

System x iDataPlex dx360 M4 Types 7912 and 7913



Problem Determination and Service Guide

System x iDataPlex dx360 M4 Types 7912 and 7913



Problem Determination and Service Guide

Note: Before using this information and the product it supports, read the information in Appendix B, "Notices," on page 239, the *IBM Safety Information* and *Environmental Notices and User Guide* documents on the *IBM Documentation CD*, and the *Warranty Information* document.

The most recent version of this document is available at <http://www.ibm.com/supportportal/>.

Third Edition (July 2012)

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Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الأمنية

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

在安裝本產品之前，請仔細閱讀 **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 ασφαλείας
(safety information).

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

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

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

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

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

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

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

Перед установкой продукта прочтите инструкции по
технике безопасности.

Pred inštaláciou tohto zariadenia si pečítajte Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

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

Läs säkerhetsinformationen innan du installerar den här produkten.

Guidelines for trained technicians

This section contains information for trained technicians.

Inspecting for unsafe conditions

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

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

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

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

1. Make sure that the power is off and the power cord is disconnected.
2. Make sure that the exterior cover is not damaged, loose, or broken, and observe any sharp edges.
3. Check the power cord:
 - Make sure that the third-wire ground connector is in good condition. Use a meter to measure third-wire ground continuity for 0.1 ohm or less between the external ground pin and the frame ground.
 - Make sure that the power cord is the correct type, as specified in "Power cords" on page 150.
 - Make sure that the insulation is not frayed or worn.
4. Remove the cover.
5. Check for any obvious non-IBM alterations. Use good judgment as to the safety of any non-IBM alterations.
6. Check inside the server for any obvious unsafe conditions, such as metal filings, contamination, water or other liquid, or signs of fire or smoke damage.
7. Check for worn, frayed, or pinched cables.
8. Make sure that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

Guidelines for servicing electrical equipment

Observe the following guidelines when servicing electrical equipment:

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

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

Safety statements

Important:

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

For example, if a caution statement is labeled "Statement 1," translations for that caution statement are in the *Safety Information* document under "Statement 1."

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

Attention: Use No. 26 AWG or larger UL-listed or CSA certified telecommunication line cord.

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

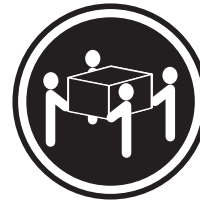
Statement 4:



≥ 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 6:



CAUTION:

Do not place any objects on top of a rack-mounted device unless that rack-mounted device is intended for use as a shelf.

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 12:



CAUTION:

The following label indicates a hot surface nearby.



Statement 26:



CAUTION:

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



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

Statement 27:



CAUTION:
Hazardous moving parts are nearby.



Chapter 1. Start here

You can solve many problems without outside assistance by following the troubleshooting procedures in this *Problem Determination and Service Guide* and on the World Wide Web. This document describes the diagnostic tests that you can perform, troubleshooting procedures, and explanations of error messages and error codes. The documentation that comes with your operating system and software also contains troubleshooting information.

Diagnosing a problem

Before you contact IBM or an approved warranty service provider, follow these procedures in the order in which they are presented to diagnose a problem with your server:

1. **Return the server to the condition it was in before the problem occurred.**

If any hardware, software, or firmware was changed before the problem occurred, if possible, reverse those changes. This might include any of the following items:

- Hardware components
- Device drivers and firmware
- System software
- UEFI firmware
- System input power or network connections

2. **View the light path diagnostics LEDs and event logs.**

The server is designed for ease of diagnosis of hardware and software problems.

- **Light path diagnostics LEDs:** See “Light path diagnostics” on page 96 for information about using light path diagnostics LEDs.
- **Event logs:** See “System event log” on page 36 for information about notification events and diagnosis.
- **Software or operating-system error codes:** See the documentation for the software or operating system for information about a specific error code. See the manufacturer's website for documentation.

3. **Run IBM Dynamic System Analysis (DSA) and collect system data.**

Run Dynamic System Analysis (DSA) to collect information about the hardware, firmware, software, and operating system. Have this information available when you contact IBM or an approved warranty service provider. For instructions for running DSA, see the *Dynamic System Analysis Installation and User's Guide*.

To download the latest version of DSA code and the *Dynamic System Analysis Installation and User's Guide*, go to <http://www.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=SERV-DSA>.

4. **Check for and apply code updates.**

Fixes or workarounds for many problems might be available in updated UEFI firmware, device firmware, or device drivers.

Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

a. **Install UpdateXpress system updates.**

You can install code updates that are packaged as an UpdateXpress System Pack or UpdateXpress CD image. An UpdateXpress System Pack contains an integration-tested bundle of online firmware and device-driver updates for your server. In addition, you can use IBM ToolsCenter Bootable Media Creator to create bootable media that is suitable for applying firmware updates and running preboot diagnostics. For more information about UpdateXpress System Packs, see <http://www.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=SERV-XPRESS> and “Updating the firmware” on page 213. For more information about the Bootable Media Creator, see <http://www.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=TOOL-BOMC>.

Be sure to separately install any listed critical updates that have release dates that are later than the release date of the UpdateXpress System Pack or UpdateXpress image (see step 4b).

b. Install manual system updates.

1) Determine the existing code levels.

In DSA, click **Firmware/VPD** to view system firmware levels, or click **Software** to view operating-system levels.

2) Download and install updates of code that is not at the latest level.

To display a list of available updates for the blade server, go to <http://www.ibm.com/support/fixcentral/>.

When you click an update, an information page is displayed, including a list of the problems that the update fixes. Review this list for your specific problem; however, even if your problem is not listed, installing the update might solve the problem.

5. Check for and correct an incorrect configuration.

If the server is incorrectly configured, a system function can fail to work when you enable it; if you make an incorrect change to the server configuration, a system function that has been enabled can stop working.

a. Make sure that all installed hardware and software are supported.

See <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/> to verify that the server supports the installed operating system, optional devices, and software levels. If any hardware or software component is not supported, uninstall it to determine whether it is causing the problem. You must remove nonsupported hardware before you contact IBM or an approved warranty service provider for support.

b. Make sure that the server, operating system, and software are installed and configured correctly.

Many configuration problems are caused by loose power or signal cables or incorrectly seated adapters. You might be able to solve the problem by turning off the server, reconnecting cables, reseating adapters, and turning the server back on. For information about performing the checkout procedure, see “Checkout procedure” on page 75. For information about configuring the server, see “Configuring the server” on page 214.

6. See controller and management software documentation.

If the problem is associated with a specific function (for example, if a RAID hard disk drive is marked offline in the RAID array), see the documentation for the associated controller and management or controlling software to verify that the controller is correctly configured.

Problem determination information is available for many devices such as RAID and network adapters.

For problems with operating systems or IBM software or devices, go to <http://www.ibm.com/supportportal/>.

7. **Check for troubleshooting procedures and RETAIN tips.**

Troubleshooting procedures and RETAIN tips document known problems and suggested solutions. To search for troubleshooting procedures and RETAIN tips, go to <http://www.ibm.com/supportportal/>.

8. **Use the troubleshooting tables.**

See “Troubleshooting tables” on page 77 to find a solution to a problem that has identifiable symptoms.

A single problem might cause multiple symptoms. Follow the troubleshooting procedure for the most obvious symptom. If that procedure does not diagnose the problem, use the procedure for another symptom, if possible.

If the problem remains, contact IBM or an approved warranty service provider for assistance with additional problem determination and possible hardware replacement. To open an online service request, go to the http://www.ibm.com/support/entry/portal/Open_service_request/ call for service. Be prepared to provide information about any error codes and collected data.

Undocumented problems

If you have completed the diagnostic procedure and the problem remains, the problem might not have been previously identified by IBM. After you have verified that all code is at the latest level, all hardware and software configurations are valid, and no light path diagnostics LEDs or log entries indicate a hardware component failure, contact IBM or an approved warranty service provider for assistance. To open an online service request, go to http://www.ibm.com/support/entry/portal/Open_service_request/ . Be prepared to provide information about any error codes and collected data and the problem determination procedures that you have used.

Chapter 2. Introduction

This *Problem Determination and Service Guide* contains information to help you solve problems that might occur in your IBM® System x iDataPlex™ dx360 M4 system-board tray (dx360 M4 Type 7912 system-board tray) and System x iDataPlex 2U Flex Chassis (Type 7913 2U chassis). It describes the diagnostic tools that come with the server, error codes and suggested actions, and instructions for replacing failing components.

The most recent version of this document is available at <http://www.ibm.com/supportportal/>.

For information about the terms of the warranty, see the *Warranty Information* document that comes with the server. For information about getting service and assistance, see Appendix A, “Getting help and technical assistance,” on page 237.

