b. Monitor c. Remote Supervisor Adapter II SlimLine (if one is present) d. (Trained service technician only) System board
<p>Wrong characters appear on the screen.</p>	<ol style="list-style-type: none"> 1. If the wrong language is displayed, update the BIOS code with the correct language. 2. Reseat the monitor cable. 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Monitor b. (Trained service technician only) System board

Optional-device problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
An IBM optional device that was just installed does not work.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • The device is designed for the server (see http://www.ibm.com/servers/eserver/serverproven/compat/us/). • You followed the installation instructions that came with the device and the device is installed correctly. • You have not loosened any other installed devices or cables. • You updated the configuration information in the Configuration/Setup Utility program. Whenever memory or any other device is changed, you must update the configuration. 2. Reseat the device that you just installed. 3. Replace the device that you just installed.
An IBM optional device that used to work does not work now.	<ol style="list-style-type: none"> 1. Make sure that all of the hardware and cable connections for the device are secure. 2. If the device comes with test instructions, use those instructions to test the device. 3. Reseat the failing device. 4. Follow the instructions for device maintenance, such as keeping the heads clean, and troubleshooting in the documentation that comes with the device. 5. Replace the failing device.

Power problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
<p>The power-control button does not work, and the reset button does not work (the server does not start).</p> <p>Note: The power-control button will not function until 20 seconds after the server has been connected to ac power.</p>	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • The power cords are correctly connected to the server and to a working electrical outlet. • The type of memory that is installed is correct. • The LEDs on the power supply do not indicate a problem (see “Power-supply LEDs” on page 53). • The microprocessors are installed in the correct sequence. 2. Make sure that the power-control button and the reset button are working correctly: <ol style="list-style-type: none"> a. Disconnect the server power cords. b. Reconnect the power cords. c. Reseat the operator information panel cable. d. Press the power-control button to restart the server. If the button does not work, replace the operator information panel assembly. e. Press the reset button to restart the server. If the button does not work, replace the operator information panel assembly. 3. If you just installed an optional device, remove it, and restart the server. If the server now turns on, you might have installed more devices than the power supply supports. 4. Reseat the power backplane and restart the server. 5. Replace the power backplane and restart the server. 6. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Hot-swap power supplies b. (Trained service technician only) System board 7. See “Solving power problems” on page 74. 8. See “Solving undetermined problems” on page 76.
<p>The OVER SPEC LED on the light path diagnostics panel is lit, and the power channel A LED on the system board is lit.</p>	<ol style="list-style-type: none"> 1. Remove the following components: <ul style="list-style-type: none"> • (Trained service technician only) Microprocessor 1 • Fans 4, 6, 8, and 9 2. Restart the server. If the OVER SPEC and power channel LEDs are still lit, see the actions for +12 v critical overvoltage fault in “System event/error log messages” on page 68. 3. Reinstall the components listed in step 1, one at a time, in the order shown, restarting the server each time. If the power channel A LED is lit, the component that you just reinstalled is defective. Replace the defective component.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
<p>The OVER SPEC LED on the light path diagnostics panel is lit, and the power channel B LED on the system board is lit.</p>	<ol style="list-style-type: none"> 1. Remove the following components: <ul style="list-style-type: none"> • IDE CD/DVD cable • Fans 1, 2, 3 and 5 • (Trained service technician only) Microprocessor 2 and the VRM, together 2. Restart the server. If the OVER SPEC and power channel LEDs are still lit, see the actions for +12 v critical overvoltage fault in “System event/error log messages” on page 68. 3. Test the IDE CD/DVD cable and drive: <ol style="list-style-type: none"> a. Reinstall the IDE CD/DVD cable; then, restart the server. b. If the OVER SPEC and power channel LEDs are still off, replace the CD-RW/DVD drive. 4. Reinstall the remaining components listed in step 1, one at a time, in the order shown, restarting the server each time. If the power channel B LED is lit, the component that you just reinstalled is defective. Replace the defective component.
<p>The OVER SPEC LED on the light path diagnostics panel is lit, and the power channel C LED on the system board is lit.</p>	<ol style="list-style-type: none"> 1. Remove the following components: <ul style="list-style-type: none"> • Tape drive power cable • DIMMs • ServeRAID SAS controller 2. Restart the server. If the OVER SPEC and power channel LEDs are still lit, see the actions for +12 v critical overvoltage fault in “System event/error log messages” on page 68. 3. Test the tape drive and cable: <ol style="list-style-type: none"> a. Reinstall the tape drive power cable; then, restart the server. b. If the OVER SPEC and power channel LEDs are still off, replace the tape drive. 4. Restart the server. If the OVER SPEC and power channel LEDs are off, reinstall the DIMMs, one pair at a time, restarting the server each time. If the power channel C LED is lit, the pair of DIMMs that you just reinstalled is defective. Replace the defective DIMMs. 5. Reinstall the ServeRAID SAS controller and restart the server. If the OVER SPEC and power channel LEDs are off, replace the ServeRAID SAS controller.
<p>The OVER SPEC LED on the light path diagnostics panel is lit, and the power channel D LED on the system board is lit.</p>	<ol style="list-style-type: none"> 1. Remove all PCI adapters (the low-profile PCI Express adapters in PCI slots 3 and 4, and the adapters on the PCI riser card in PCI slots 1 and 2). 2. Restart the server. If the OVER SPEC and power channel LEDs are still lit, see the actions for +12 v critical overvoltage fault in “System event/error log messages” on page 68. 3. Reinstall the adapters, one at a time, restarting the server each time. If the power channel D LED is lit, the adapter that you just reinstalled is defective. Replace the defective adapter.

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
The server does not turn off.	<ol style="list-style-type: none"> 1. Turn off the server by pressing the power-control button for 5 seconds. 2. Restart the server. 3. If the server fails POST and the power-control button does not work, disconnect the ac power cord for 20 seconds; then, reconnect the ac power cord and restart the server. 4. If the problem remains, suspect the system board.
The server unexpectedly shuts down, and the LEDs on the operator information panel are not lit.	See “Solving undetermined problems” on page 76.

Serial port problems

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
The number of serial ports that are identified by the operating system is less than the number of installed serial ports.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • Each port is assigned a unique address in the Configuration/Setup Utility program and none of the serial ports is disabled. • The serial-port adapter (if one is present) is seated correctly. 2. Reseat the serial port adapter, if one is present. 3. Replace the serial port adapter, if one is present.
A serial device does not work.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • The device is compatible with the server. • The serial port is enabled and is assigned a unique address. • The device is connected to the correct connector (see “Rear view” on page 7). 2. Reseat the following components: <ol style="list-style-type: none"> a. Failing serial device b. Serial cable c. Remote Supervisor Adapter II SlimLine (if one is present) 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Failing serial device b. Serial cable c. Remote Supervisor Adapter II (if one is present) d. (Trained service technician only) System board

ServerGuide problems

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
The <i>ServerGuide™ Setup and Installation</i> CD will not start.	<ol style="list-style-type: none"> 1. Make sure that the server supports the ServerGuide program and has a startable (bootable) CD or DVD drive. 2. If the startup (boot) sequence settings have been changed, make sure that the CD or DVD drive is first in the startup sequence. 3. If more than one CD or DVD drive is installed, make sure that only one drive is set as the primary drive. Start the CD from the primary drive.
The ServeRAID program cannot view all installed drives, or the operating system cannot be installed.	<ol style="list-style-type: none"> 1. Make sure that there are no duplicate IRQ assignments. 2. Make sure that the hard disk drive is connected correctly. 3. Make sure that the hard disk drive cables are securely connected.
The operating-system installation program continuously loops.	Make more space available on the hard disk.
The ServerGuide program will not start the operating-system CD.	Make sure that the operating-system CD is supported by the ServerGuide program. See the <i>ServerGuide Setup and Installation</i> CD label for a list of supported operating-system versions.
The operating system cannot be installed; the option is not available.	Make sure that the server supports the operating system. If it does, no logical drive is defined (RAID servers). Run the ServerGuide program and make sure that setup is complete.

Software problems

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
Symptom	Action
You suspect a software problem.	<ol style="list-style-type: none"> 1. To determine whether the problem is caused by the software, make sure that: <ul style="list-style-type: none"> • The server has the minimum memory that is needed to use the software. For memory requirements, see the information that comes with the software. If you have just installed an adapter or memory, the server might have a memory-address conflict. • The software is designed to operate on the server. • Other software works on the server. • The software works on another server. 2. If you received any error messages when using the software, see the information that comes with the software for a description of the messages and suggested solutions to the problem. 3. Contact your place of purchase of the software.

Universal Serial Bus (USB) port problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
A USB device does not work.	<ol style="list-style-type: none">1. Make sure that:<ul style="list-style-type: none">• The correct USB device driver is installed.• The operating system supports USB devices.2. Make sure that the USB configuration options are set correctly in the Configuration/Setup Utility program menu (see the <i>User's Guide</i> for more information).3. If you are using a USB hub, disconnect the USB device from the hub and connect it directly to the server.4. Move the device cable to a different USB connector.

Video problems

See “Monitor problems” on page 41.

Light path diagnostics

Light path diagnostics is a system of LEDs on various external and internal components of the server. When an error occurs, LEDs are lit throughout the server. By viewing the LEDs in a particular order, you can often identify the source of the error.

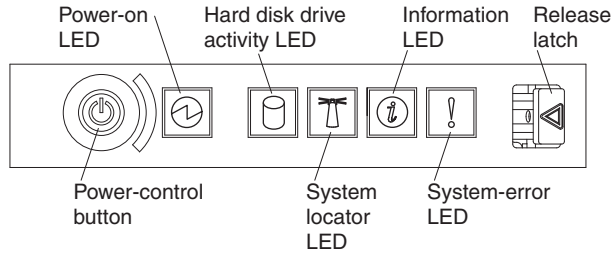
When LEDs are lit to indicate an error, they remain lit when the server is turned off, provided that the server is still connected to power and the power supply is operating correctly.

Before working inside the server to view light path diagnostics LEDs, read the safety information that begins on page vii and “Handling static-sensitive devices” on page 89.

If an error occurs, view the light path diagnostics LEDs in the following order:

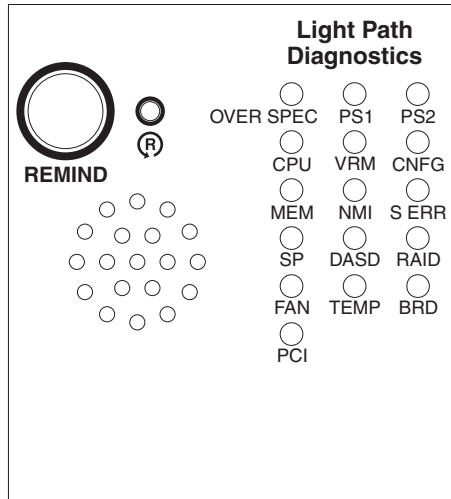
1. Look at the operator information panel on the front of the server.
 - If the information LED is lit, it indicates that information about a suboptimal condition in the server is available in the BMC system event log or in the system event/error log.
 - If the system-error LED is lit, it indicates that an error has occurred; go to step 2 on page 50.

The following illustration shows the operator information panel.



- To view the light path diagnostics panel, slide the latch to the left on the front of the operator information panel and pull the panel forward. This reveals the light path diagnostics panel. Lit LEDs on this panel indicate the type of error that has occurred.

The following illustration shows the light path diagnostics panel.

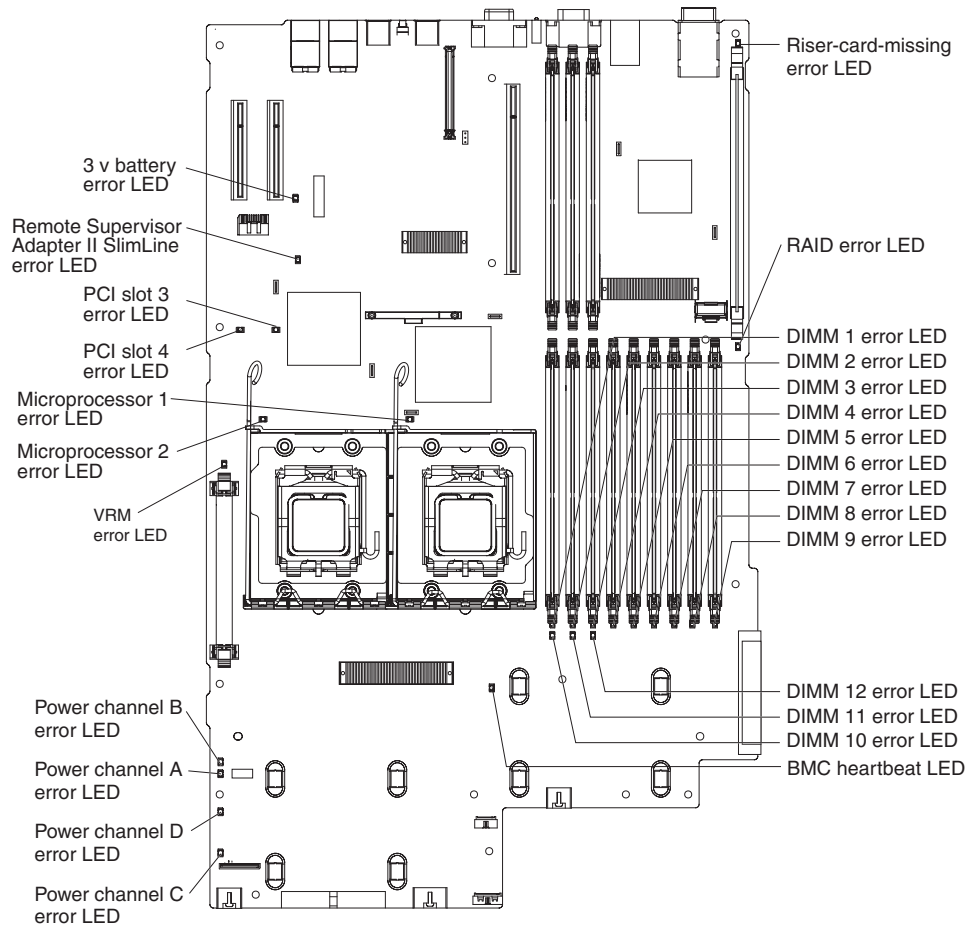


Note any LEDs that are lit, and then push the light path diagnostics panel back into the server.

Look at the system service label on the top of the server, which gives an overview of internal components that correspond to the LEDs on the light path diagnostics panel. This information and the information in "Light path diagnostics LEDs" on page 52 can often provide enough information to diagnose the error.

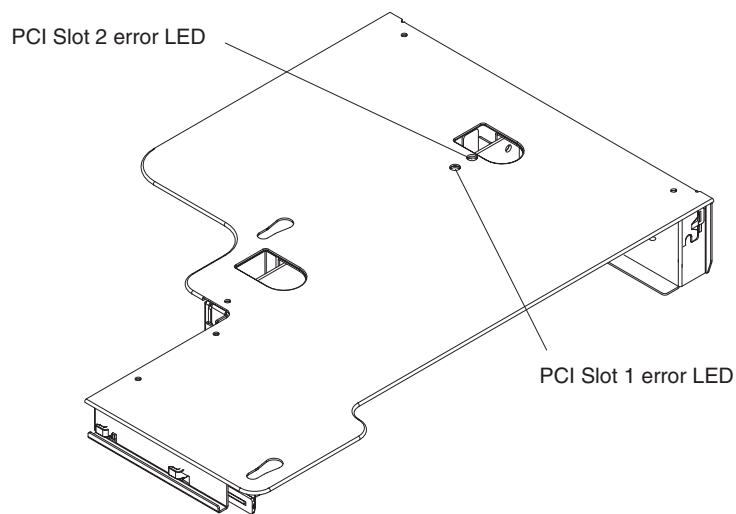
- Remove the server cover and look inside the server for lit LEDs. A lit LED on or beside a component identifies the component that is causing the error.

The following illustration shows the LEDs on the system board.



Power channel error LEDs indicate an overcurrent condition. Table 4 on page 75 identifies the components associated with each power channel, and the order in which to troubleshoot the components.

The following illustration shows the LEDs on the riser card.



Remind button

You can use the remind button on the light path diagnostics panel to put the system-error LED on the operator information panel into Remind mode. When you

press the remind button, you acknowledge the error but indicate that you will not take immediate action. The system-error LED flashes while it is in Remind mode and stays in Remind mode until one of the following conditions occurs:

- All known errors are corrected.
- The server is restarted.
- A new error occurs, causing the system-error LED to be lit again.

Light path diagnostics LEDs

The following table describes the LEDs on the light path diagnostics panel and suggested actions to correct the detected problems.

Note: Check the system event/error log and BMC system event log for additional information before replacing a FRU.

LED	Problem	Action
None, but the System Error LED is lit.	An error has occurred and cannot be diagnosed, or the Advanced System Management (ASM) processor on the Remote Supervisor Adapter II SlimLine has failed. The error is not represented by a light path diagnostics LED.	Check the system error log for information about the error.
OVER SPEC	The power supplies are using more power than their maximum rating.	Replace the failing power supply, or remove optional devices from the server.
PS 1	The power supply in bay 1 has failed.	Make sure that the power supply is correctly seated. If the problem remains, replace the failed power supply.
PS 2	The power supply in bay 2 has failed.	Make sure that the power supply is correctly seated. If the problem remains, replace the failed power supply.
CPU	A microprocessor has failed.	Make sure that the failing microprocessor, which is indicated by a lit LED on the system board, is installed correctly. See "Installing a microprocessor" on page 135 for information about installing a microprocessor. If the problem remains, replace the microprocessor (trained service technician only).
VRM	An error occurred on the microprocessor voltage regulator module (VRM).	Replace the VRM. If the problem remains, replace the system board (trained service technician only).
CNFG	A hardware configuration error has occurred.	Check the microprocessors just installed to be sure that they are compatible with each other and with the VRM (see the microprocessor section of the <i>User's Guide</i> for compatibility requirements). Replace an incompatible microprocessor. Check the system error logs for information about the error. Replace any components indicated.
MEM	When this LED is lit, a memory error has occurred.	Replace the failing DIMM, which is indicated by the lit LED on the system board.
NMI	A machine check error has occurred.	Check the system error log for information about the error.
S ERR	Reserved.	

LED	Problem	Action
SP	The service processor has failed.	<p>Remove ac power from the server; then, reconnect the server to ac power and restart the server.</p> <p>Update the firmware on the BMC.</p> <p>If a Remote Supervisor Adapter II SlimLine is installed, update the firmware; if the problem remains, replace the adapter.</p> <p>If the problem remains, replace the system board (trained service technician only).</p>
DASD	A hard disk drive error has occurred.	<p>Check the LEDs on the hard disk drives and replace the indicated drive.</p> <p>If the problem remains, replace the hard disk drive backplane.</p>
RAID	A RAID controller error has occurred.	Check the system error log for information about the error.
FAN	A fan has failed, is operating too slowly, or has been removed. The TEMP LED might also be lit.	Replace the failing fan, which is indicated by a lit LED on the fan body.
TEMP	The system temperature has exceeded a threshold level. A failing fan can cause the TEMP LED to be lit.	<ul style="list-style-type: none"> • Determine whether a fan has failed. If it has, replace it. • Make sure that the room temperature is not too high. See “Features and specifications” on page 3 for temperature information. • Make sure that the air vents are not blocked.
BRD	An error has occurred on the system board.	<ul style="list-style-type: none"> • Check the LEDs on the system board to identify the component that is causing the error. • Check the system error log for information about the error.
PCI	An error has occurred on a PCI bus or on the system board. An additional LED will be lit next to a failing PCI slot.	<ul style="list-style-type: none"> • Check the LEDs on the PCI slots to identify the component that is causing the error. • Check the system error log for information about the error. • If you cannot isolate the failing adapter through the LEDs and the information in the system error log, remove one adapter at a time from the failing PCI bus, and restart the server after each adapter is removed. <p>If the problem remains, replace the following components, in the order shown, restarting the server each time:</p> <ul style="list-style-type: none"> • PCI riser card • (Trained service technician only) System board

Power-supply LEDs

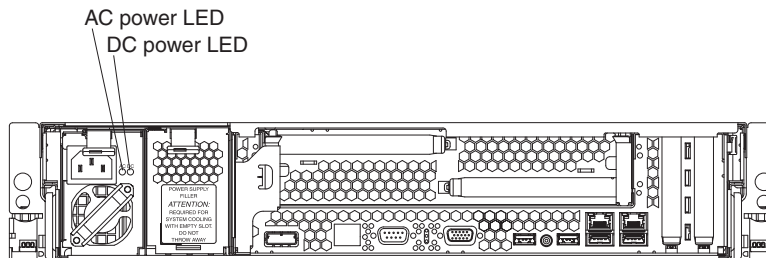
The following minimum configuration is required for the DC LED on the power supply to be lit:

- Power supply
- Power backplane
- Power cord

The following minimum configuration is required for the server to start:

- One microprocessor
- Two 512 MB DIMMs on the system board
- One power supply
- Power backplane
- Power cord

The following illustration shows the locations of the power-supply LEDs.



The following table describes the problems that are indicated by various combinations of the power-supply LEDs and the power-on LED on the operator information panel and suggested actions to correct the detected problems.

Power-supply LEDs		Operator information panel power-on LED	Description	Action
AC	DC			
Off	Off	Off	No power to the server, or a problem with the ac power source.	<ol style="list-style-type: none"> 1. Check the ac power to the server. 2. Make sure that the power cord is connected to a functioning power source. 3. Remove one power supply at a time.
Lit	Off	Off	DC source power problem.	<ol style="list-style-type: none"> 1. Remove one power supply at a time. 2. View the system error logs (see "Error logs" on page 26).
Lit	Lit	Off	Standby power problem.	<ol style="list-style-type: none"> 1. View the system error logs (see "Error logs" on page 26). 2. Remove one power supply at a time. 3. Replace the power backplane.
Lit	Lit	Lit	The power is good.	No action is necessary.

Diagnostic programs, messages, and error codes

The diagnostic programs are the primary method of testing the major components of the server. As you run the diagnostic programs, text messages and error codes are displayed on the screen and are saved in the test log. A diagnostic text message or error code indicates that a problem has been detected; to determine what action you should take as a result of a message or error code, see the table in "Diagnostic error codes" on page 56.

Running the diagnostic programs

To run the diagnostic programs, complete the following steps:

1. If the server is running, turn off the server and all attached devices.
2. Turn on all attached devices; then, turn on the server.
3. When the prompt F2 for Diagnostics appears, press F2. If you have set both a power-on password and an administrator password, you must type the administrator password to run the diagnostic programs.
4. From the top of the screen, select either **Extended** or **Basic**.
5. From the diagnostic programs screen, select the test that you want to run, and follow the instructions on the screen.

When you are diagnosing hard disk drives, select **SCSI Attached Disk Test** for the most thorough test. Select **Fixed Disk Test** for any of the following situations:

- You want to run a faster test.
- The server contains RAID arrays.
- The server contains SATA or IDE hard disk drives.

For help with the diagnostic programs, press F1. You also can press F1 from within a help screen to obtain online documentation from which you can select different categories. To exit from the help information, press Esc.

To determine what action you should take as a result of a diagnostic text message or error code, see the table in “Diagnostic error codes” on page 56.

If the diagnostic programs do not detect any hardware errors but the problem remains during normal server operations, a software error might be the cause. If you suspect a software problem, see the information that comes with your software.

A single problem might cause more than one error message. When this happens, correct the cause of the first error message. The other error messages usually will not occur the next time you run the diagnostic programs.

Exception: If there are multiple error codes or diagnostics LEDs that indicate a microprocessor error, the error might be in a microprocessor or in a microprocessor socket. See “Microprocessor problems” on page 41 for information about diagnosing microprocessor problems.

If the server stops during testing and you cannot continue, restart the server and try running the diagnostic programs again. If the problem remains, replace the component that was being tested when the server stopped.

The keyboard and mouse (pointing device) tests assume that a keyboard and mouse are attached to the server. If no mouse is attached to the server, you cannot use the **Next Cat** and **Prev Cat** buttons to select categories. All other mouse-selectable functions are available through function keys. You can use the regular keyboard test to test a USB keyboard, and you can use the regular mouse test to test a USB mouse.

To view server configuration information (such as system configuration, memory contents, interrupt request (IRQ) use, direct memory access (DMA) use, device drivers, and so on), select **Hardware Info** from the top of the screen.

Diagnostic text messages

Diagnostic text messages are displayed while the tests are running. A diagnostic text message contains one of the following results:

Passed: The test was completed without any errors.

Failed: The test detected an error.

User Aborted: You stopped the test before it was completed.

Not Applicable: You attempted to test a device that is not present in the server.

Aborted: The test could not proceed because of the server configuration.

Warning: The test could not be run. There was no failure of the hardware that was being tested, but there might be a hardware failure elsewhere, or another problem prevented the test from running; for example, there might be a configuration problem, or the hardware might be missing or is not being recognized.

The result is followed by an error code or other additional information about the error.

Viewing the test log

To view the test log when the tests are completed, select **Utility** from the top of the screen and then select **View Test Log**. The test-log data is maintained only while you are running the diagnostic programs. When you exit from the diagnostic programs, the test log is cleared.

To save the test log to a file on a diskette or to the hard disk, click **Save Log** on the diagnostic programs screen and specify a location and name for the saved log file.

Notes:

1. To create and use a diskette, you must add an optional external diskette drive to the server before initiating the diagnostic programs.
2. To save the test log to a diskette, you must use a diskette that you have formatted yourself; this function does not work with preformatted diskettes. If the diskette has sufficient space for the test log, the diskette can contain other data.

Diagnostic error codes

The following table describes the error codes that the diagnostic programs might generate and suggested actions to correct the detected problems.

If the diagnostic programs generate error codes that are not listed in the table, make sure that the latest levels of BIOS, Remote Supervisor Adapter II SlimLine, and ServeRAID code are installed.

In the error codes, x can be any numeral or letter. However, if the three-digit number in the central position of the code is 000, 195, or 197, *do not* replace a CRU or FRU. These numbers appearing in the central position of the code have the following meanings:

- | | |
|------------|--|
| 000 | The server passed the test. Do not replace a CRU or FRU. |
| 195 | The Esc key was pressed to end the test. Do not replace a CRU or FRU. |
| 197 | This is a warning error, but it does not indicate a hardware failure; do not |

replace a CRU or FRU. Take the action that is indicated in the Action column but *do not replace a CRU or a FRU*. See the description of **Warning** in “Diagnostic text messages” on page 56 for more information.

