

IBM System x3500 Type 7977



Problem Determination and Service Guide

IBM System x3500 Type 7977



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 123.

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Contents

Safety	vii
Chapter 1. Introduction	1
Related documentation	1
Notices and statements in this document	2
Features and specifications	3
Server controls, LEDs, and connectors	4
Front view	4
Rear view	6
Internal LEDs, connectors, and jumpers	8
System-board internal connectors and switches	8
System-board LEDs	10
System-board external connectors	10
SAS backplane	11
Chapter 2. Diagnostics	13
Diagnostic tools	13
POST	13
POST beep codes	13
Error logs	17
POST error codes	19
Checkout procedure	29
About the checkout procedure	29
Performing the checkout procedure	29
Checkpoint codes (trained service technicians only)	30
Troubleshooting tables	30
DVD drive problems	31
General problems	32
Hard disk drive problems	32
Intermittent problems	33
Keyboard, mouse, or pointing-device problems	33
Memory problems	35
Microprocessor problems	36
Monitor problems	36
Optional-device problems	39
Power problems	40
Serial port problems	41
ServerGuide problems	41
Software problems	42
Universal Serial Bus (USB) port problems	43
Video problems	43
Light path diagnostics	43
Remind button	45
Light path diagnostics LEDs	45
Power-supply LEDs	49
Diagnostic programs, messages, and error codes	50
Running the diagnostic programs	50
Diagnostic text messages	52
Viewing the test log	52
Diagnostic error codes	52
System-error log messages	61
Solving power problems	71
Solving Ethernet controller problems	71

Solving undetermined problems	72
Calling IBM for service	73
Chapter 3. Parts listing, Type 7977	75
Server replaceable units	76
Power cords	78
Chapter 4. Removing and replacing server components	81
Installation guidelines	81
System reliability guidelines	82
Working inside the server with the power on	82
Handling static-sensitive devices	82
Returning a device or component	83
Removing the left-side cover and bezel	83
Replacing the left-side cover and bezel	84
Turning the stabilizing feet.	85
Tier 1 CRU information	86
Battery	86
DVD Drive	87
Hot-swap fan	88
Memory module	91
Hot-swap power supply.	95
Power supply docking cable	96
USB cable assembly.	97
Tier 2 CRU information	99
DIMM air duct	99
Light Path panel	100
Control panel assembly	101
ServeRAID-8k adapter	102
FRU information	103
Power-supply cage	103
SAS backplane	104
System board and microprocessor	105
Chapter 5. Configuration information and instructions.	111
Updating the firmware	111
Configuring the server	111
Using the ServerGuide Setup and Installation CD.	112
Using the Configuration/Setup Utility program	112
Installing and using the baseboard management controller utility programs	117
Using the SAS/SATA Configuration Utility program	118
Configuring the Ethernet controller	118
Using the ServeRAID Manager	118
Appendix A. Getting help and technical assistance	121
Before you call	121
Using the documentation.	121
Getting help and information from the World Wide Web	122
Software service and support	122
Hardware service and support.	122
Appendix B. Notices	123
Edition notice	123
Trademarks.	124
Important notes	124
Product recycling and disposal	125

Battery return program	126
Electronic emission notices	127
Federal Communications Commission (FCC) statement	127
Industry Canada Class A emission compliance statement	127
Avis de conformité à la réglementation d'Industrie Canada	127
European Union EMC Directive conformance statement	128
Japanese Voluntary Control Council for Interference (VCCI) statement	128
Index	129

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.

Important:

All caution and danger statements in this documentation begin with a number. This number is used to cross reference an English caution or danger statement with translated versions of the caution or danger statement in the *IBM Safety Information* book.

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

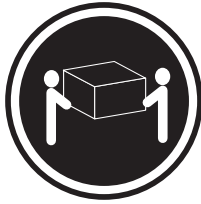
Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following.

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

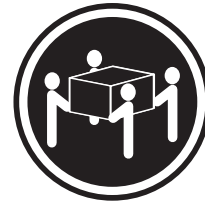
Statement 4:



≥ 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 11:



CAUTION:

The following label indicates sharp edges, corners, or joints nearby.



Statement 17:



CAUTION:

The following label indicates moving parts nearby.



Attention: This product 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 x3500 Type 7977 server. It describes the diagnostic tools that come with the server, error codes and suggested actions, and instructions for replacing failing 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.

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 *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 *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 *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 *Documentation* CD.

The server might have features that are not described in the documentation that comes 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/support/>.
2. Under **Search technical support**, type IBM System x3500, and click **Search**.

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 *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.

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: Use the Configuration/Setup Utility program to determine the type and speed of the microprocessors.</p> <p>Memory:</p> <ul style="list-style-type: none"> Minimum: 1 GB depending on server model, expandable to 48 GB Type: 667 MHz, PC2-5300, ECC Fully Buffered DIMMs (FBD) with double data rate (DDR) II, SDRAM Connectors: Twelve 240-pin dual inline memory module (DIMM) connectors <p>Drives:</p> <ul style="list-style-type: none"> IDE: <ul style="list-style-type: none"> DVD (standard) CD, CD-RW, DVD/CD-RW (optional) Maximum of two devices can be installed Diskette (optional): External USB 1.44 MB Supported hard disk drives: <ul style="list-style-type: none"> Serial Attached SCSI (SAS) Serial Advanced Technology Attachment (SATA) <p>Expansion bays:</p> <ul style="list-style-type: none"> Eight hot-swap SAS, 3.5-inch bays Three half-high 5.25-inch bays (DVD drive installed) <p>Note: Full-high devices such as an optional tape drive will occupy two half-high 5.25-inch bays.</p> <p>PCI and PCI-X expansion slots:</p> <ul style="list-style-type: none"> Six PCI expansion slots <ul style="list-style-type: none"> Three PCI Express x8 (two x8 links and one x4 link) One PCI 33 MHz/32-bit Two PCI-X 2.0 133 MHz/64-bit slots <p>Upgradeable microcode: System BIOS, service processor, BMC, and SAS microcode</p> <p>Power supply:</p> <p>Note: To upgrade to two 835-watt hot-swap power supplies, install the redundant power and cooling option kit. Kit includes one 835-watt power-supply and three hot-swap fans.</p> <ul style="list-style-type: none"> Standard: One 835-watt 110 V or 240 V ac input dual-rated power supply Upgradeable to two 835-watt hot-swap power supplies 	<p>Hot-swap fans:</p> <ul style="list-style-type: none"> Three (standard) Upgradeable to six fans (for redundant cooling) <p>Note: To upgrade to redundant cooling, install the redundant power and cooling option kit. Kit includes one 835-watt hot-swap power-supply and three hot-swap fans.</p> <p>Size:</p> <ul style="list-style-type: none"> Tower <ul style="list-style-type: none"> Height: 440 mm (17.3 in.) Depth: 747 mm (29.4 in.) Width: 218 mm (8.6 in.) Weight: approximately 38 kg (84 lb) when fully configured or 20 kg (42 lb) minimum Rack <ul style="list-style-type: none"> 5 U Height: 218 mm (8.6 in.) Depth: 696 mm (27.4 in.) Width: 424 mm (16.7 in.) Weight: approximately 34 kg (75 lb) when fully configured or 20 kg (42 lb) minimum <p>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 4.45 cm (1.75 inches) tall.</p> <p>Integrated functions:</p> <ul style="list-style-type: none"> Baseboard management controller (Intelligent Platform Management Interface (IPMI) 2.0 compliant) Service processor support for Remote Supervisor Adapter II SlimLine Light path diagnostics ServeRAID-8k SAS Controller, 512 MB with battery backup, that supports RAID levels 0, 1, 1E, 5, 6, and 10 Four Universal Serial Bus (USB) ports (2.0) <ul style="list-style-type: none"> Two on rear of server Two on front of server Broadcom 5721 and 5721KFB3 10/100/1000 Gigabit Ethernet controllers ATI PCI ES1000 video <ul style="list-style-type: none"> 16 MB video memory VGA and SVGA compatible ATA-100 single-channel IDE controller (bus mastering) Vitesse VSC7250 SAS/SATA RAID controller Mouse connector Keyboard connector Serial connector 	<p>Acoustical noise emissions:</p> <ul style="list-style-type: none"> Sound power, idle: 5.5 bel declared Sound power, operating: 6.0 bel declared <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 2134 m (7000 ft) Server off: -40° to 60°C (-40.0° to 140.4°F); maximum altitude: 2134 m (7000 ft) Humidity: <ul style="list-style-type: none"> Server on: 8% to 80% Server off: 8% to 80% <p>Heat output:</p> <p>Approximate heat output in British thermal units (Btu) per hour:</p> <ul style="list-style-type: none"> Minimum configuration: 2013 Btu (590 watts per hour) Maximum configuration: 2951 Btu (865 watts per hour) <p>Electrical input:</p> <ul style="list-style-type: none"> Sine-wave input (50-60 Hz) required 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 Approximate input kilovolt-amperes (kVA): <ul style="list-style-type: none"> Minimum: 0.60 kVA Maximum: 0.88 kVA <p>Notes:</p> <ol style="list-style-type: none"> Power consumption and heat output vary depending on the number and type of optional features installed and the power-management optional features in use. These 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.
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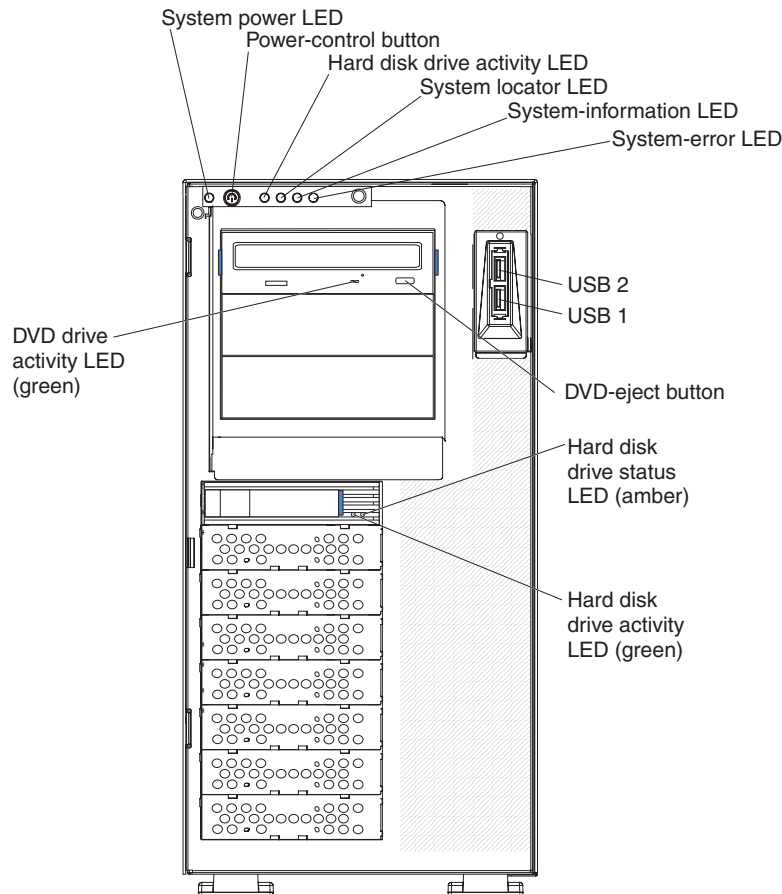
Server controls, LEDs, and connectors

This section describes the controls, light-emitting diodes (LEDs), and connectors on the front and rear of the server.

Front view

The following illustration shows the controls and LEDs on the front of the server.

Note: The front bezel door is not shown so that the drive bays are visible.



System 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. A power LED is also on the rear of the server.

Power-control button: Press this button to turn the server on and off manually. A power-control-button shield comes with the server. You can install this disk-shaped shield to prevent the server from being turned off accidentally.

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.

System-information LED: When this amber LED is on, the server power supplies are nonredundant, or some other noncritical event has occurred. The event is recorded in the error log. Check the light path diagnostic panel for more information (see the *Problem Determination and Service Guide* on the IBM System x Documentation CD).

System-error LED: When this amber LED is lit, it indicates that a system error has occurred. Use the diagnostic LED panel and the system service label on the inside of the left-side cover to further isolate the error. See the *Problem Determination and Service Guide* on the IBM System x Documentation CD for additional information.

USB 1: Connect a USB device to this connector.

USB 2: Connect a USB device to this connector.

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

Hard disk drive status LED: When this LED is lit, it indicates that the associated hard disk drive has failed. If an optional RAID adapter is installed in the server and the LED flashes slowly (one flash per second), the drive is being rebuilt. If the LED flashes rapidly (three flashes per second), the controller is identifying the drive.

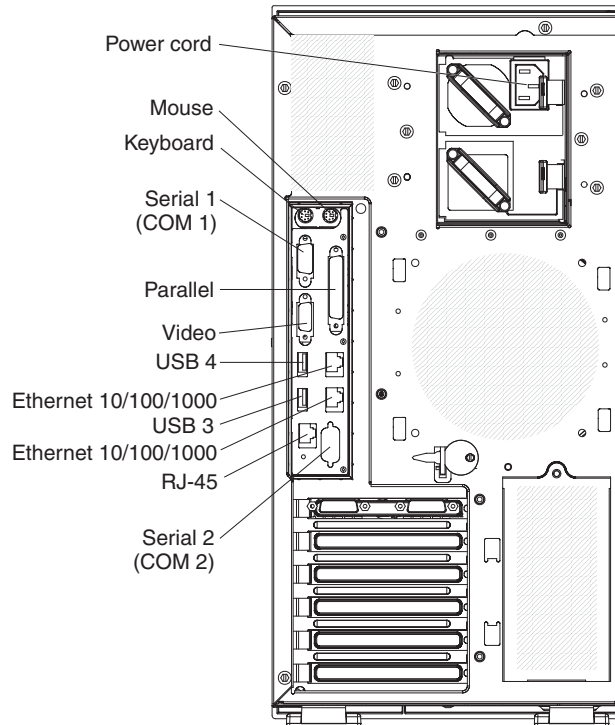
Hard disk drive activity LED: When this LED is flashing, it indicates that the drive is in use.

Hard disk drive status LED: On some server models, each hot-swap hard disk drive has a status LED. When this LED is lit, it indicates that the drive has failed. If an optional IBM ServeRAID controller is installed in the server, when this LED is flashing slowly (one flash per second), it indicates that the drive is being rebuilt. When the LED is flashing rapidly (three flashes per second), it indicates that the controller is identifying the drive.

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

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.

Mouse connector: Connect a mouse or other PS/2 device to this connector.

Keyboard connector: Connect a PS/2 keyboard to this connector.

COM 1 connector: Connect a 9-pin serial device to this connector.

Parallel connector: Connect a parallel device to this connector.

Video connector: Connect a monitor to this connector.

USB 3 connector: Connect a USB device to this connector.

Ethernet connector: Use this connector to connect the server to a network.

USB 4 connector: Connect a USB device to this connector.

Ethernet connector: Use this connector to connect the server to a network.

RJ-45 connector: Use this connector to connect the optional Remote Supervisor Adapter II SlimLine to a network.

COM 2 connector: Connect a 9-pin serial device to this connector or using the Configuration/Setup Utility program you can configure this port for use by the server management.

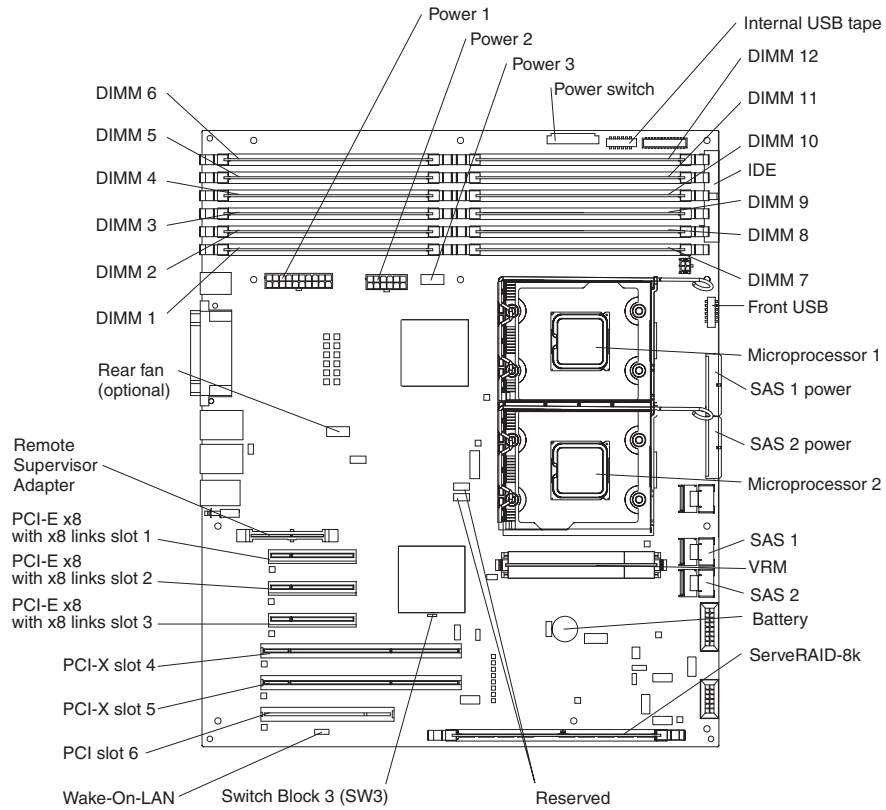
Note: When this connector is configured for use with the server management, do not connect any other 9-pin serial devices to this connector.

Internal LEDs, connectors, 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 internal connectors and switches

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



See Table 2 for information about the switch settings.

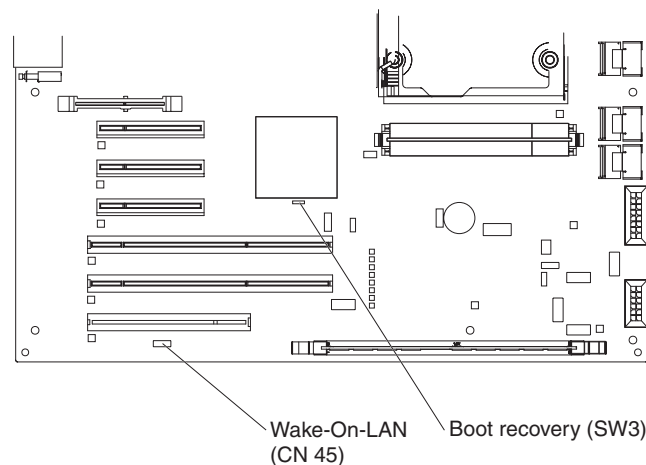


Table 2. Switches 1 - 8

Switch number	Default value	Switch description
8	Off	Reserved.

Table 2. Switches 1 - 8 (continued)

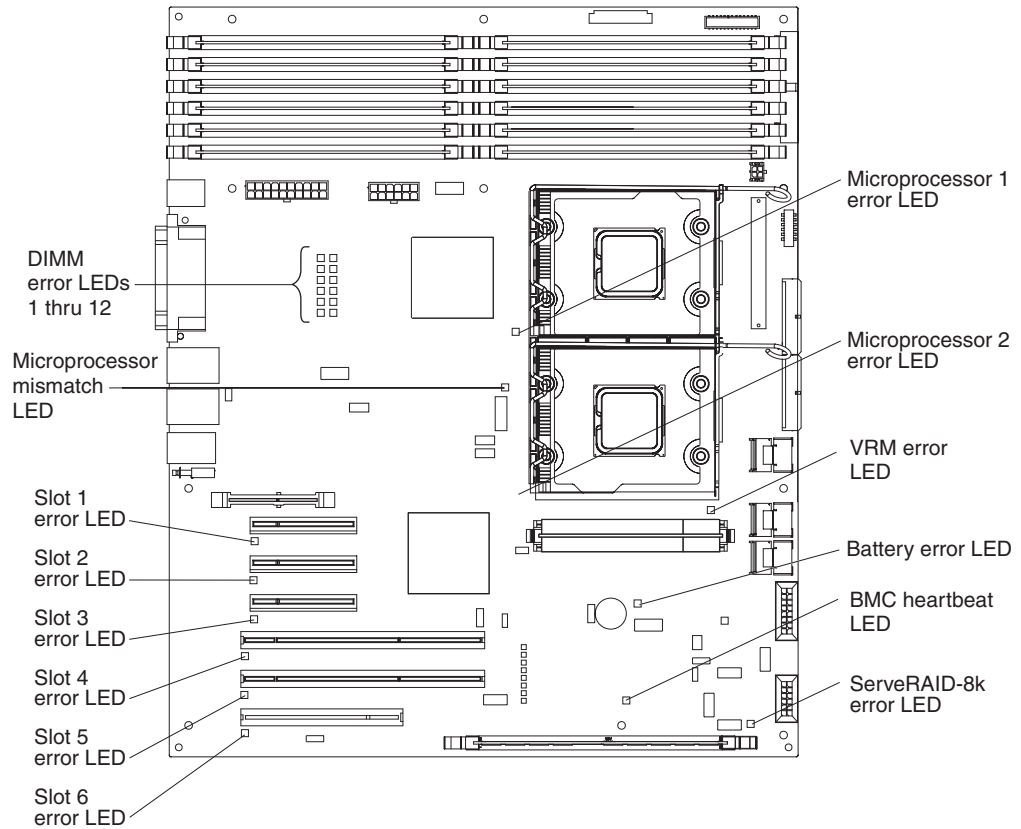
Switch number	Default value	Switch description
7	Off	Remote Supervisor Adapter II SlimLine BIST. When this switch is toggled to On, it causes the Remote Supervisor Adapter II SlimLine to execute the Built In Self Test (BIST).
6	Off	Power-on override. When this switch is toggled to On, it forces the power on, overriding the power-on button.
5	Off	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. Changing the position of this switch does not affect the administrator password check if an administrator password is set. See the <i>User's Guide</i> on the IBM System x Documentation CD for additional information about the power-on password.
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 81, and "Handling static-sensitive devices" on page 82.)
2. Any system-board switch or jumper blocks that are not shown in the illustrations in this document are reserved.