Related documentation

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

- *Environmental Notices and User Guide*
This document is in PDF format on the IBM *System x Documentation* CD. It contains translated environmental notices.
- *IBM License Agreement for Machine Code*
This document is in PDF. It contains translated versions of the IBM License Agreement for Machine code for your server.
- *IBM Warranty Information*
This printed document contains the warranty terms and a pointer to the IBM Statement of Limited Warranty on the IBM website.
- *User's Guide*
This document is in Portable Document Format (PDF) on the IBM *System x Documentation* CD. This document contains general information about how to use, upgrade, and configure the dx360 M4 system-board tray and the 2U chassis.
- *Licenses and Attributions Documents*
This document is in PDF. It contains information about the open-source notices.
- *Rack Installation Instructions*
This printed document contains instructions for installing the server in a rack.
- *Safety Information*
This document is in PDF on the IBM *System x Documentation* CD. It contains translated caution and danger statements. Each caution and danger statement that appears in the documentation has a number that you can use to locate the corresponding statement in your language in the *Safety Information* document.

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

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

The server might have features that are not described in the documentation that 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 website. To check for updated documentation and technical updates, go to <http://www.ibm.com/supportportal/>.

Notices and statements in this document

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

The following notices and statements are used in this document:

- **Note:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.
- **Attention:** These notices indicate potential damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage might 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"> Supports up to two Intel Xeon E5-2600 series multi-core microprocessors QuickPath Interconnect (QPI) links speed up to 8.0 GT per second <p>Note:</p> <ul style="list-style-type: none"> Use the Setup utility program to determine the type and speed of the microprocessors. For a list of supported microprocessors, see http://www.ibm.com/servers/eserver/serverproven/compat/us/. <p>Hard disk drives: The system-board tray and GPGPU enclosure support one 3.5-inch simple-swap SATA, two 2.5-inch simple-swap SATA/SAS or solid-state drives, or four 1.8-inch simple-swap solid-state drives.</p> <p>Expansion slots: Up to four PCI Express slots per chassis. Support for the following riser cards:</p> <ul style="list-style-type: none"> 2U Compute server <ul style="list-style-type: none"> Four PCI Express x16 (x8 mechanically) slots (PCIe3.0, full-height, half-length) 2U GPGPU server <ul style="list-style-type: none"> Two PCI Express x16 (x8 mechanically) slots (PCIe3.0, full-height, half-length) Two PCI Express x16 (x16 mechanically) slots (PCIe3.0, full-height, full-length) | <p>Memory:</p> <ul style="list-style-type: none"> Minimum: 2 GB Maximum: 512 GB <ul style="list-style-type: none"> 64 GB using Unbuffered DIMMs (UDIMMs) 128 GB using Registered DIMMs (RDIMMs) 512 GB using Load Reduction DIMMs (LRDIMMs) Type: PC3-6400, PC3-8500, or PC3-10600 (single-rank, dual-rank, or quad-rank), ECC registered or unbuffered double-data-rate 3 (DDR3) 1066, 1333, and 1600 MHz SDRAM DIMMs Slots: 16 (eight per microprocessor) Supports (depending on the model): <ul style="list-style-type: none"> 2 GB and 4 GB Unbuffered DIMMs 2 GB, 4 GB, and 8 GB Registered DIMMs 32 GB Load Reduced DIMMs | <p>Environment:</p> <ul style="list-style-type: none"> Air temperature: <ul style="list-style-type: none"> Server on: 5°C to 40°C (41°F to 104°F); altitude: 0 to 950 m (0 to 3116 ft). Derate maximum temperature by 1°C for every 175 m (574 ft) increase in elevation to a maximum of 3050 m (10004 ft) at an ambient temperature of 24°C Server off: 5°C to 45°C (41°F to 113°F); maximum altitude: 3050 m (10004 ft) Humidity: <ul style="list-style-type: none"> Server on: 20% to 80%; maximum dew point: 21°C; maximum rate of change: 5 °C/hr for microprocessor models from 115 W to 130 W and 135 W Server on: 8% to 85%; maximum dew point: 24°C; maximum rate of change: 5 °C/hr for microprocessor models from 60 W to 95 W Server off: 8% to 80%; maximum dew point: 27°C Server off: 8% to 85% Particulate contamination: <p>Attention: Airborne particulates and reactive gases acting alone or in combination with other environmental factors such as humidity or temperature might pose a risk to the server. For information about the limits for particulates and gases, see “Particulate contamination” on page 241.</p> |
|---|---|---|

Table 1. Features and specifications (continued)

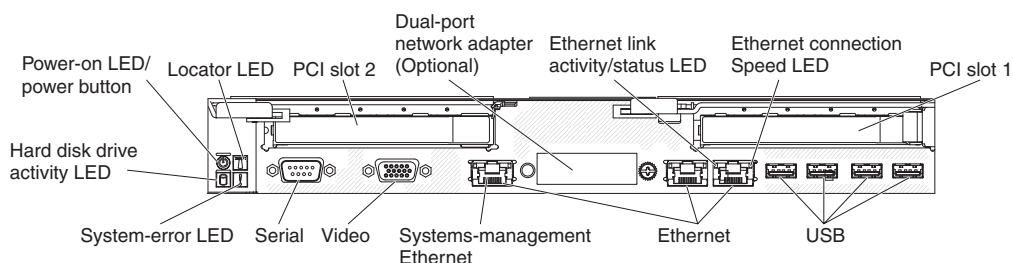
| | | |
|---|--|--|
| <p>Size:</p> <ul style="list-style-type: none"> 2U chassis: <ul style="list-style-type: none"> Depth: 55.8 cm (22.0 inches) Width (EIA flange to EIA flange outer edge): 48.6 cm (19.1 inches) Height: 8.72 cm (3.43 inches) Weight (with 2 system-board trays): 21.4 kg (47.2 lb) Weight (GPGPU server without add-on adapters): 18.1 kg (39.9 lbs) 1U node: <ul style="list-style-type: none"> Depth: 51.8 cm (20.4 inches) Width (cam lever tip-to-tip): 47.1 cm (18.6 inches) Height: 4.19 cm (1.65 inches) <p>Power supply:</p> <ul style="list-style-type: none"> Maximum of two hot-swap power supplies for redundancy support <ul style="list-style-type: none"> 550-watt ac 750-watt ac 900-watt ac <p>Note: Power supplies in the server must be with the same power rating or wattage.</p> | <p>Integrated functions:</p> <ul style="list-style-type: none"> Integrated Management Module II (IMM2), which consolidates multiple management functions in a single chip. Intel Powerville I350 Gb Ethernet controller with Wake on LAN support Five Universal Serial Bus (USB) 2.0 ports (four front of the chassis, and one embedded hypervisor software is installed) Two ethernet ports One System Management RJ-45 on the front to connect to a systems management network. This system management connector is dedicated to the IMM2 functions. One serial port <p>Predictive Failure Analysis (PFA) alerts:</p> <ul style="list-style-type: none"> Memory | <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 Input kilovolt-amperes (kVA), approximately: <ul style="list-style-type: none"> Minimum: 0.150 kVA Maximum: 1.148 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. The noise emission level stated is the declared (upper limit) sound power level, in bels, for a random sample of machines. All measurements are made in accordance with ISO 7779 and reported in conformance with ISO 9296. |
|---|--|--|

Server controls, LEDs, and power

This section describes the controls and light-emitting diodes (LEDs) and how to turn the server on and off.

Front view

The following illustration shows the controls, connectors, and LEDs on the front of the server. The operator panel on the system-board tray is the same for all server configurations.



- Power-control button and power-on LED:** Press this button to turn the server on and off manually or to wake the server from a reduced-power state. The states of the power-on LED are as follows:
 - Off:** Power is not present or the power supply, or the LED itself has failed.
 - Flashing rapidly (4 times per second):** The server is turned off and is not ready to be turned on. The power-control button is disabled. This will last approximately 20 to 40 seconds.
 - Flashing slowly (once per second):** The server is turned off and is ready to be turned on. You can press the power-control button to turn on the server.
 - Lit:** The server is turned on.

Fading on and off: The server is in a reduced-power state. To wake the server, press the power-control button or use the IMM2 web interface. See “Logging on to the web interface” on page 225 for information on logging on to the IMM2 web interface.