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 		
Error code	Description	Action
001-xxx-000	Failed core tests.	(Trained service technician only) Replace the system board.
001-xxx-001	Failed core tests.	(Trained service technician only) Replace the system board.
001-250-001	Failed system board ECC.	(Trained service technician only) Replace the system board.
005-xxx-000	Failed video test.	<ol style="list-style-type: none"> 1. Reseat the optional video adapter, if one is installed. 2. (Trained service technician only) Replace the system board.
011-xxx-000	Failed COM1 serial port test.	<ol style="list-style-type: none"> 1. Check the loopback plug that is connected to the externalized serial port; reseat or replace it if necessary. 2. Check the cable from the externalized serial port to the system board; reseat the cable if necessary. 3. (Trained service technician only) Replace the system board.
014-xxx-000	Failed parallel port test.	(Trained service technician only) Replace the system board.
015-xxx-001	USB interface not found, board damaged.	(Trained service technician only) Replace the system board.
015-xxx-015	Failed USB external loopback test.	<ol style="list-style-type: none"> 1. Make sure that the port is not disabled. 2. Check the loopback plug that is connected to the externalized USB port; reseat or replace it if necessary. 3. Check the cable from the externalized USB port to the system board; reseat the cable if necessary. 4. Run the USB external loopback test again. 5. (Trained service technician only) Replace the system board.
015-xxx-198	USB device connected during USB test.	<ol style="list-style-type: none"> 1. Remove USB devices from the external USB ports. 2. Run the USB external loopback test again. 3. (Trained service technician only) Replace the system board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
020-xxx-000	Failed PCI Interface test.	<ol style="list-style-type: none"> 1. Reseat the riser-card assembly and the adapters in the low-profile PCI slots. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Riser-card assembly b. (Trained service technician only) System board
030-xxx-099	Failed internal SCSI interface test.	(Trained service technician only) Replace the system board.
035-285-001	Adapter Communication Error.	<ol style="list-style-type: none"> 1. Update the ServeRAID SAS controller firmware. 2. Reseat the ServeRAID SAS controller. 3. Replace the ServeRAID SAS controller.
035-286-001	Adapter CPU Test Error.	<ol style="list-style-type: none"> 1. Update the ServeRAID SAS controller firmware. 2. Reseat the ServeRAID SAS controller. 3. Replace the ServeRAID SAS controller.
035-287-001	Adapter Local RAM Test Error.	<ol style="list-style-type: none"> 1. Update the ServeRAID SAS controller firmware. 2. Reseat the ServeRAID SAS controller. 3. Replace the ServeRAID SAS controller.
035-288-001	Adapter NVSRAM Test Error.	<ol style="list-style-type: none"> 1. Update the ServeRAID SAS controller firmware. 2. Reseat the ServeRAID SAS controller. 3. Replace the ServeRAID SAS controller.
035-289-001	Adapter Cache Test Error.	<ol style="list-style-type: none"> 1. Update the ServeRAID SAS controller firmware. 2. Reseat the ServeRAID SAS controller. 3. Replace the ServeRAID SAS controller.
035-292-001	Adapter Parameter Set Error.	<ol style="list-style-type: none"> 1. Update the ServeRAID SAS controller firmware. 2. Reseat the ServeRAID SAS controller. 3. Replace the ServeRAID SAS controller.
035-230-001	Battery Low.	Replace the battery module on the ServeRAID SAS controller.
035-231-001	Abnormal Battery Temperature.	Replace the battery module on the ServeRAID SAS controller.
035-231-001	Battery Status Unknown.	Replace the battery module on the ServeRAID SAS controller.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
089-xxx-00n	Failed microprocessor test. Note: n = APIC ID for failing microprocessor <ul style="list-style-type: none"> • 0, 1, 2, 3 = microprocessor 1 • 4, 5, 6, 7 = microprocessor 2 <p>Odd APIC numbers are hyperthreads.</p>	<ol style="list-style-type: none"> 1. Make sure that the BIOS code is at the latest level. 2. (Trained service technician only) Reseat the microprocessor. 3. (Trained service technician only) Replace the microprocessor.
166-051-000	System Management: Failed. Unable to communicate with Remote Supervisor Adapter II SlimLine.	<ol style="list-style-type: none"> 1. Update the firmware (BIOS, service processor, diagnostics) to the latest levels. 2. Run the diagnostic test again. 3. Correct other error conditions (including failed systems-management tests and items that are logged in Remote Supervisor Adapter II SlimLine system event/error log) and run the test again. 4. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and run the test again. 5. Reseat the Remote Supervisor Adapter II SlimLine. 6. Replace the Remote Supervisor Adapter II SlimLine.
166-060-000	System Management: Failed. Unable to communicate with Remote Supervisor Adapter II SlimLine.	<ol style="list-style-type: none"> 1. Update the firmware (BIOS, service processor, diagnostics) to the latest levels. 2. Run the diagnostic test again. 3. Correct other error conditions (including failed systems-management tests and items that are logged in Remote Supervisor Adapter II SlimLine system event/error log) and run the test again. 4. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and run the test again. 5. Reseat the Remote Supervisor Adapter II SlimLine. 6. Replace the Remote Supervisor Adapter II SlimLine.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
166-070-000	System Management: Failed. Unable to communicate with Remote Supervisor Adapter II SlimLine.	<ol style="list-style-type: none"> 1. Update the firmware (BIOS, service processor, diagnostics) to the latest levels. 2. Run the diagnostic test again. 3. Correct other error conditions (including failed systems-management tests and items that are logged in Remote Supervisor Adapter II SlimLine system event/error log) and run the test again. 4. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and run the test again. 5. Reseat the Remote Supervisor Adapter II SlimLine. 6. Replace the Remote Supervisor Adapter II SlimLine.
166-198-000	System Management: Aborted.	<ol style="list-style-type: none"> 1. Run the diagnostic test again. 2. Correct other error conditions (including failed system management tests and items logged in the BMC error log and the system event/error log) and retry the test. 3. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry the test. 4. Replace the Remote Supervisor Adapter II SlimLine, if installed. 5. (Trained service technician only) Replace the system board.
166-250-000	System Management: Failed. I ² C cable is disconnected.	<ol style="list-style-type: none"> 1. Reconnect the I²C ribbon cable between the operator information panel assembly and the system board. 2. (Trained service technician only) Replace the system board.
166-260-000	System Management: Failed. Remote Supervisor Adapter II SlimLine restart error.	<ol style="list-style-type: none"> 1. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and run the test again. 2. Reseat the Remote Supervisor Adapter II SlimLine. 3. Replace the Remote Supervisor Adapter II SlimLine.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
166-342-000	System Management: Failed. Remote Supervisor Adapter II SlimLine BIST indicates failed tests.	<ol style="list-style-type: none"> 1. Update the firmware for BIOS and the Remote Supervisor Adapter II SlimLine to the latest levels. 2. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and run the test again. 3. Reseat the Remote Supervisor Adapter II SlimLine. 4. Replace the Remote Supervisor Adapter II SlimLine.
166-400-000	System Management: Failed. BMC self-test failed.	<ol style="list-style-type: none"> 1. Update the BMC firmware to the latest level. 2. (Trained service technician only) Replace the system board.
166-404-001	System Management: Failed. BMC indicates failure in I ² C bus test.	<ol style="list-style-type: none"> 1. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and run the test again. 2. Update the BMC firmware to the latest level. 3. Reseat the power backplane. 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Power backplane b. (Trained service technician only) System board
166-406-001	System Management: Failed. BMC indicates failure in I ² C bus test.	<ol style="list-style-type: none"> 1. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and retry the test. 2. Update the BMC firmware to the latest level. 3. Reseat the following components: <ol style="list-style-type: none"> a. Hard disk drive signal cable b. Hard disk drive backplane 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Hard disk drive backplane b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
166-407-001	System Management: Failed. BMC indicates failure in I ² C bus test.	<ol style="list-style-type: none"> 1. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and retry the test. 2. Update the BMC firmware to the latest level. 3. Reseat the operator information panel cable. 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Operator information panel assembly b. (Trained service technician only) System board
166-nnn-001	System Management: Failed. Note: nnn indicates the failure type. <ul style="list-style-type: none"> • 300 to 320: Self-test failure • 400 to 420 (excluding 412, 414, and 415): I²C bus test failure 	<ol style="list-style-type: none"> 1. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and retry the test. 2. Update the BMC firmware to the latest level. 3. (Trained service technician only) Replace the system board.
166-412-001	System Management: Failed. I ² C bus failure.	<ol style="list-style-type: none"> 1. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and retry the test. 2. Update the BMC firmware to the latest level. 3. Reseat the power backplane. 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Power backplane b. (Trained service technician only) System board
166-414-001	System Management: Failed. I ² C bus failure.	<ol style="list-style-type: none"> 1. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and retry the test. 2. Update the BMC firmware to the latest level. 3. Reseat the hard disk drive signal cable. 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Hard disk drive backplane b. (Trained service technician only) System board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
166-415-001	System Management: Failed. I ² C bus failure.	<ol style="list-style-type: none"> 1. Disconnect all power cords and external cables from the server, wait 30 seconds, reconnect the power cords and cables, and retry the test. 2. Update the BMC firmware to the latest level. 3. Reseat the operator information panel cable. 4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Operator information panel assembly b. (Trained service technician only) System board
180-xxx-000	Diagnostics LED failure.	Run diagnostics panel LED test for the failing LED.
180-xxx-001	Failed front LED panel test.	<ol style="list-style-type: none"> 1. Reseat the operator information panel cable. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Operator information panel assembly b. (Trained service technician only) System board
180-xxx-002	Failed diagnostics LED panel test.	<p>Note: The light path diagnostics panel is part of the operator information panel assembly.</p> <ol style="list-style-type: none"> 1. Reseat the operator information panel cable. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Operator information panel assembly b. (Trained service technician only) System board
180-361-003	Failed fan LED test.	<ol style="list-style-type: none"> 1. Reseat the fans. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Fans b. (Trained service technician only) System board
180-xxx-003	Failed system board LED test.	(Trained service technician only) Replace the system board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
180-xxx-005	Failed hard disk drive backplane LED test.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Hard disk drive backplane cable. b. Hard disk drive backplane. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Hard disk drive backplane b. (Trained service technician only) System board
201-xxx-0nn	Failed memory test. Note: nn = slot number of failing DIMM.	<p>Replace the following components one at a time, in the order shown, restarting the server each time:</p> <ol style="list-style-type: none"> 1. DIMM identified by nn 2. (Trained service technician only) System board
201-xxx-n99	Multiple DIMM failure. Note: n = the number of the failing pair (see Table 7 on page 114 and the illustration following).	<ol style="list-style-type: none"> 1. See the error text to identify the failing DIMMs. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. DIMMs in pair n b. (Trained service technician only) System board
202-xxx-00n	Failed system cache test. Note: n = APIC ID for failing microprocessor. <ul style="list-style-type: none"> • 0, 1, 2, 3 = microprocessor 1 • 4, 5, 6, 7 = microprocessor 2 <p>Odd APIC numbers are hyperthreads.</p>	<ol style="list-style-type: none"> 1. Make sure that the BIOS code is at the latest level. 2. Reseat the following components: <ol style="list-style-type: none"> a. (If n = 4, 5, 6, or 7) VRM b. (Trained service technician only) The indicated microprocessor. 3. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. (If n = 4, 5, 6, or 7) VRM b. (Trained service technician only) The indicated microprocessor.
215-xxx-000	Failed CD-RW/DVD drive test.	<ol style="list-style-type: none"> 1. Run the test again with a different CD-RW/DVD drive. 2. Reseat the following components: <ol style="list-style-type: none"> a. CD-RW/DVD drive b. Operator information panel assembly 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. CD-RW/DVD drive b. CD/DVD media backplane

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 		
Error code	Description	Action
217-198-xxx	Could not establish drive parameters.	<ol style="list-style-type: none"> 1. Reseat the hard disk drive signal cable. 2. Reseat the hard disk drive. 3. Replace the following components in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Hard disk drive b. Hard disk drive signal cable c. Hard disk drive backplane
217-xxx-00n	Failed fixed disk test. Note: n is the number of the failed drive. The hard disk drive numbers are on the server front.	<ol style="list-style-type: none"> 1. Reseat the hard disk drive indicated by n. 2. Replace the hard disk drive indicated by n.
301-xxx-000	Failed keyboard test. Note: After installing a USB keyboard, you might have to use the Configuration/Setup Utility program to enable keyboardless operation and prevent the POST error message 301 from being displayed during startup.	<ol style="list-style-type: none"> 1. Reseat the keyboard cable. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Keyboard b. (Trained service technician only) System board
405-xxx-000	Failed Ethernet test on Ethernet controller.	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program and make sure that Ethernet is not disabled and that the BIOS code is at the latest level. 2. (Trained service technician only) Replace the system board.
405-xxx-00n	Failed Ethernet test on adapter in PCI slot n.	<ol style="list-style-type: none"> 1. Reseat the Ethernet adapter in slot n. 2. Replace the Ethernet adapter in slot n. 3. (Trained service technician only) Replace the system board.
415-xx-000	Failed modem test.	<ol style="list-style-type: none"> 1. Reseat the modem cable. Note: Make sure that the modem is present and attached to the server. 2. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Modem b. (Trained service technician only) System board

Recovering the BIOS code

If the BIOS code has become damaged, such as from a power failure during an update, you can recover the BIOS code using the boot block jumper and a BIOS recovery diskette.

Notes:

1. You can obtain a BIOS recovery diskette from one of the following sources:
 - Download the BIOS code update from the World Wide Web and use it to make a recovery diskette.
 - Contact your IBM service representative.
2. To create and use a diskette, you must add an optional external diskette drive to the server.

To download the BIOS code update from the World Wide Web, complete the following steps:

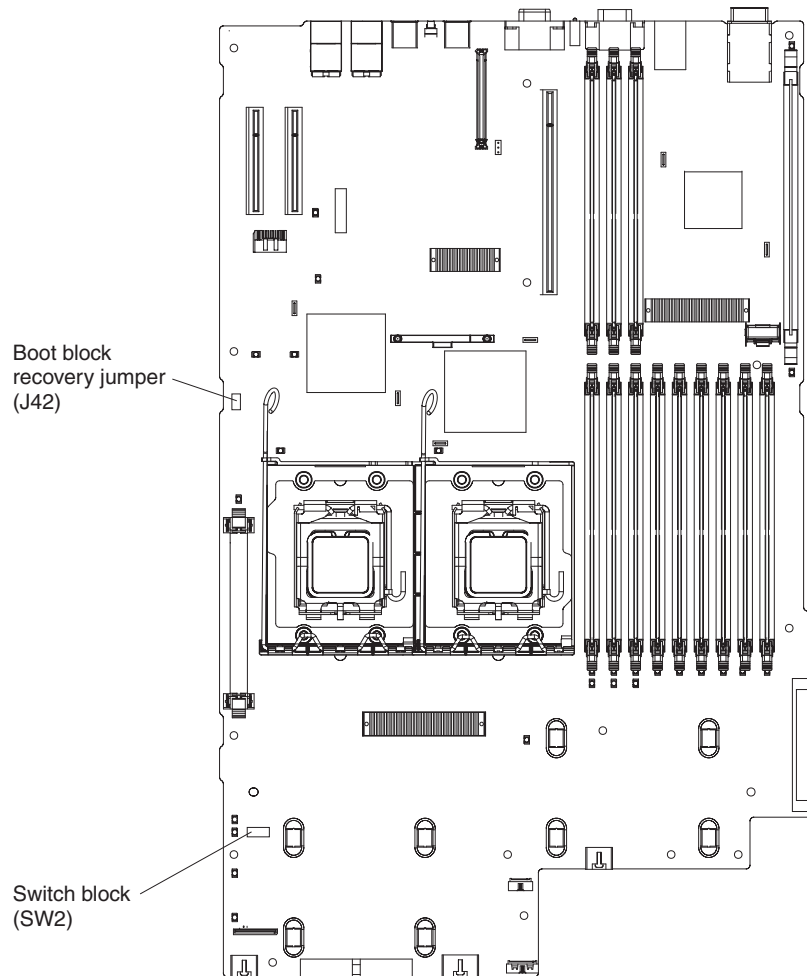
1. Go to <http://www.ibm.com/servers/eserver/support/xseries/index.html>.
2. Select **System x3650** from the **Hardware** list,.
3. Click the **Download** tab.
4. Download the latest BIOS code update.
5. Create the BIOS recovery diskette, following the instructions that come with the update file that you downloaded.

The flash memory of the server consists of a primary page and a backup page. The backup page is a protected area that cannot be overwritten. The recovery boot block is a section of code in this protected area that enables the server to start up and to read a recovery diskette. The recovery utility recovers the system BIOS code from the BIOS recovery files on the diskette.

To recover the BIOS code and restore the server operation to the primary page, complete the following steps:

1. Turn off the server, and disconnect all power cords and external cables.
2. Remove the server cover. See "Removing the cover" on page 90 for more information.

3. Locate the boot block recovery jumper block (J42) on the system board.



4. Move the jumper from pins 1 and 2 to pins 2 and 3 to enable the BIOS recovery mode.
5. Insert the BIOS recovery diskette into the diskette drive.
6. Reinstall the server cover; then, reconnect all power cords.
7. Restart the server. The power-on self test (POST) starts.
8. Select **1 - Update POST/BIOS** from the menu that contains various flash update options.
9. When you are asked whether you want to save the current code to a diskette, press N.
10. When you are asked to choose a language, select a language (from 0 to 7) and press Enter.
11. Remove the BIOS recovery diskette from the diskette drive.
12. Turn off the server, and disconnect all power cords and external cables; then, remove the server cover.
13. Remove the jumper from the boot block recovery jumper block, or move it to pins 1 and 2, to return to normal startup mode.
14. Reconnect all external cables and power cords, and turn on the peripheral devices; then, reinstall the server cover.
15. Restart the server.

System event/error log messages

A system event/error log is generated only if a Remote Supervisor Adapter II SlimLine is installed. The system event/error log can contain messages of three types:

- Information** Information messages do not require action; they record significant system-level events, such as when the server is started.
- Warning** Warning messages do not require immediate action; they indicate possible problems, such as when the recommended maximum ambient temperature is exceeded.
- Error** Error messages might require action; they indicate system errors, such as when a fan is not detected.

Each message contains date and time information, and it indicates the source of the message (POST/BIOS or the service processor).

Note: The BMC system event log, which you can view through the Configuration/Setup Utility program, also contains many information, warning, and error messages.

In the following example, the system event/error log message indicates that the server was turned on at the recorded time.

```
-----  
Date/Time: 2002/05/07 15:52:03  
DMI Type:  
Source: SERVPROC  
Error Code: System Complex Powered Up  
Error Code:  
Error Data:  
Error Data:  
-----
```

The following table describes the possible system event/error log messages and suggested actions to correct the detected problems.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System event/error log message	Action
+12v critical over voltage fault	<ol style="list-style-type: none"> 1. If the OVER SPEC LED on the light path diagnostics panel is lit, or any of the four power channel error LEDs (A, B, C, or D) on the system board are lit, see the entries about power-channel error LEDs in “Power problems” on page 45. (See “Internal connectors, LEDs, and jumpers” on page 8 for the location of the power channel error LEDs.) 2. If the actions in “Power problems” on page 45 do not identify a defective component, complete the following steps: <ol style="list-style-type: none"> a. Remove the power supplies. Replace the power supplies one at a time, restarting the server each time, to isolate a failing power supply. b. If the server fails to start, replace the power backplane. Restart the server. c. If the server fails to start, (trained service technician only) replace the system board.
+12v critical under voltage fault	<ol style="list-style-type: none"> 1. If the OVER SPEC LED on the light path diagnostics panel is lit, or any of the four power channel error LEDs (A, B, C, or D) on the system board are lit, see the entries about power-channel error LEDs in “Power problems” on page 45. (See “Internal connectors, LEDs, and jumpers” on page 8 for the location of the power channel error LEDs.) 2. If the actions in “Power problems” on page 45 do not identify a defective component, complete the following steps: <ol style="list-style-type: none"> a. Remove the power supplies. Replace the power supplies one at a time, restarting the server each time, to isolate a failing power supply. b. If the server fails to start, replace the power backplane. Restart the server. c. If the server fails to start, (trained service technician only) replace the system board.
12v planar fault	<ol style="list-style-type: none"> 1. If the OVER SPEC LED on the light path diagnostics panel is lit, or any of the four power channel error LEDs (A, B, C, or D) on the system board are lit, see the entries about power-channel error LEDs in “Power problems” on page 45. (See “Internal connectors, LEDs, and jumpers” on page 8 for the location of the power channel error LEDs.) 2. If the actions in “Power problems” on page 45 do not identify a defective component, complete the following steps: <ol style="list-style-type: none"> a. Remove the power supplies. Replace the power supplies one at a time, restarting the server each time, to isolate a failing power supply. b. If the server fails to start, replace the power backplane. Restart the server. c. If the server fails to start, (trained service technician only) replace the system board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System event/error log message	Action
+5v critical over voltage fault	<ol style="list-style-type: none"> 1. Remove the following devices, which are powered by 5 volts: <ul style="list-style-type: none"> • All PCI adapters • USB devices • CD-RW/DVD drive • Tape drive, if one is installed • Hard disk drive backplane 2. Reinstall each I/O device removed in step 1, one at a time, restarting the server each time, to isolate a defective device. Replace any defective device. 3. If the error continues, replace the power backplane. Restart the server. 4. If the error continues, (trained service technician only) replace the system board.
+5v critical under voltage fault	<ol style="list-style-type: none"> 1. Remove the following devices, which are powered by 5 volts: <ul style="list-style-type: none"> • All PCI adapters • USB devices • CD-RW/DVD drive • Tape drive, if one is installed • Hard disk drive backplane 2. Reinstall each I/O device removed in step 1, one at a time, restarting the server each time, to isolate a defective device. Replace any defective device. 3. If the error continues, replace the power backplane. Restart the server. 4. If the error continues, (trained service technician only) replace the system board.
5V fault	<ol style="list-style-type: none"> 1. Remove the following devices, which are powered by 5 volts: <ul style="list-style-type: none"> • All PCI adapters • USB devices • CD-RW/DVD drive • Tape drive, if one is installed • Hard disk drive backplane 2. Reinstall each I/O device removed in step 1, one at a time, restarting the server each time, to isolate a defective device. Replace any defective device. 3. If the error continues, replace the power backplane. Restart the server. 4. If the error continues, (trained service technician only) replace the system board.
+2.5v critical over voltage fault	Information only
+2.5v critical under voltage fault	Information only
+1.8v critical over voltage fault	Information only

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
System event/error log message	Action
+1.8v critical under voltage fault	Information only
The system real time clock battery is no longer reliable.	Replace the battery.
+3.3v critical over voltage fault	<ol style="list-style-type: none"> 1. Remove all PCI adapters. 2. Reinstall each PCI adapter, one at a time, restarting the server each time, to isolate a defective adapter. Replace any defective adapter. 3. If the error continues, (trained service technician only) replace the system board.
+3.3v critical under voltage fault	<ol style="list-style-type: none"> 1. Remove all PCI adapters. 2. Reinstall each PCI adapter, one at a time, restarting the server each time, to isolate a defective adapter. Replace any defective adapter. 3. If the error continues, (trained service technician only) replace the system board.
3.3V Bus Fault	<ol style="list-style-type: none"> 1. Remove all PCI adapters. 2. Reinstall each PCI adapter, one at a time, restarting the server each time, to isolate a defective adapter. Replace any defective adapter. 3. If the error continues, (trained service technician only) replace the system board.
Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the power supplies. 2. If the error continues, replace the power backplane.
VRM 1 Power Good Fault	<ol style="list-style-type: none"> 1. (Trained service technician only) Reseat microprocessor 1. 2. (Trained service technician only) Replace microprocessor 1. 3. (Trained service technician only) Replace the system board.
VRM 2 Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the VRM. 2. (Trained service technician only) Reseat microprocessor 2. 3. Replace the VRM. 4. (Trained service technician only) Replace microprocessor 2. 5. (Trained service technician only) Replace the system board.
VRM 2 is present	Information only
VRM 2 is not present	If microprocessor 2 is installed, install or replace the VRM.
Memory Area non-critical over temperature warning	<ol style="list-style-type: none"> 1. Make sure that the fans are operating and are not obstructed. 2. Make sure that the air baffles are in place and correctly installed. 3. Make sure that the server cover is installed and fully closed.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System event/error log message	Action
Memory Area non-recoverable over temperature fault	<ol style="list-style-type: none"> 1. Make sure that the fans are operating and are not obstructed. 2. Make sure that the air baffles are in place and correctly installed. 3. Make sure that the server cover is installed and fully closed. 4. (Trained service technician only) Replace the system board.
Fan <i>n</i> Failure <i>n</i> = the fan number	<ol style="list-style-type: none"> 1. Make sure that the connector on the fan is not damaged. 2. Make sure that the fan connector on the system board is not damaged. 3. Make sure that the fan is fully installed (press down on the fan). 4. Reseat fan <i>n</i>. 5. Replace fan <i>n</i>.
Fan <i>n</i> Fault <i>n</i> = the fan number	<ol style="list-style-type: none"> 1. Make sure that the connector on the fan is not damaged. 2. Make sure that the fan connector on the system board is not damaged. 3. Make sure that the fan is fully installed (press down on the fan). 4. Reseat fan <i>n</i>. 5. Replace fan <i>n</i>.
Hard Drive <i>n</i> Fault <i>n</i> = the hard disk drive number	<ol style="list-style-type: none"> 1. Reseat hard disk drive <i>n</i>. 2. Replace hard disk drive <i>n</i>.
Hard drive <i>n</i> removal detected. <i>n</i> = the hard disk drive number	Reseat hard disk drive <i>n</i> .
Power supply <i>n</i> removed <i>n</i> = the power supply number	<ol style="list-style-type: none"> 1. Reseat power supply <i>n</i>. 2. Replace power supply <i>n</i>. 3. Replace the power backplane.
Power supply <i>n</i> fault <i>n</i> = the power supply number	<ol style="list-style-type: none"> 1. If the server power-on LED is lit, perform the following steps: <ol style="list-style-type: none"> a. Reduce the server to the minimum configuration (see “Solving undetermined problems” on page 76 for a description of the minimum configuration). b. Reinstall the components you removed, one at a time, restarting the server each time. c. If the error reoccurs, the component you just reinstalled is defective; replace the defective component. 2. Reseat the following components: <ol style="list-style-type: none"> a. Power supply <i>n</i> b. Power backplane 3. Replace the components listed in step 2, one at a time, in the order shown, restarting the server each time.

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
System event/error log message	Action
Power supply <i>n</i> AC power removed <i>n</i> = the power supply number	<ol style="list-style-type: none"> 1. Make sure that the power cords are correctly connected to the server and to a working electrical outlet. 2. Replace power supply <i>n</i>. 3. Replace the power backplane.
Power supply <i>n</i> fan fault <i>n</i> = the power supply number	<ol style="list-style-type: none"> 1. Make sure that there are no obstructions, such as bundled cables, to the airflow on the power-supply fan. 2. Replace power supply <i>n</i>.
Power supply current exceeded max spec value	<ol style="list-style-type: none"> 1. Make sure that two power supplies are installed, and that the ac power cords are correctly connected to the power supplies and to a working electrical outlet. 2. Replace the power backplane.
Front panel NMI	<ol style="list-style-type: none"> 1. If the MEM LED on the light path diagnostics panel is lit, complete the following steps: <ol style="list-style-type: none"> a. Check the other system logs for related entries and actions. b. Reinstall the server device drivers. c. Reinstall the operating system. 2. If the error LED for PCI slot 1 or PCI slot 2 on the riser card is lit, complete the following steps: <ol style="list-style-type: none"> a. Remove the adapter from the PCI slot that has the lit error LED. b. If the error continues, replace the riser-card assembly. c. (Trained service technician only) If the error continues, replace the system board. 3. If the error LED for PCI slot 3 or PCI slot 4 on the system board is lit, complete the following steps: <ol style="list-style-type: none"> a. Remove the adapter from the PCI slot that has the lit error LED. b. (Trained service technician only) If the error continues, replace the system board. 4. Remove all PCI adapters from the server. (Trained service technician only) If the error continues, replace the system board.
Software NMI	Information only
CPU <i>n</i> IERR detected, the system has been restarted <i>n</i> = the microprocessor number	<ol style="list-style-type: none"> 1. Make sure that you have installed the latest levels of firmware and device drivers for all adapters and standard devices, such as Ethernet, SCSI, or SAS. 2. Run the diagnostics programs for the hard disk drives and other I/O devices. 3. (Trained service technician only) Replace microprocessor <i>n</i>.
CPU <i>n</i> IERR, the CPU has been disabled <i>n</i> = the microprocessor number	<ol style="list-style-type: none"> 1. (Trained service technician only) Reseat microprocessor <i>n</i>. 2. (Trained service technician only) Replace microprocessor <i>n</i>. 3. (Trained service technician only) Replace the system board.

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician. 	
System event/error log message	Action
CPU <i>n</i> over temperature <i>n</i> = the microprocessor number	<ol style="list-style-type: none"> 1. Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed. 2. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly. 3. (Trained service technician only) Replace microprocessor <i>n</i>.
CPU removal detected	Information only. Take action as appropriate.
CPU <i>n</i> non-critical over temperature warning <i>n</i> = the microprocessor number	<ol style="list-style-type: none"> 1. Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed. 2. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly.
CPU <i>n</i> non-recoverable over temperature fault	<ol style="list-style-type: none"> 1. Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed. 2. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly. 3. (Trained service technician only) Replace microprocessor <i>n</i> 4. (Trained service technician only) Replace the system board.
VRD 1 critical over voltage fault	<ol style="list-style-type: none"> 1. (Trained service technician only) Reseat microprocessor 1. 2. (Trained service technician only) Replace the system board.
VRD 1 critical under voltage fault	<ol style="list-style-type: none"> 1. (Trained service technician only) Reseat microprocessor 1. 2. (Trained service technician only) Replace the system board.
VRD 2 critical over voltage fault VRD 2 = VRM	<ol style="list-style-type: none"> 1. Reseat the VRM. 2. (Trained service technician only) Reseat microprocessor 2. 3. (Trained service technician only) Replace the system board.
VRD 2 critical under voltage fault VRD 2 = VRM	<ol style="list-style-type: none"> 1. Reseat the VRM. 2. (Trained service technician only) Reseat microprocessor 2. 3. (Trained service technician only) Replace the system board.
Processor VTT Power Fault.	<ol style="list-style-type: none"> 1. (Trained service technician only) Reseat microprocessor 1. 2. (Trained service technician only) Replace the system board.

Solving power problems

Power problems can be difficult to solve. For example, a short circuit can exist anywhere on any of the power distribution buses. Usually, a short circuit will cause the power subsystem to shut down because of an overcurrent condition. To diagnose a power problem, use the following general procedure:

1. Turn off the server and disconnect all ac power cords.
2. Check for loose cables in the power subsystem. Also check for short circuits, for example, if a loose screw is causing a short circuit on a circuit board.
3. If a power-channel error LED on the system board is lit, perform the following steps; otherwise, go to step 4. See “System-board LEDs” on page 15 for the location of the power-channel error LEDs. Table 4 identifies the components associated with each power channel, and the order in which to troubleshoot the components.
 - a. Disconnect the cables and power cords to all internal and external devices. Leave the power-supply cords connected.
 - b. Remove each component that is associated with the LED, one at a time, in the sequence indicated in Table 4, restarting the server each time, until the cause of the overcurrent condition is identified.

Important: Only a trained service technician should remove or replace a FRU, such as a microprocessor or the system board. See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine whether a component is a FRU.

Table 4. Components associated with power-channel error LEDs

Power-channel error LED	Components
A	Fan 4, fan 6, fan 8, fan 9, microprocessor 1, system board (integrated voltage regulator)
B	Fan 1, fan 2, fan 3, fan 5, VRM, IDE CD/DVD cable, IDE CD/DVD media backplane, microprocessor 2, system board
C	ServeRAID SAS controller (8k or 8k-l), DIMMs, tape power (connector J100), system board
D	Low-profile PCI Express adapter (PCI slots 3 and 4), adapter on PCI riser card (PCI slots 1 and 2), system board

- c. Replace the identified component.
4. Remove the adapters and disconnect the cables and power cords to all internal and external devices until the server is at the minimum configuration that is required for the server to start (see “Solving undetermined problems” on page 76 for the minimum configuration).
5. Reconnect all ac power cords and turn on the server. If the server starts successfully, replace the adapters and devices one at a time until the problem is isolated.

If the server does not start from the minimum configuration, replace the components in the minimum configuration one at a time until the problem is isolated.

Solving Ethernet controller problems

The method that you use to test the Ethernet controller depends on which operating system you are using. See the operating-system documentation for information about Ethernet controllers, and see the Ethernet controller device-driver readme file.

Try the following procedures:

- Make sure that the correct device drivers, which come with the server, are installed and that they are at the latest level.
- Make sure that the Ethernet cable is installed correctly.

- The cable must be securely attached at all connections. If the cable is attached but the problem remains, try a different cable.
- You must use Category 5 cabling.
- Determine whether the hub supports auto-negotiation. If it does not, try configuring the integrated Ethernet controller manually to match the speed and duplex mode of the hub.
- Check the Ethernet controller LEDs on the rear panel of the server. These LEDs indicate whether there is a problem with the connector, cable, or hub.
 - The Ethernet link status LED is lit when the Ethernet controller receives a link pulse from the hub. If the LED is off, there might be a defective connector or cable or a problem with the hub.
 - The Ethernet transmit/receive activity LED is lit when the Ethernet controller sends or receives data over the Ethernet network. If the Ethernet transmit/receive activity light is off, make sure that the hub and network are operating and that the correct device drivers are installed.
- Check the Ethernet activity LED on the rear of the server. The Ethernet activity LED is lit when data is active on the Ethernet network. If the Ethernet activity LED is off, make sure that the hub and network are operating and that the correct device drivers are installed.
- Check for operating-system-specific causes of the problem.
- Make sure that the device drivers on the client and server are using the same protocol.

If the Ethernet controller still cannot connect to the network but the hardware appears to be working, the network administrator must investigate other possible causes of the error.

Solving undetermined problems

If the diagnostic tests did not diagnose the failure or if the server is inoperative, use the information in this section.

If you suspect that a software problem is causing failures (continuous or intermittent), see “Software problems” on page 48.

Damaged data in CMOS memory or damaged BIOS code can cause undetermined problems. To reset the CMOS data, use the CMOS jumper to clear the CMOS memory and override the power-on password; see “System-board switches and jumpers” on page 13. If you suspect that the BIOS code is damaged, see “Recovering the BIOS code” on page 65.

Check the LEDs on all the power supplies (see “Power-supply LEDs” on page 53). If the LEDs indicate that the power supplies are working correctly, complete the following steps:

1. Turn off the server.
2. Make sure that the server is cabled correctly.
3. Remove or disconnect the following devices, one at a time, until you find the failure. Turn on the server and reconfigure it each time.
 - Any external devices.
 - Surge-suppressor device (on the server).
 - Modem, printer, mouse, and non-IBM devices.
 - Each adapter.
 - Hard disk drives.
 - Memory modules. The minimum configuration requirement is 1 GB (two 512 MB DIMM, in DIMM slots 1 and 4).
 - Service processor (Remote Supervisor Adapter II SlimLine).

The following minimum configuration is required for the server to start:

- One microprocessor
 - Two 512 MB DIMMs
 - One power supply
 - Power backplane
 - Power cord
 - ServeRAID SAS controller
4. Turn on the server. If the problem remains, suspect the following components in the following order:
 - a. Power backplane
 - b. System board

If the problem is solved when you remove an adapter from the server but the problem recurs when you reinstall the same adapter, suspect the adapter; if the problem recurs when you replace the adapter with a different one, suspect the riser card.

If you suspect a networking problem and the server passes all the system tests, suspect a network cabling problem that is external to the server.

Calling IBM for service

See Appendix A, “Getting help and technical assistance,” on page 163 for information about calling IBM for service.

When you call for service, have as much of the following information available as possible:

- Machine type and model
- Microprocessor and hard disk drive upgrades
- Failure symptoms
 - Does the server fail the diagnostic programs? If so, what are the error codes?
 - What occurs? When? Where?
 - Is the failure repeatable?
 - Has the current server configuration ever worked?
 - What changes, if any, were made before it failed?
 - Is this the original reported failure, or has this failure been reported before?
- Diagnostic program type and version level
- Hardware configuration (print screen of the system summary)
- BIOS code level
- Operating-system type and version level

You can solve some problems by comparing the configuration and software setups between working and nonworking servers. When you compare servers to each other for diagnostic purposes, consider them identical only if all the following factors are exactly the same in all the servers:

- Machine type and model
- BIOS level
- Memory amount, type, and configuration
- Adapters and attachments, in the same locations
- Address jumpers, terminators, and cabling
- Software versions and levels

- Diagnostic program type and version level
- Configuration option settings
- Operating-system control-file setup

Chapter 3. Parts listing, Type 7979 server

The components in this chapter are available for the Series x3650 Type 7979 server except as specified otherwise in “Replaceable server components.” To check for an updated parts listing on the Web, complete the following steps:

1. Go to <http://www.ibm.com/servers/eserver/support/xseries/index.html>.
2. From the **Hardware** list, select **System x3650** and click **Go**.
3. Click the **Install and use** tab.
4. Click **Product documentation**.

Look for **Parts Information**.

Replaceable server components

Replaceable components are of three types:

- **Tier 1 customer replaceable unit (CRU):** Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit:** You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your server.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

For information about the terms of the warranty and getting service and assistance, see the *Warranty and Support Information* document.