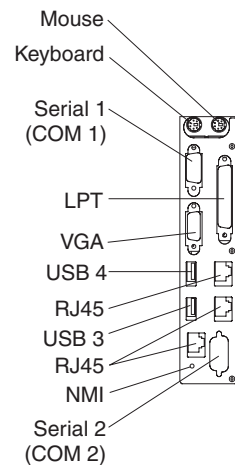
System-board LEDs

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



System-board external connectors

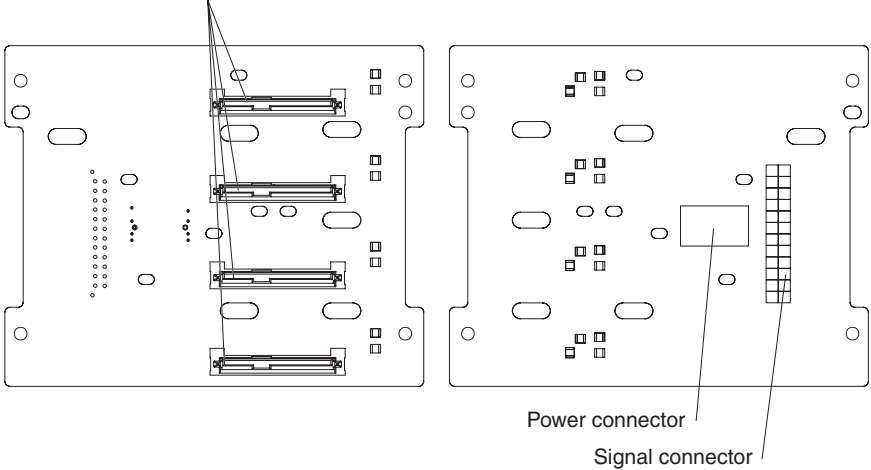
The following illustration shows the external input/output connectors and the NMI switch on the system board.



SAS backplane

The following illustration shows the connectors on the SAS backplane.

Hard disk drive connectors



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 121 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 30.

- **Light path diagnostics**

Use the light path diagnostics to diagnose system errors quickly. See “Light path diagnostics” on page 43 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 on the IBM *Enhanced Diagnostics* CD that comes with the server. See “Diagnostic programs, messages, and error codes” on page 50 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 “Beep code descriptions” on page 14 and “POST error codes” on page 19 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, and 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 14. If no beep code sounds, see “No-beep symptoms” on page 17.

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 a microprocessor or in a microprocessor socket. See “Microprocessor problems” on page 36 for information about diagnosing 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 7977,” on page 75 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
1-1-3	CMOS write/read test failed.	<ol style="list-style-type: none"> Reseat the following components: <ol style="list-style-type: none"> Battery System board Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
1-1-4	BIOS ROM checksum failed.	<ol style="list-style-type: none"> Reseat the system board. (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.
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"> Reseat the DIMMs. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> DIMMs (Trained service technician only) System board
1-3-1	1st 64K RAM test failed.	<ol style="list-style-type: none"> Reseat the DIMMs. Replace the following components, one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> DIMMs (Trained service technician only) System board
2-1-1	Secondary DMA register 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 7977,” on page 75 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
2-1-2	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.
2-4-1	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.
3-1-4	Time-of-day clock failed.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Battery b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
3-3-2	Critical SMBUS error occurred.	<ol style="list-style-type: none"> 1. Disconnect the power cord, wait 30 seconds, and retry. 2. Reseat the following components: <ol style="list-style-type: none"> a. DIMM b. System board 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. DIMM b. (Trained service technician only) System board
3-3-3	No operational memory in system.	<ol style="list-style-type: none"> 1. Make sure that all DIMMs are the correct number of DIMMs; install or reseat DIMMS; then, restart the server. 2. Reseat the following components: <ol style="list-style-type: none"> a. DIMM b. System board 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. DIMM 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 7977,” on page 75 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
Two short beeps	Information only, configuration has changed.	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program. 2. Run the diagnostic programs.
One continuous beep	Microprocessor error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessor b. (Trained service technician only) Optional microprocessor c. System board 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) Optional microprocessor c. (Trained service technician only) System board
Repeating short beeps	Keyboard error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Keyboard b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
Repeating long beeps	Memory error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. DIMMs b. System board 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. DIMM b. (Trained service technician only) System board

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 7977,” on page 75 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.		<ol style="list-style-type: none"> (Trained service technician only) Reseat the operator information LED cable. (Trained service technician only) Replace the operator information LED assembly.
No beeps occur after successful completion of POST.	The power-on status is Disabled.	<ol style="list-style-type: none"> Run the Configuration/Setup Utility program and select Start Options; then, set Power-On Status to Enable. (Trained service technician only) Reseat the operator information LED assembly. (Trained service technician only) Replace the operator information LED assembly.
No beeps occur, and there is no video.		See “Solving undetermined problems” on page 72.

Error logs

The POST error log contains the three most recent error codes and messages that were generated during POST. The BMC log and the system-error log contain messages that were generated during POST and all system status messages from the service processor.

The following illustration shows an example of a BMC 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 log is limited in size. When the log is full, new entries will not overwrite existing entries; therefore, you must periodically clear the BMC 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 log so that you can find current errors more easily.

Entries that are written to the BMC 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 BMC log entry appears on its own page. To display all the data for an entry, use the Up Arrow (↑) and Down Arrow (↓) keys or the Page Up and Page Down keys. To move from one entry to the next, select **Get Next Entry** or **Get Previous Entry**.

The log indicates an assertion event when an event has occurred. It indicates a deassertion event when the event is no longer occurring.

Some of the error codes and messages in the BMC log are abbreviated.

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

When you are troubleshooting PCI-X slots, note that the error logs report the PCI-X 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 **Error Logs**, and then select **POST Error Log**.
 - To view the BMC log, select **Advanced Settings**, select **Baseboard Management Controller (BMC) settings**, and then select **BMC System Event Log**.
 - To view the system-error log (available only if an optional Remote Supervisor Adapter II SlimLine is installed), select **Event/Error Logs**, and then select **System Event/Error Log**.

Viewing the BMC log from the diagnostic programs

The BMC 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 50.

To view the BMC 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 F1 for Configuration/Setup appears, press F1.
4. When the Configuration/Setup Utility menu appears, select **Start Options**.
5. From the **Start Options** menu, select **Startup Sequence Options**.
6. Note the device that is selected as the first startup device. Later, you must restore this setting.
7. Select **DVD-ROM** as the first startup device.
8. Press Esc two times to return to the Configuration/Setup Utility menu.
9. Insert the IBM *Enhanced Diagnostics* CD in the CD drive.
10. Select **Save & Exit Setup** and follow the prompts. The diagnostics will load.
11. From the top of the screen, select **Hardware Info**.
12. From the list, select **BMC Log**.

POST error codes

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

Error code	Description	Action
<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 7977,” on page 75 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. 		
062	Three consecutive boot failures using the default configuration.	<ol style="list-style-type: none"> 1. Flash the system firmware to the latest level (see “Updating the firmware” on page 111). 2. Reseat the system board. 3. Replace the system board.
101	Tick timer internal interrupt, internal timer channel 2.	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Replace the system board.
102	Internal timer channel 2 test failure	(Trained service technician only) Replace the system board.
151	Real-time clock error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Battery b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.

- 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 7977,” on page 75 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
161	Real-time clock battery error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Battery b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
162	A device configuration has changed	<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: <ol style="list-style-type: none"> a. Battery b. Failing device c. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
163	Real-time clock error.	<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 following components: <ol style="list-style-type: none"> a. Battery b. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
175	Service processor flash code damaged or not loaded. Note: In this case, the service processor is the optional Remote Supervisor Adapter II.	<ol style="list-style-type: none"> 1. Update the Remote Supervisor Adapter II firmware (see the Problem Determination and Service Guide on the IBM System x Documentation CD). 2. Replace the Remote Supervisor Adapter II.
184	Power-on password damaged.	<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: <ol style="list-style-type: none"> a. Battery b. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

- 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 7977,” on page 75 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. Set the serial number by updating the BIOS code level (see “Updating the firmware” on page 111). 2. Reseat the following components: <ol style="list-style-type: none"> a. System board b. Optional Remote Supervisor Adapter II SlimLine 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
188	Remote Supervisor Adapter II SlimLine EEPROM error	Replace the Remote Supervisor Adapter II SlimLine.
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.
196	Microprocessors do not have the same L2 or L3 cache size.	Install microprocessors with the same L2 or L3 cache size.
198	Microprocessors are not the same speed	Install microprocessor of the same speed.
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 “Memory module” on page 91). 3. Reseat the DIMM. 4. Replace the DIMM.
301, 303	Keyboard or keyboard controller error.	<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. Reseat the following components: <ol style="list-style-type: none"> a. Keyboard b. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
1604	Machine type mismatch detected	Make sure the vital product data (VPD), installed hardware, and BMC code level is correct for the servers machine type.

- 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 7977,” on page 75 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
1762	Fixed disk configuration error.	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program and load the defaults. 2. Reseat the following components: <ol style="list-style-type: none"> a. SAS cables b. SAS hard disk drive c. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
178x	Fixed disk error.	<ol style="list-style-type: none"> 1. Reseat the hard disk drive cables. 2. Replace the hard disk drive cables. 3. Run the hard disk drive diagnostic tests. 4. Reseat the following components: <ol style="list-style-type: none"> a. Optional ServeRAID™-8i adapter b. Hard disk drive c. System board 5. Replace the components listed in step 4 one at a time, in the order shown, restarting the server each time.
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.
1962	A drive does not contain a valid boot sector.	<ol style="list-style-type: none"> 1. Make sure that a bootable operating system is installed. 2. Run the hard disk drive diagnostic tests. 3. Reseat the following components: <ol style="list-style-type: none"> a. SAS drive b. SAS hard disk drive backplane cable c. System board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.

- 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 7977,” on page 75 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
5962	IDE DVD drive configuration error.	<ol style="list-style-type: none"> 1. Run the Configuration/Setup Utility program and load the default settings (see “Configuration/Setup Utility menu choices” on page 113). 2. Reseat the following components: <ol style="list-style-type: none"> a. DVD drive cable b. DVD drive c. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
8603	Pointing-device error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Pointing device b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
0001295	ECC circuit check.	<ol style="list-style-type: none"> 1. Reseat DIMMs 2. Replace the components in step 1 one at a time, in the order shown, restarting the server each time.
00012000	Processor machine check error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessor b. System board 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
00019501	Processor 1 is not functioning; check processor LEDs.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. System board b. (Trained service technician only) Microprocessor 1 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 1 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 7977,” on page 75 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
00019502	Processor 2 is not functioning; check processor LEDs.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. System board b. (Trained service technician only) Microprocessor 2 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 2 b. (Trained service technician only) System board
00019701	Processor 1 failed BIST.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessor 1 b. System board 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 1 b. (Trained service technician only) System board
00019702	Processor 2 failed BIST.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessor 2 b. System board 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 2 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 7977,” on page 75 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
1801	A PCI adapter has requested memory resources that are not available.	<ol style="list-style-type: none"> 1. Change the order of the adapters in the PCI-X slots. Make sure that the boot device is positioned early in the scan order (see the <i>User's Guide</i> for information about the scan order). 2. Make sure that the settings for the adapter and all other adapters in the Configuration/Setup Utility program are correct. If the memory resource settings are not correct, change them. 3. If all memory resources are being used, remove an adapter to make memory available to the adapter. Disabling the BIOS on the adapter should correct the error. See the documentation that comes with the adapter.
1802	No more I/O space is available for a PCI adapter.	<ol style="list-style-type: none"> 1. If the error code indicates a particular PCI or PCI-X slot or device, remove that device. 2. If the error remains, reseal the following components: <ol style="list-style-type: none"> a. Each adapter b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
1803	No more memory (above 1 MB for a PCI adapter).	<ol style="list-style-type: none"> 1. If the error code indicates a particular PCI or PCI-X slot or device, remove that device. 2. Reseat the following components: <ol style="list-style-type: none"> a. Each adapter b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
1804	No more memory (below 1 MB for a PCI adapter).	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Each adapter b. (Trained service technician only) PCI-X board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
1805	PCI option ROM checksum error.	<ol style="list-style-type: none"> 1. Remove the failing adapter. 2. Reseat the following components: <ol style="list-style-type: none"> a. Each adapter b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

- 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 7977,” on page 75 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
1806	PCI built-in self-test failure.	<ol style="list-style-type: none"> 1. If the error code indicates a particular PCI or PCI-X slot or device, remove that device. 2. Reseat the following components: <ol style="list-style-type: none"> a. Each adapter b. (Trained service technician only, if the specified board is a FRU) The board that is indicated in the error code. (See Chapter 3, “Parts listing, Type 7977,” on page 75 to determine CRU or FRU status.) 3. Replace the components listed in step 2 one at a time, in the order shown above, restarting the server each time.
1807, 1808	General PCI error.	<ol style="list-style-type: none"> 1. Make sure that no devices have been disabled in the Configuration/Setup Utility program. 2. Reseat the following components: <ol style="list-style-type: none"> a. Failing adapter Note: If an error LED is lit on the PCI-X board or on an adapter, reseat that adapter first; if no LEDs are lit, reseat each adapter one at a time, restarting the server each time, to isolate the failing adapter. b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
1810	PCI error.	<ol style="list-style-type: none"> 1. Remove the adapters from the PCI or PCI-X slots. 2. Reseat the following components: <ol style="list-style-type: none"> a. Failing adapter Note: If an error LED is lit on the PCI-X board or on an adapter, reseat that adapter first; if no LEDs are lit, reseat each adapter one at a time, restarting the server each time, to isolate the failing adapter. b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

- 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 7977,” on page 75 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
01295085	ECC checking hardware test error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessor b. DIMM c. System board 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. DIMM c. (Trained service technician only) System board
01298001	No update data for processor 1.	<ol style="list-style-type: none"> 1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 113). 2. Update the BIOS code again (see “Updating the firmware” on page 111). 3. (Trained service technician only) Reseat microprocessor 1. 4. (Trained service technician only) Replace microprocessor 1.
01298002	No update data for processor 2.	<ol style="list-style-type: none"> 1. Make sure that all microprocessors have the same cache size (see “Using the Configuration/Setup Utility program” on page 112). 2. Update the BIOS code again (see “Updating the firmware” on page 111). 3. (Trained service technician only) Reseat microprocessor 2. 4. (Trained service technician only) Replace microprocessor 2.
01298101	Bad update data for processor 1.	<ol style="list-style-type: none"> 1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 113). 2. Update the BIOS code again (see “Updating the firmware” on page 111). 3. (Trained service technician only) Reseat microprocessor 1. 4. (Trained service technician only) Replace microprocessor 1.

- 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 7977,” on page 75 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
01298102	Bad update data for processor 2.	<ol style="list-style-type: none"> 1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 113). 2. Update the BIOS code again (see “Updating the firmware” on page 111). 3. (Trained service technician only) Reseat microprocessor 2. 4. (Trained service technician only) Replace microprocessor 2.
01298200	Processor speed mismatch.	Make sure that all microprocessors have the same cache size (see “Using the Configuration/Setup Utility program” on page 112).
I9990301	Fixed disk sector error.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Hard disk drive b. SAS hard disk drive backplane c. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
I9990305	An operating system was not found.	<ol style="list-style-type: none"> 1. Make sure that a bootable 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. SAS hard disk drive backplane and cables c. DVD drive and cables d. System board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.
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 (see “Power-supply LEDs” on page 49). 3. Reseat the following components: <ol style="list-style-type: none"> a. Power supply b. (Trained service technician only) Power backplane 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.

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 light path diagnostics LEDs that indicate a microprocessor error, the error might be in a microprocessor or in a microprocessor socket. See “Microprocessor problems” on page 36 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 17. If the server is halted and no error message is displayed, see “Troubleshooting tables” on page 30 and “Solving undetermined problems” on page 72.
- For information about power-supply problems, see “Solving power problems” on page 71 and “Power-supply LEDs” on page 49.
- For intermittent problems, check the error log; see “Error logs” on page 17 and “Diagnostic programs, messages, and error codes” on page 50.

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”.
 - f. Check the system-error LED on the operator information panel. If it is flashing, check the light path diagnostics LEDs (see “Light path diagnostics” on page 43).
 - g. Check for the following results:
 - Successful completion of POST, indicated by a single beep
 - Successful completion of startup, indicated by a readable display of the operating-system desktop
 3. Did a single beep sound and are there readable instructions on the main menu?
 - **No:** Find the failure symptom in “Troubleshooting tables”; if necessary, see “Solving undetermined problems” on page 72.
 - **Yes:** Run the diagnostic programs (see “Running the diagnostic programs” on page 50).
 - If you receive an error, see “Diagnostic error codes” on page 52.
 - If the diagnostic programs were completed successfully and you still suspect a problem, see “Solving undetermined problems” on page 72.

Important: If the server has a baseboard management controller, clear the BMC log and system-event log after you resolve the condition. This will turn off the information LED.

Checkpoint codes (trained service technicians only)

A checkpoint code identifies the check that was occurring when the server stopped; it does not provide error codes or suggest replacement components. Checkpoint codes are shown on the checkpoint display. By using the checkpoint display, you do not have to wait for the video to initialize each time you restart the server.

Only one type of checkpoint code is supported in your server: BIOS checkpoint codes. The BIOS checkpoint codes might change when the BIOS code is updated. To read the BIOS checkpoint codes you will need to install a PCI POST card in one of the PCI slots.

For a list of checkpoint codes for the IBM System x3500 server, see <http://www.ibm.com/pc/qtechinfo/MIGR-4ZKPPT.html>.

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 50 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 light path diagnostics LEDs on the operator information panel (see “Light path diagnostics” on page 43).
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.

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 7977,” on page 75 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 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 DVD drive is attached (primary or secondary) is enabled in the Configuration/Setup Utility program. • All cables and jumpers are installed correctly. • The correct device driver is installed for the DVD drive. 2. Run the DVD drive diagnostic programs. 3. Reseat the following components: <ol style="list-style-type: none"> a. DVD drive b. DVD drive cable c. System board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.
A DVD is not working correctly.	<ol style="list-style-type: none"> 1. Clean the DVD. 2. Run the DVD drive diagnostic programs. 3. Reseat the DVD drive. 4. Replace the DVD drive.
The 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 DVD drive. 4. Replace the 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 7977,” on page 75 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 7977,” on page 75 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 tests.	Remove the drive that is indicated by the diagnostic tests; then, run the hard disk drive diagnostic tests 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 Fixed Disk Test (see “Running the diagnostic programs” on page 50). Note: This test is not available on servers that have RAID arrays or servers that have SATA hard disk drives.

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 7977,” on page 75 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-error log or BMC log (see “Error logs” on page 17).

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 7977,” on page 75 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. Make sure that: <ul style="list-style-type: none"> • The keyboard cable is securely connected. • If you are using a PS/2 keyboard, the keyboard and mouse cables are not reversed. • The server and the monitor are turned on. 2. If you are using a USB keyboard, run the Configuration/Setup Utility program and enable keyboardless operation to prevent the 301 POST error message from being displayed during startup. 3. If you are using a USB keyboard and it is connected to a USB hub, disconnect the keyboard from the hub and connect it directly to the server. 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. (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 7977,” on page 75 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 mouse or 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 cable is securely connected to the server. • If you are using a PS/2 mouse or pointing device, the keyboard and mouse or pointing-device cables are not reversed. • The mouse or pointing-device device drivers are installed correctly. • The server and the monitor are turned on. • The mouse option is enabled in the Configuration/Setup Utility program. 2. If you are using a USB mouse or pointing device and it is connected to a USB hub, disconnect the mouse or pointing device from the hub and connect it directly to the server. 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. Mouse or pointing device b. (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 7977,” on page 75 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 or on the DIMM. • Memory mirroring does not account for the discrepancy. • The memory modules are seated correctly. • You have installed the correct type of memory. • 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 50). 4. Make sure that there is no memory mismatch when the server is at the minimum memory configuration (two 512 MB DIMMs; see the information about the minimum required configuration on page 72). 5. Add one pair of DIMMs at a time, making sure that the DIMMs in each pair are matching. 6. Add one DIMM at a time, making sure that the DIMMs on each DIMM are matching. 7. Reseat the DIMMs 8. Replace the components in step 7 one at a time, in the order shown, restarting the server each time.
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

- 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 7977,” on page 75 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 startup (boot) microprocessor is not working correctly.	<ol style="list-style-type: none"> 1. Correct any errors that are indicated by the light path diagnostics LEDs (see “Light path diagnostics” on page 43). 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) microprocessor 1 b. System board 5. (Trained service technician only) If there is no indication of which microprocessor has failed, isolate the error by testing with one microprocessor at a time. 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. (Trained service technician only) microprocessor 2 b. VRM 2 c. (Trained service technician only) System board 7. (Trained service technician only) If there are multiple error codes or light path diagnostics LEDs that indicate a microprocessor error, reverse the locations of two microprocessors to determine whether the error is associated with a microprocessor or with a microprocessor socket. <ul style="list-style-type: none"> • If the error is associated with a microprocessor, replace the microprocessor. • If the error is associated with a VRM, replace the VRM. • If the error is associated with a microprocessor socket, replace the system board.

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.

- 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 7977,” on page 75 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 a different monitor on the server, or try using the monitor that is being tested on a different server. 3. Run the diagnostic programs. If the monitor passes the diagnostic programs, the problem might be a video device driver. 4. Reseat the following components: <ol style="list-style-type: none"> a. Remote Supervisor Adapter II SlimLine (if one is present) b. System board 5. Replace the components listed in step 4 one at a time, in the order shown, restarting the server each time.
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 40. • 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. See “Solving undetermined problems” on page 72.
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 50). <ul style="list-style-type: none"> • If the server passes the video diagnostics, the video is good; see “Solving undetermined problems” on page 72. • If the server fails the video diagnostics, reseat the System board. • (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 7977,” on page 75 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 monitor has screen jitter, or the screen image is wavy, unreadable, rolling, or distorted.	<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 b. Remote Supervisor Adapter II SlimLine (if one is present) c. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
Wrong characters appear on the screen.	<ol style="list-style-type: none"> 1. If the wrong language is displayed, update the BIOS code with the correct language (see “Updating the firmware” on page 111). 2. Reseat the following components: <ol style="list-style-type: none"> a. Monitor b. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

Optional-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 7977,” on page 75 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. If the failing device is a SCSI device, make sure that: <ul style="list-style-type: none"> • The cables for all external SCSI devices are connected correctly. • The last device in each SCSI chain, or the end of the SCSI cable, is terminated correctly. • Any external SCSI device is turned on. You must turn on an external SCSI device before turning on the server. 4. Reseat the failing device. 5. Replace the failing device.