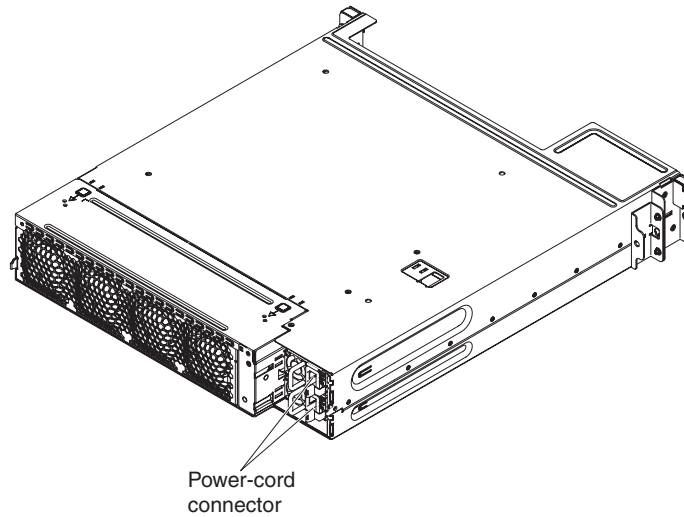
- **System-locator LED:** Use this blue LED to visually locate the server among other servers. You can use IBM Systems Director to light this LED remotely. This LED is controlled by the IMM2. When you press the System-locator button, the LED will blink and it will continue to blink until you press it again to turn it off. The locator button is pressed to visually locate the server among the others servers.
- **Hard drive activity LED:** When this green LED is lit, it indicates that one of the hard disk drives is in use.
- **System-error LED:** When this yellow LED is lit, it indicates that a system error has occurred. This LED is controlled by the IMM2.
- **Serial connector:** Connect a 9-pin serial device to this connector. The serial port is shared with the integrated management module II (IMM2). The IMM2 can take control of the shared serial port to perform text console redirection and to redirect serial traffic, using Serial over LAN (SOL).
- **Video connector:** Connect a monitor to this connector. The video connectors on the front and rear of the server can be used simultaneously.

Note: The maximum video resolution is 1600 x 1200 at 75 Hz.

- **Systems-management Ethernet connector:** Use this connector to connect the server to a network for full systems-management information control. This connector is used only by the integrated baseboard management controller (iBMC). A dedicated management network provides additional security by physically separating the management network traffic from the production network. You can use the Setup utility to configure the server to use a dedicated systems management network or a shared network.
- **Ethernet connectors:** Use either of these connectors to connect the server to a network. When you enable shared Ethernet for iBMC in the Setup utility, you can access the iBMC using either the Ethernet 1 or the system-management Ethernet connector.
- **Ethernet link activity/status LED:** When any of these LEDs is lit, they indicate that the server is transmitting to or receiving signals from the Ethernet LAN that is connected to the Ethernet port that corresponds to that LED.
- **Ethernet connection speed LED:** This LED is on each Ethernet connector. The status of this LED indicates the connection speed, in megabits-per-second (Mbps), between the server and the network as follows:
 - LED off: 10 Mbps connection
 - LED lit yellow: 100 Mbps connection
 - LED lit green: 1000 Mbps connection
- **USB connectors:** Connect a USB device, such as a USB mouse or keyboard to any of these connectors.

Rear view

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



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

Server power features

When the server is connected to an AC power source but is not turned on, the operating system does not run, and all core logic except for the integrated management module II (IMM2) is shut down; however, the server can respond to requests from IMM2, such as a remote request to turn on the server. The power-on LED flashes to indicate that the server is connected to an AC power source but is not turned on.

Turning on the node

Approximately 5 seconds after the system-board tray is connected to power, one or more fans might start running to provide cooling while the system-board tray is connected to power and the power-on button LED will blink quickly. Approximately 5 to 10 seconds after the system-board tray is connected to power, the power-control button becomes active (the power-on LED will blink slowly), and one or more fans might start running to provide cooling while the system-board tray is connected to power. You can turn on the system-board tray by pressing the power-control button.

The server can also be turned on in any of the following ways:

- If a power failure occurs while the system-board tray is turned on, the system-board tray will restart automatically when power is restored.
- If your operating system supports the Wake on LAN feature, the Wake on LAN feature can turn on the system-board tray.

Notes:

1. When 4 GB or more of memory (physical or logical) is installed, some memory is reserved for various system resources and is unavailable to the operating system. The amount of memory that is reserved for system resources depends on the operating system, the configuration of the system-board tray, and the configured PCI options.
2. Ethernet 1 connector supports Wake on LAN feature.
3. When you turn on the system-board tray with external graphical adapters installed, the IBM logo displays on the screen after approximately 3 minutes. This is normal operation while the system loads.

Turning off the system-board tray

When you turn off the system-board tray and leave it connected to ac power, the system-board tray can respond to requests from IMM2, such as a remote request to turn on the system-board tray. While the system-board tray remains connected to ac power, one or more fans might continue to run. To remove all power from the system-board tray, you must disconnect it from the power source.

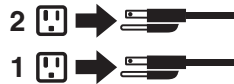
Some operating systems require an orderly shutdown before you turn off the system-board tray. See your operating-system documentation for information about shutting down the operating system.

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.



The system-board tray can be turned off in any of the following ways:

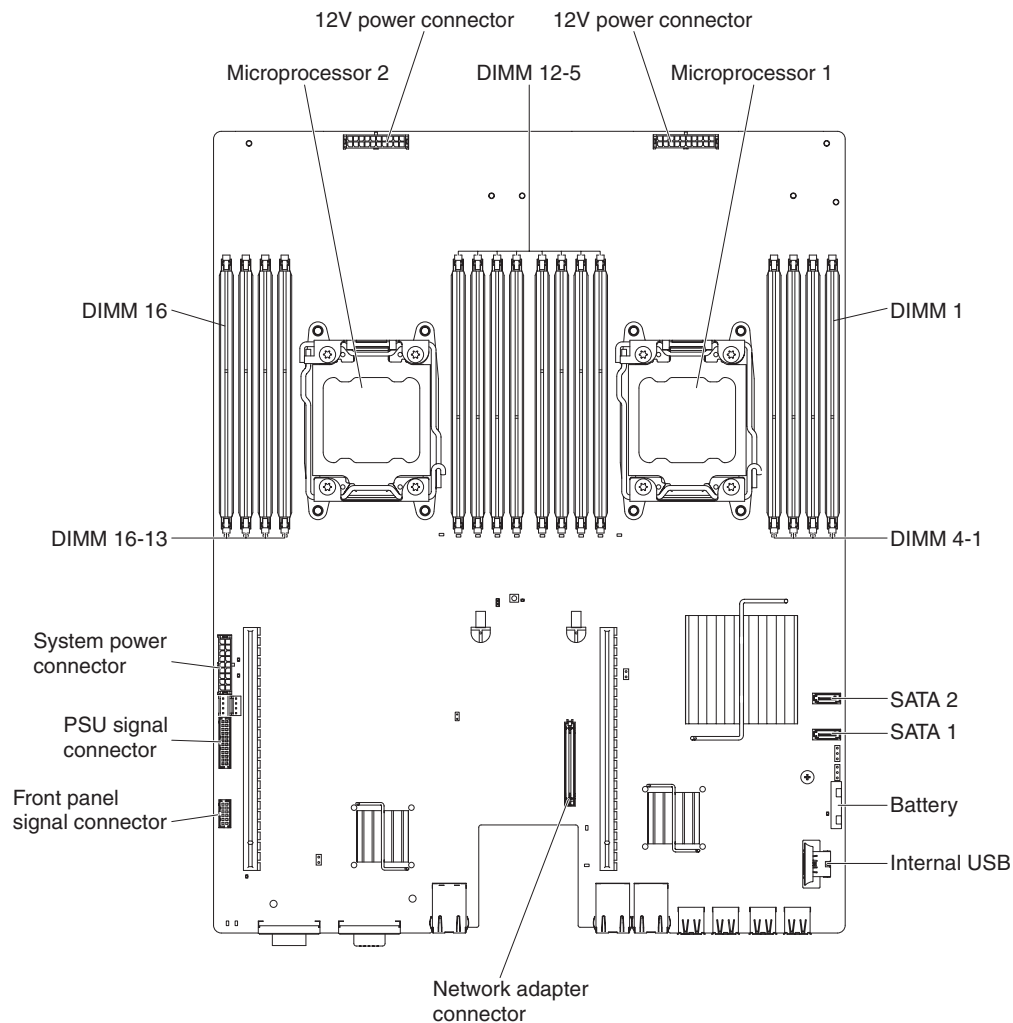
- You can turn off the system-board tray from the operating system, if your operating system supports this feature. After an orderly shutdown of the operating system, the system-board tray will turn off automatically.
- You can press the power-control button to start an orderly shutdown of the operating system and turn off the system-board tray, if your operating system supports this feature.
- If the operating system stops functioning, you can press and hold the power-control button for more than 4 seconds to turn off the system-board tray.
- The system-board tray can be turned off by Wake on LAN feature.
- The integrated management module II (IMM2) can turn off the system-board tray as an automatic response to a critical system failure.