View 1

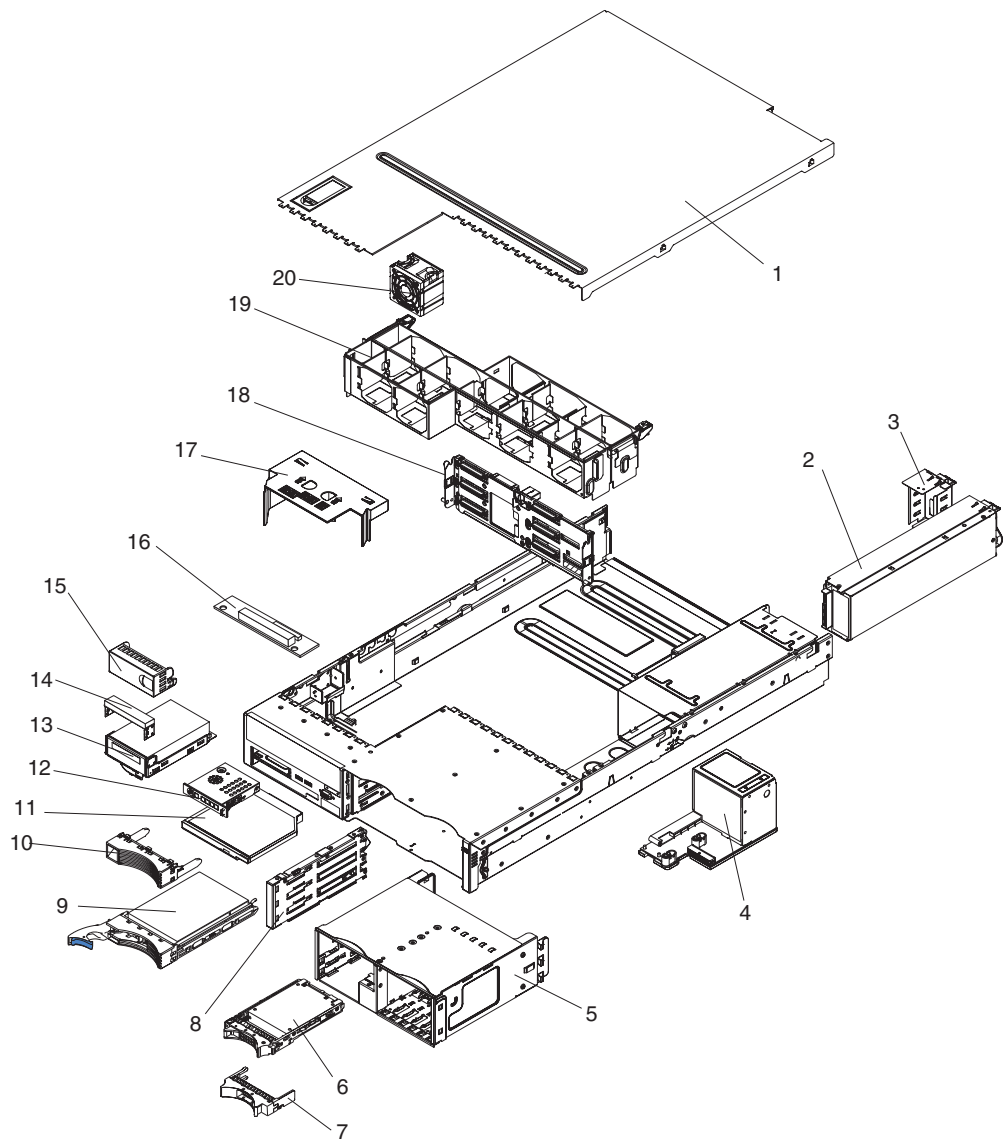


Table 5. View 1 parts listing, Type 7979

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
1	Cover	41Y8725		
2	Power supply, 835 W	24R2731		
3	Filler panel, power supply bay	24R2735		
4	Power backplane		24R2733	
5	Cage with backplane, 2.5-inch drive (models GSx, HSx)		40K6552	
6	Hard disk drive, 2.5-inch, HS (varies)	varies		
7	Filler panel, 2.5-inch hard disk drive bay (models GSx, HSx)	26K8680		
8	Center bracket, 3.5-inch drive cage (models G5x, H5x)			41Y8733
9	Hard disk drive, 3.5-inch, HS	varies		

Table 5. View 1 parts listing, Type 7979 (continued)

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
10	Filler panel, 3.5-inch hard disk drive bay (models G5x, H5x)	39M4375		
11	CD-RW/DVD drive, 24/8X, HLDS	39M3541		
11	CD-RW/DVD drive, 24/8X, Teac	39M3563		
12	Operator information panel assembly		41Y8736	
13	Tape drive	varies		
14	Tape drive space filler	varies		
15	Filler panel, tape drive bay (models GSx, HSx)	41Y8739		
16	CD/DVD media backplane		41Y8735	
17	Microprocessor air baffle	part of 41Y8727		
18	Backplane, 3.5-inch hard disk drive (models G5x, H5x)		41Y8732	
19	Fan bracket	41Y8726		
20	Fan (60 mm)	41Y8729		
	System service label	41Y8737		
	CRU/FRU label	41Y8738		
	Rack power cable	39M5377		
	Brackets, EIA		40K6497	
	Air baffles kit	41Y8727		
	Battery, 3.0 volt	33F8354		
	Cable, CD/DVD signal		39M6765	
	Cable, CD/DVD power		39M6757	
	Cable, 2.5-inch hard disk drive power (models GSx, HSx)		26K8068	
	Cable, 3.5-inch hard disk drive power (models G5x, H5x)		39M6759	
	Cable, hard disk drive signal		39M6767	
	Cable, front video		39M6761	
	Cable, front USB		39M6763	
	Cable, SATA tape power		40K6558	
	Chassis assembly			41Y8724
	Kit, misc.		41Y8730	
	Cable management arm kit		40K6556	
	Slide kit, toolless		40K6591	
	Slide shipping brackets			40K6592
	Slide kit, screw-in		41Y8731	
	DVD drive retention clip	part of 41Y8730		
	DVD drive filler	41Y8740		

View 2

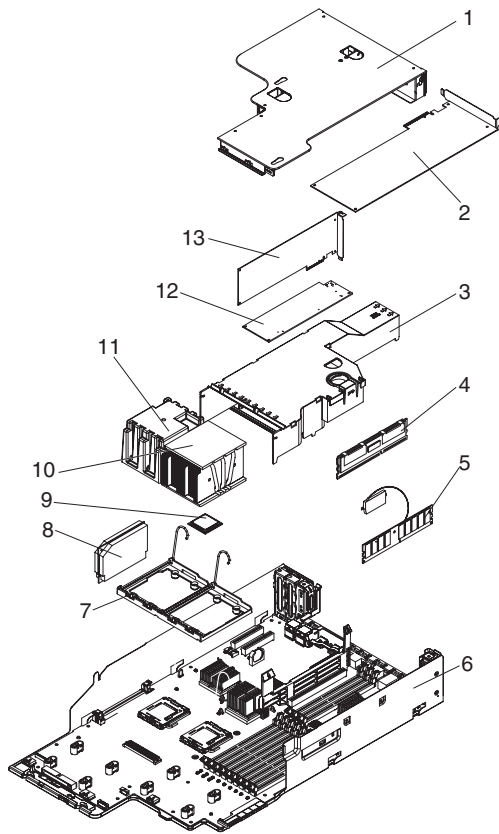


Table 6. View 2 parts listing, Type 7979

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
1	PCI Express riser card assembly		39Y6788	
1	PCI-X riser card assembly (optional)		39Y6784	
2	Full-length adapter	varies		
3	DIMMs air baffle	part of 41Y8727		
4	Memory, 512 MB PC2-5300	38L5901		
5	ServeRAID-8k-I SAS Controller (optional)	25R8076		
5	ServeRAID-8k SAS Controller (optional) with battery	25R8079		
6	Shuttle assembly			39Y6998
7	Heat-sink retention module			39M6783
8	VRM 11.0	24R2694		
9	Microprocessor, 3.2 GHz, dual core, 2M (models H5x, HSx)			41Y8904
9	Microprocessor, 3.0 GHz, dual core, 2M (models G5x, GSx)			41Y8905
10	Heat-sink filler	39M6800		
11	Heat sink			39M6791
12	Remote Supervisor Adapter II SlimLine (optional)	13N0833		

Table 6. View 2 parts listing, Type 7979 (continued)

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
13	Low-profile adapter	varies		
	ServeRAID-8k battery (optional)	25R8088		

Power cords

For your safety, IBM provides a power cord with a grounded attachment plug to use with this IBM product. To avoid electrical shock, always use the power cord and plug with a properly grounded outlet.

IBM power cords used in the United States and Canada are listed by Underwriter's Laboratories (UL) and certified by the Canadian Standards Association (CSA).

For units intended to be operated at 115 volts: Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a parallel blade, grounding-type attachment plug rated 15 amperes, 125 volts.

For units intended to be operated at 230 volts (U.S. use): Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a tandem blade, grounding-type attachment plug rated 15 amperes, 250 volts.

For units intended to be operated at 230 volts (outside the U.S.): Use a cord set with a grounding-type attachment plug. The cord set should have the appropriate safety approvals for the country in which the equipment will be installed.

IBM power cords for a specific country or region are usually available only in that country or region.

IBM power cord part number	Used in these countries and regions
39M5206	China
39M5102	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea

IBM power cord part number	Used in these countries and regions
39M5123	Afghanistan, Albania, Algeria, Andorra, Angola, Armenia, Austria, Azerbaijan, Belarus, Belgium, Benin, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Democratic Republic of), Congo (Republic of), Cote D'Ivoire (Ivory Coast), Croatia (Republic of), Czech Republic, Dahomey, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Finland, France, French Guyana, French Polynesia, Germany, Greece, Guadeloupe, Guinea, Guinea Bissau, Hungary, Iceland, Indonesia, Iran, Kazakhstan, Kyrgyzstan, Laos (People's Democratic Republic of), Latvia, Lebanon, Lithuania, Luxembourg, Macedonia (former Yugoslav Republic of), Madagascar, Mali, Martinique, Mauritania, Mauritius, Mayotte, Moldova (Republic of), Monaco, Mongolia, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Reunion, Romania, Russian Federation, Rwanda, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia (Republic of), Somalia, Spain, Suriname, Sweden, Syrian Arab Republic, Tajikistan, Tahiti, Togo, Tunisia, Turkey, Turkmenistan, Ukraine, Upper Volta, Uzbekistan, Vanuatu, Vietnam, Wallis and Futuna, Yugoslavia (Federal Republic of), Zaire
39M5121	Denmark
39M5144	Bangladesh, Lesotho, Macao, Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda
39M5151	Abu Dhabi, Bahrain, Botswana, Brunei Darussalam, Channel Islands, China (Hong Kong S.A.R.), Cyprus, Dominica, Gambia, Ghana, Grenada, Iraq, Ireland, Jordan, Kenya, Kuwait, Liberia, Malawi, Malaysia, Malta, Myanmar (Burma), Nigeria, Oman, Polynesia, Qatar, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Sudan, Tanzania (United Republic of), Trinidad and Tobago, United Arab Emirates (Dubai), United Kingdom, Yemen, Zambia, Zimbabwe
39M5158	Liechtenstein, Switzerland
39M5165	Chile, Italy, Libyan Arab Jamahiriya
39M5172	Israel
39M5095	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Caicos Islands, Canada, Cayman Islands, Costa Rica, Colombia, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Japan, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Taiwan, United States of America, Venezuela
39M5219	Korea (Democratic People's Republic of), Korea (Republic of)
39M5199	Japan
39M5068	Argentina, Paraguay, Uruguay
39M5233	Brazil

IBM power cord part number	Used in these countries and regions
39M5081	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Caicos Islands, Canada, Cayman Islands, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Thailand, Taiwan, United States of America, Venezuela

Chapter 4. Removing and replacing server components

Replaceable components are of three types:

- **Tier 1 customer replaceable unit (CRU):** Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit:** You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your server.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

See Chapter 3, “Parts listing, Type 7979 server,” on page 79 to determine whether a component is a Tier 1 CRU, Tier 2 CRU, or FRU.

For information about the terms of the warranty and getting service and assistance, see the *Warranty and Support Information* document.

Installation guidelines

Before you remove or replace a component, read the following information:

- Read the safety information that begins on page vii, and the guidelines in “Handling static-sensitive devices” on page 89. This information will help you work safely.
- When you install your new server, take the opportunity to download and apply the most recent firmware updates. This step will help to ensure that any known issues are addressed and that your server is ready to function at maximum levels of performance. To download firmware updates for your server, go to <http://www.ibm.com/servers/eserver/support/xseries/index.html>, select **System x3650** from the **Hardware** list, and click the **Download** tab. For additional information about tools for updating, managing, and deploying firmware, see the System x and xSeries Tools Center at <http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp>.
- Before you install optional hardware, make sure that the server is working correctly. Start the server, and make sure that the operating system starts, if an operating system is installed, or that a 19990305 error code is displayed, indicating that an operating system was not found but the server is otherwise working correctly. If the server is not working correctly, see Chapter 2, “Diagnostics,” on page 17 for diagnostic information.
- Observe good housekeeping in the area where you are working. Place removed covers and other parts in a safe place.
- If you must start the server while the cover is removed, make sure that no one is near the server and that no tools or other objects have been left inside the server.
- Do not attempt to lift an object that you think is too heavy for you. If you have to lift a heavy object, observe the following precautions:
 - Make sure that you can stand safely without slipping.
 - Distribute the weight of the object equally between your feet.
 - Use a slow lifting force. Never move suddenly or twist when you lift a heavy object.

- To avoid straining the muscles in your back, lift by standing or by pushing up with your leg muscles.
- Make sure that you have an adequate number of properly grounded electrical outlets for the server, monitor, and other devices.
- Back up all important data before you make changes to disk drives.
- Have a small flat-blade screwdriver available.
- You do not have to turn off the server to install or replace hot-swap power supplies, hot-swap fans, or hot-plug Universal Serial Bus (USB) devices. However, you must turn off the server before performing any steps that involve removing or installing adapters or adapter cables.
- Blue on a component indicates touch points, where you can grip the component to remove it from or install it in the server, open or close a latch, and so on.
- Orange on a component or an orange label on or near a component indicates that the component can be hot-swapped, which means that if the server and operating system support hot-swap capability, you can remove or install the component while the server is running. (Orange can also indicate touch points on hot-swap components.) See the instructions for removing or installing a specific hot-swap component for any additional procedures that you might have to perform before you remove or install the component.
- When you are finished working on the server, reinstall all safety shields, guards, labels, and ground wires.
- For a list of supported options for the server, see <http://www.ibm.com/servers/eserver/serverproven/compat/us/>.

System reliability guidelines

To help ensure proper cooling and system reliability, make sure that:

- Each of the drive bays has a drive or a filler panel and electromagnetic compatibility (EMC) shield installed in it.
- If the server has redundant power, each of the power-supply bays has a power supply installed in it.
- There is adequate space around the server to allow the server cooling system to work properly. Leave approximately 50 mm (2.0 in.) of open space around the front and rear of the server. Do not place objects in front of the fans. For proper cooling and airflow, replace the server cover before turning on the server. Operating the server for extended periods of time (more than 30 minutes) with the server cover removed might damage server components.
- You have followed the cabling instructions that come with optional adapters.
- You have replaced a failed fan within 48 hours.
- You have replaced a hot-swap drive within 2 minutes of removal.
- You do not operate the server without the air baffles installed. Operating the server without the air baffles might cause the microprocessor to overheat.

Working inside the server with the power on

Attention: Static electricity that is released to internal server components when the server is powered-on might cause the server to halt, which could result in the loss of data. To avoid this potential problem, always use an electrostatic-discharge wrist strap or other grounding system when working inside the server with the power on.

The server supports hot-plug, hot-add, and hot-swap devices and is designed to operate safely while it is turned on and the cover is removed. Follow these guidelines when you work inside a server that is turned on:

- Avoid wearing loose-fitting clothing on your forearms. Button long-sleeved shirts before working inside the server; do not wear cuff links while you are working inside the server.
- Do not allow your necktie or scarf to hang inside the server.
- Remove jewelry, such as bracelets, necklaces, rings, and loose-fitting wrist watches.
- Remove items from your shirt pocket, such as pens and pencils, that could fall into the server as you lean over it.
- Avoid dropping any metallic objects, such as paper clips, hairpins, and screws, into the server.

Handling static-sensitive devices

Attention: Static electricity can damage the server and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

To reduce the possibility of damage from electrostatic discharge, observe the following precautions:

- Limit your movement. Movement can cause static electricity to build up around you.
- The use of a grounding system is recommended. For example, wear an electrostatic-discharge wrist strap, if one is available. Always use an electrostatic-discharge wrist strap or other grounding system when working inside the server with the power on.
- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed circuitry.
- Do not leave the device where others can handle and damage it.
- While the device is still in its static-protective package, touch it to an unpainted metal surface on the outside of the server for at least 2 seconds. This drains static electricity from the package and from your body.
- Remove the device from its package and install it directly into the server without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the server cover or on a metal surface.
- Take additional care when handling devices during cold weather. Heating reduces indoor humidity and increases static electricity.

Returning a device or component

If you are instructed to return a device or component, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

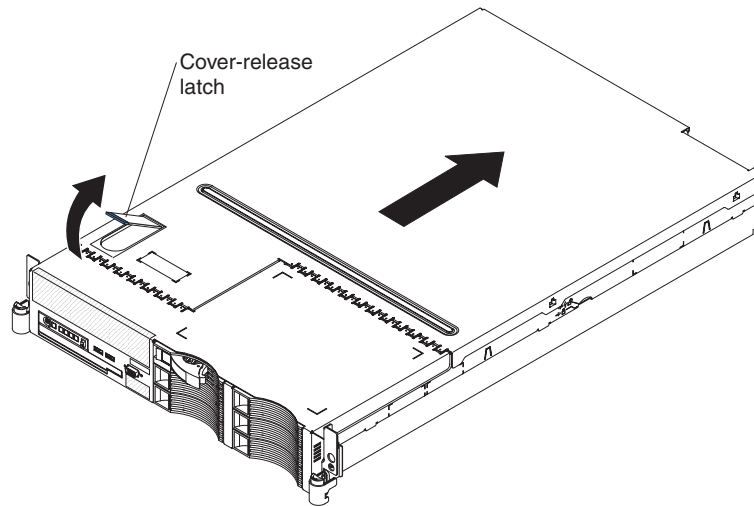
Removing and replacing Tier 1 CRUs

Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.

The illustrations in this document might differ slightly from your hardware.

Removing the cover

To remove the cover, complete the following steps.



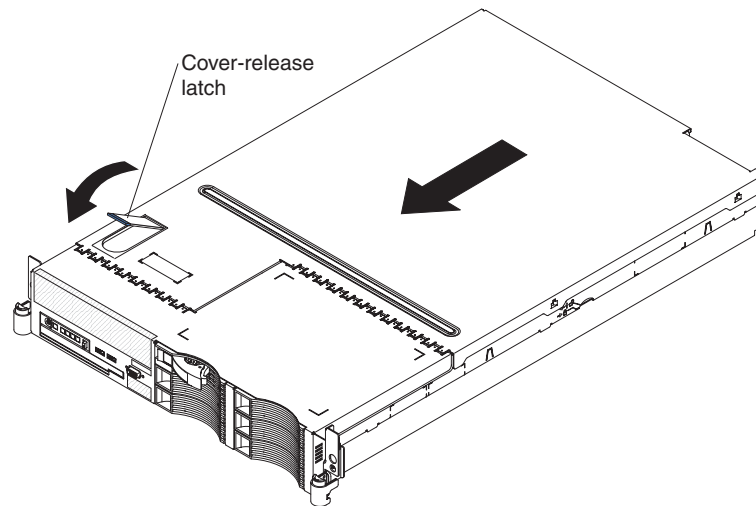
1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. If you are planning to install or remove a microprocessor, memory module, PCI adapter, or battery, turn off the server and all attached devices and disconnect all external cables and power cords.
3. Press down on the left and right side latches and pull the server out of the rack enclosure until both slide rails lock.

Note: You can reach the cables on the back of the server when the server is in the locked position.

4. Lift the cover-release latch. Lift the cover off the server and set the cover aside.
Attention: For proper cooling and airflow, replace the cover before turning on the server. Operating the server for extended periods of time (over 30 minutes) with the cover removed might damage server components.
5. If you are instructed to return the cover, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the cover

To install the cover, complete the following steps.

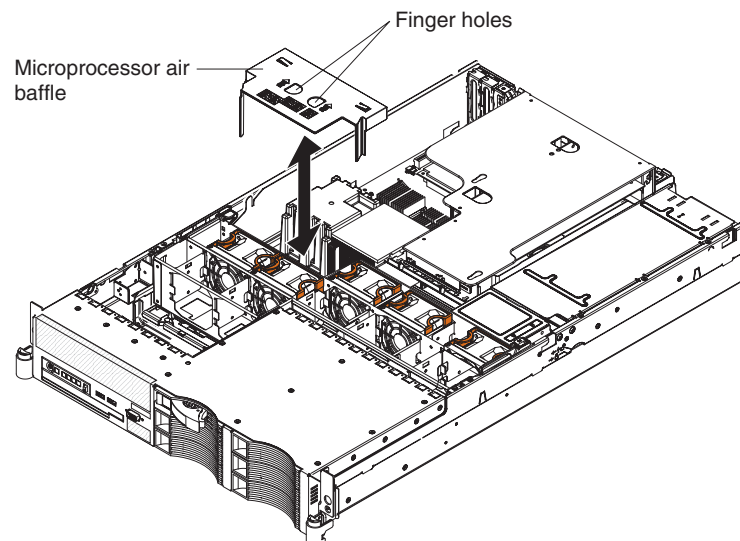


1. Make sure that all internal cables are correctly routed.
2. Place the cover-release latch in the open (up) position.
3. Insert the bottom tabs of the top cover into the matching slots in the server chassis.
4. Press down on the cover-release latch to lock the cover in place.
5. Slide the server into the rack.

Removing the microprocessor air baffle

When you work with some optional devices, you must first remove the microprocessor air baffle to access certain components or connectors on the system board.

To remove the microprocessor air baffle, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.

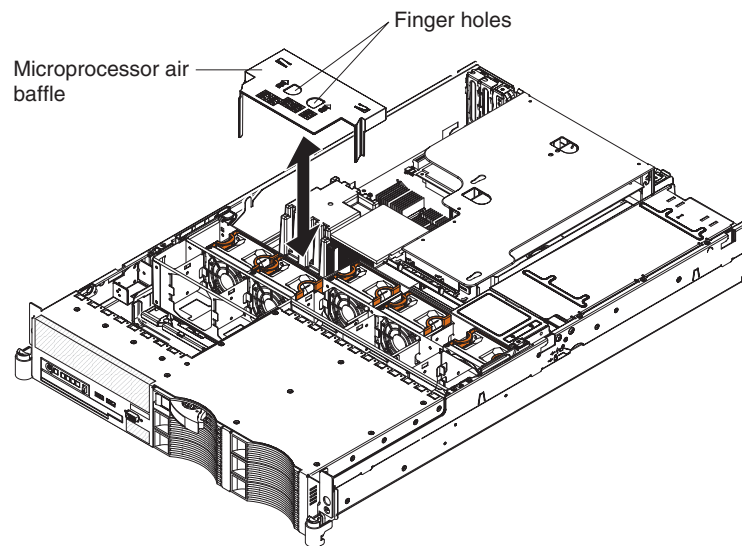
2. Turn off the server and peripheral devices and disconnect all power cords and external cables; then, remove the cover (see “Removing the cover” on page 90).
3. Place your fingers into the two handles on the top of the air baffle and lift the air baffle out of the server.

Attention: For proper cooling and airflow, replace the air baffle before turning on the server. Operating the server with the air baffle removed might damage server components.

4. If you are instructed to return the cover, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the microprocessor air baffle

To install the microprocessor air baffle, complete the following steps.



1. Place your fingers into the two openings on the top of the air baffle.
2. Align the tab on the left side of the air baffle with the slot in the left side of the chassis.

3. Lower the air baffle into the server.

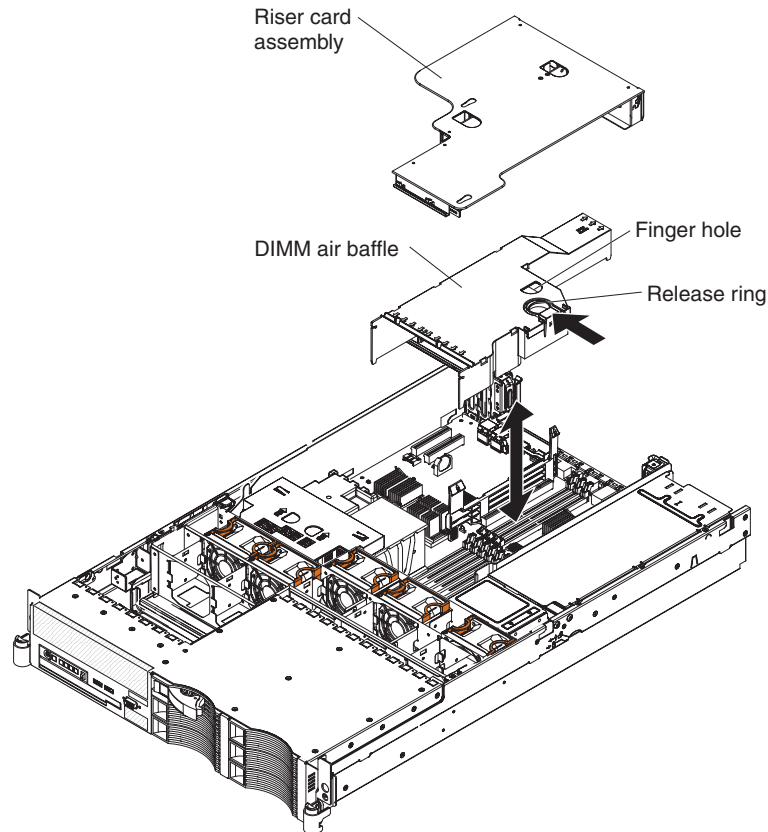
Attention: For proper cooling and airflow, replace the air baffle before you turn on the server. Operating the server with an air baffle removed might damage server components.

4. Install the cover (see “Installing the cover” on page 91).
5. Slide the server into the rack.
6. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Removing the DIMM air baffle

When you work with some optional devices, you must first remove the DIMM air baffle to access certain components or connectors on the system board.

To remove the DIMM air baffle, complete the following steps.



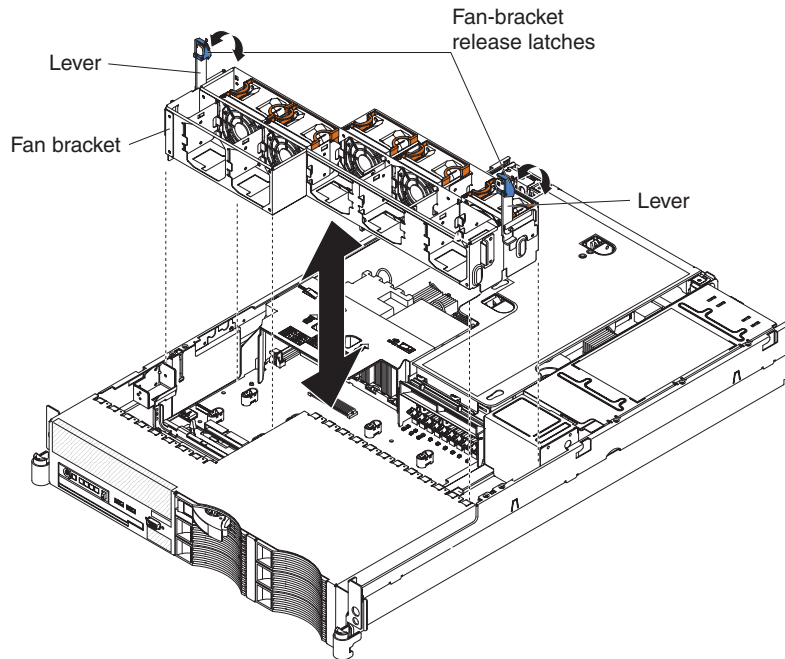
1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices and disconnect all power cords and external cables; then, remove the cover (see “Removing the cover” on page 90).
3. Remove the riser-card assembly (see “Removing the riser-card assembly” on page 96).
4. Place your fingers into the handle and opening on the top of the air baffle.
5. Press the handle toward the opening and lift the air baffle out of the server.
Attention: For proper cooling and airflow, replace the air baffle before you turn on the server. Operating the server with an air baffle removed might damage server components.

Removing the fan-bracket assembly

To replace some components, such as the CD-RW/DVD drive, you must remove the fan-bracket assembly; to route some cables, you might have to remove the fan-bracket assembly.

Note: To remove or install a fan, it is not necessary to remove the fan-bracket assembly. See “Removing a hot-swap fan” on page 116 and “Installing a hot-swap fan” on page 117.

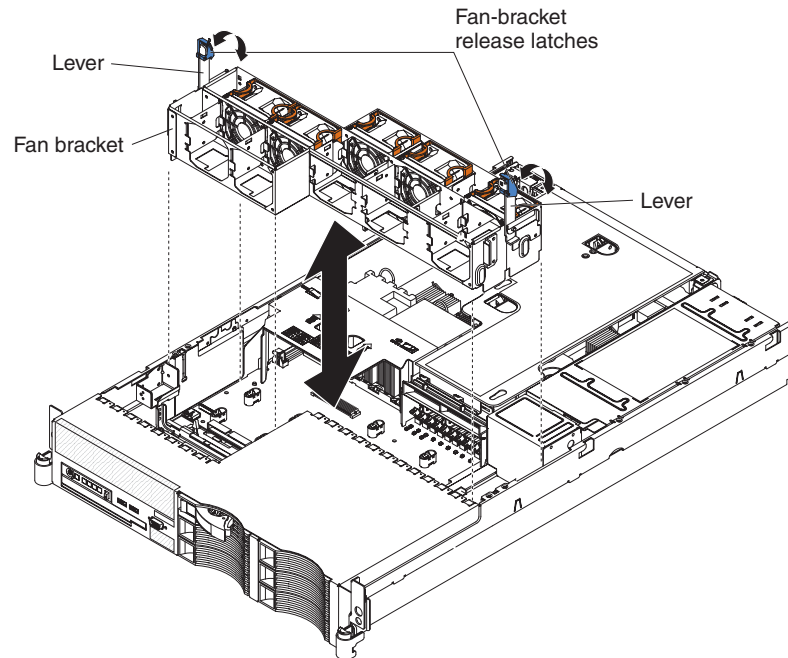
To remove the fan-bracket assembly, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.
3. Remove the cover (see “Removing the cover” on page 90).
4. Place your thumbs on the metal tabs of the fan-bracket-assembly levers and pinch the tab and blue release latch together; then, raise the levers, raising the fan-bracket assembly.
5. Grasp the levers and lift the fan-bracket assembly out of the server.
6. If you are instructed to return the fan-bracket assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the fan-bracket assembly

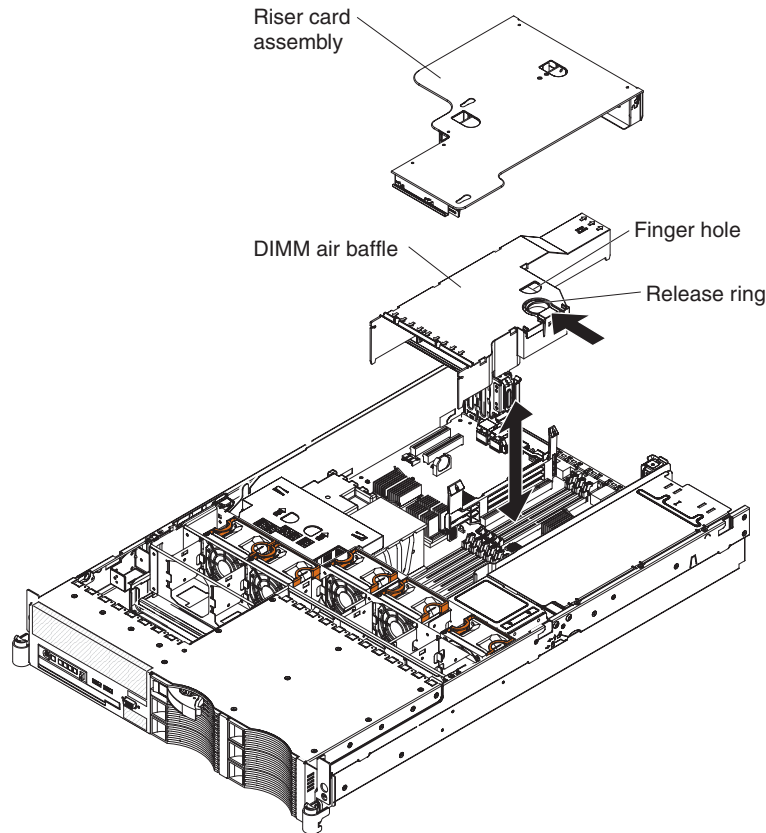
To install the fan-bracket assembly, complete the following steps.