Power 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 7977,” on page 75 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 (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 the power-control button is working correctly: <ol style="list-style-type: none"> a. Disconnect the server power cords. b. Reconnect the power cords. c. (Trained service technician only) Reseat the operator information panel cables, and then repeat steps 1a and 1b. <ul style="list-style-type: none"> • (Trained service technician only) If the server starts, reseat the operator information panel. If the problem remains, replace the operator information panel. 2. 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 DIMM is fully seated. • The LEDs on the power supply do not indicate a problem. • The microprocessors are installed in the correct sequence. 3. Reseat the following components: <ol style="list-style-type: none"> a. DIMMs b. (Trained service technician only) Power switch connector c. (Trained service technician only) Power backplane d. System board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time. 5. If you just installed an optional device, remove it, and restart the server. If the server now starts, you might have installed more devices than the power supply supports. 6. See “Power-supply LEDs” on page 49. 7. See “Solving undetermined problems” on page 72.
<p>The server does not turn off.</p>	<ol style="list-style-type: none"> 1. Determine whether you are using an Advanced Configuration and Power Interface (ACPI) or a non-ACPI operating system. If you are using a non-ACPI operating system, complete the following steps: <ol style="list-style-type: none"> a. Press Ctrl+Alt+Delete. b. Turn off the server by pressing the power-control button for 5 seconds. c. Restart the server. d. If the server fails POST and the power-control button does not work, disconnect the power cord for 20 seconds; then, reconnect the power cord and restart the server. 2. If the problem remains or if you are using an ACPI-aware operating system, suspect the System board.
<p>The server unexpectedly shuts down, and the LEDs on the operator information panel are not lit.</p>	<p>See “Solving undetermined problems” on page 72.</p>

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 7977,” on page 75 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. 3. Replace the serial port adapter.
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 “Checkpoint codes (trained service technicians only)” on page 30). 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) d. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

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 7977,” on page 75 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) DVD drive. 2. If the startup (boot) sequence settings have been changed, make sure that the DVD drive is first in the startup sequence. 3. If more than one 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 Manager program cannot view all installed drives, or the operating system cannot be installed.	<ol style="list-style-type: none"> 1. Make sure that the hard disk drive is connected correctly. 2. Make sure that the SAS hard disk drive cables are securely connected.
The operating-system installation program continuously loops.	Make more space available on the hard disk.

<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 7977,” on page 75 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 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, either no logical drive is defined (SCSI RAID servers), or the ServerGuide System Partition is not present. 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 7977,” on page 75 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 7977,” on page 75 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. Run USB diagnostics (see “Running the diagnostic programs” on page 50).2. Make sure that:<ul style="list-style-type: none">• The correct USB device driver is installed.• The operating system supports USB devices.• A standard PS/2 keyboard or mouse is not connected to the server. If it is, a USB keyboard or mouse will not work during POST.3. 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).4. If you are using a USB hub, disconnect the USB device from the hub and connect it directly to the server.

Video problems

See “Monitor problems” on page 36.

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.

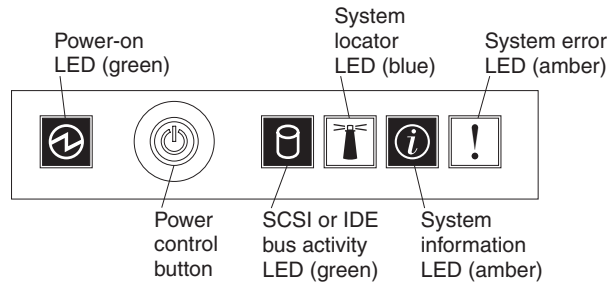
When LEDs are lit to indicate an error, they remain lit when the server is turned off, provided that the server is still connected to power and the power supply is operating correctly.

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 82.

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

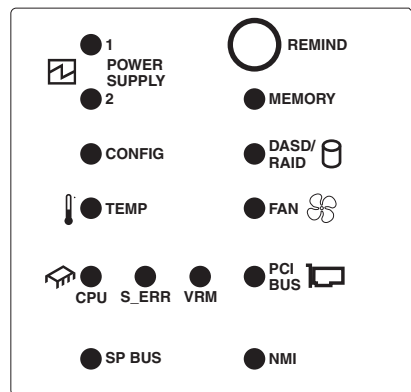
1. Look at the informational LEDs on the front of the server.
 - If the information LED is lit, it indicates that information about a suboptimal condition in the server is available in the BMC log or in the system-error log.
 - If the system-error LED is lit, it indicates that an error has occurred; go to step 2 on page 44.

The following illustration shows the information LEDs that show through the bezel.



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

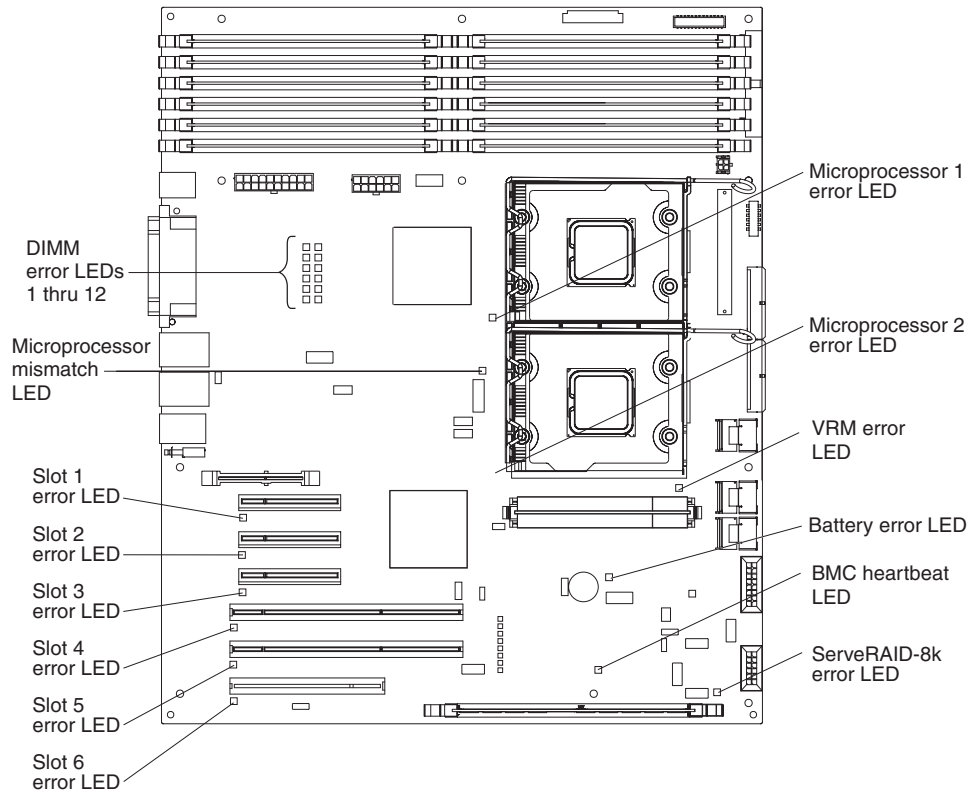
The following illustration shows the light path diagnostics panel.



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 45 can often provide enough information to diagnose the error.

- Remove the server cover and look inside the server for lit LEDs. Certain components inside the server have LEDs that will be lit to indicate the location of a problem.

The following illustration shows the LEDs on the System board.



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.

- 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 7977,” on page 75 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.

Lit light path diagnostics LED with the system-error or information LED also lit	Description	Action
All LEDs are off (the power LED is lit; the information LED might be lit).		No action is necessary.
POWER SUPPLY 1	Power supply 1 has failed or has been removed; also see “Power-supply LEDs” on page 49. Note: In a redundant power configuration, the dc power LED on one power supply might be off.	<ol style="list-style-type: none"> 1. Reinstall the power supply 1. 2. Check the individual power-supply LEDs. 3. Reseat the following components: <ol style="list-style-type: none"> a. Power supply b. (Trained service technician only) Power backplane 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time. 5. If a 240 V ac fault has occurred, remove ac power before restoring dc power.
POWER SUPPLY 2	Power supply 2 has failed or has been removed; also see “Power-supply LEDs” on page 49. Note: In a redundant power configuration, the dc power LED on one power supply might be off.	<ol style="list-style-type: none"> 1. Reinstall the power supply 2. 2. Check the individual power-supply LEDs. 3. Reseat the following components: <ol style="list-style-type: none"> a. Power supply b. (Trained service technician only) Power backplane 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time. 5. If a 240 V ac fault has occurred, remove ac power before restoring dc power.
CONFIG	Microprocessor configuration error.	<ol style="list-style-type: none"> 1. Mismatched microprocessors, remove and install two microprocessor of the same cache size, type, and clock speed. 2. Check the system error log for information indicating incompatible components.
TEMP	A system temperature or component has exceeded specifications. Note: A fan LED might also be lit.	<ol style="list-style-type: none"> 1. See the BMC log or the system-error log (see “Error logs” on page 17) for the source of the fault. 2. Make sure that the airflow in the server is not blocked. 3. If a fan LED is lit, reseat the fan. 4. Replace the fan for which the LED is lit. 5. Make sure that the room is neither too hot nor too cold (see “Environment” in “Checkout procedure” on page 29).

<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 7977,” on page 75 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. 		
Lit light path diagnostics LED with the system-error or information LED also lit	Description	Action
CPU	<p>A microprocessor has failed, is missing, or has been incorrectly installed.</p> <p>Note: (Trained service technician only) Make sure that the microprocessors are installed in the correct sequence; see “System board and microprocessor” on page 105.</p>	<ol style="list-style-type: none"> 1. Check the BMC log or the system-error log to determine the reason for the lit LED. 2. Find the failing, missing, or mismatched microprocessor by checking the LEDs on the system board. 3. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Failing microprocessor b. System board 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. (Trained service technician only) Failing microprocessor b. (Trained service technician only) System board
S_ERR	Reserved	
VRM	<p>A dc-dc regulator has failed or is missing.</p> <p>Note: This error is for either the VRM or integrated VRD. If the VRD has failed, the system board must be replaced by an trained service technician.</p>	<ol style="list-style-type: none"> 1. Check the BMC log or the system-error log to determine the reason for the lit LED (for a VRM). 2. Find the failing or missing VRM by checking the LEDs on the system board. 3. Install any missing VRMs. 4. Reseat the following components: <ol style="list-style-type: none"> a. Failing VRM b. (Trained service technician only) Microprocessor associated with the VRM c. System board 5. 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 VRM b. (Trained service technician only) Microprocessor associated with the VRM c. (Trained service technician only) System board
SERVICE PROCESSOR BUS	There is a fault in the Remote Supervisor Adapter II SlimLine.	<ol style="list-style-type: none"> 1. Reseat the Remote Supervisor Adapter II SlimLine. 2. Update the firmware for the Remote Supervisor Adapter II SlimLine (see “Updating the firmware” on page 111). 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 7977,” on page 75 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.

Lit light path diagnostics LED with the system-error or information LED also lit	Description	Action
MEMORY	Memory failure. Note: The error LED on the DIMM is also lit.	<ol style="list-style-type: none"> 1. Remove the DIMM that has the lit error LED; then, press the light path diagnostics button on the DIMM to identify the failed DIMM. 2. Reseat the DIMM. 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. DIMM b. (Trained service technician only) System board
DASD/RAID	A hard disk drive, integrated SAS controller, or integrated RAID error has occurred. Notes: <ol style="list-style-type: none"> 1. The error LED on the failing hard disk drive is also lit. 2. Check the BMC event log for a ServeRAID-8k or RAID error. 	<ol style="list-style-type: none"> 1. Reinstall the removed drive. 2. Reseat the following components: <ol style="list-style-type: none"> a. Failing hard disk drive b. SAS hard disk drive backplane c. SAS signal and power cables d. System board e. ServeRAID-8k 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
FAN	A fan has failed or has been removed. Note: A failing fan can also cause the TEMP LED to be lit.	<ol style="list-style-type: none"> 1. Reinstall the removed fan. 2. If an individual fan LED is lit, replace the fan. 3. Reseat the system board. 4. (Trained service technician only) Replace the system board.
PCI BUS	A PCI adapter has failed.	<ol style="list-style-type: none"> 1. See the BMC log or the system-error log (see “Error logs” on page 17). 2. Reseat the following components: <ol style="list-style-type: none"> a. Failing adapter b. System board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
NMI	A hardware error has been reported to the operating system. Note: The PCI or MEM LED might also be lit.	<ol style="list-style-type: none"> 1. See the BMC log and the system-error log (see “Error logs” on page 17). 2. If the PCI LED is lit, follow the instructions for that LED. 3. If the MEM LED is lit, follow the instructions for that LED. 4. Restart the server.

Power-supply LEDs

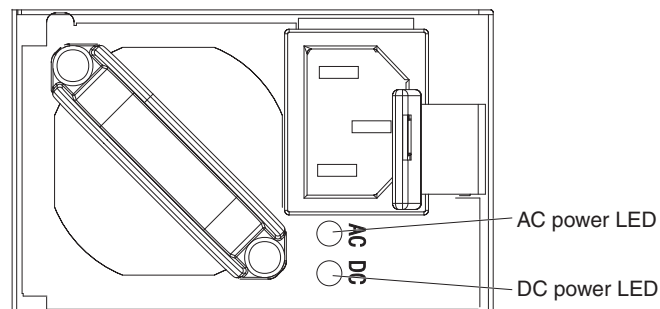
The following minimum configuration is required for the DC LED on the power supply to be lit:

- 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 DIMM
- One power supply
- Power backplane
- Power cord
- System board assembly

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.

- 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 7977,” on page 75 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.

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 or power supply power problem.	<ol style="list-style-type: none"> 1. Make sure that the system board is connected to the power backplane. 2. Remove and replace one power supply at a time. 3. View the system-error log (see “Error logs” on page 17).
Lit	Lit	Off	Standby power problem.	<ol style="list-style-type: none"> 1. View the system-error log (see “Error logs” on page 17). 2. Remove one power supply at a time. 3. (Trained service technician only) Replace the power backplane.
Lit	Lit	Flashing	System power-on problem.	<ol style="list-style-type: none"> 1. View the system-error log (see “Error logs” on page 17). 2. Press the power-control button on the operator information panel. 3. Remove the optional Remote Supervisor Adapter II SlimLine, and try to turn on the server. 4. Reseat the system board. 5. (Trained service technician only) Replace the system board.
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 52.

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 F1 for Configuration/Setup appears, press F1.

4. When the Configuration/Setup Utility menu appears, select **Start Options**.
5. From the **Start Options** menu, select **Startup Sequence Options**.
6. Note the device that is selected as the first startup device. Later, you must restore this setting.
7. Select **DVD-ROM** as the first startup device.
8. Press Esc two times to return to the Configuration/Setup Utility menu.
9. Insert the IBM *Enhanced Diagnostics* CD in the CD drive.
10. Select **Save & Exit Setup** and follow the prompts. The diagnostics will load.
11. 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 not connected to the integrated SAS controller.
- The server contains SATA or IDE hard disk drives not connected to the integrated SAS controller.

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 52.

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 light path diagnostics LEDs that indicate a microprocessor error, the error might be in a microprocessor or in a microprocessor socket. See “Microprocessor problems” on page 36 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. You can run the USB interface test only if no USB devices are attached. The USB test will not run if a Remote Supervisor Adapter II SlimLine is installed.

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 summary test log when the tests are completed, select **Utility** from the top of the screen and then select **View Test Log**. To view a detailed test log, press **TAB** while viewing the summary 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. The diskette drive must be attached when starting the server.
2. To create and use a diskette, you must add an optional external diskette drive to the server.
3. 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 52 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 7977,” on page 75 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
001-198-000	Test aborted.	<ol style="list-style-type: none"> 1. Check the diagnostic logs for messages that indicate the cause of the error, and take the indicated action. 2. From the diagnostic programs, run Quick Memory Test All Banks; then, if an error is detected, take the indicated action. 3. Reinstall and, if necessary, update the BIOS code on the server; then, run the test again (see “Updating the firmware” on page 111).
001-250-001	Failed system board ECC	(Trained service technician only) Replace system board.
001-292-000	Core system: failed/CMOS checksum failed.	Load the BIOS default settings by using the Configuration/Setup Utility program, and run the test again (see “Configuration/Setup Utility menu choices” on page 113).
005-xxx-000	Failed video test.	<ol style="list-style-type: none"> 1. Reseat the 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. Reseat the System board. 2. Replace the System board.
015-xxx-001	Failed USB test.	<ol style="list-style-type: none"> 1. Reseat the System board. 2. Replace the System board.
015-xxx-198	Remote Supervisor Adapter II SlimLine installed <i>or</i> USB device connected during USB test.	<ol style="list-style-type: none"> 1. If a Remote Supervisor Adapter II SlimLine is installed as an option, remove it and run the test again. 2. Remove all USB devices and run the test again. 3. Reseat the System board. 4. Replace the System board.
035-285-001	Adapter Communication Error	<ol style="list-style-type: none"> 1. Update the RAID Controller firmware. 2. Reseat, and if necessary replace the controller.
035-286-001	Adapter CPU Test Error	<ol style="list-style-type: none"> 1. Update the RAID Controller firmware. 2. Reseat, and if necessary replace the controller.
035-287-001	Adapter Local RAM Test Error	<ol style="list-style-type: none"> 1. Update the RAID Controller firmware. 2. Reseat, and if necessary replace the 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 7977,” on page 75 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
035-288-001	Adapter NVSRAM Test Error	<ol style="list-style-type: none"> 1. Update the RAID Controller firmware. 2. Reseat, and if necessary replace the controller.
035-289-001	Adapter Cache Test Error	<ol style="list-style-type: none"> 1. Update the RAID Controller firmware. 2. Reseat, and if necessary replace the controller.
035-292-001	Adapter Parameter Set Error	<ol style="list-style-type: none"> 1. Update the RAID Controller firmware. 2. Reseat, and if necessary replace the controller.
035-230-001	Battery Low	Replace the battery module on the controller.
035-231-001	Abnormal Battery Temperature or Battery Status Unknown	Replace the battery module on the controller.
089-xxx-00n	Failed microprocessor or optional microprocessor test. Note: n = APIC id of the microprocessor	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessor 1 b. System board 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 1 b. (Trained service technician only) System board
166-051-000	System Management: Failed. Unable to communicate with ASM. It may be busy. Run the test again.	<ol style="list-style-type: none"> 1. Update the firmware (BIOS, service processor, and diagnostics; see “Updating the firmware” on page 111). 2. Run the diagnostic test again. 3. Correct other error conditions (including failed systems-management tests and items that are logged in the Remote Supervisor Adapter II SlimLine system-error log) and retry. 4. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 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 7977,” on page 75 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
166-060-000	System Management: Failed. Unable to communicate with ASM. It may be busy. Run the test again.	<ol style="list-style-type: none"> 1. Update the firmware (BIOS, service processor, and diagnostics; see “Updating the firmware” on page 111). 2. Run the diagnostic test again. 3. Correct other error conditions (including failed systems-management tests and items that are logged in the Remote Supervisor Adapter II SlimLine system-error log) and retry. 4. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 5. Reseat the Remote Supervisor Adapter II SlimLine. 6. Replace the Remote Supervisor Adapter II SlimLine.
166-070-000	System Management: Failed. Unable to communicate with ASM. It may be busy. Run the test again.	<ol style="list-style-type: none"> 1. Update the firmware (BIOS, service processor, and diagnostics; see “Updating the firmware” on page 111). 2. Run the diagnostic test again. 3. Correct other error conditions (including failed systems-management tests and items that are logged in the Remote Supervisor Adapter II SlimLine system-error log) and retry. 4. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 5. Reseat the Remote Supervisor Adapter II SlimLine. 6. Replace the Remote Supervisor Adapter II SlimLine.
166-198-000	BIOS cannot detect ASM. Reseat ASM adapter in correct slot; ASM restart failure. Unplug and cold boot server to reset ASM.	<ol style="list-style-type: none"> 1. Run the diagnostic test again. 2. Correct other error conditions (including other failed systems-management tests and items that are logged in the Remote Supervisor Adapter II SlimLine system-error log) and retry. 3. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 4. Reseat the following components: <ol style="list-style-type: none"> a. Remote Supervisor Adapter II SlimLine b. System board 5. Replace the components listed in step 4 one at a time, in the order shown, restarting the server each time.

- 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 7977,” on page 75 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
166-201-000	ISMP indicates I2C errors on bus X.	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Replace the system board.
166-201-001	ISMP indicates I2C errors on bus P.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Power backplane b. System board 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) Power backplane b. System board c. (Trained service technician only) System board
166-201-002	ISMP indicates I2C errors on bus I.	Reseat and, if necessary, replace the system board.
166-201-003	ISMP indicates I2C errors on bus C.	<ol style="list-style-type: none"> 1. Reseat the system board 2. Replace the system board
166-201-004	ISMP indicates I2C errors on bus M.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. System board b. DIMM 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. DIMM b. (Trained service technician only) System board
166-201-005	ISMP indicates I2C errors on bus S.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. SAS hard disk drive backplane cables b. System board 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. SAS hard disk drive backplane b. System board
166-201-006	ISMP indicates I2C errors on bus O.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Operator information panel b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.