Internal LEDs, connectors, and jumpers

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

System-board internal connectors

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



System-board switches and jumpers

The following illustration shows the location and description of the switches and jumpers.

Note: If there is a clear protective sticker on the top of the switch blocks, you must remove and discard it to access the switches.

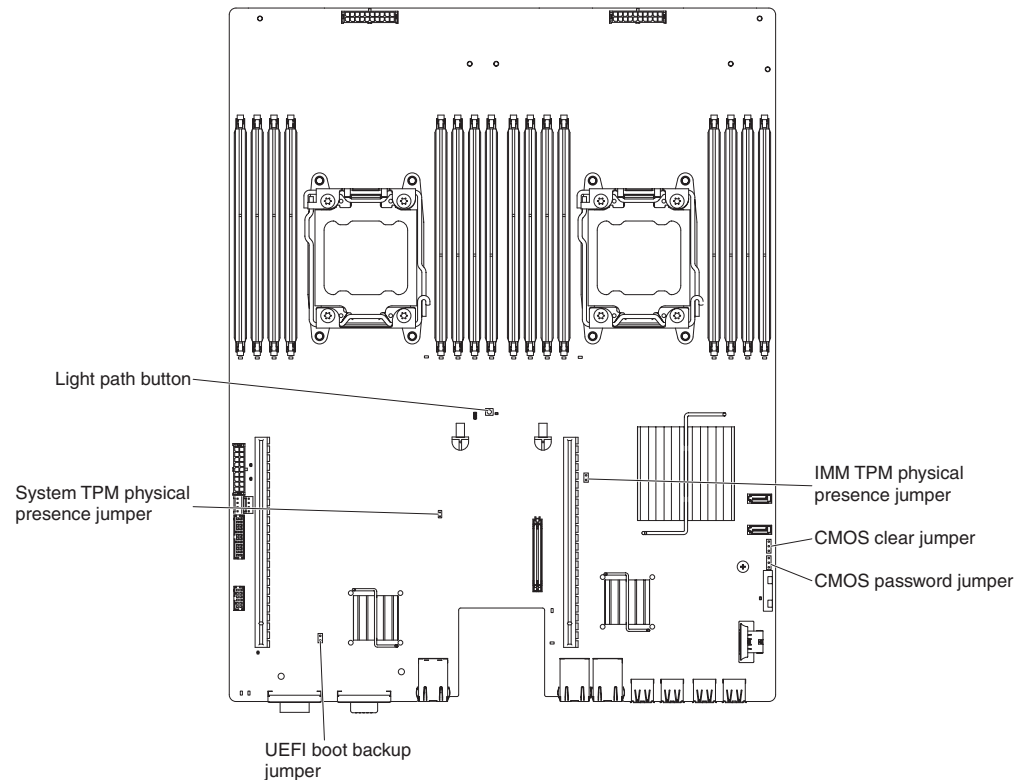


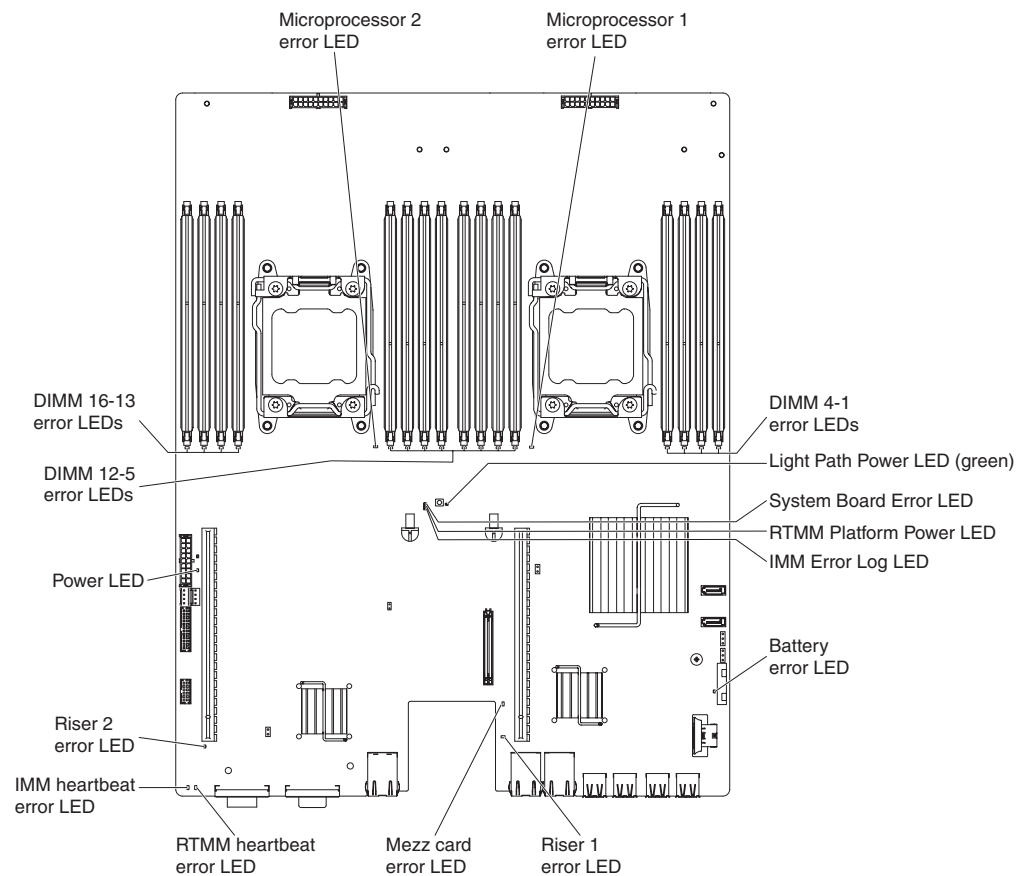
Table 2. System board jumpers

| Jumper number | Jumper name | Jumper setting |
|---------------|-------------------------------------|---|
| JP1 | CMOS clear jumper | <ul style="list-style-type: none"> Pins 1 and 2: Normal (default). Pins 2 and 3: Clears the real-time clock (RTC) registry. |
| JP3 | UEFI boot backup jumper | <ul style="list-style-type: none"> Pins 1 and 2: Normal (default). Loads the primary server firmware ROM page. Pins 2 and 3: Loads the secondary (backup) server firmware ROM page. |
| JP5 | System TPM physical presence jumper | <ul style="list-style-type: none"> Pins 1 and 2: Normal (default). Pins 2 and 3: Indicates a physical presence to the system TPM. |
| PW_CLR1 | Password clear jumper | <ul style="list-style-type: none"> Pins 1 and 2: Normal (default). Pins 2 and 3: Clear password registers. |

Note: Changing the position of the UEFI boot recovery jumper from pins 1 and 2 to pins 2 and 3 before the server is turned on alters which flash ROM page is loaded. Do not change the jumper pin position after the server is turned on. This can cause an unpredictable problem.

System-board LEDs

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



Chapter 3. 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 a problem by using the information in this chapter, see Appendix A, “Getting help and technical assistance,” on page 237 for more information.

Diagnostic tools

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

- **Light path diagnostics**

Use light path diagnostics to diagnose system errors quickly. See “Light path diagnostics” on page 96 for more information.

- **Dynamic System Analysis (DSA) Preboot diagnostic programs**

The DSA Preboot diagnostic programs provide problem isolation, configuration analysis, and error log collection. The diagnostic programs are the primary method of testing the major components of the server and are stored in integrated USB memory. The diagnostic programs collect the following information about the server:

- System configuration
- Network interfaces and settings
- Installed hardware
- Light path diagnostics status
- Service processor status and configuration
- Vital product data, firmware, and UEFI configuration
- Hard disk drive health
- RAID controller configuration
- Controller and service processor event logs, including the following information:
 - System error logs
 - Temperature, voltage, and fan speed information
 - Self-monitoring Analysis, and Reporting Technology (SMART) data
 - Machine check registers
 - USB information
 - Monitor configuration information
 - PCI slot information

The diagnostic programs create a merged log that includes events from all collected logs. The information is collected into a file that you can send to IBM service and support. Additionally, you can view the server information locally through a generated text report file. You can also copy the log to removable media and view the log from a web browser. See “Running the diagnostic programs” on page 99 for more information.

- **Troubleshooting tables**

These tables list problem symptoms and actions to correct the problems. See “Troubleshooting tables” on page 77 for more information.

- **IBM Electronic Service Agent**

IBM Electronic Service Agent is a software tool that monitors the server for hardware error events and automatically submits electronic service requests to IBM service and support. In addition, it can collect and transmit system

configuration information on a scheduled basis so that the information is available to you and your support representative. It uses minimal system resources, and is available free of charge. For more information and to download IBM Electronic Service Agent, go to http://www.ibm.com/support/entry/portal/Open_service_request/.