1. Align the guides on the left and right sides of the assembly with the slots in the sides of the chassis.
2. Lower the fan-bracket assembly into the chassis.
3. Push the fan-bracket-assembly levers toward the rear of the server until they stop; pinch the release latches and metal tabs together and push the levers down into place.
4. Press down on the lever metal tabs and on the fans to make sure that the fan-bracket assembly is fully seated.
5. Install the cover (see “Installing the cover” on page 91).
6. Slide the server into the rack.
7. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Installing the DIMM air baffle

To install the DIMM air baffle, complete the following steps.



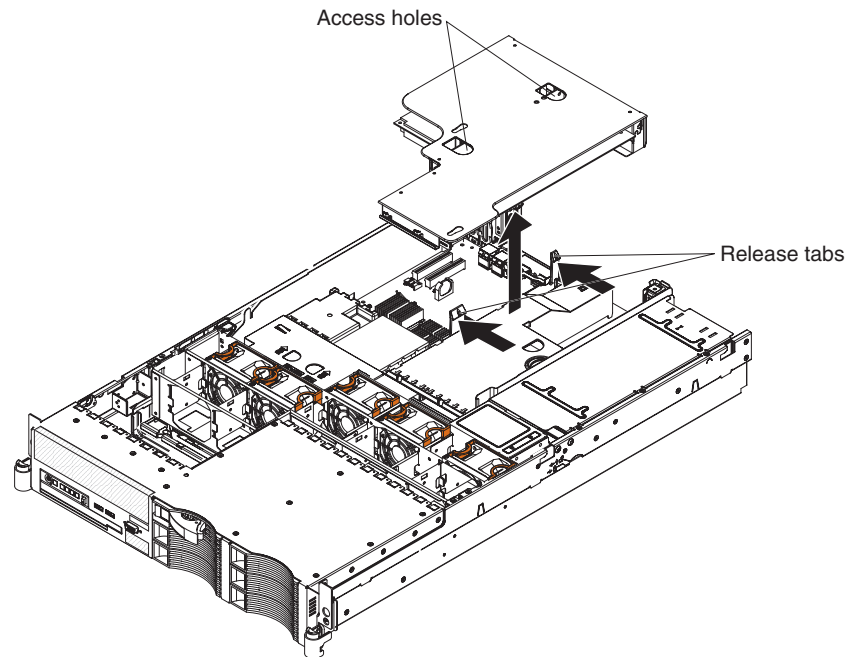
1. Align the tabs on the sides of the air baffle with the slots on the power-supply cage.
2. Place your fingers into the handle and opening on the top of the DIMM air baffle.
3. Press the handle toward the opening and lower the air baffle so that the lip on the right side of the baffle covers the lip on the side of the power-supply cage.
4. Press the DIMM air baffle into place.
5. Install the cover (see "Installing the cover" on page 91).
6. Slide the server into the rack.
7. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Attention: For proper cooling and airflow, replace the air baffle before turning on the server. Operating the server with an air baffle removed might damage server components.

Removing the riser-card assembly

The server comes with one riser-card assembly that contains two PCI Express x8 connectors. You can replace the riser-card assembly with one that contains two PCI-X 64-bit 133 MHz connectors that support single-width IXA adapters. See the ServerProven® list at <http://www.ibm.com/servers/eserver/serverproven/compat/us/> for a list of riser-card assemblies that you can use with the server.

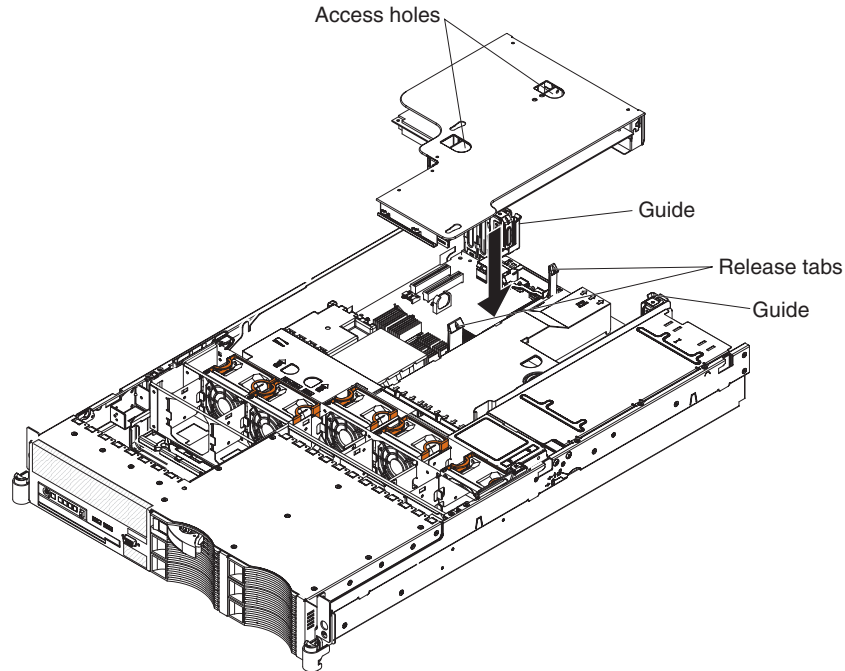
To remove the riser-card assembly, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cord and all external cables.
3. Pull the server out of the rack.
4. Remove the cover (see “Removing the cover” on page 90).
5. Push the two retention latches on the riser-card assembly toward the low-profile PCI slots; then, grasp the assembly at the rear and side edges and lift it to remove it from the server. Place the riser-card assembly on a flat, static-protective surface.

Installing the riser-card assembly

To install the riser-card assembly, complete the following steps.

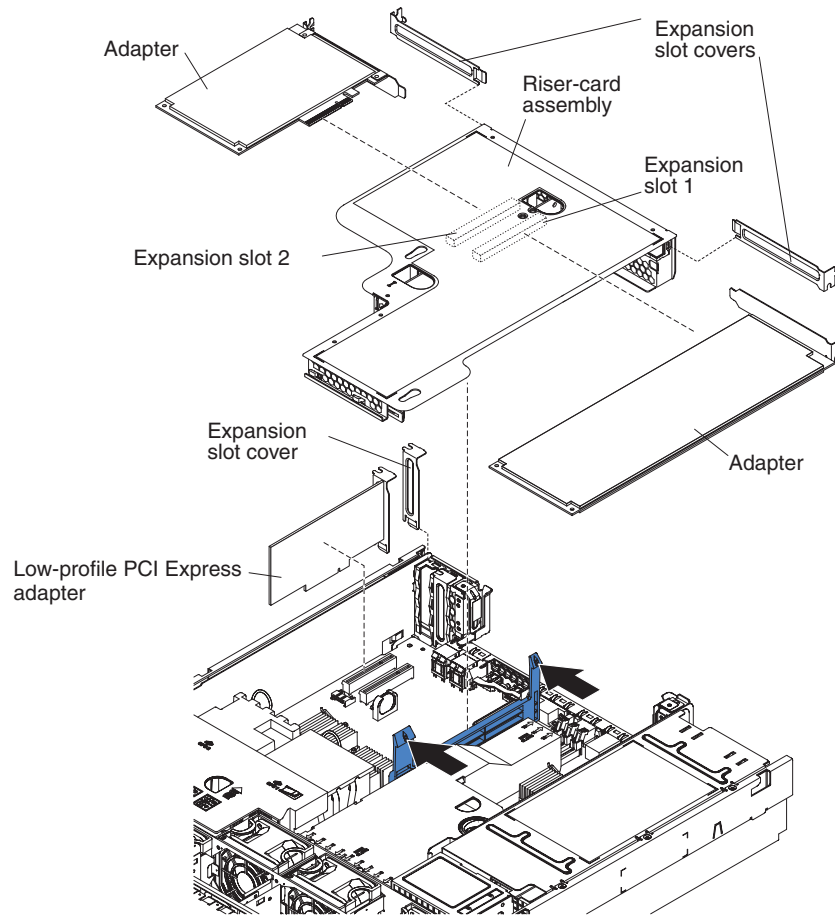


1. Reinstall any adapters and reconnect any cables you might have removed in other procedures.
2. Carefully align the riser-card assembly with the release tab posts, the guides on the rear of the server, and the riser-card connector on the system board; then, press down on the assembly. Make sure that the riser-card assembly is fully seated in the riser-card connector on the system board.
3. Install the cover (see “Installing the cover” on page 91).
4. Slide the server into the rack.
5. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Removing an adapter

This topic describes removing an adapter from a PCI slot. To remove a Remote Supervisor Adapter II SlimLine, go to “Removing a Remote Supervisor Adapter II SlimLine” on page 101. To remove the ServeRAID SAS controller, go to “Removing the ServeRAID SAS controller” on page 102.

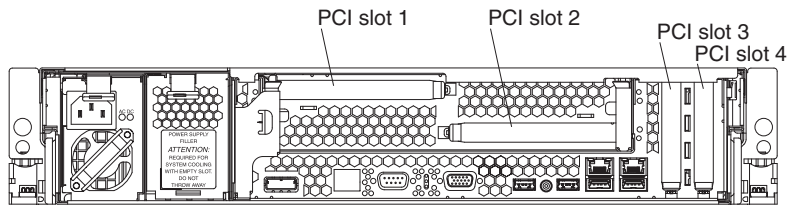
To remove an adapter from a PCI slot, complete the following steps.



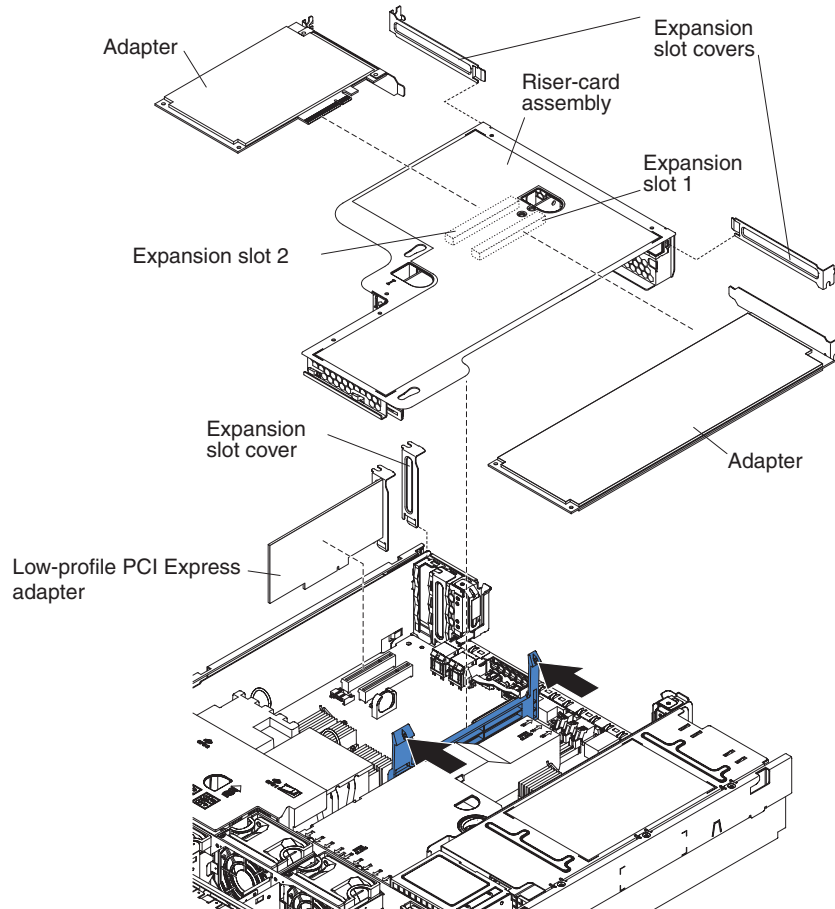
1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.
3. Pull the server out of the rack; then, remove the cover (see “Removing the cover” on page 90).
4. If the adapter is on the riser card, remove the riser-card assembly from the server (see “Removing the riser-card assembly” on page 96).
5. Disconnect any cables from the adapter.
6. Carefully grasp the adapter by its top edge or upper corners, and pull the adapter from the PCI slot.
7. If you are instructed to return the adapter, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing an adapter

This topic describes installing an adapter in a PCI slot. To install a Remote Supervisor Adapter II SlimLine, go to “Installing a Remote Supervisor Adapter II SlimLine” on page 102. To install a ServeRAID SAS controller, go to “Installing a ServeRAID SAS controller” on page 103.

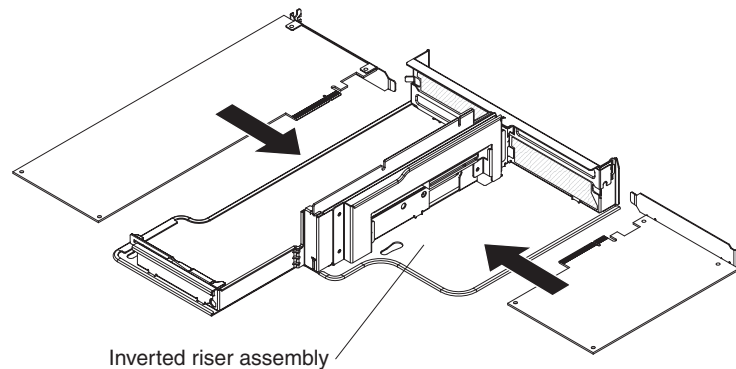


To install an adapter, complete the following steps.



1. Install the adapter in the expansion slot. The following illustration shows how to install an adapter in a PCI slot on the riser card.

Note: For clarity, the riser-card assembly is inverted in this illustration.



2. If you removed the PCI riser-card assembly to install the adapter, install the PCI riser card assembly (see “Installing the riser-card assembly” on page 98).
3. Connect any required cables to the adapter.

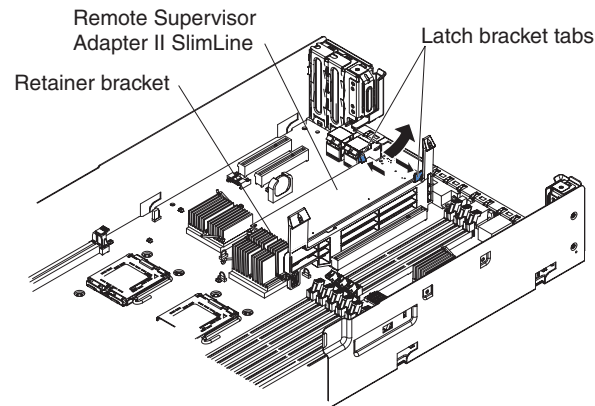
Attention:

- When you route cables, do not block any connectors or the ventilated space around any of the fans.
 - Make sure that cables are not routed on top of components under the PCI riser-card assembly.
 - Make sure that cables are not pinched by the server components.
4. Perform any configuration tasks that are required for the adapter.
 5. Install the cover (see “Installing the cover” on page 91).
 6. Slide the server into the rack.
 7. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Removing a Remote Supervisor Adapter II SlimLine

Note: Before removing a Remote Supervisor Adapter II SlimLine, create a backup copy of the configuration so that if you are replacing the adapter, you can restore the configuration.

To remove the Remote Supervisor Adapter II SlimLine, complete the following steps.



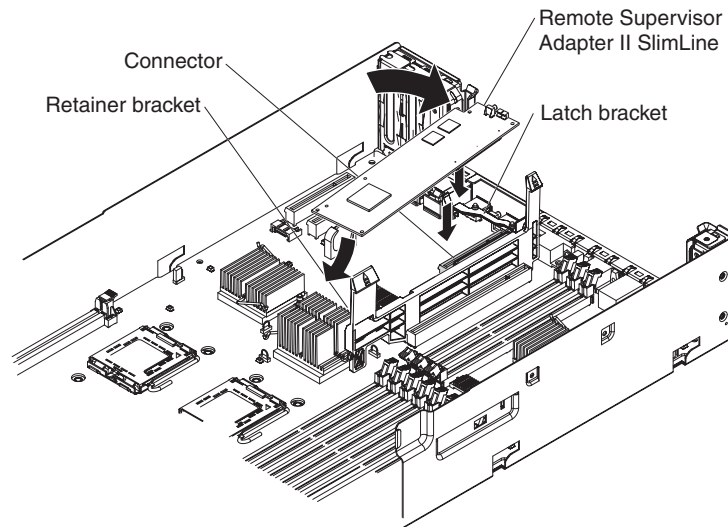
1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.
3. Remove the server cover (see “Removing the cover” on page 90).
4. Remove the PCI riser-card assembly (see “Removing the riser-card assembly” on page 96).
5. Spread the tabs of the latch bracket apart and lift the end of the Remote Supervisor Adapter II SlimLine, until the tabs release the adapter; then, slide the other end of the Remote Supervisor Adapter II SlimLine out of the retainer bracket.
6. Lift the Remote Supervisor Adapter II SlimLine out of the server.
7. If you are instructed to return the Remote Supervisor Adapter II SlimLine, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a Remote Supervisor Adapter II SlimLine

An optional Remote Supervisor Adapter II SlimLine can be installed only in a dedicated slot on the system board. See “System-board option connectors” on page 9 for the location of the connector. After the Remote Supervisor Adapter II SlimLine is installed, the system-management Ethernet port on the rear of the server is active.

Note: Earlier versions of the Remote Supervisor Adapter II SlimLine might not work in this server. See <http://www.ibm.com/servers/eserver/serverproven/compat/us/> for the supported Remote Supervisor Adapter II SlimLine.

To install the Remote Supervisor Adapter II SlimLine, complete the following steps.



1. Turn the Remote Supervisor Adapter II SlimLine so that the keys on the connector align correctly with the connector on the system board.
2. Slip the free end of the Remote Supervisor Adapter II SlimLine under the tab on the retainer bracket, aligning the holes in the adapter with the posts on the retainer bracket and latch bracket; then, press the adapter into the connector on the system board and make sure that all tabs on the latch bracket secure the adapter in place.
3. Replace the PCI riser-card assembly.
4. Install the cover (see “Installing the cover” on page 91).
5. Slide the server into the rack.
6. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

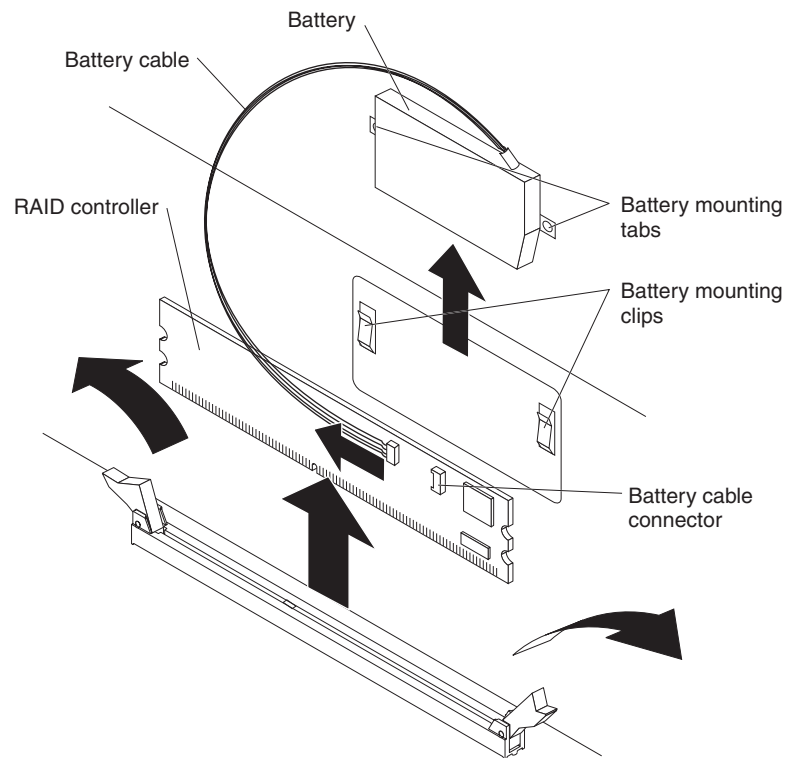
Restore the backup copy of the configuration to the Remote Supervisor Adapter II SlimLine. If you do not have a backup copy of the configuration, see the documentation that comes with the Remote Supervisor Adapter II SlimLine for information about installing the firmware and configuring the option.

Removing the ServeRAID SAS controller

Attention: To avoid breaking the retaining clips or damaging the connectors, handle the clips gently.

To remove a ServeRAID SAS controller, complete the following steps.

Note: The following illustration shows removing a ServeRAID-8k SAS controller; the ServeRAID-8k-l SAS controller does not have a battery.

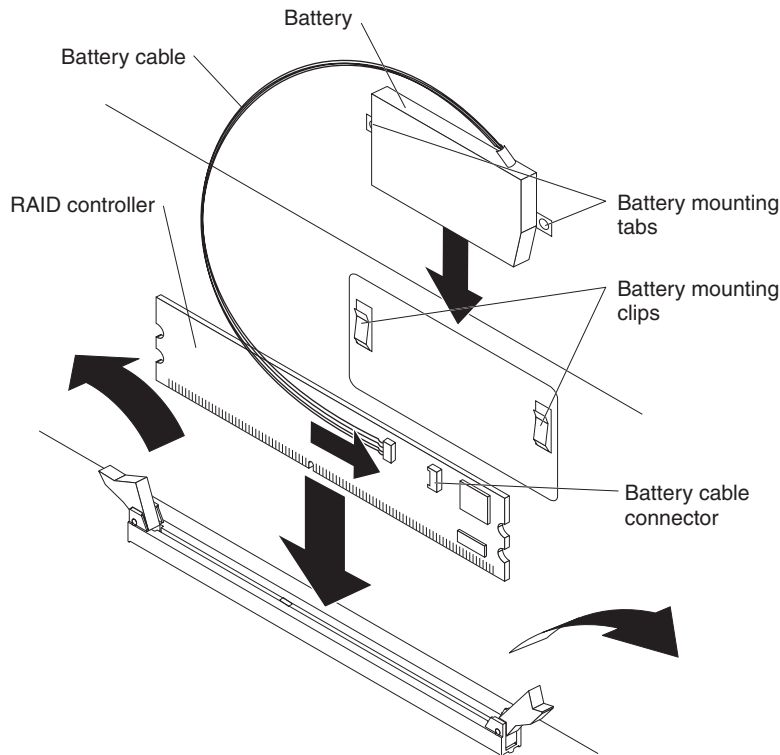


1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices and disconnect all power cords and external cables; then, remove the cover.
3. Remove the riser-card assembly and the air baffle over the DIMMs (see “Removing the DIMM air baffle” on page 92).
4. Locate the ServeRAID SAS controller on the system board.
5. If the controller is a ServeRAID-8k SAS Controller, disconnect the battery from the controller; then, lift the battery out of the battery-mounting clips on the server wall and remove the battery from the server.
6. Open the retaining clip on each end of the connector.
7. Lift the ServeRAID SAS controller out of the connector.
8. If you are instructed to return the ServeRAID SAS controller, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a ServeRAID SAS controller

To install the ServeRAID-8k-l SAS Controller or the ServeRAID-8k SAS Controller, complete the following steps.

Note: The following illustration shows installing a ServeRAID-8k SAS controller; the ServeRAID-8k-l SAS controller does not have a battery.



1. Touch the static-protective package that contains the new ServeRAID SAS controller to any unpainted metal surface on the server. Then, remove the ServeRAID SAS controller from the package.
2. Turn the new ServeRAID SAS controller so that the keys on the bottom edge align correctly with the connector.
3. Firmly press the ServeRAID SAS controller straight down into the connector by applying pressure on both ends of the controller simultaneously. The retaining clips snap into the locked position when the controller is firmly seated in the connector.

Note: If there is a gap between the controller and the retaining clips, the controller has not been correctly installed. In this case, open the retaining clips and remove the controller; then, reinsert the controller.

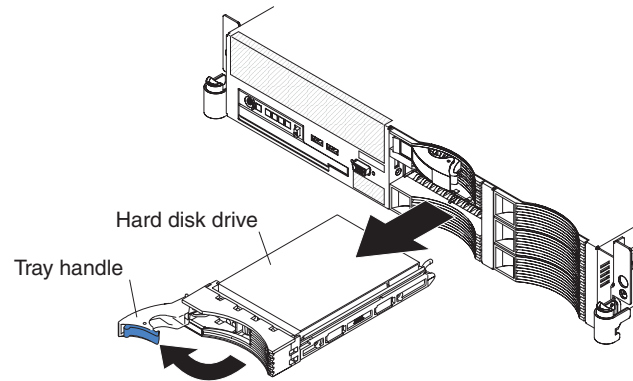
4. If you are installing a ServeRAID-8k SAS Controller, complete the following steps:
 - a. Remove the battery from the ServeRAID-8k SAS controller package.
 - b. Slide the battery mounting tabs into the battery mounting clips on the server wall next to the connector.
 - c. Connect the ServeRAID-8k SAS controller battery to the ServeRAID SAS controller.
5. Replace the air baffle over the DIMMs (see “Installing the DIMM air baffle” on page 96).
6. Replace the riser-card assembly.
7. Install the cover (see “Installing the cover” on page 91).
8. Slide the server into the rack.
9. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Note: When you restart the server, you will be given the opportunity to import the existing RAID configuration to the new ServeRAID SAS controller.

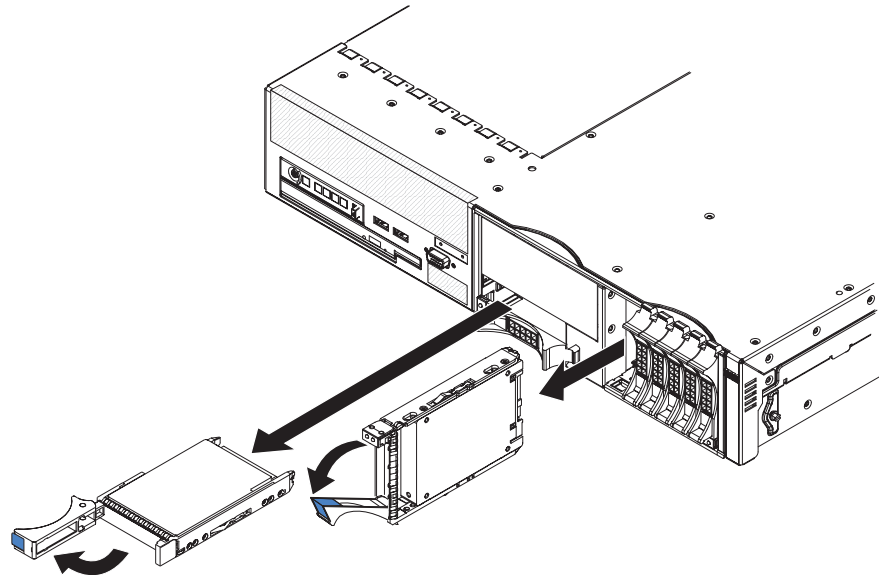
Removing a hard disk drive

To remove a hard disk drive from a hot-swap bay, complete the following steps.

3.5-inch drives



2.5-inch drives



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Move the handle on the drive to the open position (perpendicular to the drive).
3. Pull the hot-swap drive assembly from the bay.
4. If you are instructed to return the hot-swap drive, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a hard disk drive

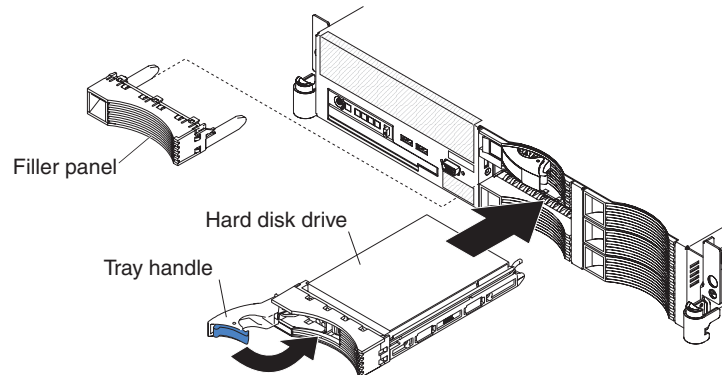
Locate the documentation that comes with the hard disk drive and follow those instructions in addition to the instructions in this section.

For information about the type of hard disk drive that the server supports and other information that you must consider when installing a hard disk drive, see the *User's Guide* on the IBM *Documentation CD*.

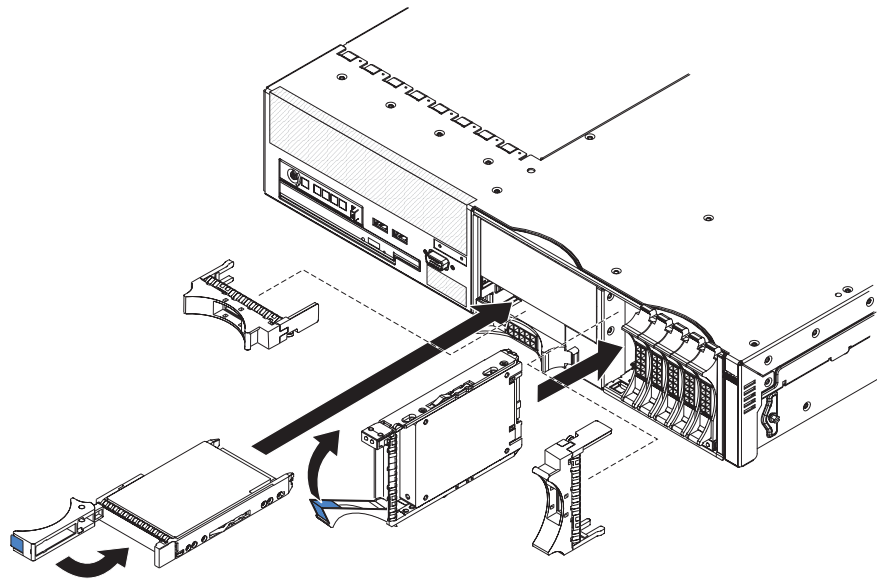
Important: Do not install a SCSI drive in this server; install only SAS drives.

To install a drive in a hot-swap bay, complete the following steps.

3.5-inch drives



2.5-inch drives



Attention: To maintain proper system cooling, do not operate the server for more than 10 minutes without either a drive or a filler panel installed in each bay.