- 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 7977,” on page 75 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
166-201-007	ISMP indicates I2C errors on bus M0.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. DIMMs b. System board 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
166-201-008	ISMP indicates I2C errors on bus M1.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Memory card b. System board 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. Memory card b. (Trained service technician only) System board
166-260-000	ASM restart failure.	<ol style="list-style-type: none"> 1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 2. Reseat the Remote Supervisor Adapter II SlimLine. 3. Replace the Remote Supervisor Adapter II SlimLine.
166-342-000	System management BIST indicates failed tests.	<ol style="list-style-type: none"> 1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 2. Reseat the Remote Supervisor Adapter II SlimLine. 3. Replace the Remote Supervisor Adapter II SlimLine.
166-400-000	ISMP Self Test Result failed tests: xxx where xxx=flash, ROM, or RAM.	<ol style="list-style-type: none"> 1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 2. Update the BMC firmware (see “Updating the firmware” on page 111). 3. Reseat the System board. 4. 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 7977,” on page 75 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
166-400-100	DMC Self Test Result failed tests: xxx where xxx=flash, ROM, or RAM.	<ol style="list-style-type: none"> 1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 2. Update the BIOS code, BMC, service processor, and diagnostics firmware (see “Updating the firmware” on page 111).
180-197-000	SCSI ASPI driver not installed.	<ol style="list-style-type: none"> 1. Remove the RAID adapter, if one is installed, and run the test again. 2. Reseat the following components: <ol style="list-style-type: none"> a. SAS hard disk drive backplane cables b. System board 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. SAS hard disk drive backplane b. (Trained service technician only) System board
180-198-000	Test aborted.	Check other error(s) in summary log for more details
180-358-000	Ethernet failure.	<ol style="list-style-type: none"> 1. Enable ethernet in System Setup 2. Update ethernet firmware 3. (Trained service technician only) System board
180-361-003	Failed fan LED test.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Fan b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
180-xxx-000	Diagnostics LED failure.	Run the diagnostic LED test for the failing LED.
180-xxx-001	Failed front LED panel test.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Operator information LED assembly cable b. System board 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) Operator information LED assembly cable b. System board c. (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 7977,” on page 75 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-002	Failed diagnostics LED panel test.	<ol style="list-style-type: none"> Reseat the following components: <ol style="list-style-type: none"> (Trained service technician only) Operator information panel System board Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> (Trained service technician only) Operator information panel System board (Trained service technician only) System board
180-xxx-005	Failed SCSI backplane LED test.	<ol style="list-style-type: none"> Reseat the following components: <ol style="list-style-type: none"> SAS hard disk drive backplane cable System board Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> SAS hard disk drive backplane cable SAS hard disk drive backplane System board (Trained service technician only) System board
180-xxx-007	Failed power supply fan LED test.	<ol style="list-style-type: none"> Reseat the following components: <ol style="list-style-type: none"> Power supply System board Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
180-xxx-008	Failed I/O board LED test.	<ol style="list-style-type: none"> Reseat the system board. Replace the system board.
201-198-000	Memory Test Aborted: Could not run the test; suspect System board error.	<ol style="list-style-type: none"> Restart the server. Run the diagnostic test again. Reinstall the diagnostic programs (see “Updating the firmware” on page 111). (Trained service technician only) Replace the system board.
201-198-00n	Memory Test Aborted: Could not run the test. Note: n = 1-9 (programming error).	<ol style="list-style-type: none"> Restart the server. Run the diagnostic test again. Reinstall the diagnostic programs (see “Updating the firmware” on page 111 “Updating the firmware” on page 111).

- 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 7977,” on page 75 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
201-xxx-n99	Failed Memory Test Notes: 1. n = 1-6 (DIMM pair) 2. 99 = Both DIMMs in the pair failed	<ol style="list-style-type: none"> 1. Reseat the DIMM pair. 2. Replace the DIMM pair.
202-xxx-00n	Failed system cache test. Note: n = APIC id of the microprocessor	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. (Trained service technician only) Microprocessor n b. System board 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 n b. (Trained service technician only) System board
215-xxx-000	Failed DVD test.	<ol style="list-style-type: none"> 1. Run the test again with a different DVD. 2. Reseat the following components: <ol style="list-style-type: none"> a. DVD drive b. Front 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. DVD drive b. (Trained service technician only) Front panel assembly
217-xxx-000	Failed fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	<ol style="list-style-type: none"> 1. Reseat hard disk drive 1. 2. Replace hard disk drive 1.
217-xxx-001	Failed fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	<ol style="list-style-type: none"> 1. Reseat hard disk drive 2. 2. Replace hard disk drive 2.
217-xxx-002	Failed fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	<ol style="list-style-type: none"> 1. Reseat hard disk drive 3. 2. Replace hard disk drive 3.
217-xxx-003	Failed fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	<ol style="list-style-type: none"> 1. Reseat hard disk drive 4. 2. Replace hard disk drive 4.
217-xxx-004	Failed fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	<ol style="list-style-type: none"> 1. Reseat hard disk drive 5. 2. Replace hard disk drive 5.
217-xxx-005	Failed fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	<ol style="list-style-type: none"> 1. Reseat hard disk drive 6. 2. Replace hard disk drive 6.

<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 7977,” on page 75 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. Check the drive cables and terminators. 2. Reseat the hard disk drive. 3. Replace the hard disk drive.
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 following components: <ol style="list-style-type: none"> a. Keyboard b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
302-xxx-xxx	Failed mouse test.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Mouse b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
305-xxx-xxx	Failed video monitor test.	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Monitor b. System board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
405-xxx-000	Failed Ethernet test on controller on I/O board.	<ol style="list-style-type: none"> 1. Make sure that Ethernet is not disabled in the Configuration/Setup Utility program and that the code is at the latest level. 2. Reseat the system board. 3. Replace the system board.

System-error log messages

A system-error log is generated only if a Remote Supervisor Adapter II SlimLine is installed. The system-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 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-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-error log messages 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 7977,” on page 75 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-error log message	Action
1.5V Calgary PLL Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Replace the PCI-X board.
1.5V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board 2. (Trained service technician only) Replace the PCI-X board.
1.8V Calgary 1 HSSIB Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Replace the PCI-X board.
1.8V Calgary 2 HSSIB Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Replace the PCI-X board.
1.8V Fault	<ol style="list-style-type: none"> 1. If the light path diagnostics VRM LED is lit, replace the failing VRM. 2. Reseat the following components: <ol style="list-style-type: none"> a. System board b. Power supply c. Power backplane 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
2.5V Calgary HSSIB Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Replace the PCI-X board.
2.5V Calgary PLL Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the System board. 2. (Trained service technician only) Replace the PCI-X board.
3.3V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the Remote Supervisor Adapter II SlimLine, if one is present. 2. Reseat the System board. 3. (Trained service technician only) Replace the PCI-X board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
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- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System-error log message	Action
5V Aux Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Disconnect the cable that connects the operator information LED assembly to the System board. 3. Replace the system board. 4. (Trained service technician only) Replace the PCI-X board.
5V Power Good Fault	Disconnect the monitor and all USB devices from the server; then: <ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Replace the PCI-X board.
12V A Bus Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Replace the PCI-X board. 3. (Trained service technician only) Replace the power backplane
12V B Bus Fault	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Disk drives b. SAS hard disk drive backplane cables 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. Disk drives b. SAS hard disk drive backplane c. (Trained service technician only) Power backplane d. (Trained service technician only) PCI-X board
12V C Bus Fault	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Adapters b. System board 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. Adapters b. (Trained service technician only) PCI-X board c. (Trained service technician only) Power backplane
12V D Bus Fault	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. System board b. 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) Power backplane c. (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.
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- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System-error log message	Action
12V E Bus Fault	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. System board b. 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) Power backplane c. (Trained service technician only) System board
12V Planar Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Replace the power backplane cable. 3. Replace the system board
12V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Reseat the DIMMs. 3. (Trained service technician only) Replace the power supply docking cable (see “Power supply docking cable” on page 96). 4. (Trained service technician only) Replace the system board.
Application Posted Alert to ASM	Information only
Backplane Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Reseat the DIMMs. 3. (Trained service technician only) Replace the power supply docking cable (see “Power supply docking cable” on page 96). 4. (Trained service technician only) Replace the system board.
Board 2.5V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Replace the system board.
Calgary Core 1.5V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Replace the PCI-X board.
CEC Card Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Replace the PCI-X board.
CPU %d IERR detected, the system has been restarted	<p>Information only; if the message remains:</p> <ol style="list-style-type: none"> 1. (Trained service technician only) Reseat the microprocessors. 2. Reseat the microprocessor VRMs, if any are present. 3. (Trained service technician only) Replace the microprocessor.
CPU %d IERR, the CPU has been disabled	<p>Information only; if the message remains:</p> <ol style="list-style-type: none"> 1. (Trained service technician only) Reseat the microprocessors. 2. Reseat the microprocessor VRMs, if any are present. 3. (Trained service technician only) Replace the microprocessor.

- 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 7977,” on page 75 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-error log message	Action
CPU %d non-critical over temperature warning	<ol style="list-style-type: none"> 1. Make sure that the fans have good airflow and are not obstructed. 2. (Trained service technician only) Reseat the microprocessor heat sink.
CPU %d non-recoverable over temperature fault	<ol style="list-style-type: none"> 1. Make sure that the fans have good airflow and are not obstructed. 2. (Trained service technician only) Reseat the microprocessor heat sink.
CPU removal detected	Informational only; if the message remains: <ol style="list-style-type: none"> 1. (Trained service technician only) Reseat the microprocessors. 2. Reseat the microprocessor VRMs, if any are present.
CPU X Over Temperature	<ol style="list-style-type: none"> 1. Check all fans and remove any obstacles from the path of the airflow. 2. Make sure that the room temperature is within the recommended range. 3. Make sure that the microprocessor heat sinks are correctly seated.
Ethernet Data Rate modified from <value1> to <value2> by user <USERID>	Information only
Ethernet Duplex setting modified from <value1> to <value1> by user <USERID>	Information only
Ethernet interface <value> by user <USERID>	Information only
Ethernet locally administered MAC address modified from x:x:x:x:x:x	Information only
Ethernet MTU setting modified from x to y by user <USERID>	Information only
Fan X Failure (X of 1-8)	<ol style="list-style-type: none"> 1. Make sure that nothing is blocking the fan. 2. Check the physical connection and make sure that the fan is correctly seated. 3. Replace fan X.
Fan X not detected (X of 1-8)	<ol style="list-style-type: none"> 1. Make sure that nothing is blocking the fan or power supply. 2. Check the physical connection and make sure that the fan is correctly seated. 3. Replace fan X.
Front Panel is not plugged in	<ol style="list-style-type: none"> 1. Make sure that the operator information panel cables are correctly connected (verify LED activity). 2. Replace the operator information panel.

- 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 7977,” on page 75 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-error log message	Action
Hard Drive X Fault	<ol style="list-style-type: none"> 1. Run diagnostics. 2. Reseat the following components: <ol style="list-style-type: none"> a. Hard disk drive b. SAS backplane 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
Hard drive X removal detected	Reseat hard disk drive X and restart the server.
Hostname set to <value> by user <USERID>	Information only
Hot plug card is not plugged in	<ol style="list-style-type: none"> 1. Make sure that the PCI or PCI-X cables are correctly connected. 2. Reseat the failing hot-plug cable or adapter. 3. Replace the failing hot-plug cable or adapter.
Hurricane SMI 1.2V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Reseat the DIMMs. 3. (Trained service technician only) Replace the system board.
Hurricane Vtt MR 1.5V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Reseat the DIMMs. 3. (Trained service technician only) Replace the system board.
Hvtt IB 1.8V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Reseat the DIMMs. 3. (Trained service technician only) Replace the system board.
Hvtr IB 2.5V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Reseat the DIMMs. 3. (Trained service technician only) Replace the system board.
IB MR Reg 1.8V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Reseat the DIMMs. 3. (Trained service technician only) Replace the system board.
Invalid CPU configuration	(Trained service technician only) Make sure that the microprocessors have been installed in the correct order (see “System board and microprocessor” on page 105).
Invalid Fan configuration	Replace any missing or failed fans.
IP address of default gateway modified from x.x.x.x	Information only
IP address of network interface modified from x.x.x.x	Information only
IP subnet mask of network interface modified from x.x.x.x	Information only

- 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 7977,” on page 75 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-error log message	Action
Loader Watchdog Triggered	<ol style="list-style-type: none"> 1. Reconfigure the loader watchdog timer to have a higher value (twice the normal operating-system boot time). 2. Install the Remote Supervisor Adapter II SlimLine device driver for the operating system. 3. Disable the loader watchdog. 4. Check the integrity of the installed operating system. 5. Reinstall the operating system with the applicable device drivers.
Machine check asserted	<ol style="list-style-type: none"> 1. Reseat the DIMM. 2. Replace the DIMM.
Machine check asserted for Card or Link - SPINT	<ol style="list-style-type: none"> 1. Reseat the DIMM. 2. Replace the DIMM.
Memory Card x inserted	Information only; if the message remains: <ol style="list-style-type: none"> 1. Make sure that the DIMM lever is securely latched. 2. Reseat the DIMM.
Memory Card x removed	Information only; if the message remains: <ol style="list-style-type: none"> 1. Make sure that the DIMM lever is securely latched. 2. Reseat the DIMM.
Multiple fan failures	Replace any missing or failed fans or power supplies.
OS Watchdog Triggered	<ol style="list-style-type: none"> 1. Reconfigure the operating-system watchdog timer to have a higher value. 2. Reinstall the Remote Supervisor Adapter II SlimLine device driver for the operating system. 3. Disable the operating-system watchdog. 4. Check the integrity of the installed operating system. 5. Reinstall the operating system with applicable device drivers.
PCI-X Card Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the Remote Supervisor Adapter II SlimLine, if one is present. 2. Reseat the system board. 3. Replace the system board. 4. (Trained service technician only) Replace the PCI-X board.
POST Watchdog Triggered	<ol style="list-style-type: none"> 1. Reconfigure the POST watchdog timer to have a higher value (consistent with the time it takes to complete POST). 2. Disable the POST watchdog.
Power Good Fault detected by DIMM %d.	<ol style="list-style-type: none"> 1. Reseat the DIMMs. 2. Reseat the DIMMs. 3. Reseat the system board. 4. (Trained service technician only) Replace the power backplane. 5. (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 7977,” on page 75 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-error log message	Action
Power Supply %d Temperature Warning	<ol style="list-style-type: none"> 1. Make sure that the power-supply fans have good airflow and are not obstructed. 2. Make sure that the room temperature is within the recommended range (see “Environment” in “Checkout procedure” on page 29). 3. Replace the power supply.
Power supply current exceeded max spec value	<ol style="list-style-type: none"> 1. Install another power supply (if possible) and make sure that the ac power cords are correctly connected. 2. Remove devices that consume an extraordinary amount of power. 3. (Trained service technician only) Replace the power backplane.
Power Supply X 12V Over Current Fault	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Power supply b. Power supply docking cable 2. Replace the following components: <ol style="list-style-type: none"> a. Power supply b. (Trained service technician only) System board
Power Supply X 12V Over Voltage Fault	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Power supply b. Power supply docking cable 2. Replace the following components: <ol style="list-style-type: none"> a. Power supply b. (Trained service technician only) System board
Power Supply X 12V Under Voltage Fault	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Power supply b. Power supply docking cable 2. Replace the following components: <ol style="list-style-type: none"> a. Power supply b. (Trained service technician only) System board
Power Supply X AC Power Removed	<ol style="list-style-type: none"> 1. Connect the ac power cord to power supply X. 2. Replace power supply X.
Power Supply X Current Fault	<ol style="list-style-type: none"> 1. Reseat the following components: <ol style="list-style-type: none"> a. Power supply b. Power supply docking cable 2. Replace the following components: <ol style="list-style-type: none"> a. Power supply 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 7977,” on page 75 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-error log message	Action
Power Supply X DC Good Fault	<ol style="list-style-type: none"> 1. If the system power present LED is lit, reduce the server to the minimum configuration (see “Solving undetermined problems” on page 72) and replace components one at a time to isolate the fault. 2. Reseat the following components: <ol style="list-style-type: none"> a. Power supply b. Power supply docking cable 3. Replace the following components: <ol style="list-style-type: none"> a. Power supply b. (Trained service technician only) System board
Power Supply X Removed	<ol style="list-style-type: none"> 1. Reseat power supply X. 2. Replace power supply X. 3. (Trained service technician only) Replace the power backplane.
Power Supply X Temperature Fault	<ol style="list-style-type: none"> 1. Make sure that the fan air intake areas are clear and well ventilated. 2. Make sure that all fans are installed and functioning. 3. Reseat power supply X. 4. Replace power supply X.
QA Cache 1.8V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (Trained service technician only) Replace the system board.
QA Vcc PLL Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (Trained service technician only) Replace the system board.
QB Cache Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (Trained service technician only) Replace the system board.
QB Vcc PLL Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (Trained service technician only) Replace the system board.
Remote Login Successful. Login ID:	Information only

- 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 7977,” on page 75 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-error log message	Action
Resetting system due to an unrecoverable error	Check the following light path diagnostics LEDs for faults: <ol style="list-style-type: none"> 1. Microprocessors 2. DIMMs 3. Memory card 4. System board
SCSI 1.8V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Replace the system board.
Single fan failure	Replace any missing or failed fans or power supplies.
SMI reported a Machine Check on Memory Card = %d	<ol style="list-style-type: none"> 1. Reseat the DIMM. 2. Replace the DIMM.
Software NMI	Make sure that the system software is operating correctly and does not conflict with other software; the system software has created a software NMI.
System Approaching Maximum Power Consumption	<ol style="list-style-type: none"> 1. Install another power supply (if possible) and make sure that the ac power cords are correctly connected. 2. Remove devices that consume an extraordinary amount of power. 3. (Trained service technician only) Replace the power backplane.
System Boot Failed	<ol style="list-style-type: none"> 1. Check the POST/BIOS boot checkpoint indicator and see the applicable documentation. “Checkpoint codes (trained service technicians only)” on page 30. 2. Make sure that the DIMMs are correctly connected and seated and that they are functional. 3. Attempt to start the server from the BIOS backup page.
System Complex Powered Down	Information only
System Complex Powered Up	Information only
System-error log full	Clear the event log.
System log 75% full	Information only
System Memory Error	<ol style="list-style-type: none"> 1. Reseat the DIMMs. 2. Replace the DIMMs.
System Running Nonredundant Power	<ol style="list-style-type: none"> 1. Install another power supply (if possible) and make sure that the ac power cords are correctly connected. 2. Remove devices that consume an extraordinary amount of power. 3. (Trained service technician only) Replace the power backplane.
User <USERID> attempting to power/reset server	Information only
Video 1.8V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. 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 7977,” on page 75 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-error log message	Action
Video 2.5V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the Remote Supervisor Adapter II SlimLine, if one is present. 2. Reseat the system board. 3. Replace the system board.
Video Core 1.8V Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. Replace the system board.
VRM X Power Good Fault	<ol style="list-style-type: none"> 1. Reseat VRM. 2. Reseat the system board. 3. Replace VRM. 4. (Trained service technician only) Replace the system board.
Vtt Power Good Fault	<ol style="list-style-type: none"> 1. Reseat the system board. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (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. 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 72 for the minimum configuration).
4. 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.
 - If the Ethernet controller is set to operate at 100 Mbps, you must use Category 5 cabling.
 - If you directly connect two servers (without a hub), or if you are not using a hub with X ports, use a crossover cable. To determine whether a hub has an X port, check the port label. If the label contains an X, the hub has an X port.
- 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 LAN activity LED on the rear of the server. The LAN activity LED is lit when data is active on the Ethernet network. If the LAN 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 42.

Damaged data in CMOS memory or damaged BIOS code can cause undetermined problems. To reset the CMOS data, use the password override jumper to override the power-on password and clear the CMOS memory; see “Internal LEDs, connectors, and jumpers” on page 8.

Check the LEDs on all the power supplies (see “Power-supply LEDs” on page 49). 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 DIMMs).
- Service processor.

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

- One microprocessor
 - Two 512 MB DIMMs
 - One power supply
 - Power cord
4. Turn on the server. If the problem remains, suspect the following components in the following order:
- a. Power backplane
 - b. Memory
 - c. Microprocessor
 - d. 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 PCI-X board.

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 Chapter 5, “Configuration information and instructions,” on page 111 for information about calling IBM for service.

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

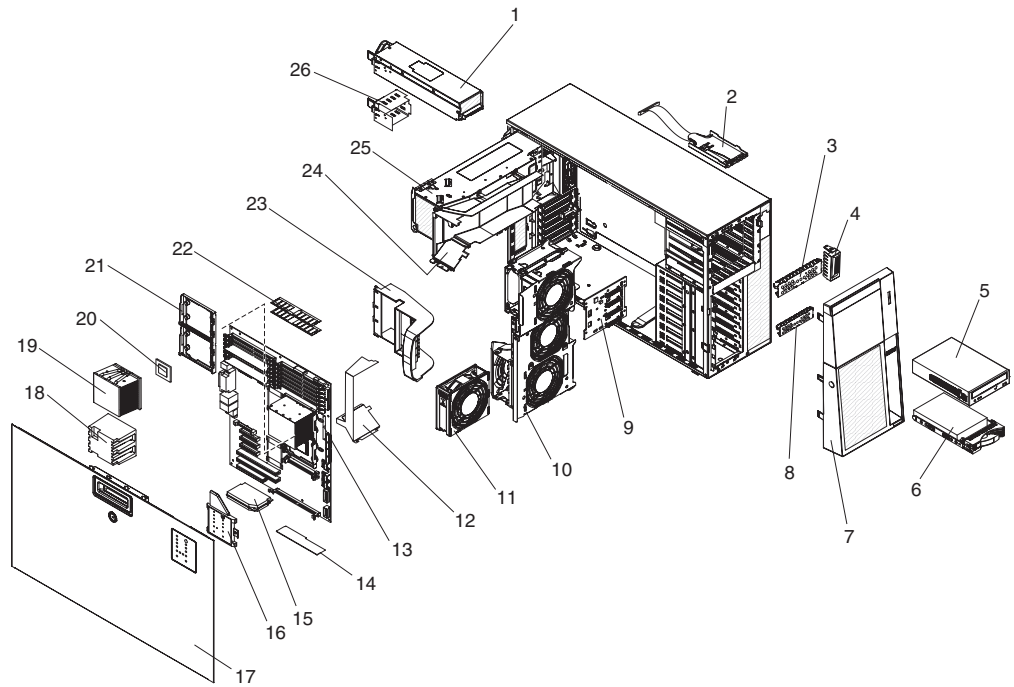
- Machine type and model
- Microprocessor and hard disk drive upgrades
- Failure symptoms
 - Does the server fail the diagnostic programs? If so, what are the error codes?
 - What occurs? When? Where?
 - Is the failure repeatable?
 - Has the current server configuration ever worked?
 - What changes, 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
- 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 7977

The following parts information is for the IBM System x3500, Type 7977.