- **POST error codes and event logs**

The power-on self-test (POST) generates messages to indicate successful test completion or the detection of a problem. For more information, see “Event logs” and “POST” on page 18.

- **Checkpoint codes**

Checkpoint codes track the progress of POST routines at system startup or reset. Checkpoint codes are shown on the checkpoint code display, which is on the light path diagnostics panel.

Event logs

Error codes and messages are displayed in the following types of event logs. Some of the error codes and messages in the logs are abbreviated. When you are troubleshooting PCI-X slots, note that the event logs report the PCI-X buses numerically. The numerical assignments vary depending on the configuration. You can check the assignments by running the Setup utility (see “Using the Setup utility” on page 217 for more information).

- **POST event log:** This log contains the three most recent error codes and messages that were generated during POST. You can view the contents of the POST event log through the Setup utility.
- **System-event log:** This log contains messages that were generated during POST and all system status messages from the service processor. You can view the contents of the system-event log from the Setup utility.

The system-event log is limited in size. When it is full, new entries will not overwrite existing entries; therefore, you must periodically clear the system-event log through the Setup utility. When you are troubleshooting an error, be sure to clear the system-event log so that you can find current errors more easily.

Each system-event log entry is displayed on its own page. Messages are listed on the left side of the screen, and details about the selected message are displayed on the right side of the screen. To move from one entry to the next, use the Up Arrow (↑) and Down Arrow (↓) keys.

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

- **Integrated management module II (IMM2) event log:** This log contains a filtered subset of all IMM2, POST, and system management interrupt (SMI) events. You can view the IMM2 event log through the IMM2 web interface and through the Dynamic System Analysis (DSA) program (as the ASM event log).
- **DSA log:** This log is generated by the Dynamic System Analysis (DSA) program, and it is a chronologically ordered merge of the system-event log (as the IPMI event log), the IMM2 chassis-event log (as the ASM event log), and the operating-system event logs. You can view the DSA log through the DSA program.

Viewing event logs from the Setup utility

To view the error logs, complete the following steps:

1. Turn on the server.

2. When the prompt <F1> Setup is displayed, 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. Select **System Event Logs** and use one of the following procedures:
 - To view the POST error log, select **POST Event Viewers**.
 - To view the IMM2 system-event log, select **System Event Log**.

Viewing event logs without restarting the server

If the server is not hung, methods are available for you to view one or more event logs without having to restart the server.

If you have installed Dynamic System Analysis (DSA) Portable, you can use it to view the system-event log (as the IPMI event log), the IMM2 event log (as the ASM event log), the operating-system event logs, or the merged DSA log. You can also use DSA Preboot to view these logs, although you must restart the server to use DSA Preboot.

To install DSA Portable, or DSA Preboot or to download a DSA Preboot CD image, go to <http://www.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=SERV-DSA>.

If IPMItool is installed in the server, you can use it to view the system-event log. Most recent versions of the Linux operating system come with a current version of IPMItool.

For an overview of IPMI, go to <http://www.ibm.com/developerworks/linux/blueprints/> and click **Using Intelligent Platform Management Interface (IPMI) on IBM Linux platforms**.

You can view the IMM2 system event log through the **Event Log** link in the integrated management module II (IMM2) web interface. For more information, see “Logging on to the web interface” on page 225.

The following table describes the methods that you can use to view the event logs, depending on the condition of the server. The first three conditions generally do not require that you restart the server.

Table 3. Methods for viewing event logs

| Condition | Action |
|--|--|
| The server is not hung and is connected to a network. | Use any of the following methods: <ul style="list-style-type: none"> • Run DSA Portable to view the event logs or create an output file that you can send to a support representative. • In a web browser, type the IP address of the IMM2 and go to the Event Log page. • Use IPMItool to view the system-event log. |
| The server is not hung and is not connected to a network. | Use IPMItool locally to view the system-event log. |
| The server is not hung and the integrated management module II (IMM2) is connected to a network. | In a web browser, type the IP address for the IMM2 and go to the Event Log page. For more information, see “Obtaining the IP address for the IMM2” on page 224 and “Logging on to the web interface” on page 225. |

Table 3. Methods for viewing event logs (continued)

| Condition | Action |
|---------------------|---|
| The server is hung. | <ul style="list-style-type: none"> • If DSA Preboot is installed, restart the server and press F2 to start DSA Preboot and view the event logs. • If DSA Preboot is not installed, insert the DSA Preboot CD and restart the server to start DSA Preboot and view the event logs. • Alternatively, you can restart the server and press F1 to start the Setup utility and view the POST event log or system-event log. For more information, see “Viewing event logs from the Setup utility” on page 16. |

Clearing the error logs

To clear the error logs, complete the following steps.

Note: The POST error log is automatically cleared each time the server is restarted.

1. Turn on the server.
2. When the prompt <F1> Setup is displayed, press F1. If you have set both a power-on password and an administrator password, you must type the administrator password to view the error logs.
3. Use one of the following procedures:
 - To clear the IMM2 system-event log, select **System Event Logs --> System Event Log**. Select **Clear System Event Log**; then, press **Enter** twice.

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 you are prompted, for POST to run.

POST/UEFI diagnostic codes

The following table describes the POST/UEFI diagnostic codes and suggested actions to correct the detected problems. These diagnostic codes can appear as severe, warning, or informational.