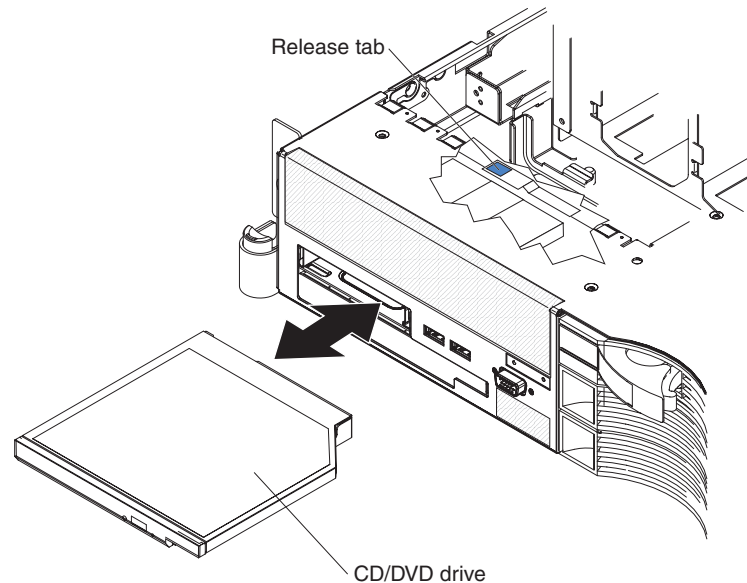
1. Install the hard disk drive in the hot-swap bay:
 - a. Make sure that the tray handle is open (that is, perpendicular to the drive).
 - b. Align the drive assembly with the guide rails in the bay.
 - c. Gently push the drive assembly into the bay until the drive stops.
 - d. Push the tray handle to the closed (locked) position.
2. Check the hard disk drive status LED to verify that the hard disk drive is operating correctly.

If the amber hard disk drive status LED for a drive is lit continuously, that drive is faulty and must be replaced. If the green hard disk drive activity LED is flashing, the drive is being accessed.

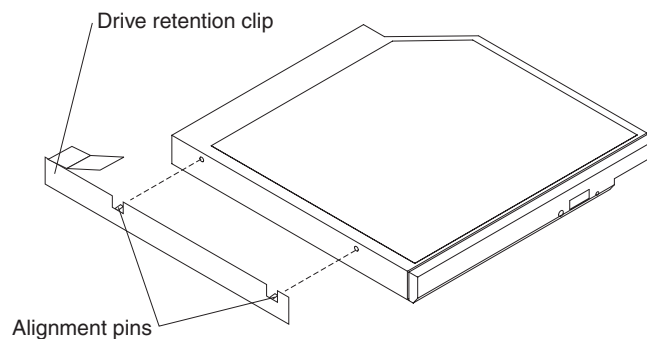
Note: You might have to reconfigure the disk arrays after you install hard disk drives. See the RAID documentation on the IBM *ServeRAID Support CD* for information about RAID controllers.

Removing a CD-RW/DVD drive

To remove the CD-RW/DVD drive, complete the following steps.



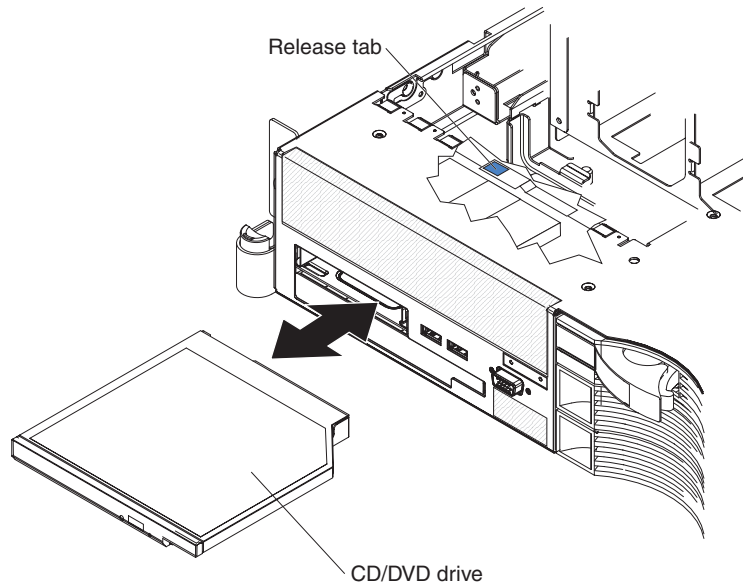
1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.
3. Pull the server out of the rack; then, remove the cover (see “Removing the cover” on page 90).
4. Press the release tab down to release the drive; then, while pressing the tab, push the drive toward the front of the server.
5. From the front of the server, pull the drive out of the bay.



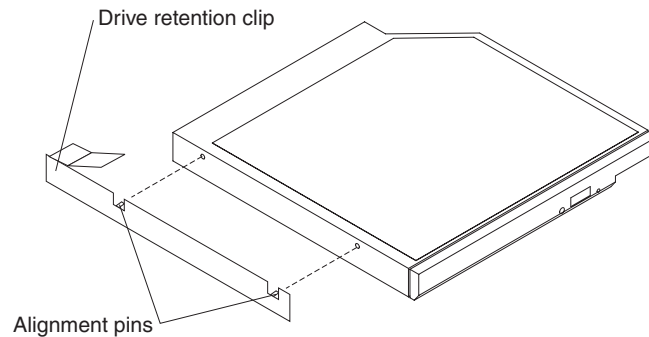
6. Remove the retention clip from the drive.
7. If you are instructed to return the CD-RW/DVD drive, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a CD-RW/DVD drive

To install the replacement CD-RW/DVD drive, complete the following steps.



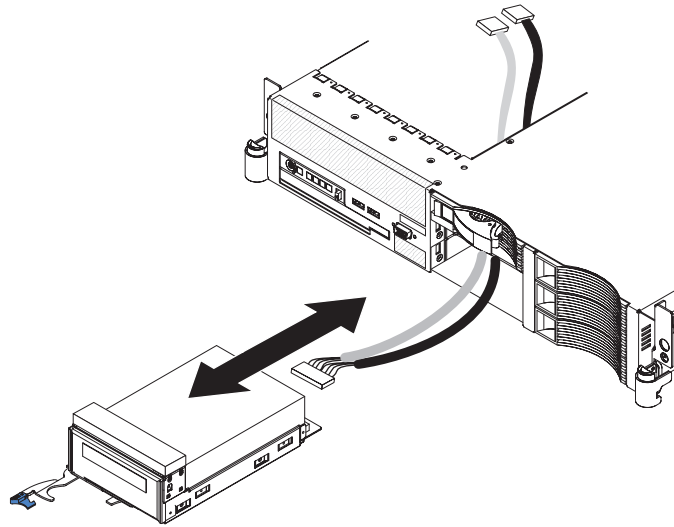
1. Follow the instructions that come with the drive to set any jumpers or switches.



2. Attach the drive-retention clip to the side of the drive.
3. Slide the drive into the CD/DVD drive bay until the drive clicks into place.
4. Install the cover (see "Installing the cover" on page 91).
5. Slide the server into the rack.
6. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Removing an optional tape drive

To remove a tape drive from the server, complete the following steps. The following illustration shows removing a tape drive from a 3.5-inch server model.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.
3. Remove the cover from the server.
4. Remove the fan-bracket assembly (see “Removing the fan-bracket assembly” on page 93).
5. Disconnect the tape drive cables from the connectors on the system board.
6. Open the tape drive tray release latch.
7. Gently pull the drive and cables out of the bay.

Note: On a 3.5-inch model server, gently pull the drive cables through the slot in the left side of the bay and out the front of the server.

8. If you are not installing another drive in the bay, install a filler panel or panels in the bay.

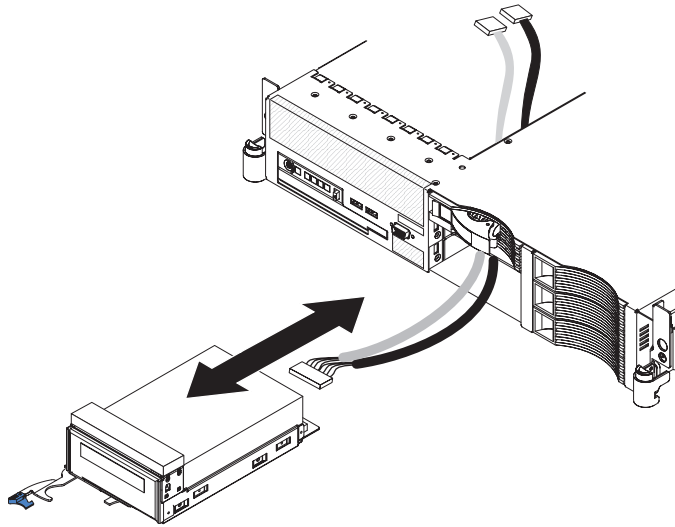
Installing an optional tape drive

Prepare the drive according to the instructions that come with the drive, setting any switches or jumpers, then see “Installing the tape drive in a 3.5-inch model server” or “Installing the tape drive in a 2.5-inch model server” on page 112.

Installing the tape drive in a 3.5-inch model server

The optional tape drive installs in the two bottom-left hard disk drive bays. If you have hard disk drives in those bays, move the drives to other bays. The cables for the tape drive come with the tape drive option.

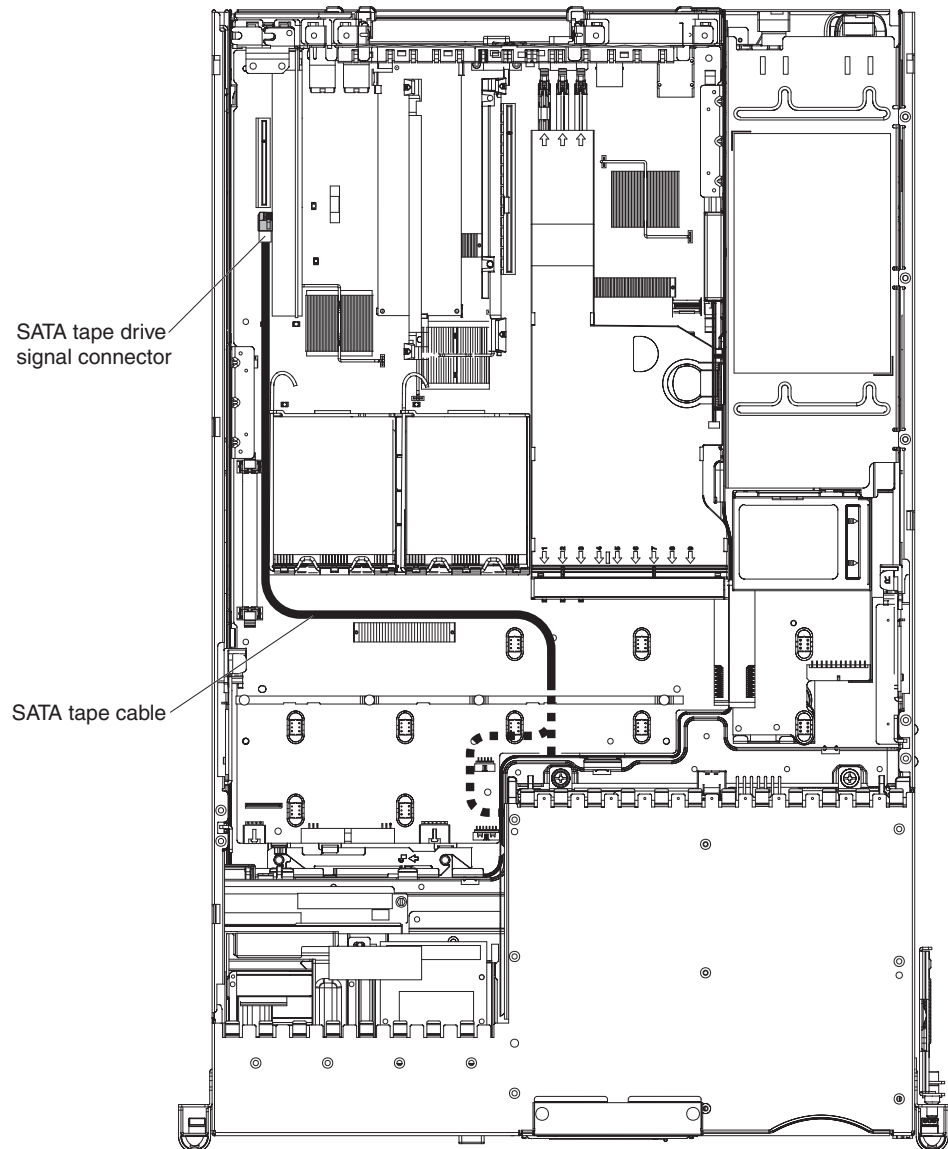
To install a tape drive in a 3.5-inch model server, complete the following steps.



1. Remove the tape drive option and cables from their static-protective package.
2. If you have not attached the space filler from the tape drive option to the tape drive assembly, do so now.
3. From the inside of the server, thread the tape-drive end of the cables through the slot in the left side of the hard disk drive cage and out the front of the server.
4. Connect the cables to the back of the tape drive.
5. Push the tape drive assembly into the bays, gently pulling the cables farther into the server as you do so, until the tape drive assembly stops.
6. Push the tray handle to the closed (locked) position.
7. Connect the cable connectors to the following system-board connectors (see “System-board internal cable connectors” on page 11 for the location of the connectors):
 - Signal connector: SATA tape drive signal connector, J102
 - Power connector: Tape drive power connector, J100

The following illustration shows the routing of the SATA tape drive signal cable.

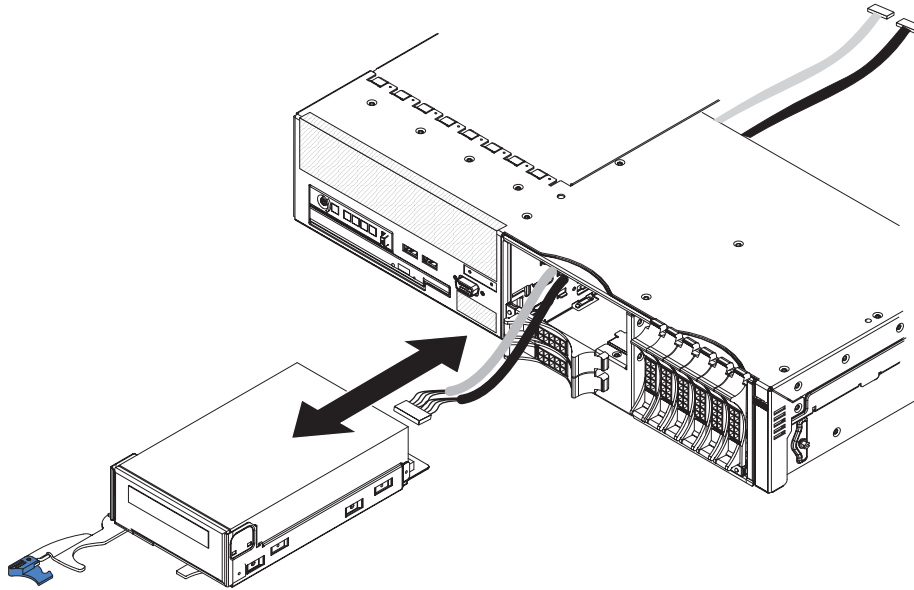
Important: Make sure that the cables avoid any fan connectors.



8. Install the fan-bracket assembly.
9. Install the cover (see “Installing the cover” on page 91).
10. Slide the server into the rack.
11. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Installing the tape drive in a 2.5-inch model server

To install a tape drive in a 2.5-inch model server, complete the following steps.

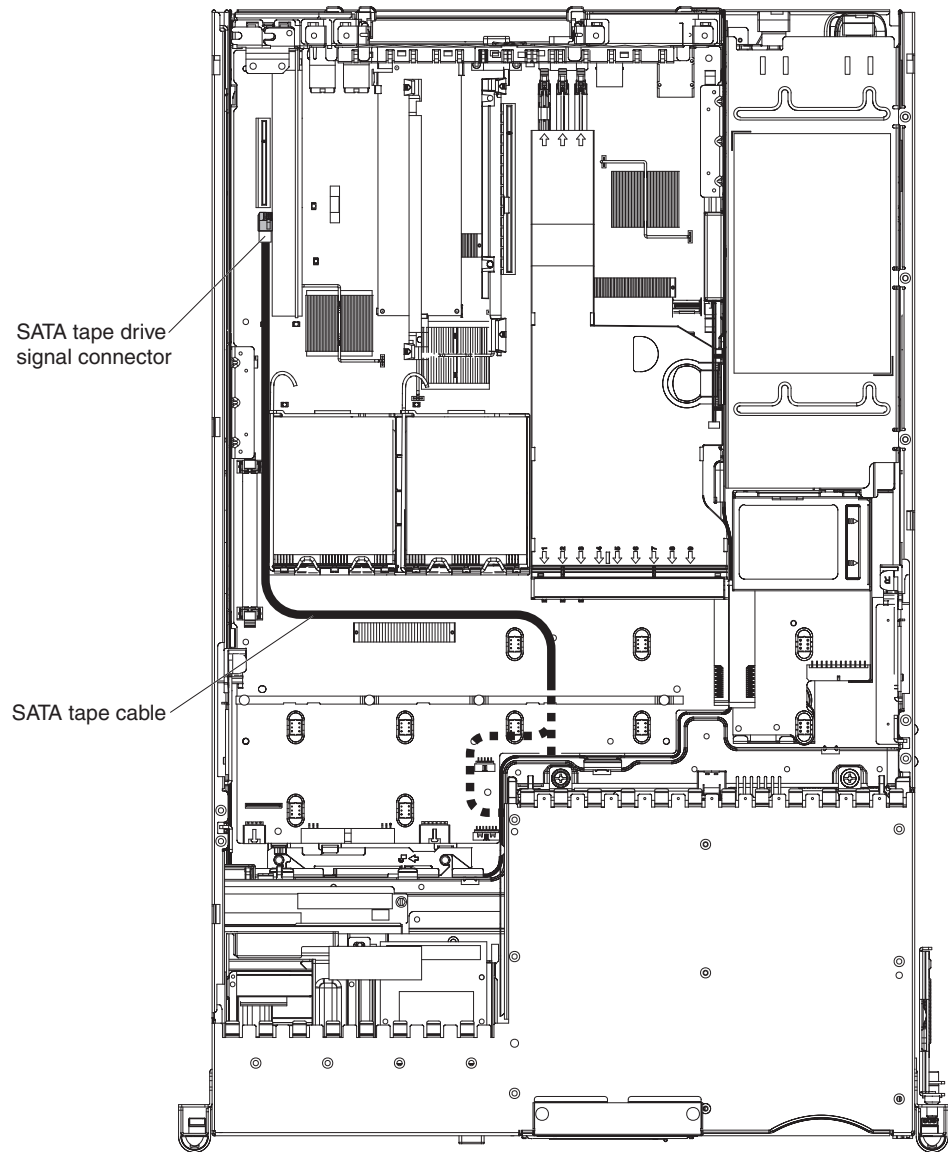


1. Remove the server cover.
2. Remove the fan-bracket assembly.
3. Remove the filler panel from the tape drive bay.
4. If the tape drive assembly has a space filler on top of the drive, remove it now.
5. From the inside of the server, thread the tape-drive end of the cables for your tape drive through the rear of the tape drive bay and out the front of the server.
6. Connect the cable or cables to the back of the tape drive.
7. Push the tape drive assembly into the tape drive bay, gently pulling the cables farther into the server as you do so, until the tape drive assembly stops.
8. Push the tray handle to the closed (locked) position.
9. Connect the cable connectors to the following system-board connectors (see "System-board internal cable connectors" on page 11 for the location of the connectors):

- Signal connector: SATA tape drive signal connector, J102
- Power connector: Tape drive power connector, J100

The following illustration shows the routing of the SATA tape drive signal cable.

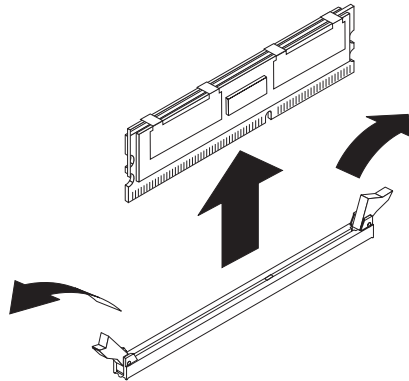
Important: Make sure that the cables avoid any fan connectors.



10. Install the fan-bracket assembly.
11. Install the cover (see “Installing the cover” on page 91).
12. Slide the server into the rack.
13. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Removing a memory module (DIMM)

To remove a DIMM, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cord and all external cables.
3. Remove the cover (see “Removing the cover” on page 90).
4. Remove the riser-card assembly (see “Removing the riser-card assembly” on page 96).
5. Remove the air baffle over the DIMMs (see “Removing the DIMM air baffle” on page 92).

Attention: To avoid breaking the retaining clips or damaging the DIMM connectors, open and close the clips gently.

6. Open the retaining clip on each end of the DIMM connector and lift the DIMM from the connector.
7. Replace the DIMM or remove the second DIMM of the pair.
8. If you are instructed to return the DIMM, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

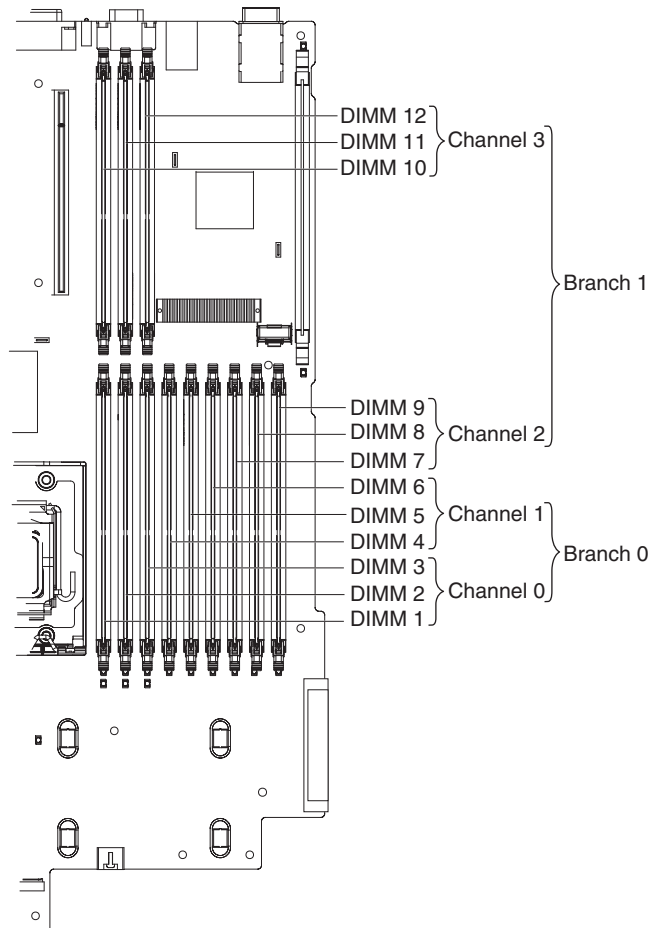
Installing a memory module

For information about the types of dual inline memory modules (DIMMs) that the server supports and other information that you must consider when installing DIMMs, see the *User’s Guide* on the *IBM Documentation CD*.

- The server comes with a minimum of two 512 MB DIMMs, installed in slots 1 and 4. When you install additional DIMMs, you must install two identical DIMMs at a time, in the order shown in the following table, to maintain performance.

Table 7. DIMM installation sequence

Pair	DIMM connectors
1	1 and 4
2	7 and 10
3	2 and 5
4	8 and 11
5	3 and 6
6	9 and 12



- When you use memory mirroring, you must install two pairs of DIMMs at a time. The four DIMMs in each group must be identical. See Table 8 for the DIMM connectors that are in each group.

Table 8. Memory mirroring DIMM installation sequence

Group	DIMM connectors
1	1, 4, 7, and 10
2	2, 5, 8, and 11
3	3, 6, 9, and 12

Table 9. Memory mirroring DIMM functions

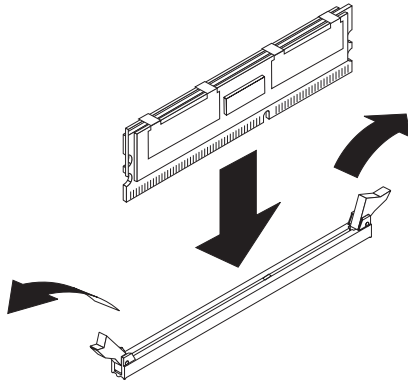
Group	Active DIMMs	Mirroring DIMMs
1	1, 4	7, 10
2	2, 5	8, 11
3	3, 6	9, 12

- Three online-spare memory configurations are supported. The online-spare DIMM pairs must be the same speed, type, and the same size as, or larger than, the largest active DIMM pairs. See Table 10 on page 116 for the online-spare DIMM connector assignments.

Table 10. Online-spare DIMM connector assignments

Active DIMMs	Required online-spare memory DIMMs	Empty connectors
1 and 4	2 and 5	3, 6, 7, 8, 9, 10, 11, and 12
1, 4, 7, and 10	2, 5, 8, and 11	3, 6, 9, and 12
1, 4, 7, and 10 2, 5, 8, and 11	3, 6, 9, and 12	none

To install a DIMM, complete the following steps.

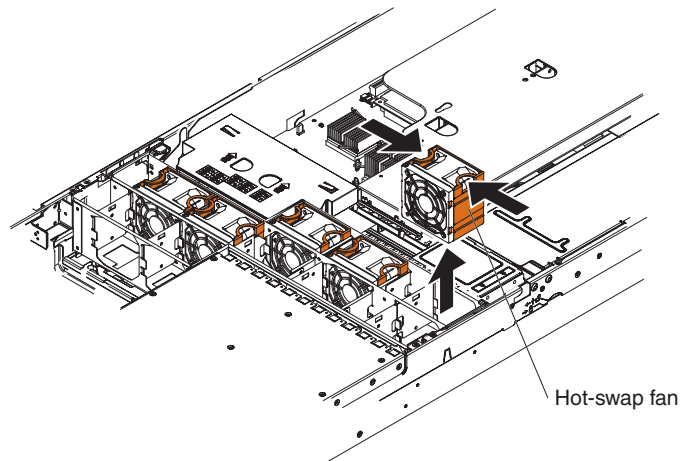


1. Open the retaining clip on each end of the DIMM connector.
2. Touch the static-protective package that contains the DIMM to any unpainted metal surface on the server. Then, remove the DIMM from the package.
3. Turn the DIMM so that the DIMM keys align correctly with the connector.
4. Insert the DIMM into the connector by aligning the edges of the DIMM with the slots at the ends of the DIMM connector. Firmly press the DIMM straight down into the connector by applying pressure on both ends of the DIMM simultaneously. The retaining clips snap into the locked position when the DIMM is firmly seated in the connector. If there is a gap between the DIMM and the retaining clips, the DIMM has not been correctly inserted; open the retaining clips, remove the DIMM, and then reinsert it.
5. Repeat steps 1 through 4 until all the new or replacement DIMMs are installed.
6. Replace the air baffle over the DIMMs (see “Installing the DIMM air baffle” on page 96).
7. Replace the riser-card assembly (see “Installing the riser-card assembly” on page 98).
8. Install the cover (see “Installing the cover” on page 91).
9. Slide the server into the rack.
10. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Removing a hot-swap fan

Attention: To ensure proper server operation and cooling, if you remove a fan you must install a replacement fan as soon as possible.

To remove any of the 10 replaceable fans, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Slide the server out of the rack and remove the cover (see “Removing the cover” on page 90). The LED on the failing fan will be lit.
Attention: To ensure proper system cooling, do not remove the top cover for more than 30 minutes during this procedure.
3. Remove the failed fan from the server:
 - a. Place your fingers into the two handles on the top of the failing fan.
 - b. Pull the handles toward each other and lift the fan out of the server.
4. If you are instructed to return the fan, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a hot-swap fan

For proper cooling, the server requires that five fans be installed for each hot-swap power supply that is installed.

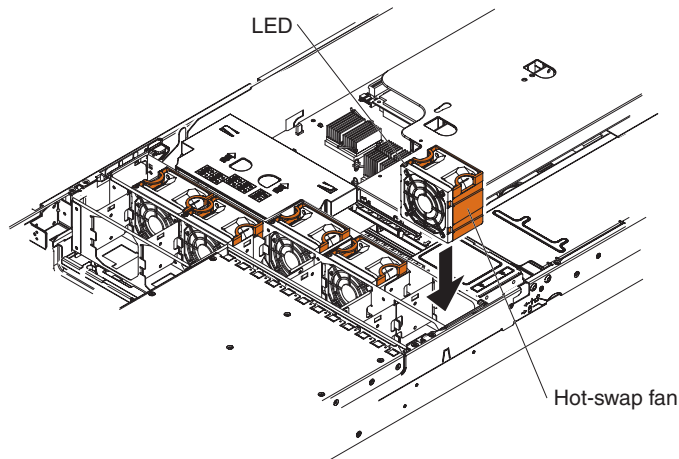
The server comes with five replaceable fans. If you install a second hot-swap power supply, you must install the complete set of five fans that come with the power-supply option.

Important: Only the configurations that are shown in the following table are supported. The fan numbers are printed on the microprocessor air baffle.

Installed power supplies	Required fans
Power supply 1	Fans in locations 3, 4, 8, 9, and 10
Power supplies 1 and 2	All 10 fans

Attention: To ensure proper server operation, if a fan fails, replace it as soon as possible.

To install any of the 10 replaceable fans, complete the following steps.

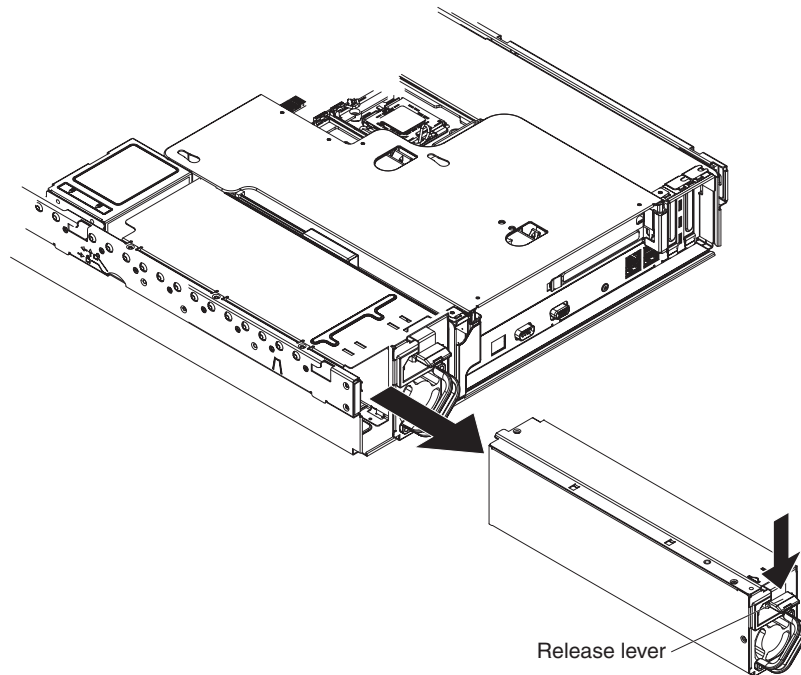


1. Orient the new fan over its position in the fan assembly bracket so that the LED on top of the fan is toward the left side of the server.
2. Push the fan into the fan bracket assembly until it clicks into place.
3. Repeat until all the new or replacement fans are installed.
4. Install the cover (see “Installing the cover” on page 91).
5. Slide the server into the rack.

Removing a hot-swap power supply

Important: If the server has two power supplies and you remove either of them, the server will not have redundant power; if the server power load then exceeds 835 W, the server might not start or might not function correctly.

To remove a power supply, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.

2. If only one power supply is installed, turn off the server and peripheral devices.
3. Disconnect the power cord from the power supply that you are removing.
4. Grasp the power-supply handle.
5. Press the orange release latch down and hold it down.
6. Pull the power supply part of the way out of the bay.
7. Release the release latch; then, support the power supply and pull it the rest of the way out of the bay.

Note: It is not necessary to remove any fans when you remove a power supply. However, all 10 fans must be installed when both power supplies are installed.

Installing a hot-swap power supply

The server supports a maximum of two hot-swap power supplies.

Important: Only the configurations that are shown in the following table are supported. The fan numbers are printed on the microprocessor air baffle.