Server replaceable units

Notes:

1. Field replaceable units (FRUs) must be serviced only by trained service technicians.
2. Customer replaceable units (CRUs) can be replaced by the customer. Tier 1 CRUs and Tier 2 CRUs are described in the IBM "Statement of Limited Warranty" (at "Part 3 - Warranty Information"), which is in the *Warranty and Support Information* document on the *IBM Documentation CD*.

Table 3. Parts listing, Type 7977

Index	Description	CRU No. (Tier 1)	CRU No. (Tier 2)	FRU No.
1	Power supply, 835 W	24R2731		
2	Operator information panel assembly, with bracket and cables		41Y9080	
3	USM mounting bracket	39Y8355		
4	Power backplane	41Y9068		
5	DVD-ROM (primary)	39M3569		
5	DVD-ROM (option)	39M3517		
5	DVD-ROM (option)	39M3515		
5	DVD-ROM, half-high (option)	42C0951		
5	CD/RW/DVD combo drive (option)	39M3539		
5	CD-ROM, 48X (option)	39M3511		
5	CD-ROM, 48X (option)	39M3509		
5	DVD-ROM (option)	39M3519		
6	Half-high CD-ROM (option)	42C0953		
6	Half-high combo drive (option)	39M0135		
5	Half-high DVD-ROM (option)	42C0951		
6	Hard disk drive, 73 GB, 10K, SAS, HS (option)	39R7340		
6	Hard disk drive, 146 GB, 10K, SAS, HS (option)	39R7342		
6	Hard disk drive, 73 GB, 15K, SAS, HS (option)	39R7348		
6	Hard disk drive, 146 GB, 15K, SAS, HS (option)	39R7350		
6	Hard disk drive, 80 GB (option)	39M4521		
6	Hard disk drive, 160 GB (option)	39M4525		
6	Hard disk drive, 250 GB (option)	39M4529		
6	Hard disk drive, 300 GB (option)	39R7344		
7	Bezel	41Y9044		
8	Hard disk drive filler	41Y9043		
9	SAS hard disk drive backplane			39Y9757
10	Fan Cage, front	41Y9067		
11	Fan (120 X 38mm)	41Y9028		
12	Microprocessor duct	39Y8501		
13	System board with tray			42C1549
13	Tray, system board			41Y9077

Table 3. Parts listing, Type 7977 (continued)

Index	Description	CRU No. (Tier 1)	CRU No. (Tier 2)	FRU No.
14	ServeRAID-8k with battery pack		25R8076	
15	Power supply VRM			24R2694
16	Light Path Diagnostic panel assembly		39Y7125	
17	Left-side cover	39Y8360		
18	Microprocessor baffle	39M6800		
19	Heat sink	39M6791		
20	Microprocessor, 1.6 GHZ (model 42x)			41Y4275
20	Microprocessor, 1.87 GHZ (model 52x)			41Y4276
20	Microprocessor, 2.0 GHZ (model 62)			41Y4277
20	Microprocessor, 2.33 GHZ (model 72x)			41Y4278
20	Microprocessor, 2.67 GHZ (model 82x)			41Y4279
20	Microprocessor, 3.0 GHZ (model 92x)			41Y4280
20	Microprocessor, 3.0 GHZ (model 12x)			41Y8905
20	Microprocessor, 3.2 GHZ (model 22x)			41Y4223
21	Retention module, microprocessor	39M6783		
22	Memory, 512 MB PC5300 ECC	39M5781		
22	Memory, 1 GB PC5300 ECC (option)	39M5784		
22	Memory, 1 GB PC5300 ECC (option)	39M5790		
22	Memory, 4 GB PC5300 ECC (option)	39M5796		
23	Bracket holders (option)	41Y9086		
24	DIMM air duct		39Y8499	
25	Power supply cage			24R2738
26	Filler panel, power supply	24R2735		
	Alcohol wipe			59P4739
	Adapter, NetXtreme1000 (option)	39Y6081		
	Adapter, NetXtreme SXG (option)	39Y6090		
	Adapter, NetXtreme dual (option)	39Y6095		
	Adapter, NetXtreme TXG (option)	39Y6100		
	Adapter, iSCSI TX server (option)	30R5209		
	Adapter, iSCSI SX server (option)	30R5509		
	Adapter, SCSI (option)	39R8750		
	Chassis			41Y9084
	Battery, 3.0 volt	33F8354		
	Battery pack, ServeRAID-8k, 3.0 volt	25R8088		
	Cable, DVD signal, IDE			13N2466
	Cable, diskette drive Interposer		39R9343	
	Cable, fan harness		39Y8341	
	Cable, front panel USB		26K7340	
	Cable management arm	25R5238		

Table 3. Parts listing, Type 7977 (continued)

Index	Description	CRU No. (Tier 1)	CRU No. (Tier 2)	FRU No.
	Cable, power supply interposer		39Y8356	
	Cable, rear 120x38 fans	39Y8400		
	Cable, redundant rear 120x38 fans	39Y8401		
	Cable, SAS power		39Y8508	
	Cable, SAS signal		41Y9085	
	Cable, second serial port			42C1053
	Cover button	41Y9069		
	DD S/5 drive (option)	40K2553		
	Drive bay filler	39M6800		
	Fan air duct, rear	39Y8504		
	Fan cage, rear	41Y9067		
	Feet, stabilizer, front			26K7345
	Filler bezel assembly (option)	41Y9071		
	Foot, system			13N2985
	Handy-vac CPU removal tool	26K7189		
	Keylock	26K7363		
	Keylock	26K7364		
	Miscellaneous kit		41Y9079	
	Mouse	39Y9872		
	Mouse, 3B USB optical (option)	40K9203		
	PRO/1000 GT server ethernet adapter, DP (option)	73P5109		
	PRO/1000 GT server ethernet adapter, QP (option)	73P5209		
	Rack bezel assembly (option)	41Y9072		
	Remote supervisory adapter 2	13N0833		
	Shield, system board I/O			41Y9076
	Side cove assembly (option)	39Y8362		
	Slide kit		40K6679	
	System service label	39Y8359		
	Fan, rear bracket assembly	41Y9074		
	Thermal grease			59P4740
	USB optical wheel (option)	39Y9875		

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
38Y8200	China
39Y8128	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea
39Y6558	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
39Y8143	Denmark
39Y8155	Bangladesh, Lesotho, Macao, Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda
39Y8161	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
39Y8167	Liechtenstein, Switzerland
39Y6561	Chile, Italy, Libyan Arab Jamahiriya

IBM power cord part number	Used in these countries and regions
39Y8176	Israel
39Y8242	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
39Y8212	Korea (Democratic People's Republic of), Korea (Republic of)
39Y5661	Japan
39Y5639	Argentina, Paraguay, Uruguay
39Y8218	India
39Y8224	Brazil
39Y8236	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

This chapter describes how to remove and replace certain server components. See Chapter 3, “Parts listing, Type 7977,” on page 75 to determine whether the component that is being replaced is a Tier 1 or Tier 2 customer-replaceable unit (CRU), or a field-replaceable unit (FRU).

- Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation. 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.
- Installation of FRUs is intended only for trained service technicians who are familiar with IBM System x products.

Installation guidelines

Before you install options, read the following information:

- Read the safety information that begins on page vii and the guidelines in “Handling static-sensitive devices” on page 82. This information will help you work safely.
- 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.
- 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.
- You can install a maximum of two IDE devices in the server.

- For a list of supported options for the server, see <http://www.ibm.com/us/compact/>.

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 as soon as possible.
- You have replaced a hot-swap drive within 2 minutes of removal.
- You do not remove the air baffles or air ducts while the server is running. Operating the server without the air baffle or air ducts might cause the microprocessor to overheat.
- Microprocessor socket 2 always contains either a microprocessor baffle or a microprocessor and heat sink.

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.

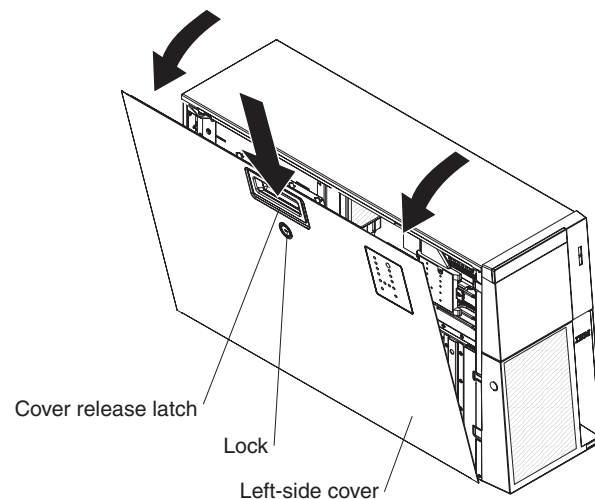
To reduce the possibility of damage from electrostatic discharge, observe the following precautions:

- 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 part 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 the packaging instructions provided with the replacement part. Use any packaging materials for shipping that are supplied to you.

Removing the left-side cover and bezel



To remove the left-side cover and bezel complete the following steps:

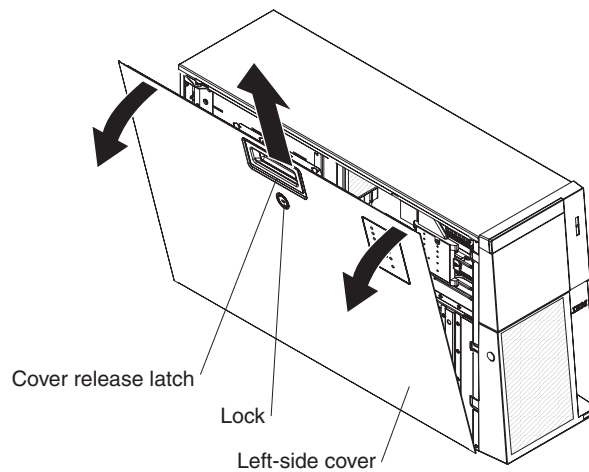
1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
2. If you are installing or replacing a non-hot-swap component, turn off the server and all peripheral devices, and disconnect the power cords and all external cables.

3. Unlock the left-side cover and pull the cover-release latch down while rotating the top edge of the cover away from the server; then, lift the cover off the server.

Attention: For proper cooling and airflow, replace the top cover before turning on the server. Operating the server for more than 2 minutes with the top cover removed might damage server components.

4. Press on the bezels left edge, and rotate the left side of the bezel away from the server. Rotate the left edge of the bezel out beyond 90°; then, pull the bezel away from the server.

Replacing the left-side cover and bezel

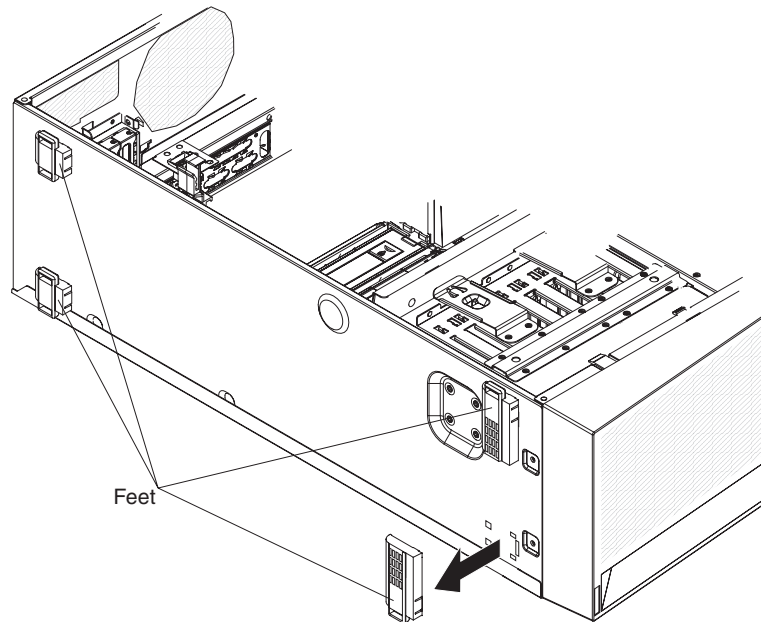


To install the left-side cover and bezel, complete the following steps:

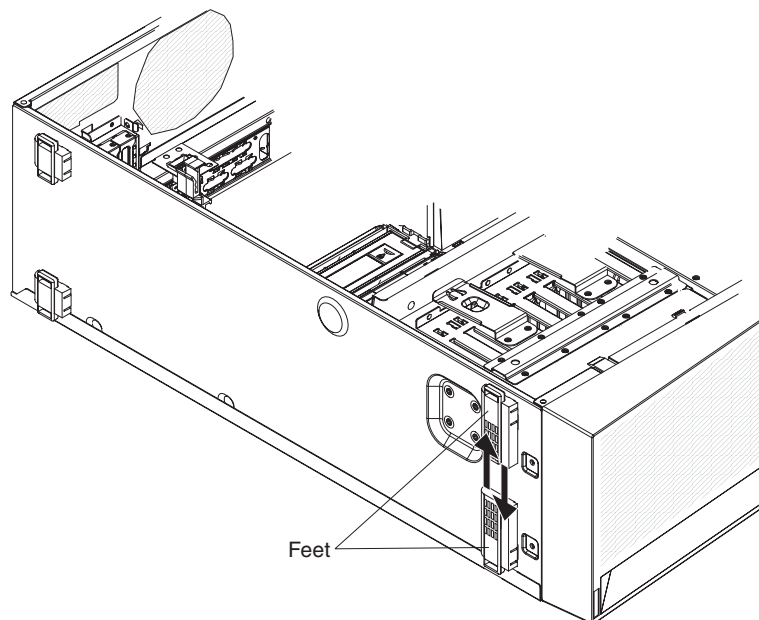
1. Set the bottom edge of the left-side cover on the bottom ledge of the server; then, rotate the top edge of the cover toward the server and press down on the cover until it clicks into place.
2. Insert the tabs of the bezel into the slots on the server chassis; then, rotate the bezel till it is closed.
3. Lock the bezel and left-side cover in place with the lock located on the side cover.

Turning the stabilizing feet

To rotate the front feet, complete the following steps.



1. Carefully position the server on a flat surface. The feet should hang over the edge of the flat surface to ease removal.
2. Press in on the clips holding the feet in place; then, pry the feet away from the server. In some cases, you might need a screwdriver to pry the feet from the server.



3. Reinstall the feet in the opposite location. The tab on the feet should extend beyond the edge of the server.

Tier 1 CRU information

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

Battery

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

- When replacing the battery, you must replace it with a lithium battery of the same type from the same manufacturer.
- To order replacement batteries, call 1-800-772-2227 within the United States, and 1-800-465-7999 or 1-800-465-6666 within Canada. Outside the U.S. and Canada, call your IBM reseller or IBM marketing representative.
- After you replace the battery, you must reconfigure the system and reset the system date and time.
- To avoid possible danger, read and follow the following safety statement.

Statement 2:



CAUTION:

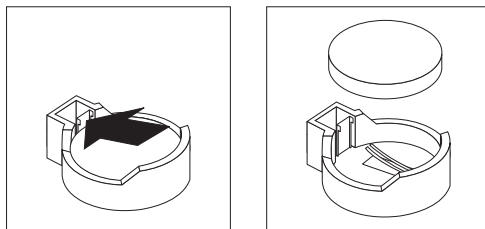
When replacing the lithium battery, use only IBM Part Number 33F8354 or an equivalent type battery recommended by the manufacturer. If your system has a module containing a lithium battery, replace it only with the same module type made by the same manufacturer. The battery contains lithium and can explode 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**

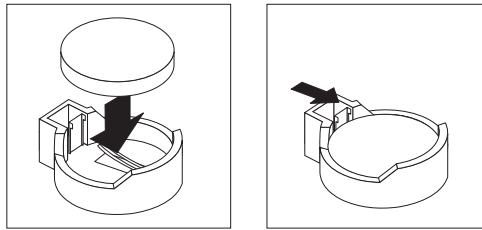
Dispose of the battery as required by local ordinances or regulations.

To replace the battery, complete the following steps.



1. Read the safety information that begins on page vii, and “Handling static-sensitive devices” on page 82, and follow any special handling and installation instructions supplied with the replacement battery.
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 cover.
4. Remove the battery:

- a. Use a fingernail to press the top of the battery clip away from the battery. The battery pops up when released.
 - b. Use your thumb and index finger to lift the battery from the socket.
5. Insert the new battery.



- a. Position the battery so that the positive (+) symbol is facing away from you.
 - b. Press the battery into the socket until it clicks into place. Make sure that the battery clip holds the battery securely.
6. Reinstall the server cover.
7. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

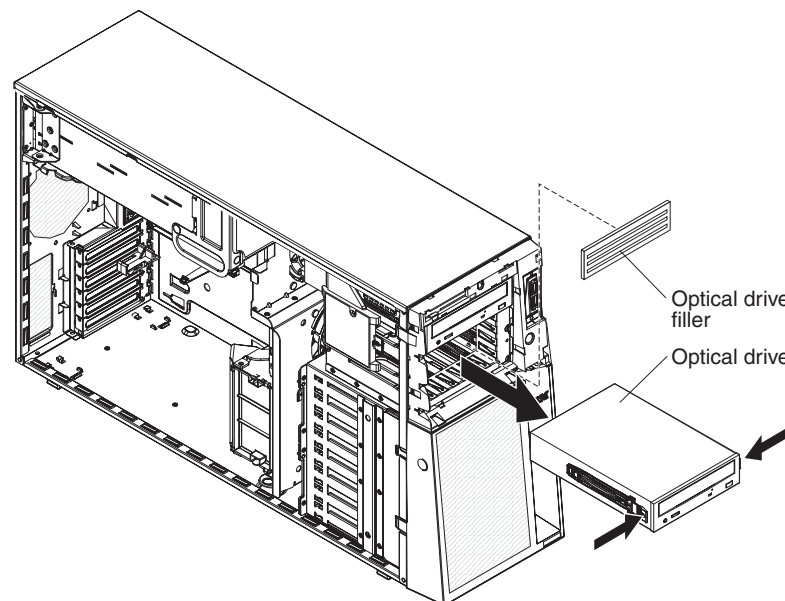
Note: You must wait approximately 20 seconds after you connect the power cord of the server to an electrical outlet before the power-control button becomes active.

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

See “Using the Configuration/Setup Utility program” on page 112 for details.

DVD Drive

To remove the DVD drive, complete the following steps.



1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.

2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock and remove the left-side cover (see “Removing the left-side cover and bezel” on page 83).
4. Press on the bezel retention tab at the center of the bezels left edge, and rotate the left side of the bezel away from the server; then, pull the bezel away from the server.
5. Disconnect the DVD drive cable from the system board.
6. Grasping the blue tabs on each side of the DVD drive, press them inward while pulling the drive out of the sever.
7. Remove the rails from the DVD drive and save them for future use.

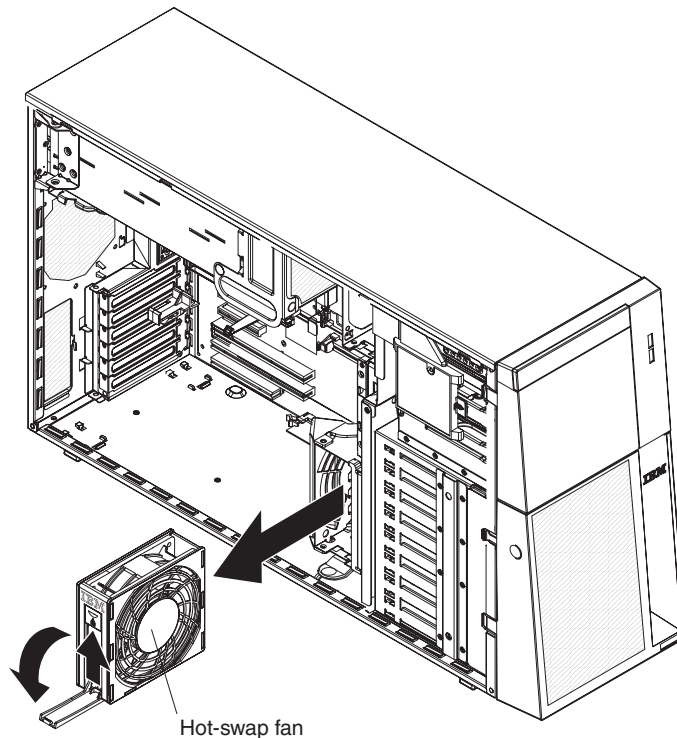
To install a DVD drive, complete the following steps:

1. Install the rails on the DVD drive.
2. Connect the DVD drive cable to the system board.
3. Slide the DVD drive into the server to engage the drive.
4. Replace the left-side cover and bezel; then, lock the side cover and bezel.
5. Reconnect the external cables and power cords.

Hot-swap fan

The server comes with three 120mm x 38mm hot-swap fans located in the fan support bracket at the front of the server. The following removal and replacement instructions can be used to remove and replace any hot-swap fan in the server.

Complete the following steps to remove a hot-swap fan.



1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.

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.

2. Remove the left-side cover (see “Removing the left-side cover and bezel” on page 83).

Attention: To ensure proper system cooling, do not leave the top cover off the server for more than 2 minutes.

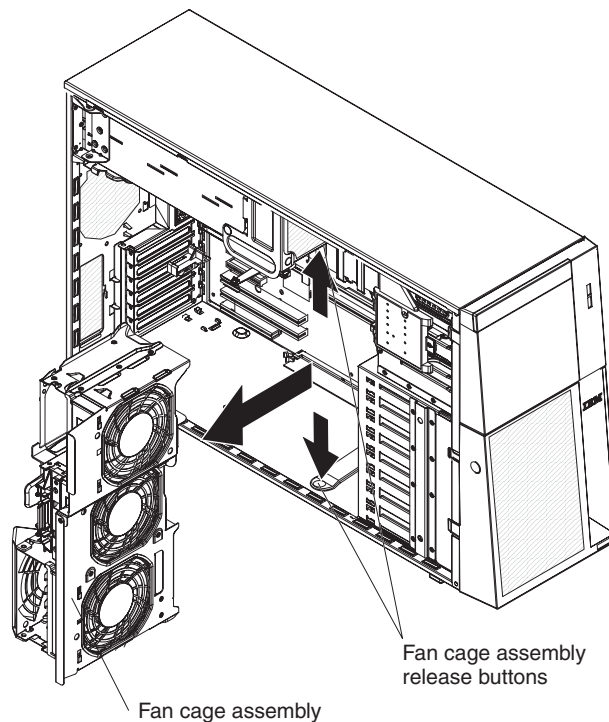
3. Open the fan-locking handle by sliding the orange release latch in the direction of the arrow.
4. Pull upward on the free end of the handle to lift the fan out of the server.