- Severe = S
- Warning = W
- Informational = I

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | |
|---|--|--|--|
| Diagnostic code | Message | Description | Action |
| I.11002 | [I.11002] A processor mismatch has been detected between one or more processors in the system. | One or More Mismatched Processors Detected. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |
| W.11004 | [W.11004] A processor within the system has failed the BIST. | Processor Self Test Failure Detected. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. (Trained technician only) If there are more than one microprocessor installed, swap the microprocessors. If the problem follows the affected microprocessor or there is only one microprocessor installed, replace the affected microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). 3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| S.1100C | [S.1100C] An uncorrectable error has been detected on processor %. | Uncorrectable microprocessor error detected. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. Restart the server. 3. Contact your IBM service representative for support. <p>(% = microprocessor number)</p> |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|--|---|--|
| I.18005 | [I.18005] A discrepancy has been detected in the number of cores reported by one or more processor packages within the system. | Processors have mismatched number of cores. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |
| I.18006 | [I.18006] A mismatch between the maximum allowed QPI link speed has been detected for one or more processor packages. | Processors have mismatched QPI Speed. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |
| I.18007 | [I.18007] A power segment mismatch has been detected for one or more processor packages. | Processors have mismatched Power Segments. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|--|---|--|
| I.18008 | [I.18008] Currently, there is no additional information for this event. | Processors have mismatched Internal DDR3 Frequency. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |
| I.18009 | [I.18009] A core speed mismatch has been detected for one or more processor packages. | Processors have mismatched Core Speed. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |
| I.1800A | [I.1800A] A mismatch has been detected between the speed at which a QPI link has trained between two or more processor packages. | Processors have mismatched Bus Speed. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|--|---|--|
| I.1800B | [I.1800B] A cache size mismatch has been detected for one or more processor packages. | Processors have one or more cache levels with mismatched size. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |
| I.1800C | [I.1800C] A cache type mismatch has been detected for one or more processor packages. | Processors have one or more cache levels with mismatched type. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |
| I.1800D | [I.1800D] A cache associativity mismatch has been detected for one or more processor packages. | Processors have one or more cache levels with mismatched associativity. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|---|---|--|
| I.1800E | [I.1800E] A processor model mismatch has been detected for one or more processor packages. | Processors have mismatched Model Number. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |
| I.1800F | [I.1800F] A processor family mismatch has been detected for one or more processor packages. | Processors have mismatched Family. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |
| I.18010 | [I.18010] A processor stepping mismatch has been detected for one or more processor packages. | Processors of the same model have mismatched Stepping ID. | <ol style="list-style-type: none"> 1. Make sure that the microprocessor is on the ServerProven website at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and heat sink” on page 202). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|--|--|--|
| W.50001 | [W.50001] A DIMM has been disabled due to an error detected during POST. | DIMM Disabled. | <p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.</p> <ol style="list-style-type: none"> 1. Make sure the DIMM is installed correctly (see “Installing a memory module” on page 185). 2. If the DIMM was disabled because of a memory fault, follow the suggested actions for that error event. 3. If no memory fault is recorded in the logs and no DIMM connector error LED is lit, you can re-enable the DIMM through the Setup utility or the Advanced Settings Utility (ASU). |
| S.51003 | <p>[S.51003] An uncorrectable memory error was detected in DIMM slot % on rank %.</p> <p>[S.51003] An uncorrectable memory error was detected on processor % channel %. The failing DIMM within the channel could not be determined.</p> <p>[S.51003] An uncorrectable memory error has been detected during POST.</p> | Fatal Memory Error Occurred. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. 2. If the problem remains, replace the affected DIMMs. 3. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 4. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board. 5. (Trained technician only) Replace the affected microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). |
| S.51006 | [S.51006] A memory mismatch has been detected. Please verify that the memory configuration is valid. | One or More Mismatched DIMMs Detected. | <p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server. Make sure that the DIMMs have been installed in the correct sequence (see “Installing a memory module” on page 185).</p> |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|---|---------------------|--|
| S.51009 | [S.51009] No system memory has been detected. | No Memory Detected. | <ol style="list-style-type: none"> 1. Make sure that there is at least one DIMM installed in the server. 2. If there are no memory fault recorded in the logs and no DIMM connector error LEDs are lit, make sure that all DIMM connectors are enabled by using the Setup utility or the Advance Settings Utility (ASU). 3. Reinstall all DIMMs in the correct population sequence (see “Installing a memory module” on page 185 for more information). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|---|------------------------------|---|
| W.58001 | [W.58001] The PFA Threshold limit (correctable error logging limit) has been exceeded on DIMM number % at address %. MC5 Status contains % and MC5 Misc contains %. | DIMM PFA Threshold Exceeded. | <p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.</p> <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. 2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel (see “Installing a memory module” on page 185 for memory population sequence). 3. If the error still occurs on the same DIMM, replace the affected DIMM (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). 4. If the problem occurs on the same DIMM connector, swap other DIMMs (in the same memory channel) to a different memory channel or microprocessor (see “Installing a memory module” on page 185 for memory population sequence). If the problem follows a moved DIMM to a different memory channel, replace the affected DIMM. 5. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. Remove any foreign material on the DIMM connector, if found. If the connector is damaged, replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 6. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found or the microprocessor is an upgrade part, replace the system board. 7. (Trained technician only) Replace the affected microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). 8. (Trained 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.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|---|------------------------------|---|
| W.58007 | [W.58007] Invalid memory configuration (Unsupported DIMM Population) detected. Please verify memory configuration is valid. | Unsupported DIMM Population. | <p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.</p> <ol style="list-style-type: none"> 1. Reseat the DIMMs and restart the server (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). 2. Make sure that the DIMMs are installed in the proper sequence (see “Installing a memory module” on page 185). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|---|--------------------------|---|
| S.58008 | [S.58008] A DIMM has failed the POST memory test. | DIMM Failed Memory Test. | <p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.</p> <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. 2. Make sure that the DIMMs are firmly seated and no foreign material is found in the DIMM connector. Then, retry with the same DIMM. 3. If the problem is related to a DIMM, replace the failing DIMM indicated by the error LEDs (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). 4. If the problem occurs on the same DIMM connector, swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor (see “Installing a memory module” on page 185 for memory population). 5. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 6. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 7. (Trained technician only) Swap the affected microprocessor, if there are more than one microprocessor installed. If the problem follows the microprocessor, replace the affected microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). 8. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|---|--|---|
| W.580A1 | [W.580A1] Invalid memory configuration for Mirror Mode. Please correct memory configuration. | Unsupported DIMM Population for Mirror Mode. | <ol style="list-style-type: none"> 1. If a DIMM connector error LED is lit on the system board, check the event logs and follow the procedure for that event and restart the server. 2. Make sure that the DIMMs have been installed in the correct sequence for mirrored channel mode (see “Memory mirrored channel” on page 188). |
| W.580A2 | [W.580A2] Invalid memory configuration for Sparing Mode. Please correct memory configuration. | Unsupported DIMM Population for Spare Mode. | Make sure that the DIMMs have been installed in the correct sequence for rank sparing mode (see “Memory rank sparing” on page 189). |
| I.580A4 | [I.580A4] Memory population change detected. | DIMM Population Change Detected. | Information only. Memory has been added, moved, or changed. |
| I.580A5 | [I.580A5] Mirror Fail-over complete. DIMM number % has failed over to the mirrored copy. | DIMM Mirror Fail-over Detected. | Information only. Memory redundancy has been lost. Check the event log for uncorrected DIMM failure events (see “Event logs” on page 16). |
| I.580A6 | [I.580A6] Memory spare copy has completed successfully. | Spare Copy Complete. | Information only. Memory redundancy or spare rank has been lost. Check the event log for uncorrected DIMM failure events (see “Event logs” on page 16). |
| I.58015 | [I.58015] Memory spare copy initiated. | Spare Copy Started. | No action; information only. |
| W.68002 | [W.68002] A CMOS battery error has been detected. | CMOS Battery Fault. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. 2. Replace the CMOS battery (see “Removing the system battery” on page 165 and “Installing the system battery” on page 167). 3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|---|-------------------------------------|---|
| S.68005 | [S.68005] An error has been detected by the I/O core logic on Bus %. The Global Fatal Error Status register contains %. The Global Non-Fatal Error Status register contains %. Please check error logs for the presence of additional downstream device error data. | Critical IOH-PCI Error. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. 2. Replace the following components one at a time in the order shown, restarting the server each time: <ul style="list-style-type: none"> • PCI express adapter (see “Removing a PCIe adapter from a PCI riser-card assembly” on page 179 and “Installing an adapter” on page 180). • (Trained technician only) System board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| S.680B8 | [S.680B8] Internal QPI Link Failure Detected. | Internal QPI Link Failure Detected. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. Inspect the microprocessor socket for foreign material, if the microprocessor socket contains any foreign material, remove the foreign material. If it is found damaged, (trained technician only) replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| S.680B9 | [S.680B9] External QPI Link Failure Detected. | External QPI Link Failure Detected. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. Inspect the microprocessor socket for foreign material, if the microprocessor socket contains any foreign material, remove the foreign material. If it is found damaged, (trained technician only) replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|--|------------------------------------|--|
| S.2011001 | [S.2011001] An Uncorrected PCIe Error has Occurred at Bus % Device % Function %. The Vendor ID for the device is % and the Device ID is %. | PCI SERR Detected. | <ol style="list-style-type: none"> 1. Check the riser-card LEDs. 2. Reseat all affected adapters and riser cards. 3. Update the PCI adapter firmware. 4. Replace the affected adapters and riser cards (see “Removing a PCIe adapter from a PCI riser-card assembly” on page 179 and “Installing an adapter” on page 180). 5. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| S.2018001 | [S.2018001] An Uncorrected PCIe Error has Occurred at Bus % Device % Function %. The Vendor ID for the device is % and the Device ID is %. | PCIe Uncorrected Error Detected. | <ol style="list-style-type: none"> 1. Check the riser-card LEDs. 2. Reseat all affected adapters and riser cards. 3. Update the PCI adapter firmware. 4. Replace the affected adapters and riser cards (see “Removing a PCIe adapter from a PCI riser-card assembly” on page 179 and “Installing an adapter” on page 180). 5. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| I.2018002 | [I.2018002] The device found at Bus % Device % Function % could not be configured due to resource constraints. The Vendor ID for the device is % and the Device ID is %. | OUT_OF_RESOURCES (PCI Option ROM). | <ol style="list-style-type: none"> 1. Run the Setup utility (see “Using the Setup utility” on page 217). Select Startup Options from the menu and modify the boot sequence to change the load order of the optional-device ROM code. 2. Informational message that some devices might not be initialized. |
| I.2018003 | [I.2018003] A bad option ROM checksum was detected for the device found at Bus % Device % Function %. The Vendor ID for the device is % and the Device ID is %. | ROM CHECKSUM ERROR. | <ol style="list-style-type: none"> 1. Check the riser-card LEDs. 2. Reseat all affected adapters and riser cards. 3. Move the affected adapter to a different slot. 4. Update the PCI adapter firmware. 5. Replace the affected adapters and riser cards (see “Removing a PCIe adapter from a PCI riser-card assembly” on page 179 and “Installing an adapter” on page 180). |