Installed power supplies	Required fans
Power supply 1	Fans in locations 3, 4, 8, 9, and 10
Power supplies 1 and 2	All 10 fans

Statement 8:

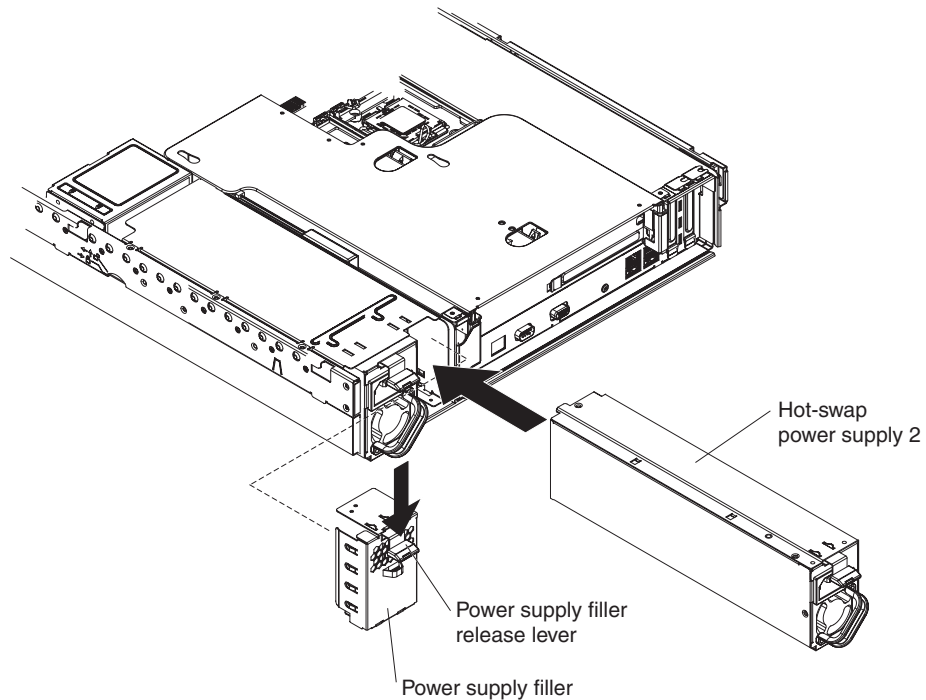


CAUTION:

Never remove the cover on a power supply or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.



Attention: During normal operation, each power-supply bay must have either a power supply or power-supply blank installed for proper cooling.

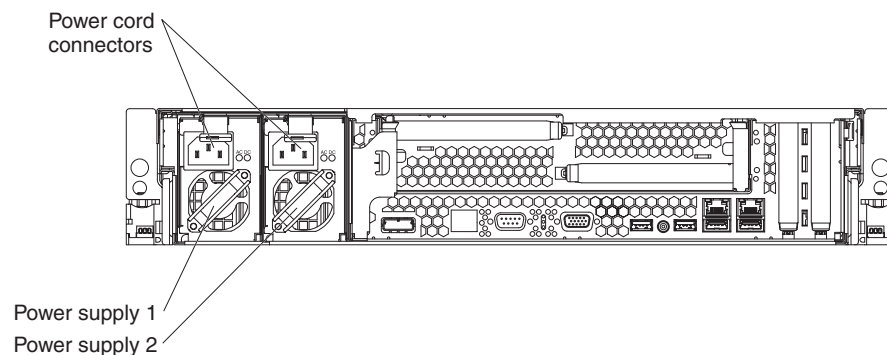
To install a power supply, complete the following steps:

1. Slide the power supply into the bay until the retention latch clicks into place.
2. Remove the server cover and install the five cooling fans that come with the power supply option (see “Installing a hot-swap fan” on page 117); then, install the cover.

Important: When power supply 1 is installed, the five fans for power supply 1 occupy the rear row only (fans 3, 4, 8, 9, and 10); when both power supplies are installed, all 10 fans must be installed. See the fan numbers on the microprocessor air baffle.

3. Connect the power cord for the new power supply to the power-cord connector on the power supply.

The following illustration shows the power-supply connectors on the back of the server.



4. Route the power cord through the power-supply handle and through any cable clamps on the rear of the server, to prevent the power cord from being accidentally pulled out when you slide the server in and out of the rack.

5. Connect the power cord to a properly grounded electrical outlet.
6. Make sure that the dc power LED and ac power LED on the power supply are lit, indicating that the power supply is operating correctly.

Removing the battery

The following notes describe information that you must consider when replacing the battery:

- IBM has designed this product with your safety in mind. The lithium battery must be handled correctly to avoid possible danger. If you replace the battery, you must adhere to the following instructions.

Note: In the U. S., call 1-800-IBM-4333 for information about battery disposal.

- If you replace the original lithium battery with a heavy-metal battery or a battery with heavy-metal components, be aware of the following environmental consideration. Batteries and accumulators that contain heavy metals must not be disposed of with normal domestic waste. They will be taken back free of charge by the manufacturer, distributor, or representative, to be recycled or disposed of in a proper manner.
- To order replacement batteries, call 1-800-IBM-SERV within the United States, and 1-800-465-7999 or 1-800-465-6666 within Canada. Outside the U.S. and Canada, call your support center or business partner.

Note: After you replace the battery, you must reconfigure the server and reset the system date and time.

Statement 2:



CAUTION:

When replacing the lithium battery, use only IBM Part Number 33F8354 or an equivalent type battery recommended by the manufacturer. If your system has a module containing a lithium battery, replace it only with the same module type made by the same manufacturer. The battery contains lithium and can explode if not properly used, handled, or disposed of.

Do not:

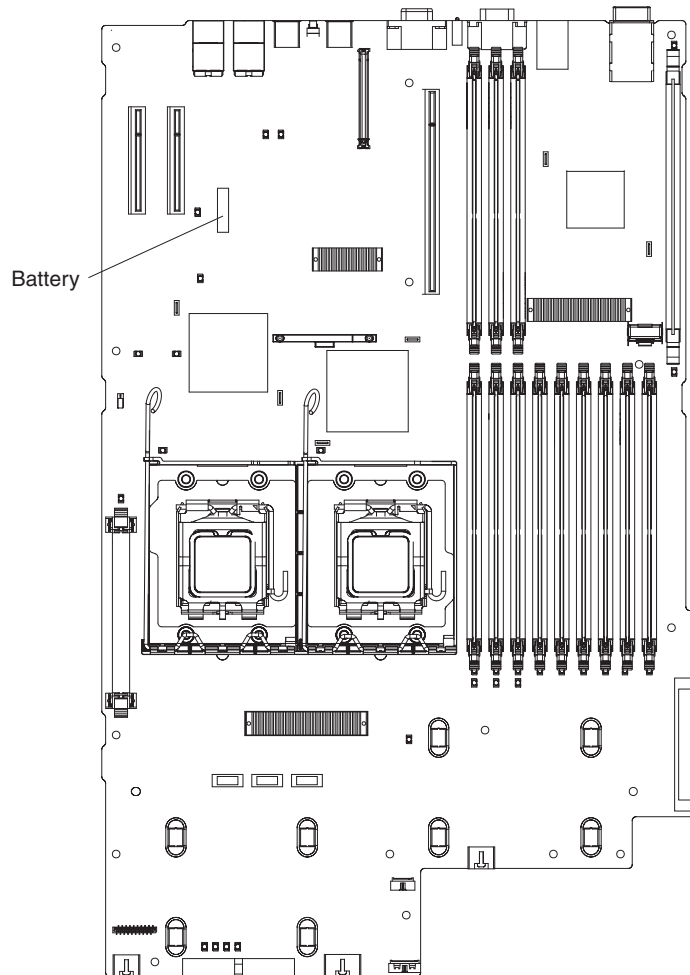
- **Throw or immerse into water**
- **Heat to more than 100°C (212°F)**
- **Repair or disassemble**

Dispose of the battery as required by local ordinances or regulations.

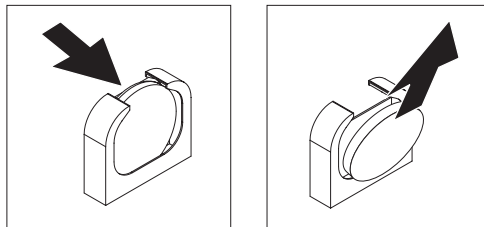
To remove the battery, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Follow any special handling and installation instructions that come with the battery.
3. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.
4. Pull the server out of the rack.
5. Remove the cover (see “Removing the cover” on page 90).

6. Disconnect any internal cables, as necessary.
7. Remove any adapters as necessary.
8. Locate the battery on the system board.



9. Remove the battery:
 - a. Use one finger to push the battery horizontally out of its housing.
 - b. Lift the battery from the socket.



10. Dispose of the battery as required by local ordinances or regulations. See "Battery return program" on page 168 for more information.

Installing the battery

The following notes describe information that you must consider when replacing the battery in the server.

- After you replace the battery, you must reconfigure the server and reset the system date and time.
- To avoid possible danger, read and follow the following safety statement.

Statement 2:



CAUTION:

When replacing the lithium battery, use only IBM Part Number 33F8354 or an equivalent type battery recommended by the manufacturer. If your system has a module containing a lithium battery, replace it only with the same module type made by the same manufacturer. The battery contains lithium and can explode if not properly used, handled, or disposed of.

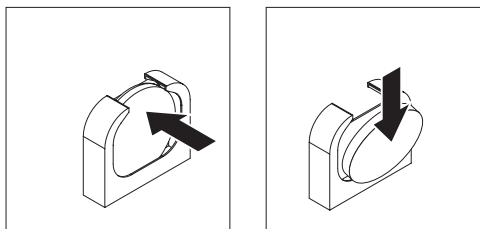
Do not:

- **Throw or immerse into water**
- **Heat to more than 100°C (212°F)**
- **Repair or disassemble**

Dispose of the battery as required by local ordinances or regulations.

To install the replacement battery, complete the following steps:

1. Follow any special handling and installation instructions that come with the replacement battery.
2. Insert the new battery:
 - a. Hold the battery in a vertical orientation so that the smaller side is facing the housing.
 - b. Place the battery into its socket, and press the battery toward the housing until it snaps into place.



3. Reinstall any adapters that you removed.
4. Reconnect the internal cables that you disconnected.
5. Make sure that the riser-card assembly is fully seated in the connector on the system board.
6. Install the cover (see “Installing the cover” on page 91).
7. Slide the server into the rack.
8. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Note: You must wait approximately 20 seconds after you connect the power cord of the server to an electrical outlet before the power-control button becomes active.

9. Start the Configuration/Setup Utility program and reset the configuration.
 - Set the system date and time.
 - Set the power-on password.
 - Reconfigure the server.

See “Using the Configuration/Setup Utility program” on page 146 for details.

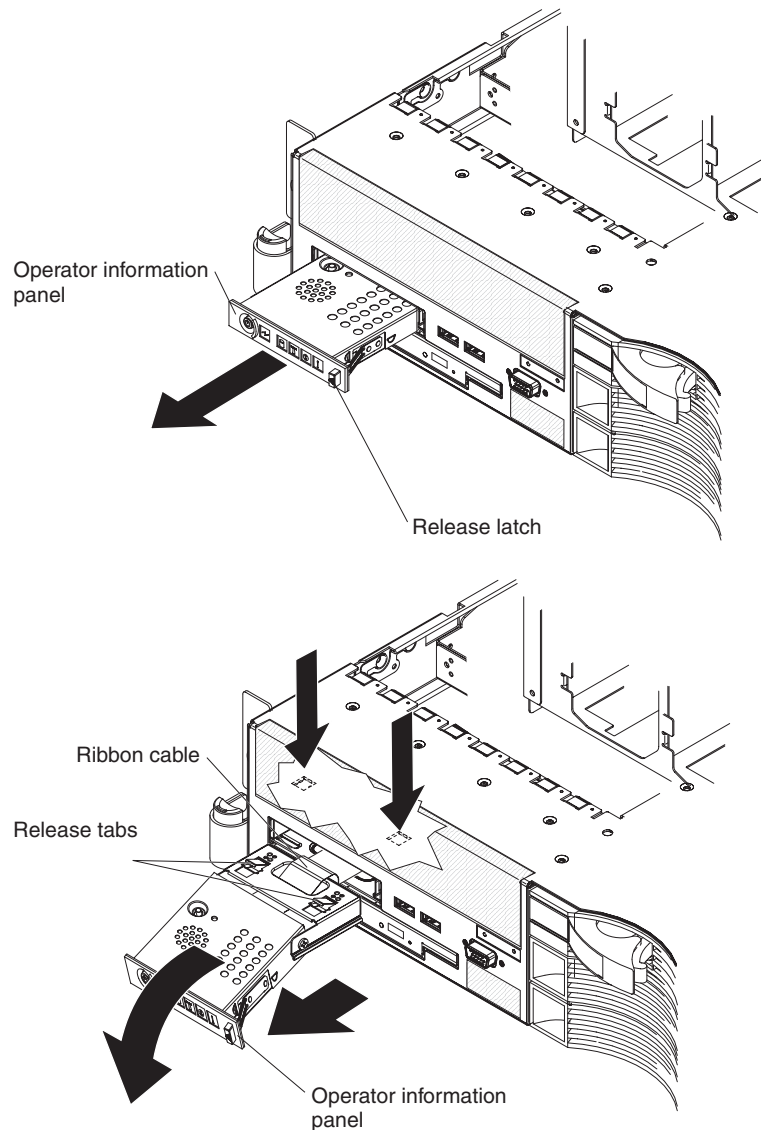
Removing and replacing Tier 2 CRUs

You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your server.

The illustrations in this document might differ slightly from your hardware.

Removing the operator information panel assembly

To remove the operator information panel assembly, complete the following steps.

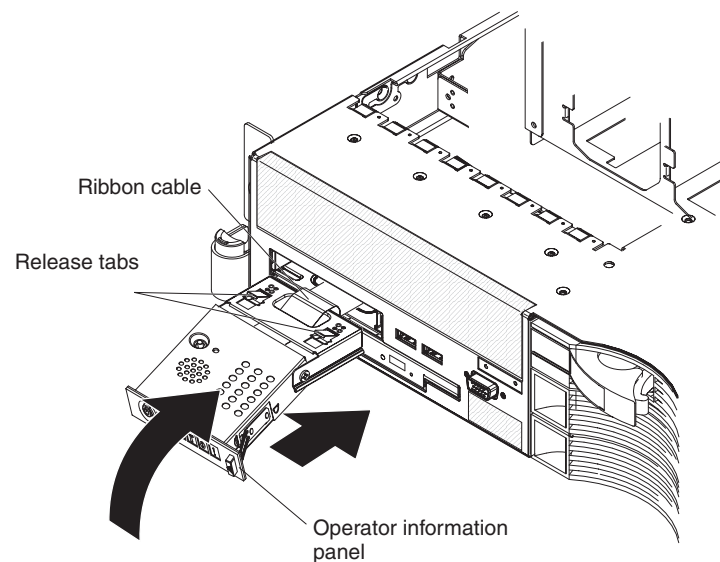


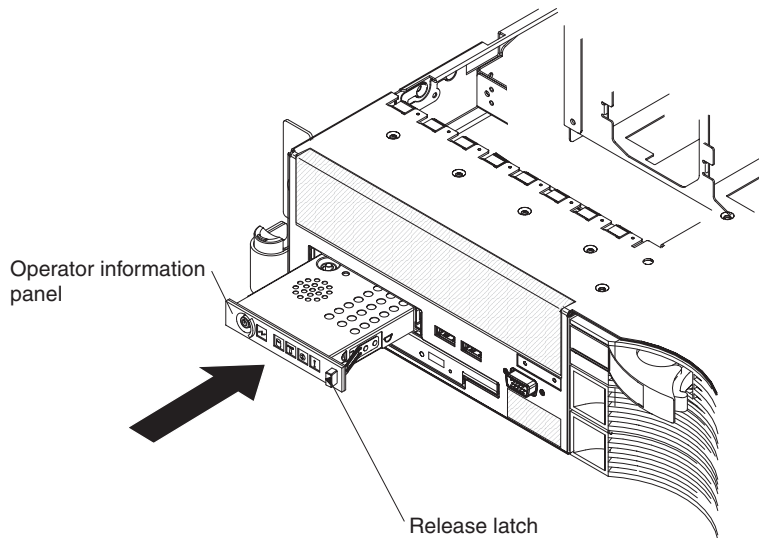
1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.

2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.
3. Remove the cover (see “Removing the cover” on page 90).
4. Remove the fan bracket assembly (see “Removing the fan-bracket assembly” on page 93).
5. Disconnect the operator-information-panel ribbon cable from the system board.
6. Separate the hook-and-loop fastener that holds the ribbon cable to the panel housing.
7. Slide the operator-information-panel release latch to the left and pull the panel out of the server as far as it will go.
8. Reach inside the server and press the release tabs; then, pull the panel away from the rails and carefully pull the ribbon cable out of the server.
9. If you are instructed to return the operator information panel assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the operator information panel assembly

To install the replacement operator information panel assembly, complete the following steps.

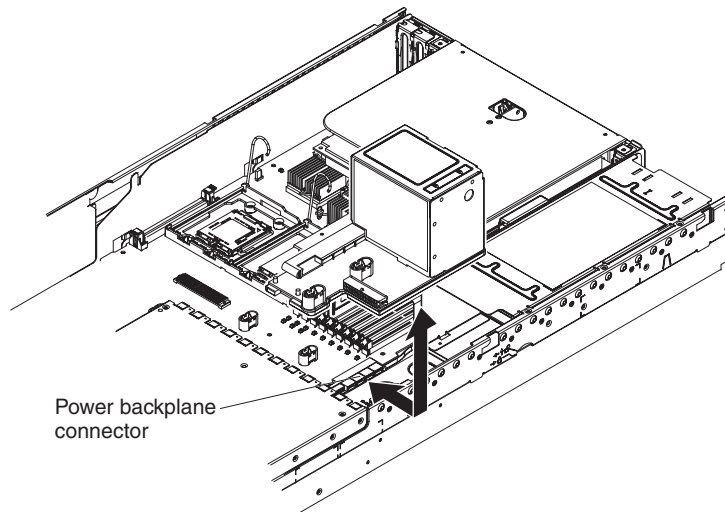




1. From the front of the server, thread the operator-information-panel ribbon cable through the panel housing in the server; then, connect the ribbon cable to the operator-panel connector (J50) on the system board (see "System-board internal cable connectors" on page 11 for the location of the connector).
2. Slide the panel into the server until it clicks into place.
3. Inside the server, secure the ribbon cable to the top of the panel enclosure, using the hook-and-loop fastener.
4. Install the cover (see "Installing the cover" on page 91).
5. Slide the server into the rack.
6. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Removing the power backplane

To remove the power backplane, complete the following steps.

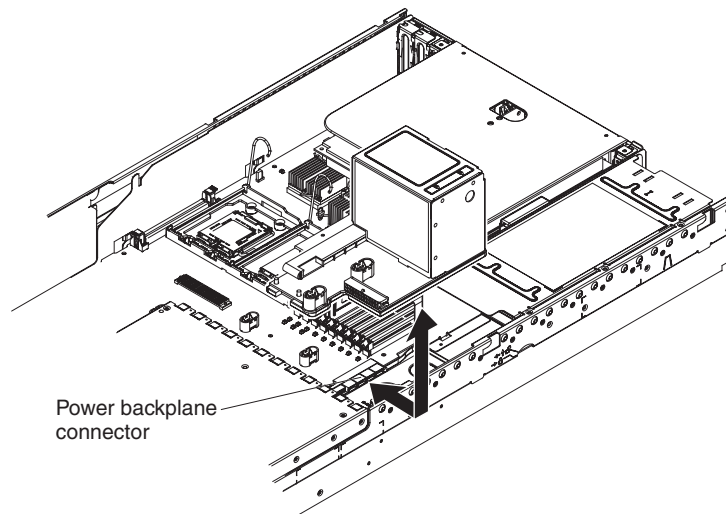


1. Read the safety information that begins on page vii and "Installation guidelines" on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.

3. Remove the power supplies from the power-supply bays (see “Removing a hot-swap power supply” on page 118).
4. Remove the cover (see “Removing the cover” on page 90).
5. Remove the fan-bracket assembly (see “Removing the fan-bracket assembly” on page 93).
6. Grasp the power backplane and slide it toward the right side of the server.
7. Disconnect the power cable from the hard disk drive backplane.
8. Lift the power backplane out of the server.
9. If you are instructed to return the backplane, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the power backplane

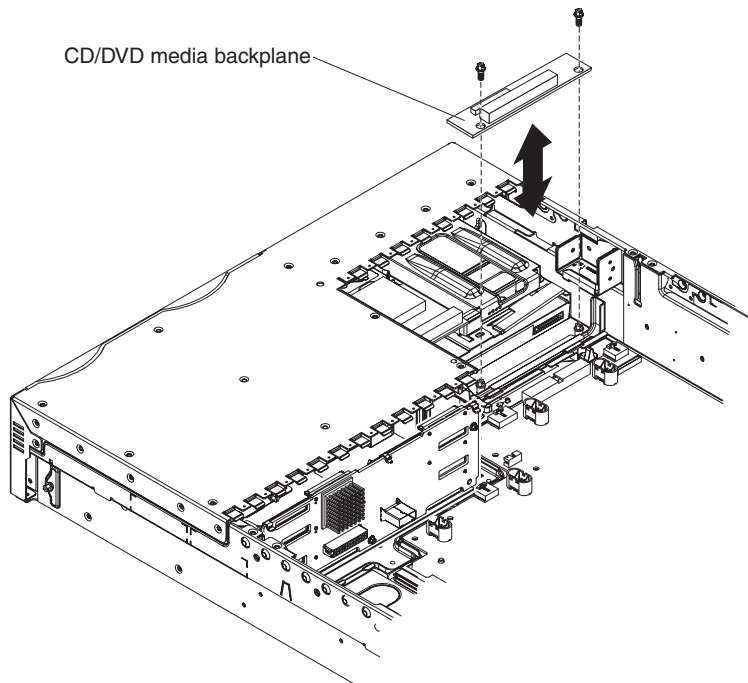
To install the power backplane, complete the following steps.



1. Align the edge-connector of the power backplane with the power-backplane edge-connector on the system board.
2. Slide the power backplane toward the left side of the server until the edge-connectors are fully connected.
3. Connect the power cable from the hard disk drive backplane to the power backplane.
4. Install the fan-bracket assembly (see “Installing the fan-bracket assembly” on page 95).
5. Install the cover (see “Installing the cover” on page 91).
6. Install the power supplies into the power-supply bays (see “Installing a hot-swap power supply” on page 119).
7. Slide the server into the rack.
8. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Removing the CD/DVD media backplane

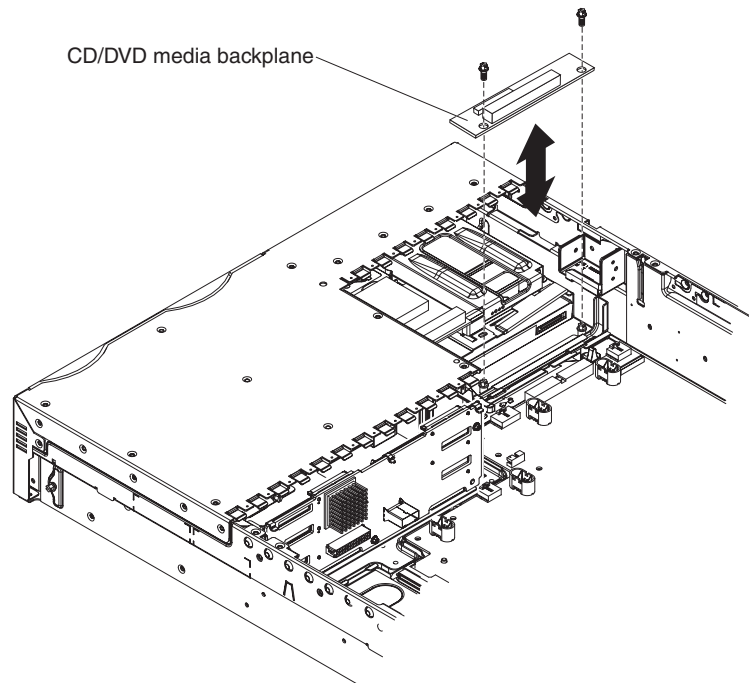
To remove the CD/DVD media backplane, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server, and disconnect all power cords and external cables.
3. Remove the cover (see “Removing the cover” on page 90).
4. Remove the fan bracket assembly (see “Removing the fan-bracket assembly” on page 93).
5. Disconnect the operator-information-panel cable from the system board.
6. Release the CD-RW/DVD drive and pull it out of the bay slightly (see “Removing a CD-RW/DVD drive” on page 107).
7. Disconnect the CD/DVD power and signal cables from the connectors on the media backplane.
8. Remove the two screws that secure the media backplane to the chassis.
9. Lift the media backplane out of the server.
10. If you are instructed to return the media backplane, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the CD/DVD media backplane

To install the CD/DVD media backplane, complete the following steps.



1. Align the CD/DVD media backplane at the rear of the CD/DVD bay.
2. Install the two screws that secure the media backplane to the chassis.
3. Reconnect the CD/DVD power and signal cables to the two connectors on the media backplane.
4. Reconnect the operator-information-panel cable to the connector on the system board (J50) (see “System-board internal cable connectors” on page 11 for the location of the connector).
5. Slide the CD-RW/DVD drive into the bay until it clicks (see “Installing a CD-RW/DVD drive” on page 108).
6. Replace the fan-bracket assembly (see “Installing the fan-bracket assembly” on page 95).
7. Install the cover (see “Installing the cover” on page 91).
8. Slide the server into the rack.
9. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

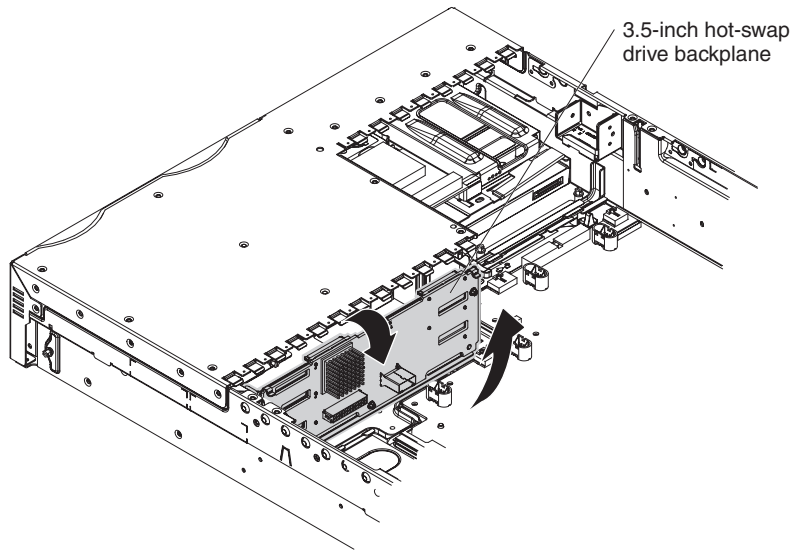
Installing and removing the hard disk drive backplane

The procedure to use for installing or removing the Serial Attached SCSI (SAS) backplane depends on the server model.

- For a 3.5-inch hard disk drive model, see “Removing the 3.5-inch-drive hard disk drive backplane” on page 130 and “Installing the 3.5-inch-drive hard disk drive backplane” on page 131.
- For a 2.5-inch hard disk drive model, see “Removing the 2.5-inch-drive backplane” on page 132 and “Installing the 2.5-inch-drive backplane” on page 133.

Removing the 3.5-inch-drive hard disk drive backplane

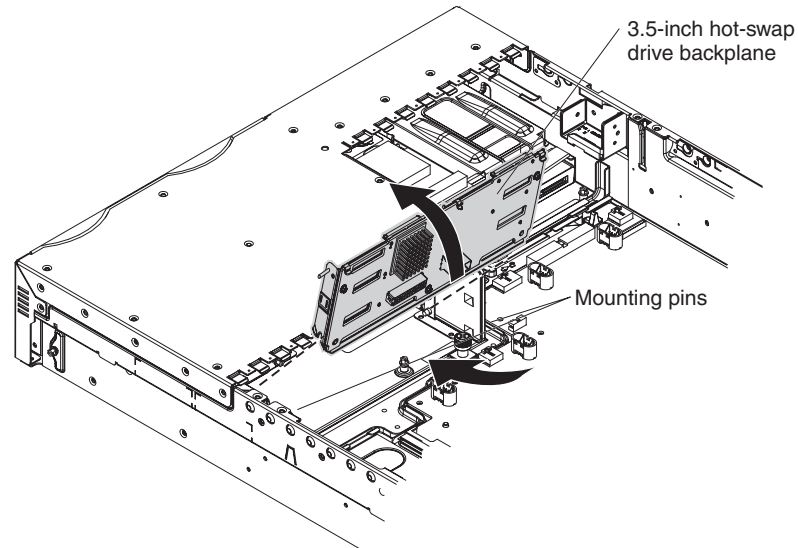
To remove the 3.5-inch-drive hard disk drive backplane, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.
3. Remove the server from the rack and place it on a flat, static-protective surface.
4. Pull the hard disk drives out of the server slightly to disengage them from the backplane.
5. Remove the cover (see “Removing the cover” on page 90).
6. Remove the fan-bracket assembly (see “Removing the fan-bracket assembly” on page 93).
7. Disconnect the backplane cables.
8. Press down on the blue release latches that are on each side of the hard disk drive enclosure. The hard disk drive backplane pops out.
9. Lift the backplane out of the server.
10. If you are instructed to return the backplane, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the 3.5-inch-drive hard disk drive backplane

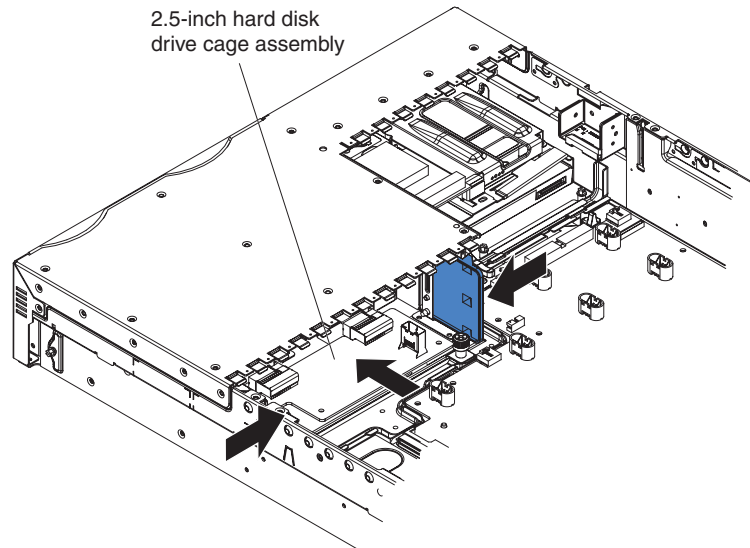
To install the replacement 3.5-inch-drive backplane, complete the following steps.



1. Orient the replacement hard disk drive backplane so that the connectors for the hard disk drives face the front of the server.
2. Place the notches that are at the bottom of the backplane frame onto the pins that are on the lower outside of the hard disk drive enclosure.
3. Push the top of the hard disk drive backplane toward the front of the server until it clicks into place. Make sure that the release latches hold the backplane securely in place.
4. Connect the power and signal cables to the backplane.
5. Replace the fan bracket assembly (see “Installing the fan-bracket assembly” on page 95).
6. Install the cover (see “Installing the cover” on page 91).
7. Slide the server into the rack.
8. Insert the hard disk drives into the bays.
9. Connect the cables and power cords.
10. Turn on all attached devices and the server.