Complete the following steps to install a hot-swap fan:

1. Open the fan-locking handle on the replacement fan.
2. Lower the fan into the socket and close the handle to the locked position.
3. Replace the left-side cover.

Front fan cage

Complete the following steps to remove the front fan cage.



1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.

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.

2. Remove the fans (see “Hot-swap fan” on page 88).

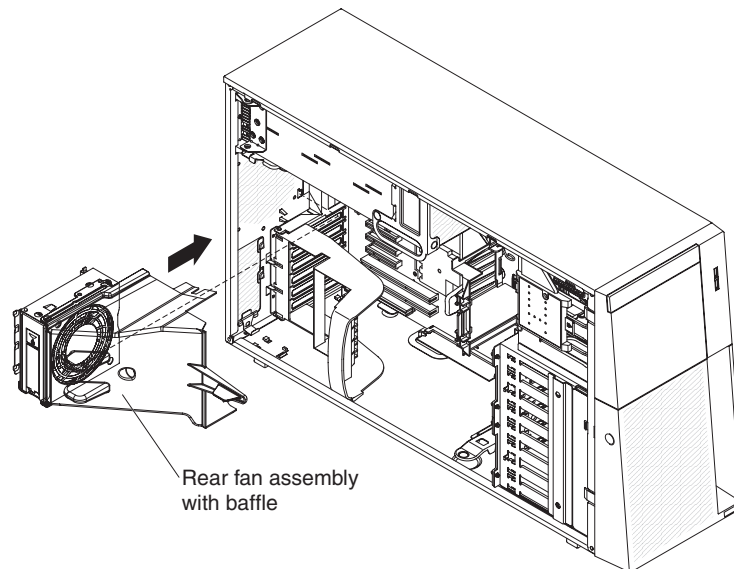
3. Press the fan cage release latches on each side of the fan cage toward the sides of the server. The cage will lift up slightly when the release latches are fully open.
4. Grasp the cage and lift it out of the server.

To install the front fan cage, complete the following:

1. Align the guides on the fan cage with release latches on each side.
2. Push the cage into the server until it clicks into place.
3. Install the fans (see “Hot-swap fan” on page 88).

Rear fan cage

If you have installed the redundant power supply option, you also installed a fan cage on the rear of the server.

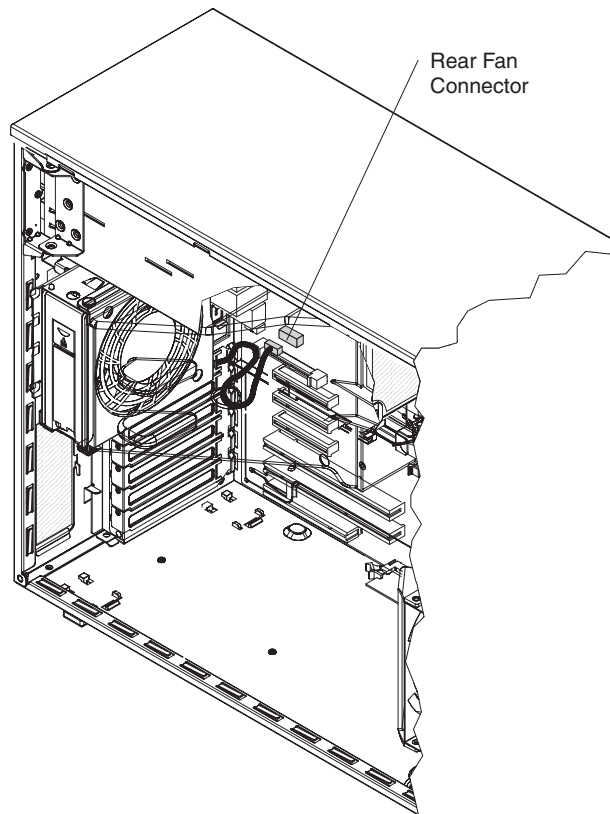


To remove the rear fan cage, complete the following:

Note: The rear fan does not have to be removed from the fan cage in order to remove or replace the fan cage.

1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.

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.



2. Lift the rear fan air baffle up and rotate it back out of the way.
3. Unplug the fan power cable from the system board.
4. Grasp the fan cage by the top edges.
5. Pull the retention pin out and slide the fan cage toward the PCI expansion slots; then, pull the cage toward the front of the server and lift it out.

To install the rear fan cage, complete the following:

1. Rotate the air baffle out of the way.
2. Align the clips on the back of the fan cage with the mounting holes in the rear of the chassis.
3. Insert the clips through the holes and push the fan cage toward the power supply cage until it stops. The retention pin will click into place when the fan cage is in place.
4. Plug the rear fan power cable into the connector on the system board.
5. Rotate the air baffle into the closed position.

Memory module

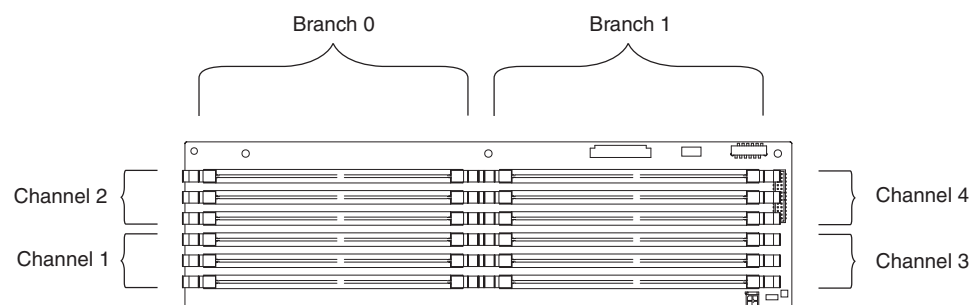
The following notes describe the types of dual inline memory modules (DIMMs) that the server supports and other information that you must consider when installing DIMMs:

- The server supports 667 MHz, 1.8 V, 240-pin, PC2-5300 single-stacked or double-stacked double-data-rate (DDR) II, fully buffered synchronous dynamic random-access memory (SDRAM) with error correcting code (ECC) DIMMs. These DIMMs must be compatible with the latest 5300 SDRAM Fully Buffered DIMM (FBD) specification. For a list of supported options for the server, go to <http://www.ibm.com/servers/eserver/serverproven/compat/us/>.

- The server supports up to 12 DIMMs.
- There must be at least one pair of DIMMs installed for the server to operate.
- When you install additional DIMMs, be sure to install them in pairs. All the DIMM pairs must be the same size and type.
- The server supports online-spare memory. This feature disables the failed memory from the system configuration and activates an online-spare DIMM to replace a failed active DIMM. Online-spare memory reduces the amount of available memory. Each online-spare DIMM must be the same speed, type, and the same size as, or larger than, the largest active DIMM.

Enable online-spare memory through the Configuration/Setup Utility program. The BIOS code assigns the online-spare DIMMs according to your DIMM configuration. Two online-spare configurations are supported.

- You do not have to save new configuration information when you install or remove DIMMs.



- Two memory branches are split between the 12 DIMM slots. DIMM slots 1 through 6 are on branch 0, and DIMM slots 7 through 12 are on branch 1.
- You can enable either online-spare memory or memory mirroring, but not both at the same time. Online-spare memory provides more memory capacity than mirroring; mirroring provides better memory protection but less memory capacity than online-spare memory.
- If a problem with a DIMM is detected, light path diagnostics will light the system-error LED on the front of the server, indicating that there is a problem and guide you to the defective DIMM. When this occurs, first identify the defective DIMM; then, remove and replace the DIMM.

Removing and replacing memory modules

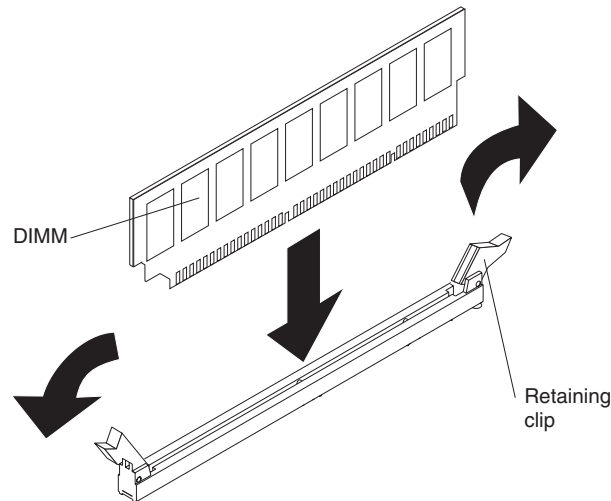
At least one pair of DIMMs must be installed for the server to operate correctly.

Installing memory modules

DIMMs must be installed in pairs of the same type and speed. To use the memory mirroring feature, all the DIMMs that are installed in the server must be the same type and speed, and the feature must be supported by your operating system. The following instructions are for installing one pair of memory modules.

Installing a memory module: To install a memory module, complete the following steps:

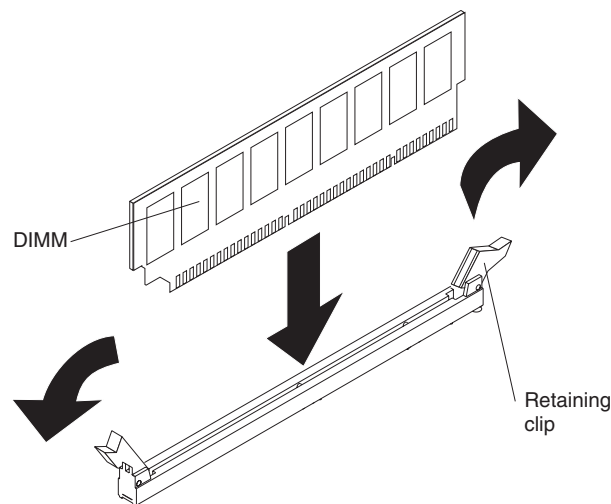
1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
2. Turn off the server and peripheral devices; then, disconnect the power cords and all external cables necessary to replace the device.



3. Remove the power supply or power supplies from the server.
4. Raise the power supply cage out of the way:
 - a. Press in on the power supply latch bracket located on the left side of the server, when facing the rear of the server.
 - b. Lift the end of the power supply cage and rotate the cage up until it stops. The tab on the rear power supply latch bracket will click into place when the cage is completely out of the way.
 - c. Let the power supply cage rest on the rear power supply latch bracket.

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

5. Open the retaining clip on each end of the DIMM connector.
6. Touch the static-protective package that contains the DIMM to any unpainted metal surface on the outside of the server. Then, remove the DIMM from the package.
7. Turn the DIMM so that the DIMM keys align correctly with the slot.



8. Insert the DIMM into the connector by aligning the edges of the DIMM with the slots at the ends of the DIMM connector.
9. 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 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.

10. Repeat steps 5 through 9 to install the second DIMM in the pair and for each additional pair that you install.
11. Lower the power supply cage:
 - a. Rotate the power supply cage back slightly; then, push the tab on the rear power supply latch bracket out of the way.
 - b. Lower the power supply cage until it snaps into place; then, lower the handle.
 - c. Replace the power supply or power supplies in the cage.
12. Reconnect external cables and power cords.

Hot-swap power supply

If you install or remove a hot-swap power supply, observe the following precautions:

Statement 8:



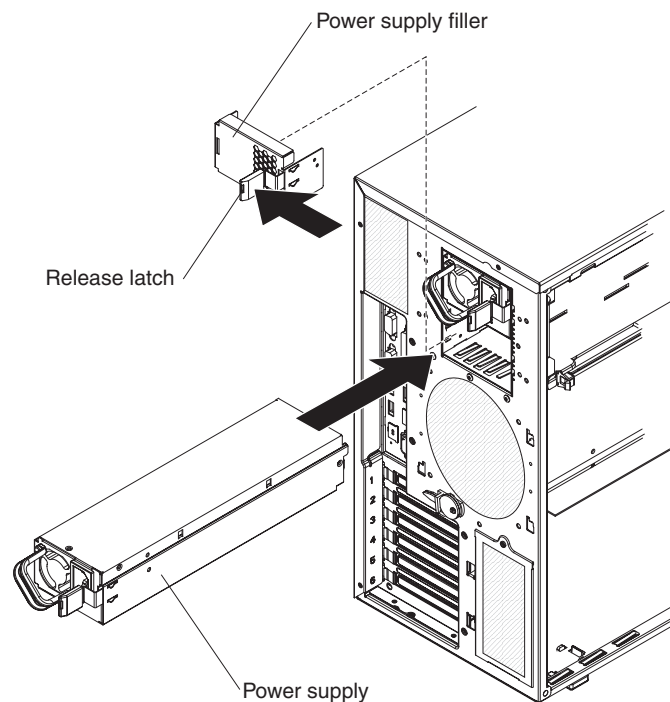
CAUTION:

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.

To remove a hot-swap power supply, complete the following steps.



1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.

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.

2. Disconnect the power cord from the connector on the back of the power supply.
Attention: To ensure proper system cooling, do not leave the top cover off the server for more than 2 minutes.
3. Press the locking latch on the power-supply and pull the power supply out of the bay.

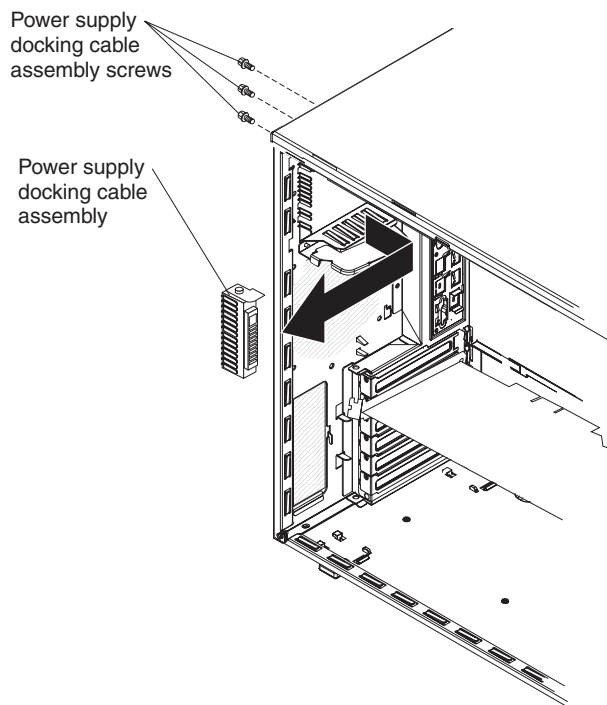
To install a hot-swap power supply, complete the following steps:

1. Place the power supply into the bay and push it in until it locks into place.
2. Connect one end of the power cord for the new power supply into the connector on the back of the power supply, and connect the other end of the power cord into a properly grounded electrical outlet.
3. Make sure that the ac power LED on the top of the power supply is lit, indicating that the power supply is operating correctly. If the server is turned on, make sure that the dc power LED on the top of the power supply is lit also.

Power supply docking cable

The following section describes how to replace the power supply docking cable.

To remove the power supply docking cable assembly, complete the following steps.



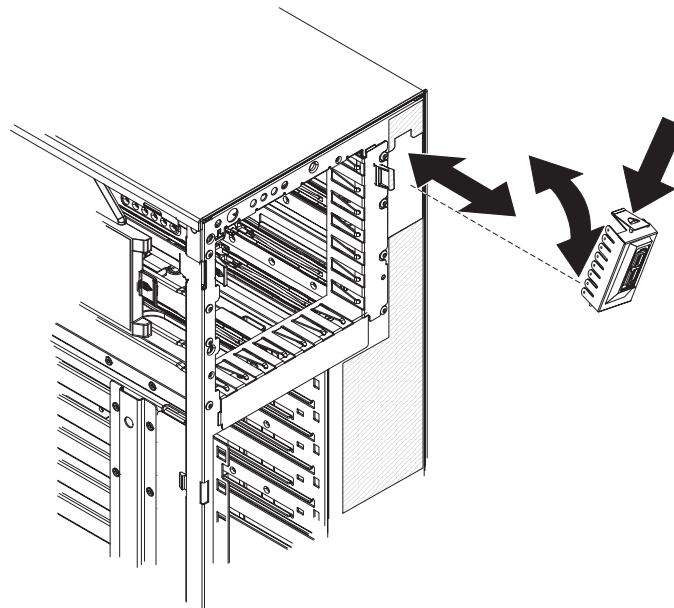
1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
2. Turn off the server and peripheral devices; then, disconnect the power cords and all external cables necessary to replace the device.
3. Unlock and remove the left-side cover (see “Removing the left-side cover and bezel” on page 83).

4. Remove the power supply or power supplies from the server.
5. Rotate the power supply cage out of the way.
6. Disconnect the power supply docking cable from the system board.
7. Using a phillips screwdriver remove the three screws securing the docking cable connector to the chassis and remove the docking cable and its cage from the server.

To install a new power supply docking cable, complete the following steps:

1. Connect the power supply docking cable to the system board.
2. Position the power supply docking cable cage inside the server, aligning the screw holes with the holes in the chassis.
3. Secure the cage in the chassis using the three screws.
4. Lower the power supply cage into place.
5. Install the power supply; then, connect the power cord and all external cables.
6. Install and lock the left-side cover.

USB cable assembly



To remove the USB cable assembly from the server, complete the following steps:

1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
2. Turn off the server and peripheral devices; then, disconnect the power cords and all external cables necessary to replace the device.
3. Unlock and remove the left-side cover and open the bezel.
4. Unplug the USB cable from the system board.
5. Press down on the release latch on the top of the USB mounting bracket and rotate the top of the mounting bracket away from the server.
6. Lift the mounting bracket out and away from the server while pulling the USB cable through the hole.

To replace the USB cable in the USB mounting bracket, complete the following steps:

1. Complete steps 1 through 6 to remove the USB cable assembly from the server; then, return here and continue with step 2.
2. Rotate the mounting bracket so that you are looking at the rear of the bracket; then, squeeze the retaining clips on each side of the connector and remove the cable from the mounting bracket.
3. Squeeze the retaining clips on each side of the USB cable connector and insert the connector into the mounting bracket; then, release the retaining clips.

To install the USB cable assembly in the server, complete the following steps:

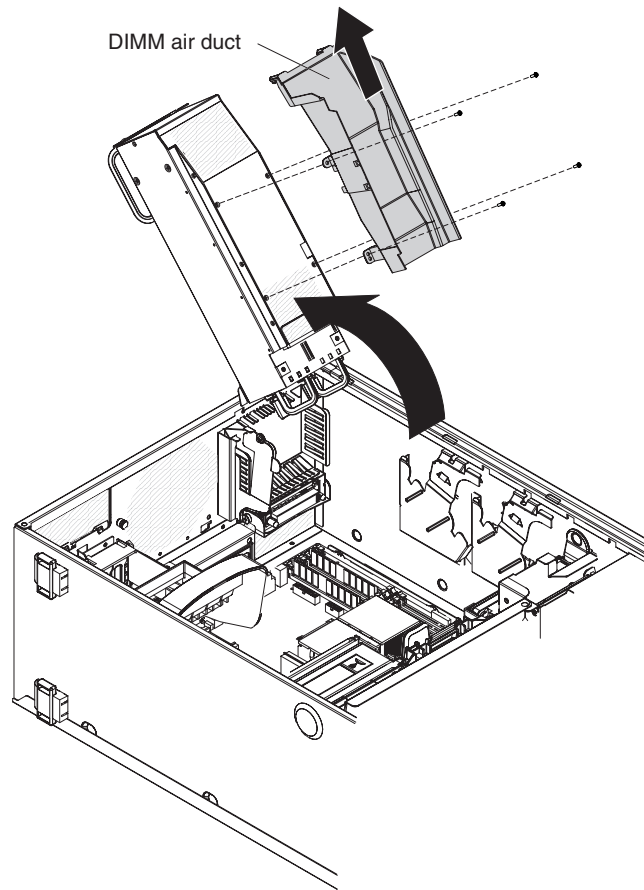
1. Feed the USB cable into the server through the opening in the front of the server.
2. Position the bottom of the mounting bracket into the opening and rotate the top of the bracket toward the server until it clicks into place.
3. Plug the USB cable into the USB connector on the system board. See “System-board internal connectors and switches” on page 8 to locate the USB connector on the system board.

Tier 2 CRU information

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.

DIMM air duct

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



1. Read the safety information that begins on page vii, and “Handling static-sensitive devices” on page 82.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock and remove the left-side cover (see “Removing the left-side cover and bezel” on page 83).
4. Remove power supply or power supplies from the power supply cage; then, rotate the power supply cage to its open position.
5. Remove the four screws securing the DIMM air duct to the power supply cage.
6. Push the air duct up toward the rear of the power supply cage. Once the locator pins are free of the power supply cage you can remove the air duct from the server.

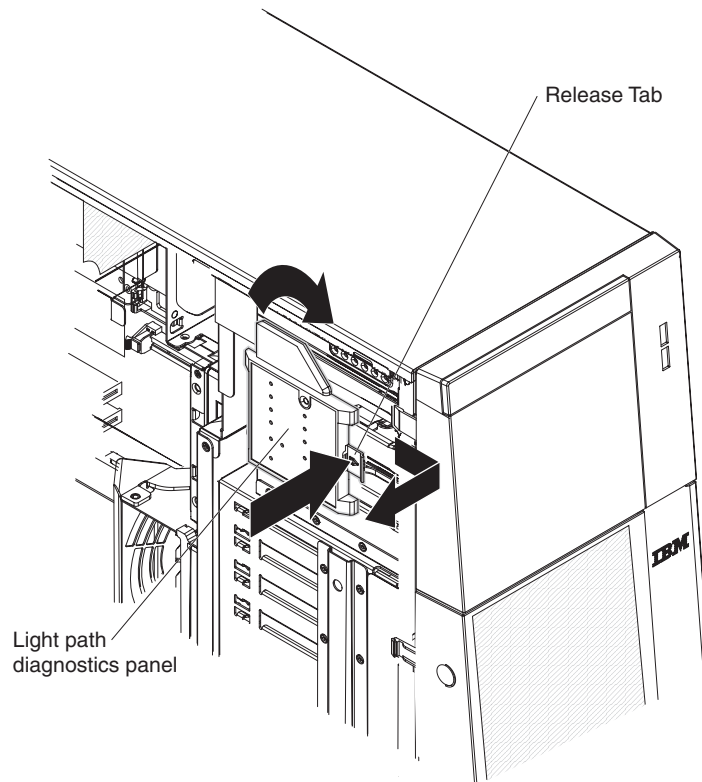
To install a replacement DIMM air duct, complete the following steps:

1. Let the locator pins on the end of the air duct hang over the end of the power supply cage.

2. Slide the air duct down the power supply cage till the pins are in place and the mounting holes in the air duct match up with the screw holes in the power supply cage.
3. Using the four screws, secure the air duct to the power supply cage.