- 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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- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|---|---|--|
| S.3020007 | [S.3020007] A firmware fault has been detected in the UEFI image. | Internal UEFI Firmware Fault Detected, System halted. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. Recover the server firmware (see “Recovering the server firmware” on page 136). 3. (Trained technician only) replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| S.3028002 | [S.3028002] Boot permission timeout detected. | Boot Permission Negotiation Timeout. | <ol style="list-style-type: none"> 1. Check the IMM2 error messages (see “Integrated management module II (IMM2) error messages” on page 37) for communication errors and follow the actions. 2. Restart the server. 3. If the problem remains, contact your IBM service representative for support. |
| S.3030007 | [S.3030007] A firmware fault has been detected in the UEFI image. | Internal UEFI Firmware Fault Detected, System halted. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. Recover the server firmware (see “Recovering the server firmware” on page 136). 3. (Trained technician only) replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| S.3040007 | [S.3040007] A firmware fault has been detected in the UEFI image. | Internal UEFI Firmware Fault Detected, System halted. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| I.3048005 | [I.3048005] UEFI has booted from the backup flash bank. | Booting Backup UEFI Image. | Information only. Set the JP3 jumper in the backup position (pins 2 and 3) to allow the server to boot from the backup UEFI (see “System-board switches and jumpers” on page 13). |
| W.3048006 | [W.3048006] UEFI has booted from the backup flash bank due to an Automatic Boot Recovery (ABR) event. | Automated Boot Recovery, Booting Backup UEFI Image. | <ol style="list-style-type: none"> 1. Run the Setup utility (see “Using the Setup utility” on page 217). Select Load Default Settings and save the settings. 2. Recover the server firmware (see “Recovering the server firmware” on page 136). |

| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | |
|---|---|--|--|
| Diagnostic code | Message | Description | Action |
| S.30050007 | [S.3050007] A firmware fault has been detected in the UEFI image. | Internal UEFI Firmware Fault Detected, System halted. | <ol style="list-style-type: none"> Check the IBM support website for an applicable retain tip or firmware update that applies to this error. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| W.305000A | [W.305000A] An invalid date and time have been detected. | RTC Date and Time Incorrect. | <ol style="list-style-type: none"> Run the Setup utility (see “Using the Setup utility” on page 217). Select Load Default Settings, and save the settings. Reseat the battery (see “Removing the system battery” on page 165 and “Installing the system battery” on page 167). Replace the battery. |
| S.3058004 | [S.3058004] A Three Strike boot failure has occurred. The system has booted with default UEFI settings. | POST failure has occurred! System booted with default settings.. | <ol style="list-style-type: none"> Undo any recent system changes, such as new settings or newly installed devices. Make sure that the server is attached to a reliable power source. Remove all hardware that is not listed on the ServerProven web site at http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. Update the firmware to the latest level (see “Updating the firmware” on page 213 for more information). Make sure that the operating system is not corrupted. Run the Setup utility, save the configuration, and then restart the server. (Trained technician only) If the problem remains, replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| W.3058009 | [W.3058009] DRIVER HEALTH PROTOCOL: Missing Configuraiton. Requires Change Settings From F1. | DRIVER HEALTH PROTOCOL: Missing Configuration. Requires Change Settings From F1. | <ol style="list-style-type: none"> Select System Settings → Settings → Driver Health Status List and find a driver/controller reporting configuration required status. Search for the driver menu from System Settings and change the settings appropriately. Save the settings and restart the system. |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|--|--|--|
| W.305800A | [W.305800A] DRIVER HEALTH PROTOCOL: Reports 'Failed' Status Controller. | DRIVER HEALTH PROTOCOL: Reports 'Failed' Status Controller. | <ol style="list-style-type: none"> 1. Restart the system. 2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image. 3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| W.305800B | [W.305800B] DRIVER HEALTH PROTOCOL: Reports 'Reboot' Required Controller. | DRIVER HEALTH PROTOCOL: Reports 'Reboot' Required Controller. | <ol style="list-style-type: none"> 1. No action required. The system will reboot at the end of POST. 2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image. 3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| W.305800C | [W.305800C] DRIVER HEALTH PROTOCOL: Reports 'System Shutdown' Required Controller. | DRIVER HEALTH PROTOCOL: Reports 'System Shutdown' Required Controller. | <ol style="list-style-type: none"> 1. Restart the system. 2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image. 3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| W.305800D | [W.305800D] DRIVER HEALTH PROTOCOL: Disconnect Controller Failed. Requires 'Reboot'. | DRIVER HEALTH PROTOCOL: Disconnect Controller Failed. Requires 'Reboot'. | <ol style="list-style-type: none"> 1. Restart the system. 2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image. 3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| W.305800E | [W.305800E] DRIVER HEALTH PROTOCOL: Reports Invalid Health Status Driver. | DRIVER HEALTH PROTOCOL: Reports Invalid Health Status Driver. | <ol style="list-style-type: none"> 1. Restart the system. 2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image. 3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Diagnostic code | Message | Description | Action |
|-----------------|---|---|---|
| S.3060007 | [S.3060007] A firmware fault has been detected in the UEFI image. | Internal UEFI Firmware Fault Detected, System halted. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| S.3070007 | [S.3070007] A firmware fault has been detected in the UEFI image. | Internal UEFI Firmware Fault Detected, System halted. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| S.3108007 | [S.3108007] The default system settings have been restored. | System Configuration Restored to Defaults. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error. 2. If the settings differ from defaults, run the Setup utility, select Load Default Settings, and save the settings. |
| W.3808000 | [W.3808000] An IMM communication failure has occurred. | IMM Communication Failure. | <ol style="list-style-type: none"> 1. Shut down the system and remove the power cords from the server for 30 seconds; then, reconnect the server to power and restart it. 2. Update the IMM firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| W.3808002 | [W.3808002] An error occurred while saving UEFI settings to the IMM. | Error Updating System Configuration to IMM. | <ol style="list-style-type: none"> 1. Run the Setup utility, select Save Settings, and restart the server (see “Using the Setup utility” on page 217). 2. Update the IMM firmware to the latest level (see “Updating the firmware” on page 213). |
| W.3808003 | [W.3808003] Unable to retrieve the system configuration from the IMM. | Error Retrieving System Configuration from IMM. | <ol style="list-style-type: none"> 1. Run the Setup utility, select Save Settings, and restart the server (see “Using the Setup utility” on page 217). 2. Update the IMM firmware to the latest level (see “Updating the firmware” on page 213). |
| I.3808004 | [I.3808004] The IMM System Event log (SEL) is full. | IPMI System Event Log is Full. | Run the Setup utility to clear IMM logs and restart the server (see “Using the Setup utility” on page 217). |

| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | |
|---|--|--|---|
| Diagnostic code | Message | Description | Action |
| I.3818001 | [I.3818001] The firmware image capsule signature for the currently booted flash bank is invalid. | Current Bank CRTM Capsule Update Signature Invalid. | <ol style="list-style-type: none"> Run the Setup utility, select Load Default Settings, and save the settings. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| I.3818002 | [I.3818002] The firmware image capsule signature for the non-booted flash bank is invalid. | Opposite Bank CRTM Capsule Update Signature Invalid. | <ol style="list-style-type: none"> Run the Setup utility, select Load Default Settings, and save the settings. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| I.3818003 | [I.3818003] The CRTM flash driver could not lock the secure flash region. | CRTM Could not lock secure flash region. | <ol style="list-style-type: none"> Run the Setup utility, select Load Default Settings, and save the settings. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| S.3818004 | [S.3818004] The CRTM flash driver could not successfully flash the staging area. A failure occurred. | CRTM Update Failed. | <ol style="list-style-type: none"> Run the Setup utility, select Load Default Settings, and save the settings. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| W.3818005 | [W.3818005] The CRTM flash driver could not successfully flash the staging area. The update was aborted. | CRTM Update Aborted. | <ol style="list-style-type: none"> Run the Setup utility, select Load Default Settings, and save the settings. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| S.3818007 | [S.3818007] The firmware image capsules for both flash banks could not be verified. | CRTM image capsule could not be verified. | <ol style="list-style-type: none"> Run the Setup utility, select Load Default Settings, and save the settings. Recover the server firmware (see “Recovering the server firmware” on page 136). |
| W.3938002 | [W.3938002] A boot configuration error has been detected. | Boot Configuration Error. | <ol style="list-style-type: none"> Run the Setup utility, select Load Default Settings, and save the settings. Recover the server firmware (see “Recovering the server firmware” on page 136). |

System event log

The system event log contains 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 or the IMM2).

Integrated management module II (IMM2) error messages

The following table describes the IMM2 error messages and suggested actions to correct the detected problems.

For more information about IMM2, see the *Integrated Management Module II User's Guide* at <http://www.ibm.com/support/entry/portal/docdisplay?Indocid=MIGR-5086346>.