Removing the 2.5-inch-drive backplane

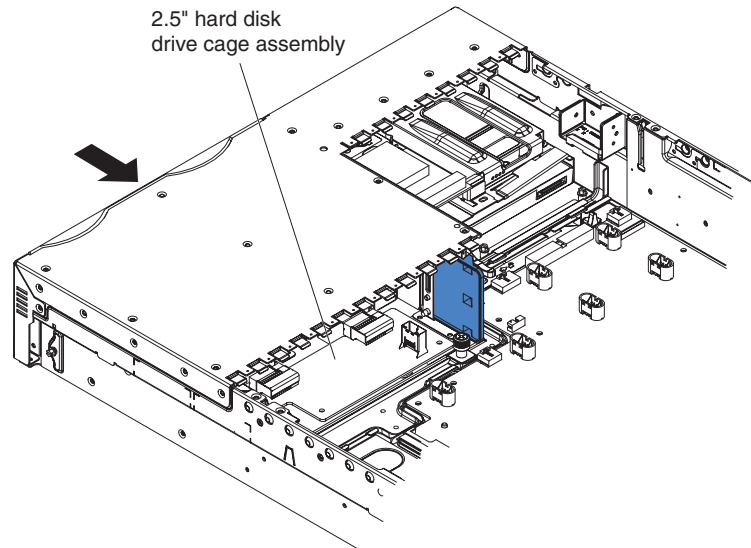
To remove the 2.5-inch-drive hard disk drive backplane, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the server from the rack and place it on a flat, static-protective surface.
4. Remove the cover (see “Removing the cover” on page 90).
5. Pull the hard disk drives out of the server slightly to disengage them from the backplane.
6. Remove the fan-bracket assembly (see “Removing the fan-bracket assembly” on page 93).
7. Disconnect the backplane cables.
8. Press the large blue release tabs at the rear of the drive cage toward each other; then, push the drive cage assembly out through the front of the server.
9. If you are instructed to return the backplane, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the 2.5-inch-drive backplane

To install the replacement 2.5-inch-drive hard disk drive backplane, complete the following steps.



1. Align the replacement backplane cage assembly with the opening in the front of the server.
2. Slide the backplane cage assembly into the front of the server until it clicks into place. Make sure the release latches hold the backplane securely in place.
3. Connect the power and signal cables to the backplane.
4. Replace the fan bracket assembly (see “Installing the fan-bracket assembly” on page 95).
5. Install the cover (see “Installing the cover” on page 91).
6. Slide the server into the rack.
7. Insert the hard disk drives into the bays.
8. Connect the cables and power cords.
9. Turn on all attached devices and the server.

Removing and replacing FRUs

FRUs must be installed only by trained service technicians.

The illustrations in this document might differ slightly from the hardware.

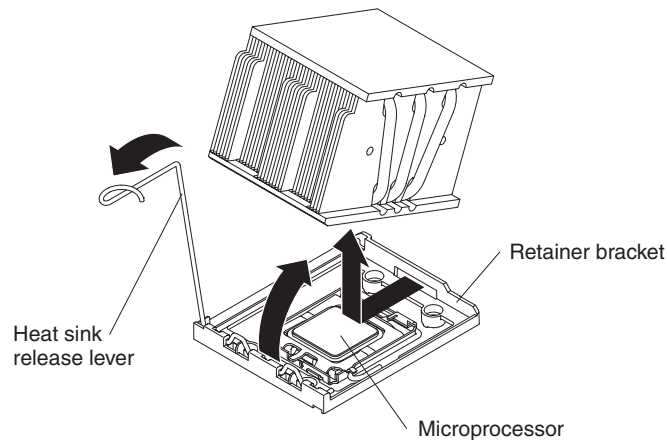
Removing a microprocessor

Attention:

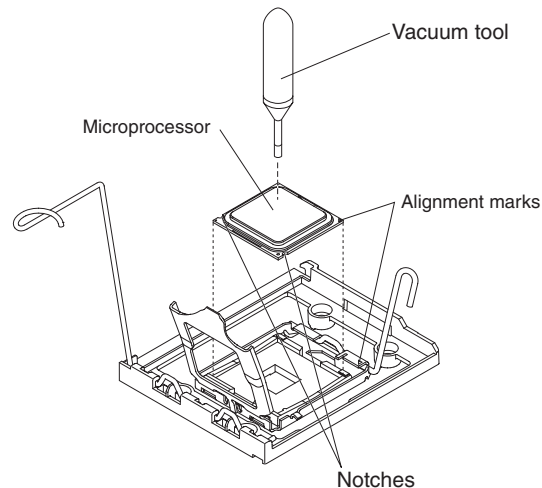
- Do not allow the thermal grease on the microprocessor and heat sink to come in contact with anything. Contact with any surface can compromise the thermal grease and the microprocessor socket.
- Use the vacuum tool that comes with the replacement microprocessor to remove the microprocessor. Dropping the microprocessor during installation or removal can damage the contacts.
- Do not touch the microprocessor contacts; handle the microprocessor by the edges only. Contaminants on the microprocessor contacts, such as oil from your skin, can cause connection failures between the contacts and the socket.

To remove a microprocessor, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the cover (see “Removing the cover” on page 90).
4. Remove the microprocessor air baffle (see “Removing the microprocessor air baffle” on page 91).



5. Open the heat-sink release latch to the fully open position.
6. Lift the heat sink out of the server.



7. Open the microprocessor release latch to the fully-open position.
8. Open the microprocessor bracket frame.
9. Using the vacuum tool that comes with the replacement microprocessor, carefully remove the microprocessor.
10. If you are instructed to return the microprocessor, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a microprocessor

For information about the type of microprocessor that the server supports and other information that you must consider when installing a microprocessor, see the *User's Guide* on the *IBM System x Documentation CD*.

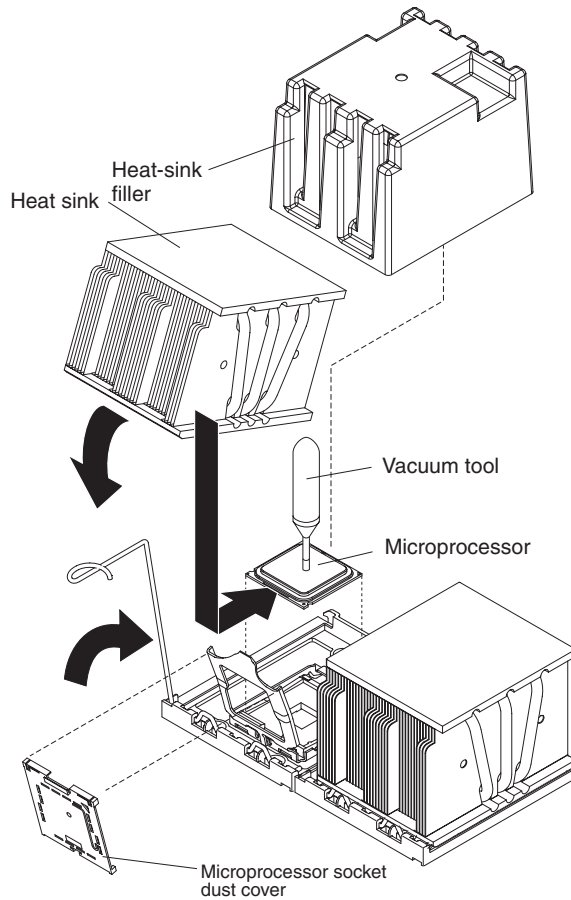
Read the documentation that comes with the microprocessor to determine whether you must update the basic input/output system (BIOS) code. To download the most current level of BIOS code, go to <http://www.ibm.com/servers/eserver/support/xseries/index.html>, select **System x3650** from the **Hardware** list, and click the **Download** tab.

Attention:

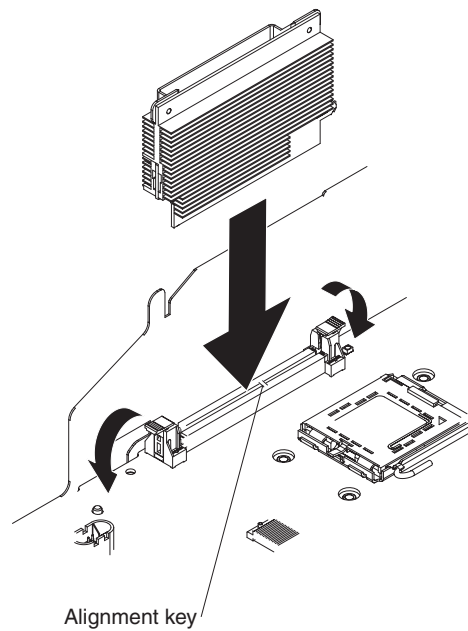
- A startup (boot) microprocessor must always be installed in microprocessor connector 1 on the system board.
- To ensure correct server operation when you install an additional microprocessor, use microprocessors that have the same cache size and type, and the same clock speed. Microprocessor internal and external clock frequencies must be identical.
- If you are installing a microprocessor that has been removed, make sure that it is paired with its original heat sink or a new replacement heat sink. Do not reuse a heat sink from another microprocessor; the thermal grease distribution might be different and might affect conductivity.

To install a new or replacement microprocessor, complete the following steps. The following illustration shows how to install microprocessor 2 on the system board. A VRM is required only if microprocessor 2 is installed.

Note: For simplicity, certain components are not shown in this illustration.



1. If you are installing microprocessor 2, and are replacing the VRM, install the new VRM in the VRM connector (J72).

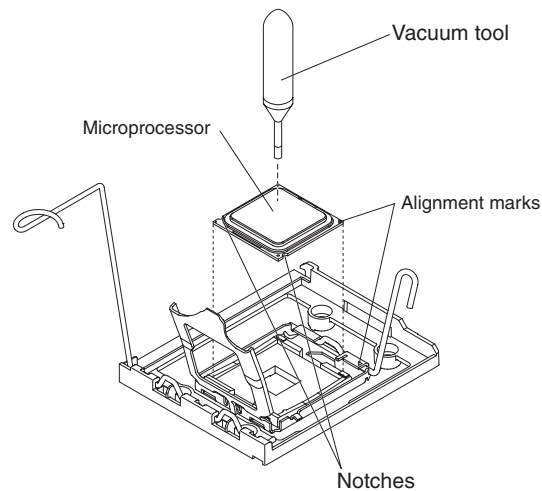


- a. Touch the static-protective package containing the VRM to any unpainted metal surface on the outside of the server. Then, remove the VRM from the package.

- b. Turn the VRM so that the keys align correctly with the VRM connector.
 - c. Firmly press the VRM straight down into the connector by applying pressure on both ends of the VRM simultaneously.
 - d. Make sure that the retaining clips are in the locked position when the VRM is firmly seated in the connector.
2. Touch the static-protective package containing the microprocessor to any unpainted metal surface on the server. Then, remove the microprocessor from the package.
 3. Remove the protective dust cover, tape, or label from the surface of the microprocessor socket, if present.
 4. Rotate the microprocessor release lever on the socket from its closed and locked position until it stops in the fully open position.

Attention:

- Use the vacuum tool that comes with the microprocessor to install the microprocessor. Dropping the microprocessor during installation or removal can damage the contacts. Also, contaminants on the microprocessor contacts, such as oil from your skin, can cause connection failures between the contacts and the socket.
- Do not use excessive force when you press the microprocessor into the socket.
- Make sure that the microprocessor is oriented and aligned and positioned in the socket before you try to close the lever.

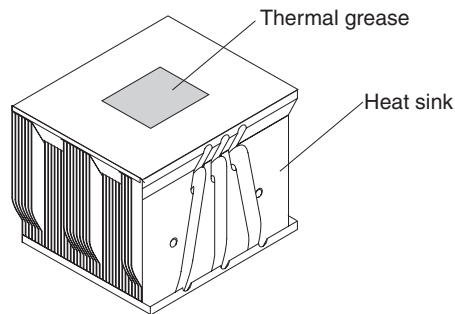


5. Align the microprocessor with the socket (note the alignment mark and the position of the notches); then, using the vacuum tool, carefully place the microprocessor on the socket. Close the microprocessor bracket frame.

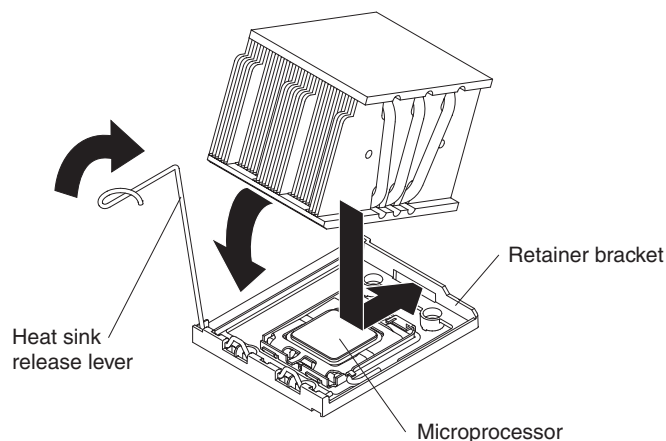
Note: The microprocessor fits only one way on the socket.

6. Carefully close the microprocessor release lever to secure the microprocessor in the socket.
7. Install a heat sink on the microprocessor.

Attention: Do not touch the thermal grease on the bottom of the heat sink or set down the heat sink after the plastic cover is removed. Touching the thermal grease will contaminate it.



- a. Make sure that the heat-sink release lever is in the open position.
- b. Remove the plastic protective cover from the bottom of the heat sink.
- c. Align the heat sink above the microprocessor with the thermal grease side down. Press firmly on the heat sink.



- d. Slide the rear flange of the heat sink into the opening in the retainer bracket.
 - e. Press down firmly on the front of the heat sink until it is seated securely.
 - f. Rotate the heat-sink release lever to the closed position and hook it underneath the lock tab.
8. Replace the microprocessor air baffle (see "Installing the microprocessor air baffle" on page 92).
 9. Install the cover (see "Installing the cover" on page 91).
 10. Slide the server into the rack.
 11. Connect the cables and power cords.
 12. Turn on all attached devices and the server.

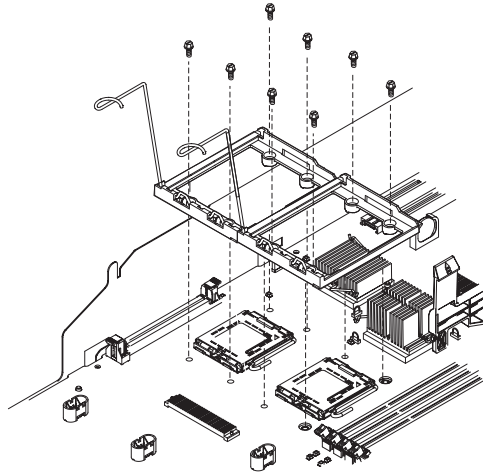
Removing a heat-sink retention module

To remove a heat-sink retention module, complete the following steps:

1. Read the safety information that begins on page vii and "Installation guidelines" on page 87.
2. Turn off the server, and disconnect all power cords and external cables.
3. Remove the cover (see "Removing the cover" on page 90).

Attention: In the following step, keep each heat sink paired with its microprocessor for reinstallation.

4. Remove the microprocessor air baffle (see “Removing the microprocessor air baffle” on page 91); then, remove the heat sinks and microprocessors (see “Removing a microprocessor” on page 134).

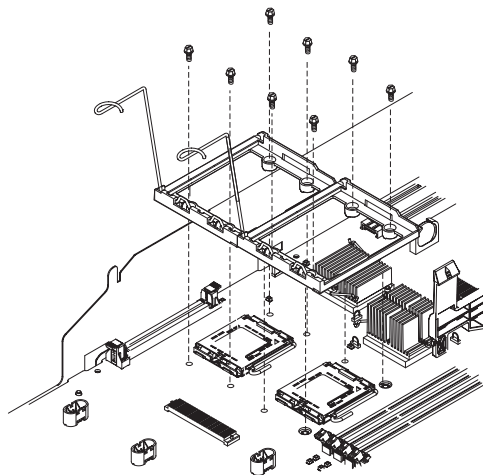


5. Remove the eight screws that secure the heat-sink retention module to the system board; then, lift the heat-sink retention module from the system board.
6. If you are instructed to return the heat-sink retention module, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a heat-sink retention module

To install a heat-sink retention module, complete the following steps:

1. Place the heat-sink retention module in the microprocessor location on the system board.



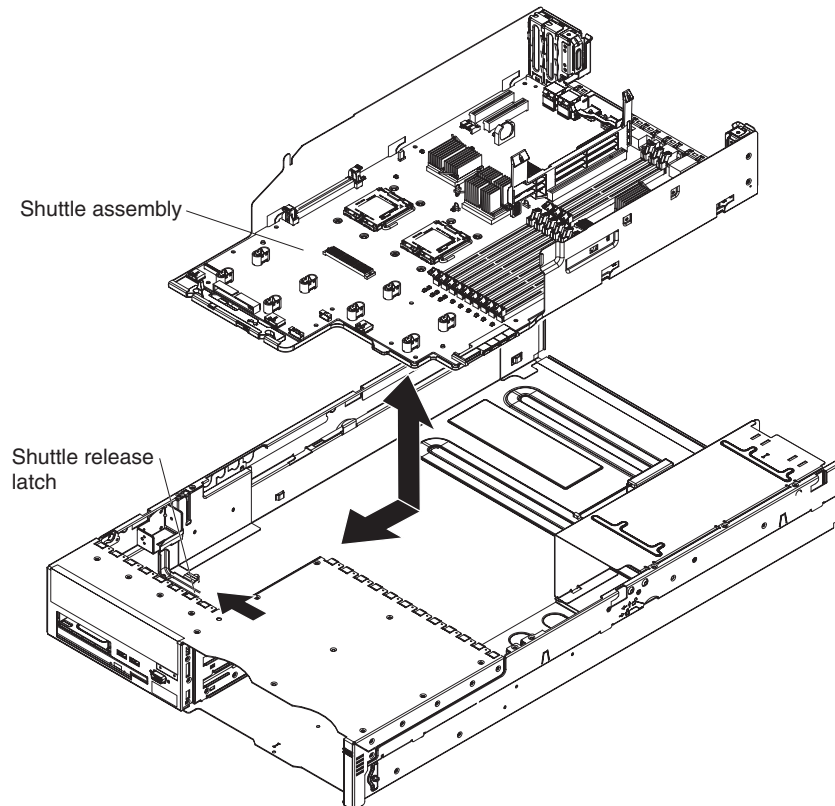
2. Install the eight screws that secure the module to the system board.
Attention: Make sure that you install each heat sink with its paired microprocessor (see steps 3 and 4).
3. Install the microprocessors, heat sinks, and microprocessor air baffle (see “Installing a microprocessor” on page 135).
4. Install the cover (see “Installing the cover” on page 91).

5. Slide the server into the rack.
6. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Removing the system board and shuttle

The system board is attached to a shuttle for easy replacement.

To remove the system board and shuttle, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server, and disconnect all power cords and external cables; then, remove the server cover (see “Removing the cover” on page 90).

Note: When you replace the system board, you must either update the server with the latest firmware or restore the pre-existing firmware that the customer provides on a diskette or CD image. Make sure that you have the latest firmware or a copy of the pre-existing firmware before you proceed.

3. Remove the air baffles (see “Removing the microprocessor air baffle” on page 91).
4. Remove the following components and place them on a static-protective surface for reinstallation:
 - The riser-card assembly with adapters (see “Removing the riser-card assembly” on page 96)
 - All other adapters (see “Removing an adapter” on page 98)
 - The Remote Supervisor Adapter II SlimLine (see “Removing a Remote Supervisor Adapter II SlimLine” on page 101)

- The ServeRAID SAS controller (see “Removing the ServeRAID SAS controller” on page 102)

Important: Note which DIMMs are in which connectors, before you remove the DIMMs. You must install them in the same configuration on the replacement system board.

5. Remove all DIMMs, and place them on a static-protective surface for reinstallation (see “Removing a memory module (DIMM)” on page 114).
6. Disconnect all cables from the system board.
7. Slide the power supplies out of the bays slightly or remove them entirely (see “Removing a hot-swap power supply” on page 118).
8. Slide the power backplane toward the right side of the server (see “Removing the power backplane” on page 126).

Attention: In the following step, do not allow the thermal grease to come in contact with anything, and keep each heat sink paired with its microprocessor for reinstallation. Contact with any surface can compromise the thermal grease and the microprocessor socket; a mismatch between the microprocessor and its original heat sink can require the installation of a new heat sink instead.

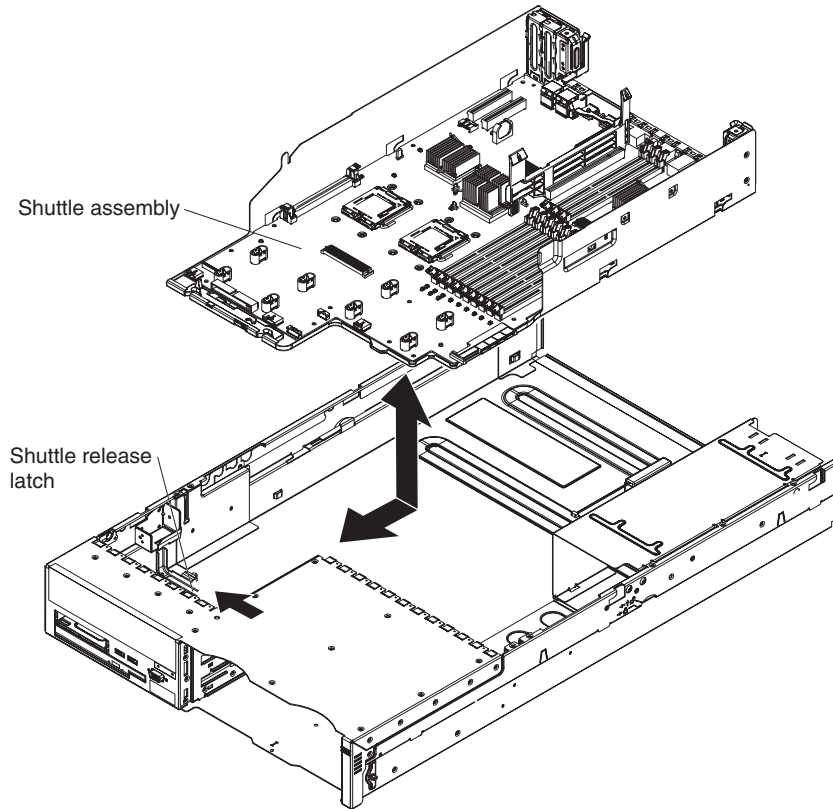
9. Remove the VRM and each microprocessor heat sink and microprocessor; then, place them on a static-protective surface for reinstallation (see “Removing a microprocessor” on page 134).
10. Slide the shuttle release latch toward the left side of the server, and push the shuttle toward the rear of the server approximately 12.7 mm (0.5 inch).
11. Lift the shuttle out of the server.
12. If you are instructed to return the shuttle assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the system board and shuttle

Notes:

1. When you reassemble the components in the server, be sure to route all cables carefully so that they are not exposed to excessive pressure.
2. When you replace the system board, you must either update the server with the latest firmware or restore the pre-existing firmware that the customer provides on a diskette or CD image.

To reinstall the system board and shuttle, complete the following steps.



1. Align the openings in the sides of the shuttle with the protrusions in the sides of the server, and lower the shuttle into the server; then, slide the shuttle toward the front of the server until it clicks into place. Make sure that the shuttle locking latch holds the shuttle securely in place.
2. Slide the power backplane toward the system board until the connectors mate (see “Installing the power backplane” on page 127).
3. Install the power supplies (see “Installing a hot-swap power supply” on page 119).
4. Reconnect to the system board the cables that you disconnected in step 6 of “Removing the system board and shuttle” on page 140.
5. Install the VRM and each microprocessor with its matching heat sink (see “Installing a microprocessor” on page 135).
6. Install the DIMMs (see “Installing a memory module” on page 114).
7. Install the air baffles.
8. Install the riser-card assembly and all adapters.
9. Install the fan-bracket assembly.
10. Install the cover (see “Installing the cover” on page 91).
11. Slide the server into the rack.
12. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

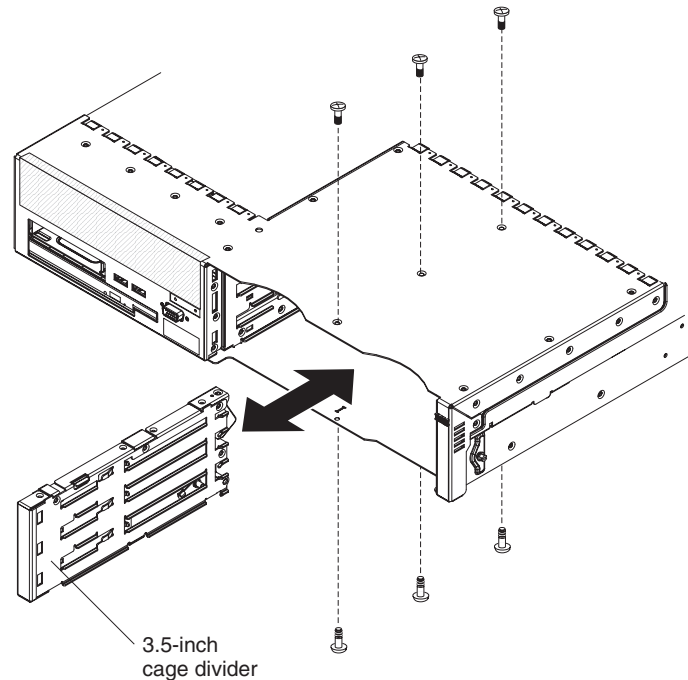
Important: Perform the following updates:

- Either update the server with the latest SAS firmware or restore the pre-existing firmware from a diskette or CD image.
- Update the UUID (see “Updating the UUID” on page 161).
- Update the DMI/SMBIOS (see “Updating the DMI/SMBIOS data” on page 162).

Removing the 3.5-inch center bracket

This procedure applies to 3.5-inch model servers only. If the center bracket between the two columns of 3.5-inch hard disk drives becomes damaged, you can replace it.

To remove the center bracket, complete the following steps.

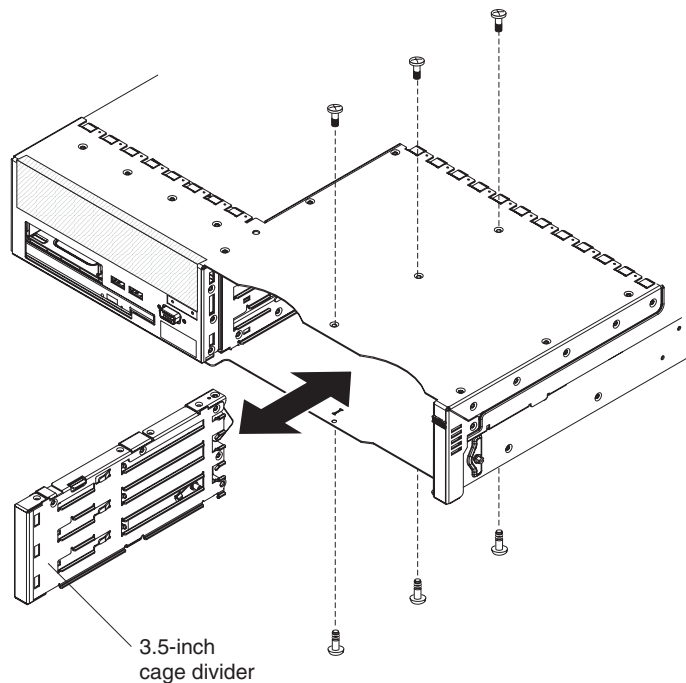


1. Read the safety information that begins on page vii and “Installation guidelines” on page 87.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables.
3. Remove the server from the rack and place it on a flat, static-protective surface.
4. Remove the cover (see “Removing the cover” on page 90).
5. Remove the fan-bracket assembly (see “Removing the fan-bracket assembly” on page 93).
6. Remove the hard disk drive backplane (see “Removing the 3.5-inch-drive hard disk drive backplane” on page 130).
7. Remove the top and bottom screws that hold the center bracket in place.
8. Pull the center bracket out the front of the server.
9. If you are instructed to return the center bracket, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the 3.5-inch center bracket

This procedure applies to 3.5-inch model servers only. If the center bracket between the two columns of 3.5-inch hard disk drives becomes damaged, you can replace it.

To install the center bracket, complete the following steps.



1. Align the center bracket with the screw holes in the top and bottom of the drive bay area, and push the center bracket into the server.
2. Install the top and bottom screws that hold the center bracket in place.
3. Install the hard disk drive backplane (see "Installing the 3.5-inch-drive hard disk drive backplane" on page 131).
4. Install the fan-bracket assembly (see "Installing the fan-bracket assembly" on page 95).
5. Install the cover (see "Installing the cover" on page 91).
6. Slide the server into the rack.
7. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

Chapter 5. Configuration information and instructions

This chapter provides information about updating the firmware and using the configuration utilities.

Updating the firmware

The firmware in the server is periodically updated and is available for download on the Web. Go to <http://www.ibm.com/servers/eserver/support/xseries/index.html> to check for the latest level of firmware, such as BIOS code, vital product data (VPD) code, device drivers, and service processor firmware.

When you replace a device in the server, you might have to either update the server with the latest version of the firmware that is stored in memory on the device or restore the pre-existing firmware from a diskette or CD image.

- BIOS code is stored in ROM on the system board.
- BMC firmware is stored in ROM on the baseboard management controller on the system board.
- Ethernet firmware is stored in ROM on the Ethernet controller.
- ServeRAID firmware is stored in ROM on the ServeRAID SAS controller.
- SAS firmware is stored in ROM on the integrated RAID controller on the system board.
- Major components contain vital product data (VPD) code. You can select to update the VPD code during the BIOS code update procedure.

Configuring the server

The *ServerGuide Setup and Installation* CD provides software setup tools and installation tools that are specifically designed for your IBM server. Use this CD during the initial installation of the server to configure basic hardware features and to simplify the operating-system installation. (See “Using the ServerGuide Setup and Installation CD” for more information.)

In addition to the *ServerGuide Setup and Installation* CD, you can use the following configuration programs to customize the server hardware:

- Configuration/Setup Utility program
- Baseboard management controller utility programs
- RAID configuration programs
 - Adaptec RAID Configuration Utility program
 - ServeRAID Manager

For more information about these programs, see “Configuring the server” in the *User's Guide* on the *IBM System x Documentation* CD.

Using the ServerGuide Setup and Installation CD

The *ServerGuide Setup and Installation* CD provides state-of-the-art programs to detect the server model and hardware options that are installed, configure the server hardware, provide device drivers, and help you install the operating system. For information about the supported operating-system versions, see the label on the

CD. If the *ServerGuide Setup and Installation* CD did not come with the server, you can download the latest version from <http://www.ibm.com/pc/qtechinfo/MIGR-4ZKPPT.html>.

To start the *ServerGuide Setup and Installation* CD, complete the following steps:

1. Insert the CD, and restart the server. If the CD does not start, see “ServerGuide problems” on page 48.
2. Follow the instructions on the screen to:
 - a. Select your language.
 - b. Select your keyboard layout and country.
 - c. View the overview to learn about ServerGuide features.
 - d. View the readme file to review installation tips about your operating system and adapter.
 - e. Start the setup and hardware configuration programs.
 - f. Start the operating-system installation. You will need your operating-system CD.

Using the Configuration/Setup Utility program

The Configuration/Setup Utility program is part of the BIOS. You can use it to perform the following tasks:

- View configuration information
- View and change assignments for devices and I/O ports
- Set the date and time
- Set and change passwords
- Set and change the startup characteristics of the server and the order of startup devices (startup-drive sequence)
- Set and change settings for advanced hardware features
- View and clear the error log
- Change interrupt request (IRQ) settings
- Resolve configuration conflicts

To start the Configuration/Setup Utility program, complete the following steps:

1. Turn on the server.
2. When the message Press F1 for Configuration/Setup appears, press F1. If an administrator password has been set, you must type the administrator password to access the full Configuration/Setup Utility menu.
3. Follow the instructions on the screen.

Using the ServeRAID configuration programs

The ServeRAID controller enables you to configure multiple physical SAS hard disk drives to operate as logical drives in a disk array. The server comes with a CD containing the ServeRAID Manager program and the ServeRAID Mini-Configuration program, which you can use to configure the ServeRAID controller. For information about these programs, see the *User's Guide* on the *IBM System x Documentation* CD. If your server comes with an operating system installed, such as Microsoft Windows 2000 Datacenter Server, see the software documentation that comes with the server for configuration information.

Using the RAID configuration programs

Use the IBM ServeRAID Configuration Utility program and ServeRAID Manager to configure and manage redundant array of independent disks (RAID) arrays. Be sure to use these programs as described in this document.