Light Path panel

To remove the Light Path Diagnostic panel, complete the following steps.



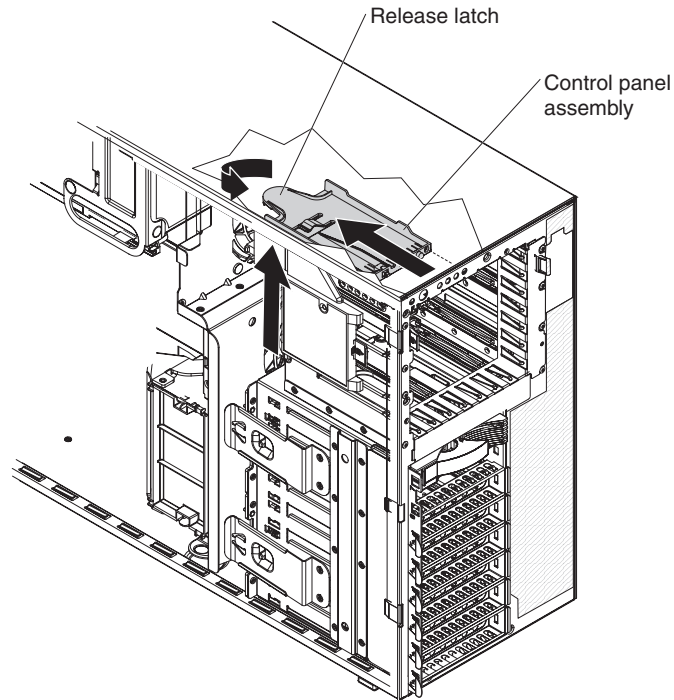
1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock and remove the left-side cover (see “Removing the left-side cover and bezel” on page 83).
4. Disconnect the Light Path panel cable from the system board.
5. Press in on the release tab and twist the Light Path panel clockwise until it stops; then, remove the panel from the server.

To install a replacement Light Path Diagnostic panel, complete the following steps:

1. While holding the cable out of the way, position the Light Path panel over the slots on the side of the drive bay cage.
2. Rotate the panel counter clockwise until it clicks into place.
3. Connect the cable to the system board.
4. Install the left-side cover and close the bezel.
5. Reconnect power cords and external cables.

Control panel assembly

To remove the control panel assembly, complete the following steps.



1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock and remove the left-side cover (see “Removing the left-side cover and bezel” on page 83).
4. Remove the bezel (see “Removing the left-side cover and bezel” on page 83).
5. Lay the server on its right side.
6. Remove the fan cage from the server.
7. Remove the power supply and rotate the power supply cage out of the way.
8. Remove the information LED assembly cable from the system board.
9. Locate the control panel assembly release latch just above the DVD drive.
10. Press on the release latch while pulling the assembly toward the rear of the server; then, angle the back of the assembly toward the system board and remove the assembly from the server.

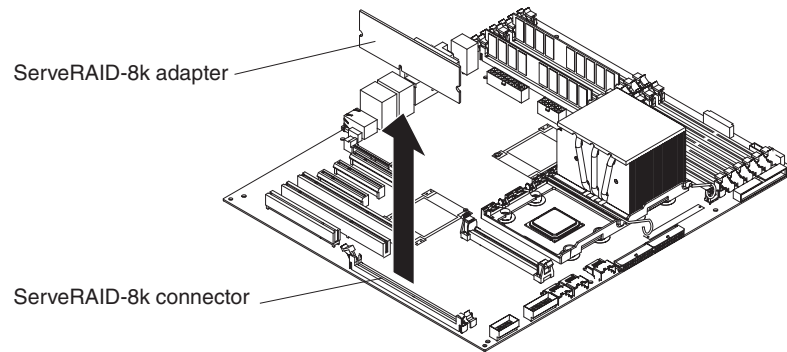
To install a replacement control panel assembly, complete the following steps:

1. Angle the assembly so that the edge of the assembly is in the guide slot.
2. Slide the assembly forward until it clicks into place.
3. Connect the operator information LED assembly cable into the system board.
4. Install the fan cage and air baffle.
5. Rotate the power supply cage back into place and install the power supply.
6. Install the left-side cover and close the bezel.
7. Reconnect power cords and external cables.

ServeRAID-8k adapter

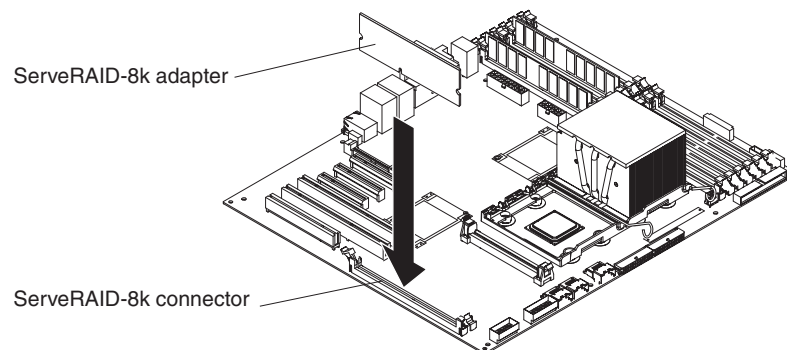
The ServeRAID-8k adapter can be installed only in its dedicated connector on the system board. See the following illustration for the location of the connector on the system board. The ServeRAID-8k adapter is not cabled to the system board, and no rerouting of the SAS cable is required.

To remove the ServeRAID-8k adapter, complete the following.



1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables. Remove the left-side cover.
Attention: To avoid breaking the retaining clips or damaging the ServeRAID-8k adapter connector, open and close the clips gently.
3. Unplug the battery pack cable from the adapter.
4. Open the retaining clips on each end of the ServeRAID-8k adapter connector and remove the adapter from the server.
5. Remove the screws that secure the battery pack to the chassis; then, remove the battery pack from the server. Be sure not to drop the screws into the server chassis. If you are not going to replace the ServeRAID-8k adapter, reinstall the battery pack mounting screws into the holes in the chassis, otherwise set them aside for future use.

To replace the ServeRAID-8k adapter, complete the following steps.



1. Open the retaining clips on each end of the ServeRAID-8k adapter connector.
2. Touch the static-protective package that contains the ServeRAID-8k adapter to any unpainted metal surface on the server. Then, remove the ServeRAID-8k adapter and battery pack from the package.
3. Connect the battery pack cable to the ServeRAID-8k adapter.

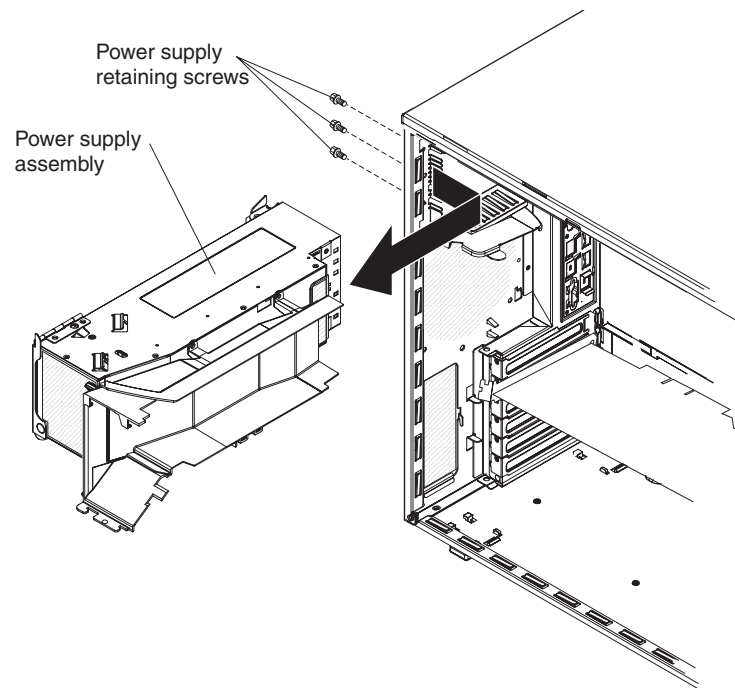
4. Turn the ServeRAID-8k adapter so that the ServeRAID-8k adapter keys align correctly with the connector.
Attention: Incomplete insertion might cause damage to the system board or the ServeRAID-8k adapter.
5. Press the ServeRAID-8k adapter firmly into the connector.
6. Mount the battery pack to the chassis, using the two mounting screws.
7. Plug the battery pack cable into the connector on the adapter.

FRU information

Important: The field-replaceable unit (FRU) procedures are intended for trained service technicians who are familiar with IBM System x products.

Power-supply cage

To remove the power-supply cage, complete the following steps.



1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
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.
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 left-side cover.
4. Remove the power supplies (see “Hot-swap power supply” on page 95).
5. Press the release tab and use the handle to lift up the power supply cage and rotate it into the fully open position.

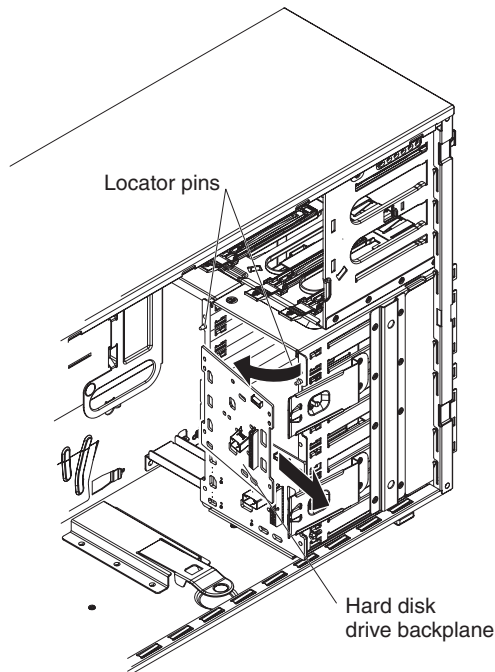
6. Remove two of the screws on the rear of the server securing the cage to the server chassis.
7. While holding the cage in place with one hand, remove the last screw; then, remove the cage from the server.

To install a power-supply cage, complete the following steps:

1. Position the hinge so that the cage would be in the open position if it were installed in the server.
2. Move the hinge inside the server chassis and align the scrow holes with the holes in the chassis.
3. Secure the cage to the chassis using three screws.
4. Press on the release tab of the support bracket while holding the power supply cage up with the handle; then, lower the power supply cage:
5. Press down on the end of the cage until it clicks into place.
6. Close the handle.
7. Replace the power supplies (see “Hot-swap power supply” on page 95).
8. Replace the left-side cover.
9. Reconnect the external cables and power cords.

SAS backplane

To remove the Serial Attached SCSI (SAS) backplane, complete the following steps.



1. Read the safety information that begins on page vii, and “Handling static-sensitive devices” on page 82.
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 left-side cover.
4. Pull the hard disk drives out of the server slightly to disengage them from the SAS backplane.
5. Note where the cables are connected to the SAS backplane, and then disconnect the power and SAS signal cables from the SAS backplane.

6. Lift the retention bracket holding the backplane in place; then, grasp the top edge of the backplane and rotate it toward the rear of the server. Once the backplane is clear of the retention bracket remove it from the server.
7. If you are removing both SAS backplanes, repeat steps five and six to remove the remaining backplane.

To install a SAS backplane, complete the following steps:

1. Position the replacement backplane on the back of the SAS cage; then, rotate the top of the backplane toward the SAS cage until it clicks into place under the retention tab.
2. Connect the power cable to the replacement backplane.
3. Connect the SAS signal cable to the backplane.
4. Replace the left-side cover.
5. Replace the hard disk drives.
6. Reconnect the external cables and power cords.
7. If you are replace both SAS backplanes, repeat steps one through four to install the second replacement backplane.

System board and microprocessor

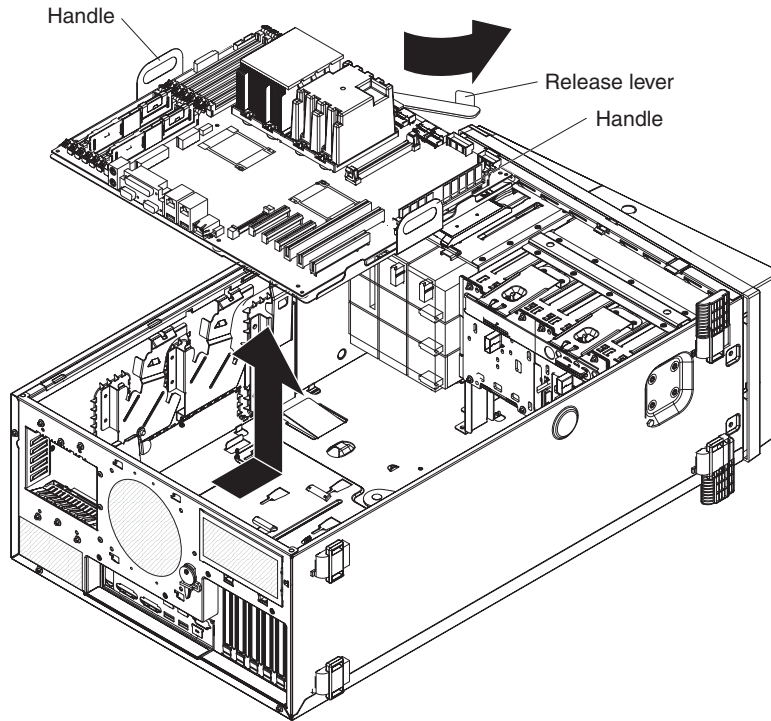
The following sections describe how to replace the system board and a microprocessor.

The following notes describe information that you must consider when installing a microprocessor:

- The voltage regulators for microprocessor 1 is integrated on the system board; the VRM for microprocessor 2 comes with the microprocessor option and must be installed on the system board.
- You can use the Configurations/Setup utility program to determine the specific type of microprocessor in the server.

Removing and installing the system board

To remove the system board tray, complete the following steps.



1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
2. Turn off the server and peripheral devices; then, disconnect the power cords and all external cables necessary to replace the device.
3. Remove the left-side cover (see “Removing the left-side cover and bezel” on page 83).
4. Remove all fans from their cages.
5. Remove the front fan cage:
 - a. Press in on the release tabs on each side of the fan cage. The cage will be pushed up slightly.
 - b. Grasp the fan cage and lift it out of the server.
6. If necessary remove the rear fans structure:
 - a. Lift or remove the air duct from the cage.
 - b. Grasp the rear fan cage and lift it up until it disengages from the pins on the chassis; then, remove it from the server.
7. Note the location of all the cables connected to the system board; then, disconnect them. If the rear fan was installed you will have to remove the fan power cable from the server. Place the cable in a safe place for future use.
8. Press the system-board tray release latch toward the front of the server.
9. Using the two handles on each side of the system-board tray, lift the system-board tray out of the server.

To install a system-board tray, complete the following steps:

1. Lower the replacement system-board tray into the server.

- Slide the system-board tray toward the rear of the server until it stops; then close the system-board tray release lever. The system-board tray will be pushed into its final position.
- Connect the cables to the system board. If you removed the rear fan power cable install it now as well.
- Install the microprocessor or microprocessors (see “Removing and installing a microprocessor”); then, install the fans, fans cage or cages, and air baffles.

Removing and installing a microprocessor

To remove a microprocessor, complete the following steps:

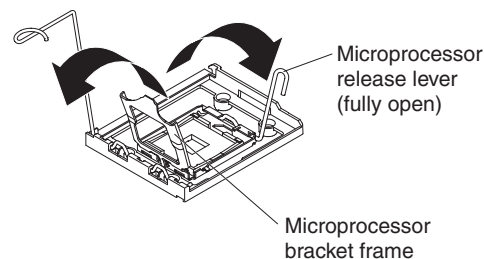
- Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 82.
- Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
- Remove the left-side cover (see “Removing the left-side cover and bezel” on page 83).

Notes:

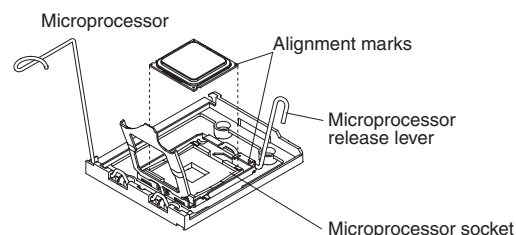
- If you are removing the microprocessor in socket 1, rotate the power supply cage out of the way before continuing. See “Power-supply cage” on page 103.
 - If you are removing the microprocessor in socket 2, remove the air baffle from the fan cage by pinching the two tabs on the air baffle together while lifting the air baffle out of the server.
- Lift the heat-sink release lever to the fully open position.
 - Rotate the back of the heat sink out of the retention bracket and remove the heat sink from the server.
 - Lift the microprocessor-release lever to the fully open position (approximately 135° angle) and remove the microprocessor from the server.

To install a microprocessor, complete the following steps:

- Release the microprocessor retention latch by pressing down on the end, moving it to the side, and slowly releasing it to the open (up) position.



- Position the microprocessor over the microprocessor socket as shown in the following illustration. Carefully press the microprocessor into the socket.



3. Close the microprocessor-release lever to secure the microprocessor.
4. Open the heat-sink release lever and install a heat sink on the microprocessor; then, close the release lever.
5. If you are installing a new heat sink, remove the cover from the bottom of the heat sink. If you are reinstalling a heat sink that was previously removed, go to “Thermal grease” for instructions on replacing the contaminated or missing thermal grease; then, return here and continue with step 6.
6. If necessary, remove the cover from the bottom of the heat sink.
7. Place the tab on the heat sink into the slot in the retention bracket; then, rotate the heat sink into place and close the heat-sink release lever.

Note: If you are installing an additional microprocessor in microprocessor socket 2, you must also install a VRM.

8. If necessary, install a VRM in the connector.
 - a. Open the retaining clips on each end of the VRM connector.
 - b. Turn the VRM so the keys align with the slot.
 - c. Insert the VRM into the connector by aligning the edges of the VRM with the slots at the end of the VRM connector. Firmly press the VRM straight down into the connector by applying pressure on both ends of the VRM simultaneously. The retaining clips snap into the locked position when the VRM is seated in the connector.
9. Lower the power supply cage and install the power supply or power supplies. If necessary reinstall the air baffle on the fan cage.
10. Reinstall the left-side cover.
11. Reconnect external cables and power cords.

Thermal grease

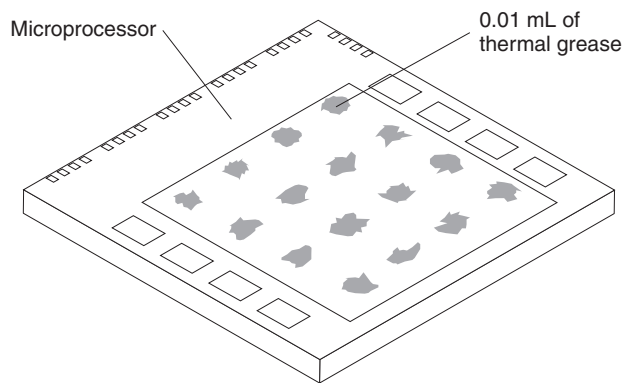
The thermal grease must be replaced whenever the heat sink has been removed from the top of the microprocessor and is going to be reused or when debris is found in the grease.

To replace damaged or contaminated thermal grease on the microprocessor and heat sink, complete the following steps:

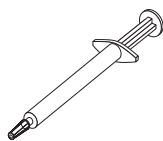
1. Place the heat sink on a clean work surface.
2. Remove the cleaning pad from its package and unfold it completely.
3. Use the cleaning pad to wipe the thermal grease from the bottom of the heat sink.

Note: Make sure that all of the thermal grease is removed.

4. Use a clean area of the cleaning pad to wipe the thermal grease from the microprocessor; then, dispose of the cleaning pad after all of the thermal grease is removed.



5. Use the thermal-grease syringe to place 16 uniformly spaced dots of 0.01 mL each on the top of the microprocessor.



Note: 0.01mL is one tick mark on the syringe. If the grease is properly applied, approximately half (0.22 mL) of the grease will remain in the syringe.

6. Install the heat sink onto the microprocessor as described in “Removing and installing a microprocessor” on page 107.

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

The Update*Xpress* program is available for most System x[®] servers and server options. It detects supported and installed device drivers and firmware in your server and installs available updates. You can download the Update*Xpress* program from the Web at no additional cost, or you can purchase it on a CD. To download the program or purchase the CD, go to <http://www.ibm.com/pc/ww/eserver/xseries/serverguide/xpress.html>.

When replacing devices in the server, you might have to either update the server with the latest version of the firmware stored on the board or restore the pre-existing firmware from a diskette or CD image.

- BIOS code and the diagnostics programs are stored in ROM on the microprocessor board.
- BMC firmware is stored in ROM on the baseboard management controller on the microprocessor board.
- Ethernet firmware is stored in ROM on the Ethernet controller on the PCI-X board.
- ServeRAID firmware is stored in ROM on the ServeRAID adapter.
- SAS firmware is stored in ROM on the SAS controller on the I/O board.
- Major components contain 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.

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

- Update*Xpress* program
- Configuration/Setup Utility program
- Baseboard management controller utility programs
- Menu Boot program
- SAS/SATA Configuration Utility program
- ServeRAID Manager

This section contains basic information about these programs. For detailed information about these programs, see “Configuring the server” in the *User’s Guide* on the IBM *xSeries Documentation CD*.

Using the ServerGuide Setup and Installation CD

The *ServerGuide Setup and Installation CD* provides programs to detect the server model and installed hardware options, 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 your server, you can download the latest version from <http://www.ibm.com/pc/qtechinfo/MIGR-4ZKPPT.html>.

Complete the following steps to start the *ServerGuide Setup and Installation CD*:

1. Insert the CD, and restart the server.
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

Use the Configuration/Setup Utility program to:

- View configuration information
- View and change assignments for devices and I/O ports
- Set the date and time
- Set and change passwords and Remote Control Security settings
- Set the startup characteristics of the server and the order of startup devices
- Set and change settings for advanced hardware features
- Set and change settings for the mini baseboard management controller (BMC)
- View and clear error logs

Go to <http://www.ibm.com/pc/support/> to check for the latest version of the BIOS code.

Starting the Configuration/Setup Utility program

To start the Configuration/Setup Utility program, 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 access the full Configuration/Setup Utility menu. If you do not type the administrator password, a limited Configuration/Setup Utility menu is available.
3. Select settings to view or change.

Configuration/Setup Utility menu choices

The following choices are on the Configuration/Setup Utility main menu. Depending on the version of the BIOS code in the server, some menu choices might differ slightly from these descriptions.

- **System Summary**

Select this choice to view configuration information, including the type, speed, and cache sizes of the microprocessors, type and speed of installed USB devices, and the amount of installed memory. When you make configuration changes through other options in the Configuration/Setup Utility program, the changes are reflected in the system summary; you cannot change settings directly in the system summary.

This choice is on the full and limited Configuration/Setup Utility menu.

- **System Information**

Select this choice to view information about the server. When you make changes through other options in the Configuration/Setup Utility program, some of those changes are reflected in the system information; you cannot change settings directly in the system information.

- **Devices and I/O Ports**

Select this choice to view or change assignments for devices and input/output (I/O) ports.

Select this choice to enable or disable integrated SAS and Ethernet controllers and all standard ports (such as serial and parallel). **Enable** is the default setting for all controllers. If you disable a device, it cannot be configured, and the operating system will not be able to detect it (this is equivalent to disconnecting the device). If you disable the integrated Ethernet controller and no Ethernet adapter is installed, the server will have no Ethernet capability. If you disable the integrated USB controller, the server will have no USB capability; to maintain USB capability, make sure that **Enabled** is selected for the **USB Host Controller** and **USB BIOS Legacy Support** options.

Note: If the USB host controller is disabled, the Remote Supervisor Adapter II SlimLine remote keyboard, remote mouse, remote disk, OS watchdog, and in-band management functions are also disabled.

This choice is on the full Configuration/Setup Utility menu only.

- **Date and Time**

Select this choice to set the date and time in the server, in 24-hour format (*hour:minute:second*).

This choice is on the full Configuration/Setup Utility menu only.

- **System Security**

Select this choice to set passwords. See “Passwords” on page 116 for more information about passwords. You can also enable the chassis-intrusion detector to alert you each time the server cover is removed.

This choice is on the full Configuration/Setup Utility menu only.

- **Administrator Password**

Attention: If you set an administrator password and then forget it, there is no way to change, override, or remove it. You must replace the I/O board.

Select this choice to set or change an administrator password. An administrator password is intended to be used by a system administrator; it limits access to the full Configuration/Setup Utility menu. If an administrator password is set, the full Configuration/Setup Utility menu is available only if

you type the administrator password at the password prompt. See “Administrator password” on page 117 for more information.

This choice is on the Configuration/Setup Utility menu only if an IBM Remote Supervisor Adapter II SlimLine is installed.

- **Power-on Password**

Select this choice to set or change a power-on password. See “Power-on password” on page 116 for more information.

- **Start Options**

Select this choice to view or change the start options. Changes in the start options take effect when you restart the server.

You can specify whether the server starts with the keyboard number lock on or off. You can enable the server to run without a monitor or keyboard.

The startup sequence specifies the order in which the server checks devices to find a boot record. The server starts from the first boot record that it finds. If the server has Wake on LAN[®] hardware and software and the operating system supports Wake on LAN functions, you can specify a startup sequence for the Wake on LAN functions.

If you enable the boot fail count, the BIOS default settings will be restored after three consecutive failures to find a boot record.

You can enable the use of a USB keyboard in a DOS or System Setup environment. If a PS/2 keyboard is detected, the USB legacy operation will be disabled.

This choice is on the full Configuration/Setup Utility menu only.

- **Advanced Setup**

Select this choice to change settings for advanced hardware features.

Important: The server might malfunction if these options are incorrectly configured. Follow the instructions on the screen carefully.

This choice is on the full Configuration/Setup Utility menu only.

- **CPU Options**

Select this choice to enable or disable Hyper-Threading, the pre-fetch queue, C1 enhanced mode, and no-execute mode memory protection.

The default setting for Hyper-Threading is **Enabled**.

- **PCI Bus Control**

Select this choice to view the system resources that are used by the installed PCI, PCI Express, or PCI-X devices.

- **IPMI**

Select this choice to view or clear the system event log. Make changes to the serial/modem device commands, the POST watchdog settings and to view the LAN settings.

- **IPMI Specification Version**

This is a nonselectable menu item that displays the IPMI and BMC version.

- **BMC Hardware/Firmware Version**

This is a nonselectable menu item that displays the BMC firmware version.

- **Clear System Event Log**

Enable or disable the system event log clearing. If system event log clearing is enabled, it will reset to disabled once the BMC system-event log is cleared. **Disabled** is the default setting.

- **Existing Event Log number**
This is a nonselectable menu item that displays the number of entries in the system-event log.
- **BIOS POST Watchdog**
Enable or disable the BMC POST watchdog. **Disabled** is the default setting.
- **POST Watchdog Timeout**
Set the BMC POST watchdog timeout value. **5 minutes** is the default setting.
- **System Event Log**
Select this choice to view the BMC system-event log, which contains all system error and warning messages that have been generated. Use the arrow keys to move between pages in the log. If an optional IBM Remote Supervisor Adapter II is installed, the full text of the error messages is displayed; otherwise, the log contains only numeric error codes. Run the diagnostic program to get more information about error codes that occur. Select **Clear System Event Log** to clear the BMC system-event log.
Important: If the system-error LED on the front of the server is lit but there are no other error indications, clear the BMC system-event log. This log does not clear itself, and if it begins to fill up, the system-error LED will be lit. Also, after you complete a repair or correct an error, clear the BMC system-event log to turn off the system-error LED on the front of the server.
- **Serial /Modem Device Commands**
Select this choice to change the serial port sharing and access mode.
 - **Serial Port Sharing**
Enable or disable serial port sharing. **Enabled** is the default setting.
 - **Serial Port Access Mode**
Share, disable, pre-boot only, or always available. **Shared** is the default setting.
- **LAN Settings**
Select this choice to view the baseboard management controller network configuration information.
- **NMI Options**
Select this choice to enable or disable the NMI reboot. **Enabled** is the default setting.
- **Error Logs**
Select this choice to view or clear error logs.
 - **POST Error Log**
Select this choice to view the three most recent error codes and messages that the system generated during POST.
 - **System Event/Error Log**
Select this choice to view error codes and messages that the system generated during POST and all system status messages from the service processor. Select **Clear error logs** to clear the system event/error log.
Important: If the system-error LED on the front of the server is lit but there are no other error indications, clear the system event/error log. This log does not clear itself, and if it begins to fill up, the system-error LED will be lit. Also, after you complete a repair or correct an error, clear the system event/error log to turn off the system-error LED on the front of the server.
- **Save Settings**
Select this choice to save the changes you have made in the settings.

- **Restore Settings**

Select this choice to cancel the changes you have made in the settings and restore the previous settings.

- **Load Default Settings**

Select this choice to cancel the changes you have made in the settings and restore the factory settings.

- **Exit Setup**

Select this choice to exit from the Configuration/Setup Utility program. If you have not saved the changes you have made in the settings, you are asked whether you want to save the changes or exit without saving them.

Passwords

From the **System Security** choice, you can set, change, and delete a power-on password and an administrator password. The **System Security** choice is on the full Configuration/Setup menu only.

If you set only a power-on password, you must type the power-on password to complete the system startup, and you have access to the full Configuration/Setup Utility menu.

An administrator password is intended to be used by a system administrator; it limits access to the full Configuration/Setup Utility menu. If you set only an administrator password, you do not have to type a password to complete the system startup, but you must type the administrator password to access the Configuration/Setup Utility menu.

If you set a power-on password for a user and an administrator password for a system administrator, you can type either password to complete the system startup. A system administrator who types the administrator password has access to the full Configuration/Setup Utility menu; the system administrator can give the user authority to set, change, and delete the power-on password. A user who types the power-on password has access to only the limited Configuration/Setup Utility menu; the user can set, change, and delete the power-on password, if the system administrator has given the user that authority.

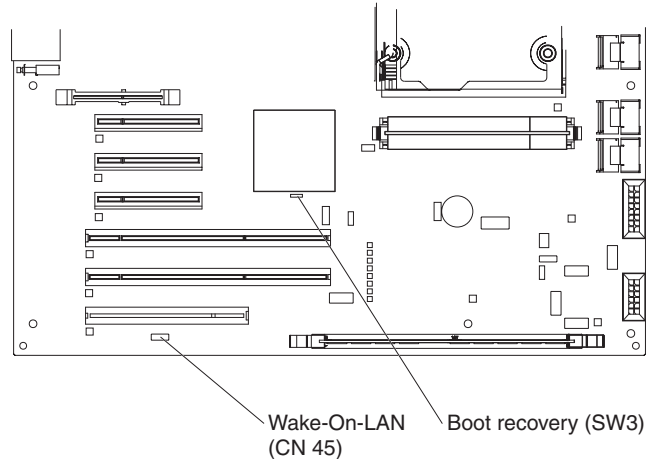
Power-on password: If a power-on password is set, when you turn on the server, the system startup will not be completed until you type the power-on password. You can use any combination of up to seven characters (A–Z, a–z, and 0–9) for the password.

When a power-on password is set, you can enable the Unattended Start mode, in which the keyboard and mouse remain locked but the operating system can start. You can unlock the keyboard and mouse by typing the power-on password.

If you forget the power-on password, you can regain access to the server in any of the following ways:

- If an administrator password is set, type the administrator password at the password prompt. Start the Configuration/Setup Utility program and reset the power-on password.
- Remove the server battery and then reinstall it. See “Battery” on page 86 for instructions for removing the battery.
- Change the position of the power-on password override jumper (J9 on the I/O board) to bypass the power-on password check.

Attention: Before changing any switch settings or moving any jumpers, turn off the server; then, disconnect all power cords and external cables. See the safety information beginning on page vii. Do not change settings or move jumpers on any system-board switch or jumper blocks that are not shown in this document. The following illustration shows the location of the power-on password override, boot recovery, and Wake on LAN (WOL) bypass jumpers.



While the server is turned off, toggle switch five on SW3 to the on position. You can then start the Configuration/Setup Utility program and reset the power-on password. After you reset the password, turn off the server again and move the jumper back to pins 1 and 2.

The power-on password override switch does not affect the administrator password.

Administrator password: If an administrator password is set, you must type the administrator password for access to the full Configuration/Setup Utility menu. You can use any combination of up to seven characters (A–Z, a–z, and 0–9) for the password. The **Administrator Password** choice is on the Configuration/Setup Utility menu only if an optional IBM Remote Supervisor Adapter II SlimLine is installed.

Attention: If you set an administrator password and then forget it, there is no way to change, override, or remove it. You must replace the I/O board.

Installing and using the baseboard management controller utility programs

The baseboard management controller (BMC) provides environmental monitoring for the server. If environmental conditions exceed thresholds or if system components fail, the BMC lights LEDs to help you diagnose the problem and also records the error in the BMC system-event log. For more information, see “Using the Configuration/Setup Utility program” on page 112.

Important: If the system-error LED on the front of the server is lit but there are no other error indications, clear the BMC system-event log. This log does not clear itself, and if it begins to fill up, the system-error LED will be lit. Also, after you complete a repair or correct an error, clear the BMC system-event log to turn off the system-error LED on the front of the server.

Note: If an optional IBM Remote Supervisor Adapter II Slimline is installed, the BMC is disabled, and the Remote Supervisor Adapter II Slimline handles the server

monitoring activities. For additional information about the Remote Supervisor Adapter II, see the documentation that comes with this adapter.

Using the SAS/SATA Configuration Utility program

Use the SAS/SATA Configuration Utility program to view or change SAS controller settings.

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

1. Turn on the server.
2. When the message Press <CTRL><A> for Adaptec SAS/SATA Configuration Utility appears, press Ctrl+A. If an administrator password has been set, you are prompted to type the password.
3. Follow the instructions on the screen to configure the controller settings.

Go to <http://www.ibm.com/support/> to check for the latest version of the SAS firmware.

Configuring the Ethernet controller

The Ethernet controller is integrated on the system board. It provides an interface for connecting to a 10-Mbps, 100-Mbps, or 1-Gbps network and provides full duplex (FDX) capability, which enables simultaneous transmission and reception of data on the network. If the Ethernet port in the server supports auto-negotiation, the controller detects the data-transfer rate (10BASE-T, 100BASE-TX, or 1000BASE-T) and duplex mode (full-duplex or half-duplex) of the network and automatically operates at that rate and mode.

You do not have to set any jumpers or configure the controller. However, you must install a device driver to enable the operating system to address the controller. To find updated information about configuring the controller, 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/support/>.
2. Under **Search technical support**, type 7977, and click **Search**.
3. In the **Additional search terms** field, type ethernet, and click **Go**.

Using the 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 hot-swap SAS 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 controllers

To perform some tasks, you can run ServeRAID Manager as an installed program. However, to configure the SAS/SATA 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. If you install a different type of RAID adapter in the server, use the method that is described in the instructions that come with the adapter to view or change settings for attached devices.

For additional information about RAID technology and instructions for using ServeRAID Manager, see the ServeRAID documentation on the IBM *ServeRAID Support* CD. 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**.

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 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 and 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.

Appendix B. Notices

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When referring to processor storage, real and virtual storage, or channel volume, KB stands for approximately 1000 bytes, MB stands for approximately 1 000 000 bytes, and GB stands for approximately 1 000 000 000 bytes.

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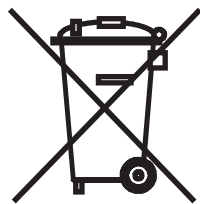
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IBM System x3500 Types 7977

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New Orchard Road
Armonk, NY 10504
Telephone: 1-919-543-2193



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Index

A

- ac good LED 50
- adapter
 - ServeRAID 102
- administrator password 117
- advanced setup 114
- arrays, using ServeRAID Manager 118
- assertion event, BMC log 18
- Attached Disk Test 32, 51
- attention notices 2

B

- baseboard management controller (BMC)
 - See mini baseboard management controller (mini-BMC)
- baseboard management controller, configuring 117
- battery, replacing 86
- bays 3
- BMC error log 18
 - assertion event, deassertion event 18
 - default timestamp 18
 - navigating 18
 - size limitations 18
 - viewing from diagnostic programs 18

C

- cache 3
- cache control 114
- caution statements 2
- CD drive problems 31
- checkout procedure 29
- configuration
 - baseboard management controller 117
 - Configuration/Setup Utility 111
 - Ethernet controller 118
 - Ethernet controllers 118
 - mini baseboard management controller (mini-BMC) 117
 - minimum 73
 - SAS/SATA Configuration Utility program 118
 - ServerGuide Setup and Installation CD 111
- Configuration/Setup Utility program 111, 112
- configuring hardware 111
- configuring your server 111
- connectors
 - on front of server 4
 - on rear of server 6
- controller
 - Ethernet, configuring 118
 - mini-BMC 117
- cover
 - removing 83
- CPU LED 47
- CRUs, replacing
 - DVD drive 87

- CRUs, replacing (*continued*)
 - fans 88
 - memory modules 92
 - power supply 95
 - power-supply structure 103
 - rear fan structure 90
 - SAS backplane 104
 - ServeRAID-8k adapter 102
 - USB cable assembly 97
 - USB mounting bracket 97
- customer replaceable units (CRUs) 76

D

- danger statements 2
- DASD LED 48
- data rate, Ethernet 118
- dc good LED 50
- deassertion event, BMC log 18
- device drivers 111
- diagnostic
 - error codes 52, 62
 - on-board programs, starting 50
 - programs, overview 50
 - test log, viewing 52
 - text message format 52
 - tools, overview 13
- dimensions 3
- display problems 36
- drives 3
- DVD drive activity LED 5
- DVD drive problems 31
- DVD drive, replacing 87
- DVD-eject button 5

E

- electrical input 3
- environment 3
- error codes and messages
 - diagnostic 52, 62
 - POST/BIOS 19
 - system error 61
- error logs 17, 115
 - BMC 18
 - POST 17
 - system error 18
 - viewing 18
- error symptoms
 - CD-ROM drive, DVD-ROM drive 31
 - general 32
 - hard disk drive 32
 - intermittent 33
 - keyboard, non-USB 33
 - memory 35
 - microprocessor 36
 - monitor 36

- error symptoms (*continued*)
 - mouse, non-USB 33
 - optional devices 39
 - pointing device, non-USB 33
 - power 40
 - serial port 41
 - ServerGuide 41
 - software 42
 - USB port 43

- errors
 - format, diagnostic code 52
 - messages, diagnostic 50
 - power supply LEDs 49

- Ethernet
 - controller
 - configuring 118
 - high performance modes 118
 - integrated on system board 118
 - modes 118

- Ethernet connector 6
- Ethernet controller, troubleshooting 71
- Ethernet controllers, configuring 118
- expansion bays 3
- expansion slots 3

F

- FAN LED 48
- fan, replacing 88
- fans 3
- features 3
 - mini-BMC 117
- field replaceable units (FRUs) 76
- firmware, updating 111
- FRUs, replacing
 - microprocessor 105
 - microprocessor-board assembly 105

G

- grease, thermal 108

H

- hard disk drive
 - activity LED 4
 - diagnostic tests, types of 32, 51
 - problems 32
 - status LED 5
- heat output 3
- humidity 3

I

- IBM Configuration/Setup Utility program
 - starting 112
- important notices 2
- installing
 - memory 92
 - memory modules 92

- integrated functions 3
- intermittent problems 33

J

- jumper
 - power-on password override 116

K

- keyboard connector 6
- keyboard problems 33

L

- LEDs
 - front of server 4
 - light path diagnostics, viewing without power 43
 - rear of server 6
- LEDs, light path
 - CPU 47
 - DASD 48
 - FAN 48
 - MEM 48
 - NMI 48
 - PCI BRD 48
 - SP 47
 - TEMP 46
 - VRM 47
- light path diagnostics 43

M

- MEM LED 48
- memory 3
 - module 91
- memory problems 35
- messages
 - diagnostic 50
 - service processor 62
- microprocessor 3
 - cache 114
 - heat sink 108
 - problems 36
- microprocessor-board assembly, replacing 105
- microprocessor, replacing 105
- mini baseboard management controller (mini-BMC) 117
- minimum configuration 73
- modes, Ethernet 118
- monitor problems 36
- mouse connector 6

N

- NMI LED 48
- no-beep symptoms 17
- noise emissions 3
- notes 2
- notes, important 124

notices and statements 2

O

online publications 2
optional device problems 39

P

parallel connector 6
parts listing 76
password
 administrator 117
 power on 116
 power on, override jumper 116
PCI BRD LED 48
peripheral component interconnect (PCI)
 configuration 114
POST
 error codes 19
 error log 18
power cords 78
power LED 4
power problems 40, 71
power requirement 3
power supply 3
power supply LED errors 49
power supply, replacing 95
power-control button 4
power-control-button shield 4
power-cord connector 6
power-on password 116
power-on password override switch 9
power-on self-test (POST) error log 115
power-supply structure, replacing 103
problems
 CD-ROM, DVD-ROM drive 31
 Ethernet controller 71
 hard disk drive 32
 intermittent 33
 memory 35
 microprocessor 36
 monitor 36
 mouse 33, 34
 optional devices 39
 pointing device 34
 POST/BIOS 19
 power 40, 71
 serial port 41
 ServerGuide 41
 software 42
 undetermined 72
 USB port 43
processor control 114
publications 1

R

redundant array of independent disks (RAID)
 ServeRAID Manager 118

Remote Supervisor Adapter II SlimLine Ethernet
 connector 6
Remote Supervisor Adaptor II
 functions disabled 113
removing bezel 83
replacing
 DVD drive 87
 fans 88
 microprocessor 105
 microprocessor-board assembly 105
 power supply 95
 power-supply structure 103
 SAS backplane 104

S

SAS backplane, replacing 104
SAS/SATA Configuration Utility program 118
SCSI Attached Disk Test 32, 51
serial connector 6
serial port problems 41
server replaceable units 76
ServeRAID Manager
 description 118
 overview 118
 Startable CD mode 118
 using to configure arrays 118
ServerGuide 112
 problems 41
 Setup and Installation CD 111
service processor messages 62
service, calling for 73
setup
 advanced 114
size 3
slots 3
software problems 42
SP LED 47
specifications 3
Startable CD mode 118
starting
 Configuration/Setup Utility program 112
statements and notices 2
switch
 power-on password override 9
system board
 external connectors 10
 internal connectors 8
 switches and LEDs 10
system event/error log 115
system locator LED 4
system-error
 log 61
system-error LED 5
system-information LED 5

T

TEMP LED 46
temperature 3
test log, viewing 52

- tests, hard disk drive diagnostic 32, 51
- thermal grease 108
- tools, diagnostic 13
- trademarks 124
- troubleshooting tables 30

U

- undetermined problems 72
- Universal Serial Bus (USB) problems 43
- UpdateXpress 111
- updating the firmware 111
- USB cable assembly and mounting bracket 97
- USB connector 5, 6
- using
 - baseboard management controller 117
 - Configuration/Setup Utility 112
 - Ethernet controllers 118
 - mini-BMC 117
 - SAS/SATA Configuration Utility program 118
 - ServeRAID Manager 118
 - ServerGuide 112
 - UpdateXpress program 111
- utility
 - Configuration/Setup program, using 112
 - ServeRAID Manager 118

V

- video connector 6
- VRM LED 47

W

- weight 3



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