- Use the IBM ServeRAID Configuration Utility program to:
 - Perform a low-level format on a hard disk drive
 - View or change IDs for attached devices
 - Set protocol parameters on hard disk drives
- Use ServeRAID Manager to:
 - Configure arrays
 - View the RAID configuration and associated devices
 - Monitor operation of the RAID controller

Consider the following information when using the IBM ServeRAID Configuration Utility program and ServeRAID Manager to configure and manage arrays:

- The ServeRAID-8k-I SAS controller that comes with the server supports only RAID level-0, level-1, and level-10. You can replace it with a ServeRAID-8k SAS controller that supports additional RAID levels.
- Hard disk drive capacities affect how you create arrays. The drives in an array can have different capacities, but the ServeRAID controller treats them as if they all have the capacity of the smallest hard disk drive.
- To help ensure signal quality, do not mix drives with different speeds and data rates.
- To update the firmware and BIOS code for an optional ServeRAID SAS controller, you must use the IBM *ServeRAID Support* CD that comes with the ServeRAID option.

Using the IBM ServeRAID Configuration Utility program

Use the IBM ServeRAID Configuration Utility programs to perform the following tasks:

- Configure a redundant array of independent disks (RAID) array
- View or change the RAID configuration and associated devices

Starting the IBM ServeRAID Configuration Utility program: To start the IBM ServeRAID Configuration Utility program, complete the following steps:

1. Turn on the server.
2. When the prompt <<< Press <CTRL><A> for IBM ServeRAID Configuration Utility! >>> appears, press Ctrl+A. If you have set an administrator password, you are prompted to type the password.
3. To select a choice from the menu, use the arrow keys.
4. Use the arrow keys to select the channel for which you want to change settings.
5. To change the settings of the selected items, follow the instructions on the screen. Be sure to press Enter to save your changes.

IBM ServeRAID Configuration Utility menu choices: The following choices are on the IBM ServeRAID Configuration Utility menu:

- **Array Configuration Utility**
Select this choice to create, manage, or delete arrays, or to initialize drives.

- **SerialSelect Utility**

Select this choice to configure the controller interface definitions or to configure the physical transfer and SAS address of the selected drive.

- **Disk Utilities**

Select this choice to format a disk or verify the disk media. Select a device from the list and read the instructions on the screen carefully before making a selection.

Using ServeRAID Manager

Use ServeRAID Manager, which is on the *IBM ServeRAID Support CD*, to perform the following tasks:

- Configure a redundant array of independent disks (RAID) array
- Erase all data from a hard disk drive and return the disk to the factory-default settings
- View the RAID configuration and associated devices
- Monitor the operation of the RAID controller

To perform some tasks, you can run ServeRAID Manager as an installed program. However, to configure the RAID controller and perform an initial RAID configuration on the server, you must run ServeRAID Manager in Startable CD mode, as described in the instructions in this section.

See the ServeRAID documentation on the *IBM ServeRAID Support CD* for additional information about RAID technology and instructions for using ServeRAID Manager to configure the RAID controller. Additional information about ServeRAID Manager is also available from the **Help** menu. For information about a specific object in the ServeRAID Manager tree, select the object and click **Actions --> Hints and tips**.

Configuring the RAID controller: By running ServeRAID Manager in Startable CD mode, you can configure the RAID controller before you install the operating system. The information in this section assumes that you are running ServeRAID Manager in Startable CD mode.

To run ServeRAID Manager in Startable CD mode, turn on the server; then, insert the CD into the CD-RW/DVD drive. If ServeRAID Manager detects an unconfigured controller and ready drives, the Configuration wizard starts.

In the Configuration wizard, you can select express configuration or custom configuration. Express configuration automatically configures the controller by grouping the first two physical drives in the ServeRAID Manager tree into an array and creating a RAID level-1 logical drive. If you select custom configuration, you can select the two physical drives that you want to group into an array and create a hot-spare drive.

Using express configuration: To use express configuration, complete the following steps:

1. In the ServeRAID Manager tree, click the controller.
2. Click **Express configuration**.
3. Click Next.
4. In the "Configuration summary" window, review the information. To change the configuration, click **Modify arrays**.

5. Click **Apply**; when you are asked whether you want to apply the new configuration, click **Yes**. The configuration is saved in the controller and in the physical drives.
6. Exit from ServeRAID Manager and remove the CD from the CD-RW/DVD drive.
7. Restart the server.

Using custom configuration: To use custom configuration, complete the following steps:

1. In the ServeRAID Manager tree, click the controller.
2. Click **Custom configuration**.
3. Click **Next**.
4. In the “Create arrays” window, from the list of ready drives, select the drives that you want to group into the array.
5. Click the (Add selected drives) icon to add the drives to the array.
6. If you want to configure a hot-spare drive, complete the following steps:
 - a. Click the **Spares** tab.
 - b. Select the physical drive that you want to designate as the hot-spare drive, and click the (Add selected drives) icon.
7. Click **Next**.
8. Review the information in the “Configuration summary” window. To change the configuration, click **Back**.
9. Click **Apply**; when you are asked whether you want to apply the new configuration, click **Yes**. The configuration is saved in the controller and in the physical drives.
10. Exit from ServeRAID Manager and remove the CD from the CD-RW/DVD drive.
11. Restart the server.

Viewing the configuration: You can use ServeRAID Manager to view information about RAID controllers and the RAID subsystem (such as arrays, logical drives, hot-spare drives, and physical drives). When you click an object in the ServeRAID Manager tree, information about that object appears in the right pane. To display a list of available actions for an object, click the object and click **Actions**.

Using the baseboard management controller

The baseboard management controller provides basic service-processor environmental monitoring functions for the server. If an environmental condition exceeds a threshold or if a system component fails, the baseboard management controller lights LEDs to help you diagnose the problem and also records the error in the BMC system event log.

The baseboard management controller also provides the following remote server management capabilities through the OSA SMBridge management utility program:

- **Command-line interface (IPMI Shell)**

The command-line interface provides direct access to server management functions through the IPMI protocol. Use the command-line interface to issue commands to control the server power, view system information, and identify the server. You can also save one or more commands as a text file and run the file as a script.

- **Serial over LAN**

Establish a Serial over LAN (SOL) connection to manage servers from a remote location. You can remotely view and change the BIOS settings, restart the server, identify the server, and perform other management functions. Any standard Telnet client application can access the SOL connection.

Enabling and configuring SOL using the OSA SMBridge management utility program

To enable and configure the server for SOL by using the OSA SMBridge management utility program, you must update and configure the BIOS code; update and configure the baseboard management controller (BMC) firmware; update and configure the Ethernet controller firmware; and enable the operating system for an SOL connection.

BIOS update and configuration: To update and configure the BIOS code to enable SOL, complete the following steps:

1. Update the BIOS code:
 - a. Download the latest version of the BIOS code from <http://www.ibm.com/servers/eserver/support/xseries/index.html>
 - b. Update the BIOS code, following the instructions that come with the update file that you downloaded.
2. Update the BMC firmware:
 - a. Download the latest version of the BMC firmware from <http://www.ibm.com/servers/eserver/support/xseries/index.html>
 - b. Update the BMC firmware, following the instructions that come with the update file that you downloaded.
3. Configure the BIOS settings:
 - a. When you are prompted to start the Configuration/Setup Utility program, restart the server and press F1.
 - b. Select **Devices and I/O Ports**; then, make sure that the values are set as follows:
 - **Serial Port A:** Auto-configure
 - **Serial Port B:** Auto-configure
 - c. Select **Remote Console Redirection**; then, make sure that the values are set as follows:
 - **Remote Console Active:** Enabled
 - **Remote Console COM Port:** COM 1
 - **Remote Console Baud Rate:** 19200 or higher
 - **Remote Console Data Bits:** 8
 - **Remote Console Parity:** None
 - **Remote Console Stop Bits:** 1
 - **Remote Console Text Emulation:** ANSI
 - **Remote Console Keyboard Emulation:** ANSI
 - **Remote Console Active After Boot:** Enabled
 - **Remote Console Flow Control:** Hardware
 - d. Press Esc twice to exit the **Remote Console Redirection** and **Devices and I/O Ports** sections of the Configuration/Setup Utility program.
 - e. Select **Advanced Setup**; then, select **Baseboard Management Controller (BMC) Settings**.
 - f. Set **BMC Serial Port Access Mode** to **Dedicated**.

- g. Press Esc twice to exit the **Baseboard Management Controller (BMC) Settings** and **Advanced Setup** sections of the Configuration/Setup Utility program.
- h. Select **Save Settings**; then, press Enter.
- i. Press Enter to confirm.
- j. Select **Exit Setup**; then, press Enter.
- k. Make sure that **Yes, exit the Setup Utility** is selected; then, press Enter.

Linux configuration: For SOL operation on the server, you must configure the Linux® operating system to expose the Linux initialization (booting) process. This enables users to log in to the Linux console through an SOL session and directs Linux output to the serial console. See the documentation for your specific Linux operating-system type for information and instructions.

Use one of the following procedures to enable SOL sessions for your Linux operating system. You must be logged in as a root user to perform these procedures.

Red Hat Enterprise Linux ES 4 configuration:

Note: This procedure is based on a default installation of Red Hat Enterprise Linux ES 4. The file names, structures, and commands might be different for other versions of Red Hat Linux.

To configure the general Linux parameters for SOL operation when you are using the Red Hat Enterprise Linux ES 4 operating system, complete the following steps.

Note: Hardware flow control prevents character loss during communication over a serial connection. You must enable it when you are using a Linux operating system.

1. Add the following line to the end of the # Run gettys in standard runlevels section of the /etc/inittab file. This enables hardware flow control and enables users to log in through the SOL console.

```
7:2345:respawn:/sbin/agetty -h ttyS0 19200 vt102
```

2. Add the following line at the bottom of the /etc/securetty file to enable a user to log in as the root user through the SOL console:

```
ttyS0
```

LILO configuration: If you are using LILO, complete the following steps:

1. Modify the /etc/lilo.conf file:
 - a. Add the following text to the end of the first default=linux line
-Monitor
 - b. Comment out the map=/boot/map line by adding a # at the beginning of this line.
 - c. Comment out the message=/boot/message line by adding a # at the beginning of this line.
 - d. Add the following line before the first image= line:
This will allow you to only Monitor the OS boot via SOL
 - e. Add the following text to the end of the first label=linux line:
-Monitor
 - f. Add the following line to the first image= section. This enables SOL.
append="console=ttyS0,19200n8 console=tty1"
 - g. Add the following lines between the two image= sections:

```
# This will allow you to Interact with the OS boot via SOL
image=/boot/vmlinuz-2.4.9-e.12smp
    label=linux-Interact
    initrd=/boot/initrd-2.4.9-e.12smp.img
    read-only
    root=/dev/hda6
    append="console=tty1 console=ttyS0,19200n8 "
```

The following examples show the original content of the `/etc/lilo.conf` file and the content of this file after modification.

Original `/etc/lilo.conf` contents

```
prompt
timeout=50
default=linux
boot=/dev/hda
map=/boot/map
install=/boot/boot.b
message=/boot/message
linear
image=/boot/vmlinuz-2.4.9-e.12smp
    label=linux
    initrd=/boot/initrd-2.4.9-e.12smp.img
    read-only
    root=/dev/hda6
image=/boot/vmlinuz-2.4.9-e.12
    label=linux-up
    initrd=/boot/initrd-2.4.9-e.12.img
    read-only
    root=/dev/hda6
```

Modified /etc/lilo.conf contents

```
prompt
timeout=50
default=linux-Monitor
boot=/dev/hda
#map=/boot/map
install=/boot/boot.b
#message=/boot/message
linear
# This will allow you to only Monitor the OS boot via SOL
image=/boot/vmlinuz-2.4.9-e.12smp
    label=linux-Monitor
    initrd=/boot/initrd-2.4.9-e.12smp.img
    read-only
    root=/dev/hda6
    append="console=ttyS0,19200n8 console=tty1"
# This will allow you to Interact with the OS boot via SOL
image=/boot/vmlinuz-2.4.9-e.12smp
    label=linux-Interact
    initrd=/boot/initrd-2.4.9-e.12smp.img
    read-only
    root=/dev/hda6
    append="console=tty1 console=ttyS0,19200n8 "
image=/boot/vmlinuz-2.4.9-e.12
    label=linux-up
    initrd=/boot/initrd-2.4.9-e.12.img
    read-only
    root=/dev/hda6
```

2. Run the **lilo** command to store and activate the LILO configuration.

When the Linux operating system starts, a LILO boot: prompt is displayed instead of the graphical user interface. Press Tab at this prompt to install all of the boot options that are listed. To load the operating system in interactive mode, type linux-Interact and then press Enter.

GRUB configuration: If you are using GRUB, modify the /boot/grub/grub.conf file:

1. Comment out the splashimage= line by adding a # at the beginning of this line.
2. Add the following line before the first title= line:
This will allow you to only Monitor the OS boot via SOL
3. Append the following text to the first title= line:
SOL Monitor
4. Append the following text to the kernel/ line of the first title= section:
console=ttyS0,19200 console=tty1
5. Add the following five lines between the two title= sections:
This will allow you to Interact with the OS boot via SOL
title Red Hat Linux (2.4.9-e.12smp) SOL Interactive
 root (hd0,0)
kernel /vmlinuz-2.4.9-e.12smp ro root=/dev/hda6 console=tty1

```
console=ttyS0,19200
initrd /initrd-2.4.9-e.12smp.img
```

Note: The entry that begins with `kernel /vmlinuz` is shown with a line break after `console=tty1`. In your file, the entire entry must all be on one line.

The following examples show the original content of the `/boot/grub/grub.conf` file and the content of this file after modification.

Original `/boot/grub/grub.conf` contents

```
#grub.conf generated by anaconda
#
# Note that you do not have to rerun grub after making changes to this file
# NOTICE: You have a /boot partition. This means that
#         all kernel and initrd paths are relative to /boot/, eg.
#         root (hd0,0)
#         kernel /vmlinuz-version ro root=/dev/hda6
#         initrd /initrd-version.img
#boot=/dev/hda
default=0
timeout=10
splashimage=(hd0,0)/grub/splash.xpm.gz
title Red Hat Enterprise Linux ES (2.4.9-e.12smp)
    root (hd0,0)
    kernel /vmlinuz-2.4.9-e.12smp ro root=/dev/hda6
    initrd /initrd-2.4.9-e.12smp.img
title Red Hat Enterprise Linux ES-up (2.4.9-e.12)
    root (hd0,0)
    kernel /vmlinuz-2.4.9-e.12 ro root=/dev/hda6
    initrd /initrd-2.4.9-e.12.img
```

Modified /boot/grub/grub.conf contents

```
#grub.conf generated by anaconda
#
# Note that you do not have to rerun grub after making changes to this file
# NOTICE: You have a /boot partition. This means that
#         all kernel and initrd paths are relative to /boot/, eg.
#         root (hd0,0)
#         kernel /vmlinuz-version ro root=/dev/hda6
#         initrd /initrd-version.img
#boot=/dev/hda
default=0
timeout=10
# splashimage=(hd0,0)/grub/splash.xpm.gz
# This will allow you to only Monitor the OS boot via SOL
title Red Hat Enterprise Linux ES (2.4.9-e.12smp) SOL Monitor
    root (hd0,0)
    kernel /vmlinuz-2.4.9-e.12smp ro root=/dev/hda6 console=ttyS0,19200 console=tty1
    initrd /initrd-2.4.9-e.12smp.img
# This will allow you to Interact with the OS boot via SOL
title Red Hat Linux (2.4.9-e.12smp) SOL Interactive
    root (hd0,0)
    kernel /vmlinuz-2.4.9-e.12smp ro root=/dev/hda6 console=tty1 console=ttyS0,19200
    initrd /initrd-2.4.9-e.12smp.img
title Red Hat Enterprise Linux ES-up (2.4.9-e.12)
    root (hd0,0)
    kernel /vmlinuz-2.4.9-e.12 ro root=/dev/hda6
    initrd /initrd-2.4.9-e.12.img
```

You must restart the Linux operating system after you complete these procedures for the changes to take effect and to enable SOL.

SUSE SLES 9.0 configuration:

Note: This procedure is based on a default installation of SUSE Linux Enterprise Server (SLES) 9.0. The file names, structures, and commands might be different for other versions of SUSE Linux.

Configure the general Linux parameters for SOL operation when using the SLES 9.0 operating system.

Note: Hardware flow control prevents character loss during communication over a serial connection. You must enable it when using a Linux operating system.

1. Add the following line to the end of the # getty-programs for the normal runlevels section of the /etc/inittab file. This enables hardware flow control and enables users to log in through the SOL console.

```
7:2345:respawn:/sbin/agetty -h ttyS0 19200 vt102
```

2. Add the following line after the tty6 line at the bottom of the /etc/securetty file to enable a user to log in as the root user through the SOL console:

```
ttyS0
```

3. Modify the `/boot/grub/menu.lst` file:
 - a. Comment out the `gfxmenu` line by adding a `#` in front of the word `gfxmenu`.
 - b. Add the following line before the first title line:


```
# This will allow you to only Monitor the OS boot via SOL
```
 - c. Append the following text to the first title line:


```
SOL Monitor
```
 - d. Append the following text to the kernel line of the first title section:


```
console=ttyS1,19200 console=tty0
```
 - e. Add the following four lines between the first two title sections:


```
# This will allow you to Interact with the OS boot via SOL
title linux SOL Interactive
    kernel (hd0,1)/boot/vmlinuz root=/dev/hda2 acpi=oldboot vga=791
    console=tty1 console=ttyS0,19200
    initrd (hd0,1)/boot/initrd
```

The following examples show the original content of the `/boot/grub/menu.lst` file and the content of this file after modification.

Original <code>/boot/grub/menu.lst</code> contents	Notes
<pre>gfxmanu (hd0,1)/boot/message color white/blue black/light-gray default 0 timeout 8 title linux kernel (hd0,1)/boot/vmlinuz root=/dev/hda2 acpi=oldboot vga=791 initrd (hd0,1)/boot/initrd title floppy root chainloader +1 title failsafe kernal (hd0,1)/boot/vmlinuz.shipped root=/dev/hda2 ide=nodma apm=off vga=normal nosmp disableapic maxcpus=0 3 initrd (hd0,1)/boot/initrd.shipped</pre>	<p>1</p> <p>1</p>
<p>Note 1: The kernel line is shown with a line break. In your file, the entire entry must all be on one line.</p>	

Modified <code>/boot/grub/menu.lst</code> contents	Notes
<pre>#gfxmanu (hd0,1)/boot/message color white/blue black/light-gray default 0 timeout 8 # This will allow you to only Monitor the OS boot via SOL title linux SOL Monitor kernel (hd0,1)/boot/vmlinuz root=/dev/hda2 acpi=oldboot vga=791 console=ttyS1,19200 console=tty1 initrd (hd0,1)/boot/initrd # This will allow you to Interact with the OS boot via SOL title linux SOL Interactive kernel (hd0,1)/boot/vmlinuz root=/dev/hda2 acpi=oldboot vga=791 console=tty1 console=ttyS0,19200 initrd (hd0,1)/boot/initrd</pre>	<p>1</p>

Modified /boot/grub/menu.lst contents	Notes
<pre> title floppy root chainloader +1 title failsafe kernel (hd0,1)/boot/vmlinuz.shipped root=/dev/hda2 ide=nodma apm=off vga=normal nosmp disableapic maxcpus=0 3 initrd (hd0,1)/boot/initrd.shipped </pre>	1
<p>Note 1: The kernel line is shown with a line break. In your file, the entire entry must all be on one line.</p>	

You must restart the Linux operating system after you complete these procedures for the changes to take effect and to enable SOL.

Microsoft Windows 2003 Standard Edition configuration:

Note: This procedure is based on a default installation of the Microsoft® Windows® 2003 operating system.

To configure the Windows 2003 operating system for SOL operation, complete the following steps. You must be logged in as a user with administrator access to perform this procedure.

1. Determine which boot entry ID to modify:
 - a. Type `bootcfg` at a Windows command prompt; then, press Enter to display the current boot options for your server.
 - b. In the Boot Entries section, locate the boot entry ID for the section with an OS friendly name of Windows Server 2003, Standard. Write down the boot entry ID for use in the next step.
2. To enable the Microsoft Windows Emergency Management System (EMS), at a Windows command prompt, type

```
bootcfg /EMS ON /PORT COM1 /BAUD 19200 /ID boot_id
```

where *boot_id* is the boot entry ID from step 1b; then, press Enter.

3. Verify that the EMS console is redirected to the COM1 serial port:
 - a. Type `bootcfg` at a Windows command prompt; then, press Enter to display the current boot options for your server.
 - b. Verify the following changes to the bootcfg settings:
 - In the Boot Loader Settings section, make sure that `redirect` is set to COM1 and that `redirectbaudrate` is set to 19200.
 - In the Boot Entries section, make sure that the OS Load Options: line has `/redirect` appended to the end of it.

The following examples show the original bootcfg program output and the output after modification.

Original bootcfg program output

```
Boot Loader Settings
-----
timeout: 30
default: multi(0)disk(0)rdisk(0)partition(1)\WINDOWS
Boot Entries
-----
Boot entry ID: 1
OS Friendly Name: Windows Server 2003, Standard
Path: multi(0)disk(0)rdisk(0)partition(1)\WINDOWS
OS Load Options: /fastdetect
```

Modified bootcfg program output

```
Boot Loader Settings
-----
timeout: 30
default: multi(0)disk(0)rdisk(0)partition(1)\WINDOWS
redirect: COM1
redirectbaudrate: 19200
Boot Entries
-----
Boot entry ID: 1
OS Friendly Name: Windows Server 2003, Standard
Path: multi(0)disk(0)rdisk(0)partition(1)\WINDOWS
OS Load Options: /fastdetect /redirect
```

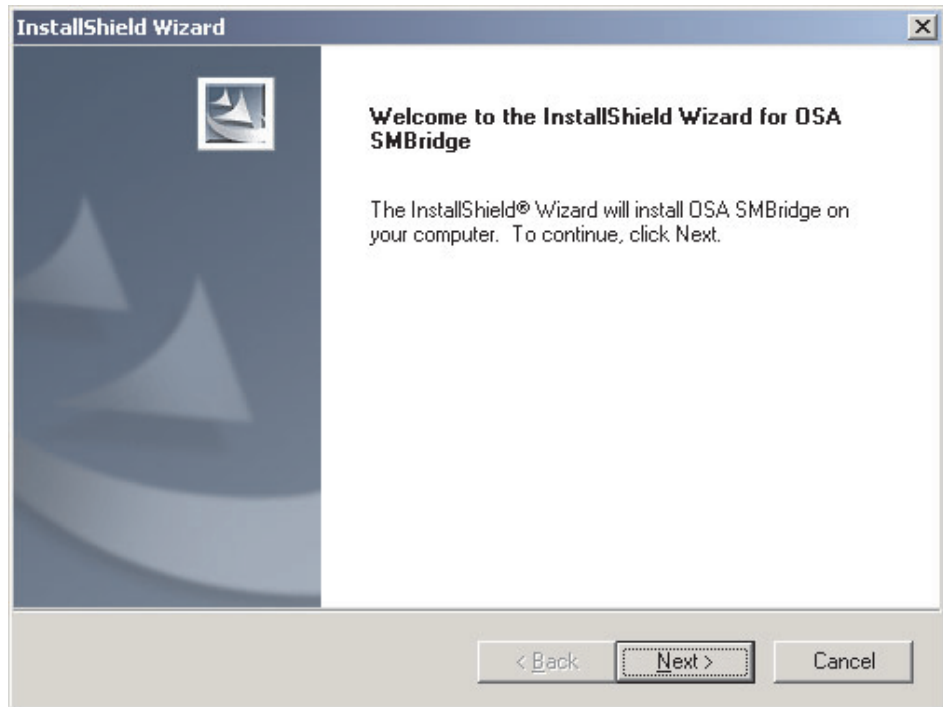
You must restart the Windows 2003 operating system after you complete this procedure for the changes to take effect and to enable SOL.

Installing the OSA SMBridge management utility program

Important: To obtain maximum benefit from the OSA SMBridge management utility program, install and load the program *before* problems occur.

To install the OSA SMBridge management utility program on a server running a Windows operating system, complete the following steps:

1. Go to <http://www.ibm.com/servers/eserver/support/xseries/index.html> and download the utility program and create the OSA BMC Management Utility CD.
2. Insert the OSA BMC Management Utility CD into the drive. The InstallShield wizard starts, and a window similar to that shown in the following illustration opens.



3. Follow the prompts to complete the installation.

The installation program prompts you for a TCP/IP port number and an IP address. Specify an IP address, if you want to limit the connection requests that will be accepted by the utility program. To accept connections from any server, type `INADDR_ANY` as the IP address. Also specify the port number that the utility program will use. These values will be recorded in the `smbridge.cfg` file for the automatic startup of the utility program.

To install the OSA SMBridge management utility program on a server running a Linux operating system, complete the following steps. You must be logged in as a root user to perform these procedures.

1. Go to <http://www.ibm.com/servers/eserver/support/xseries/index.html>. Download the utility program and create the OSA BMC Management Utility CD.
2. Insert the OSA BMC Management Utility CD into the drive.
3. Type `mount/mnt/cdrom`.
4. Locate the directory where the installation RPM package is located and type `cd/mnt/cdrom`.
5. Type the following command to run the RPM package and start the installation:
`rpm -I've smbridge-2.0-xx.rpm`

where `xx` is the release level being installed.

6. Follow the prompts to complete the installation. When the installation is complete, the utility copies files to the following directories:
`/etc/init.d/SMBridge`
`/etc/smbridge.cfg`
`/usr/sbin/smbridged`
`/var/log/smbridge/Liscense.txt`
`/var/log/smbridge/Readme.txt`

The utility starts automatically when the server is started. You can also locate the `/ect/init.d` directory to start the utility and use the following commands to manage the utility:

```
smbridge status
smbridge start
smbridge stop
smbridge restart
```

Using the baseboard management controller utility programs

Use the baseboard management controller utility programs to configure the baseboard management controller, download firmware updates and sensor data record/field replaceable unit (SDR/FRU) updates, and remotely manage a network.

Using the baseboard management controller configuration utility program:

Use the baseboard management controller configuration utility program to view or change the baseboard management controller configuration settings. You can also use the utility program to save the configuration to a file for use on multiple servers.

Note: You must attach an optional USB diskette drive to the server to run this program.

To start the baseboard management controller configuration utility program, complete the following steps:

1. Insert the configuration utility diskette into the diskette drive and restart the server.
2. From a command-line prompt, type `bmc_cfg` and press Enter.
3. Follow the instructions on the screen.

Using the baseboard management controller firmware update utility program:

Use the baseboard management controller firmware update utility program to download and apply a baseboard management controller firmware update and SDR/FRU data update. The firmware update utility program updates the baseboard management controller firmware and SDR/FRU data only and does not affect any device drivers.

Note: To ensure proper server operation, be sure to update the server baseboard management controller firmware before you update the BIOS code.

To update the firmware, if the Linux or Windows operating-system update package is available from the World Wide Web and you have obtained the applicable update package, follow the instructions that come with the update package.

Using the OSA SMBridge management utility program: Use the OSA SMBridge management utility program to remotely manage and configure a network. The utility program provides the following remote management capabilities:

- **CLI (command-line interface) mode**

Use CLI mode to remotely perform power-management and system identification control functions over a LAN or serial port interface from a command-line interface. Use CLI mode also to remotely view the BMC system event log.

Use the following commands in CLI mode:

- **identify**
Control the system-locator LED on the front of the server.
- **power**
Turn the server on and off remotely.
- **sel**
Perform operations with the BMC system event log.
- **sysinfo**
Display general system information that is related to the server and the baseboard management controller.

- **Serial over LAN**

Use the Serial over LAN capability to remotely perform control and management functions over a Serial over LAN (SOL) network. You can also use SOL to remotely view and change the server BIOS settings.

At a command prompt, type `telnet localhost 623` to access the SOL network. Type `help` at the `smbridge>` prompt for more information.

Use the following commands in an SOL session:

- **connect**
Connect to the LAN. Type `connect -ip ip_address -u username -p password`.
- **identify**
Control the system-locator LED on the front of the server.
- **power**
Turn the server on and off remotely.
- **reboot**
Force the server to restart.
- **sel get**
Display the BMC system event log.
- **sol**
Configure the SOL function.
- **sysinfo**
Display system information that is related to the server and the globally unique identifier (GUID).

Updating the UUID

You must update the Universal Unique Identifier (UUID) when you replace the system board. To update the UUID, complete the following steps.

Note: You must attach an optional USB diskette drive to the server to run this program.

1. Copy the UUID utility (`uuid.exe`) from the BIOS flash diskette to a DOS bootable diskette.
2. Insert the diskette into a diskette drive that is connected to the server.
3. Restart the server from the diskette.
4. At the `a:\` prompt, type `UUID /wr`, and press Enter. The utility generates a random identifier.
5. Restart the server.

Updating the DMI/SMBIOS data

You must update the Desktop Management Interface (DMI) when you replace the system board. To update the DMI, complete the following steps.

Note: You must attach an optional USB diskette drive to the server to run this program.

1. Copy the DMI/SMBIOS utility (extrmdmi.exe) from the BIOS flash diskette to a DOS bootable diskette.
2. Insert the diskette into a diskette drive that is connected to the server.
3. Restart the server from the diskette.
4. At the a:\ prompt, type extrmdmi .exe, and press Enter.
5. To change the machine type and model number, type mtm xxxxyyy where xxxx is the model type and yyy is the model number; then, press Enter.
6. To change the serial number, type sn zzzzzzz where zzzzzzz is the serial number; then, press Enter.
7. To change the asset tag, type asset aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa where aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa is the asset tag number; then, press Enter.
8. Restart the server.

Appendix A. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This appendix contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your system or optional device, and whom to call for service, if it is necessary.

Before you call

Before you call, make sure that you have taken these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system and any optional devices are turned on.
- Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system. Information about diagnostic tools is in the *Hardware Maintenance Manual and Troubleshooting Guide* or *Problem Determination and Service Guide* on the IBM System x Documentation CD that comes with your system.

Note: For some IntelliStation models, the *Hardware Maintenance Manual and Troubleshooting Guide* is available only from the IBM support Web site.

- Go to the IBM support Web site at <http://www.ibm.com/servers/eserver/support/xseries/index.html> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the online help or in the documentation that is provided with your IBM product. The documentation that comes with IBM systems also describes the diagnostic tests that you can perform. Most systems, operating systems, and programs come with documentation that contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the documentation for the operating system or program.

Using the documentation

Information about your IBM system and preinstalled software, if any, or optional device is available in the documentation that comes with the product. That documentation can include printed documents, online documents, readme files, and help files. See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.ibm.com/servers/eserver/support/xseries/index.html> and follow the instructions. Also, some documents are available through the IBM Publications Center at <http://www.ibm.com/shop/publications/order/>.

Getting help and information from the World Wide Web

On the World Wide Web, the IBM Web site has up-to-date information about IBM systems, optional devices, services, and support. The address for IBM System x™ and xSeries® information is <http://www.ibm.com/systems/x/>. The address for IBM IntelliStation information is <http://www.ibm.com/intellistation/>.

You can find service information for IBM systems and optional devices at <http://www.ibm.com/servers/eserver/support/xseries/index.html>.

Software service and support

Through IBM Support Line, you can get telephone assistance, for a fee, with usage, configuration, and software problems with System x or xSeries servers, BladeCenter products, IntelliStation workstations, and appliances. For information about which products are supported by Support Line in your country or region, see <http://www.ibm.com/services/sl/products/>.

For more information about Support Line and other IBM services, see <http://www.ibm.com/services/>, or see <http://www.ibm.com/planetwide/> for support telephone numbers. In the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

Hardware service and support

You can receive hardware service through IBM Services or through your IBM reseller, if your reseller is authorized by IBM to provide warranty service. See <http://www.ibm.com/planetwide/> for support telephone numbers, or in the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

In the U.S. and Canada, hardware service and support is available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9 a.m. to 6 p.m.

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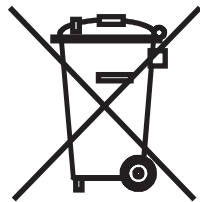
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