Table 4. IMM2 error messages

| <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.• If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
|--|--|----------|--|---|
| Event ID | Message | Severity | Description | Action |
| Temperature and fan messages | | | | |
| 80010701-2701xxxx | Numeric sensor Ambient Temp going high (upper non-critical) has asserted. | Warning | An upper non-critical sensor going high has asserted. | 1. Reduce the ambient temperature. 2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 80010901-0c01xxxx | Numeric sensor Ambient Temp going high (upper critical) has asserted. | Error | An upper critical sensor going high has asserted. | 1. Reduce the ambient temperature. 2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 80010b01-0c01xxxx | Numeric sensor Ambient Temp going high (upper non-recoverable) has asserted. | Error | An upper non-recoverable sensor going high has asserted. | Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 81010701-0c01xxxx | Numeric sensor Ambient Temp going high (upper non-critical) has deasserted. | Info | An upper non-critical sensor going high has deasserted. | No action; information only. |
| 81010901-0c01xxxx | Numeric sensor Ambient Temp going high (upper critical) has deasserted. | Info | An upper critical sensor going high has deasserted. | No action; information only. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|--|---------|--|---|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 81010b01-0c01xxxx | Numeric sensor Ambient Temp going high (upper non-recoverable) has deasserted. | Info | An upper non-recoverable sensor going high has deasserted. | No action; information only. |
| 80010701-2d01xxxx | Numeric sensor PCH Temp going high (upper non-critical) has asserted. | Warning | An upper non-critical sensor going high has asserted. | <ol style="list-style-type: none"> 1. Reduce the ambient temperature. 2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 80010901-2d01xxxx | Numeric sensor PCH Temp going high (upper critical) has asserted. | Error | An upper critical sensor going high has asserted. | <ol style="list-style-type: none"> 1. Reduce the ambient temperature. 2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 80010b01-2d01xxxx | Numeric sensor PCH Temp going high (upper non-recoverable) has asserted. | Error | An upper non-recoverable sensor going high has asserted. | Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 81010701-2d01xxxx | Numeric sensor PCH Temp going high (upper non-critical) has deasserted. | Info | An upper non-critical sensor going high has deasserted. | No action; information only. |
| 81010901-2d01xxxx | Numeric sensor PCH Temp going high (upper critical) has deasserted. | Info | An upper critical sensor going high has deasserted. | No action; information only. |
| 81010b01-2d01xxxx | Numeric sensor PCH Temp going high (upper non-recoverable) has deasserted. | Info | An upper non-recoverable sensor going high has deasserted. | No action; information only. |
| 80010701-2c01xxxx | Sensor Mezz Card Temp going high (upper non-critical) has asserted. | Warning | An upper non-critical sensor going high has asserted. | <ol style="list-style-type: none"> 1. Reduce the ambient temperature. 2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 80010901-2c01xxxx | Sensor Mezz Card Temp going high (upper critical) has asserted. | Error | An upper critical sensor going high has asserted. | <ol style="list-style-type: none"> 1. Reduce the ambient temperature. 2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 80010b01-2c01xxxx | Sensor Mezz Card Temp going high (upper non-recoverable) has asserted. | Error | An upper non-recoverable sensor going high has asserted. | Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|---------|---|--|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| Power messages | | | | |
| 80010902-0701xxxx | Numeric sensor Planar 3.3V going high (upper critical) has asserted. | Error | An upper critical sensor going high has asserted. | (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| 80010202-0701xxxx | Numeric sensor Planar 3.3V going low (lower critical) has asserted. | Error | A lower critical sensor going low has asserted. | (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| 80010902-0701xxxx | Numeric sensor Planar 5V going high (upper critical) has asserted. | Error | An upper critical sensor going high has asserted. | (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| 80010202-0701xxxx | Numeric sensor Planar 5V going low (lower critical) has asserted. | Error | A lower critical sensor going low has asserted. | (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| 80010902-0701xxxx | Numeric sensor Planar 12V going high (upper critical) has asserted. | Error | An upper critical sensor going high has asserted. | <ol style="list-style-type: none"> Check power supply n LED. Remove the failing power supply. (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). <p>(n = power supply number)</p> |
| 80010202-0701xxxx | Numeric sensor Planar 12V going low (lower critical) has asserted. | Error | A lower critical sensor going low has asserted. | <ol style="list-style-type: none"> Check power supply n LED. Remove the failing power supply. (Trained technician only) Replace the system board. <p>(n = power supply number)</p> |
| 80010002-0701xxxx | Numeric sensor Planar VBAT going low (lower non-critical) has asserted. | Warning | A lower critical sensor going low has asserted. | Replace the system battery (see “Removing the system battery” on page 165 and “Installing the system battery” on page 167). |
| 80010202-0701xxxx | Numeric sensor Planar VBAT going low (lower critical) has asserted. | Error | A lower critical sensor going low has asserted. | Replace the system battery (see “Removing the system battery” on page 165 and “Installing the system battery” on page 167). |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|--|--|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0008-0a01xxxx 806f0008-0a02xxxx | The Power Supply (Power Supply <i>n</i>) presence has been detected. (<i>n</i> = power supply number) | Info | Power supply <i>n</i> has been added. (<i>n</i> = power supply number) | No action; information only. |
| 806f0108-0a01xxxx 806f0108-0a02xxxx | The Power Supply <i>n</i> has failed. (<i>n</i> = power supply number) | Error | Power supply <i>n</i> has failed. (<i>n</i> = power supply number) | <ol style="list-style-type: none"> Reseat power supply <i>n</i>. If the power-on LED is not lit and the power-supply error LED is lit, replace power supply <i>n</i>. If both the power-on LED and the power-supply error LED are not lit, see “Power problems” on page 89 for more information. (<i>n</i> = power supply number) |
| 806f0308-0a01xxxx 806f0308-0a02xxxx | The Power Supply <i>n</i> has lost input. (<i>n</i> = power supply number) | Info | Power supply <i>n</i> AC has lost. (<i>n</i> = power supply number) | <ol style="list-style-type: none"> Reconnect the power cords. Check power supply <i>n</i> LED. See “Power-supply LEDs” on page 97 for more information. (<i>n</i> = power supply number) |
| 80070208-0a01xxxx 80070208-0a02xxxx | Sensor PS <i>n</i> Therm Fault has transitioned to critical from a less severe state. (<i>n</i> = power supply number) | Error | A sensor has changed to Critical state from a less severe state. | <ol style="list-style-type: none"> Make sure that there are no obstructions, such as bundled cables, to the airflow from the power-supply fan. Use the IBM Power Configurator utility to determine current system power consumption. For more information and to download the utility, go to http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html. Replace power supply <i>n</i>. (<i>n</i> = power supply number) |
| 80070608-0a01xxxx 80070608-0a02xxxx | Sensor PS <i>n</i> 12V AUX Fault has transitioned to non-recoverable from a less severe state. (<i>n</i> = power supply number) | Error | A sensor has changed to non-recoverable state from a less severe state. | <ol style="list-style-type: none"> Check power supply <i>n</i> LED. Replace power supply <i>n</i>. (<i>n</i> = power supply number) |
| 80070608-0a01xxxx 80070608-0a02xxxx | Sensor PS <i>n</i> 12V OC Fault has transitioned to non-recoverable from a less severe state. (<i>n</i> = power supply number) | Error | A sensor has changed to non-recoverable state from a less severe state. | <ol style="list-style-type: none"> Use the IBM Power Configurator utility to determine current system power consumption. For more information and to download the utility, go to http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|---|--|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 80070608-0a01xxxx 80070608-0a02xxxx | Sensor PS <i>n</i> 12V OV Fault has transitioned to non-recoverable from a less severe state. (<i>n</i> = power supply number) | Error | A sensor has changed to non-recoverable state from a less severe state. | <ol style="list-style-type: none"> 1. Check power supply <i>n</i> LED. 2. Remove the failing power supply. 3. (Trained technician only) Replace the system board. (<i>n</i> = power supply number) |
| 80070608-0a01xxxx 80070608-0a02xxxx | Sensor PS <i>n</i> 12V UV Fault has transitioned to non-recoverable from a less severe state. (<i>n</i> = power supply number) | Error | A sensor has changed to non-recoverable state from a less severe state. | <ol style="list-style-type: none"> 1. Check power supply <i>n</i> LED. 2. Remove the failing power supply. 3. (Trained technician only) Replace the system board. (<i>n</i> = power supply number) |
| 800b0008-1301xxxx | Power Unit has been fully redundant. | Info | Power unit redundancy has been restored. | No action; information only. |
| 800b0108-1301xxxx | Power Unit redundancy lost has asserted. | Error | Redundancy has been lost and is insufficient to continue operation. | <ol style="list-style-type: none"> 1. Check the LEDs for both power supplies. 2. Follow the actions in “Power-supply LEDs” on page 97. |
| 806f0608-1301xx03 | Power supply PS Configuration error with rating mismatch. | Error | A power supply configuration error (rating mismatch) has occurred. | <ol style="list-style-type: none"> 1. Make sure that the power supplies installed are with the same rating or wattage. 2. Reinstall the power supplies with the same rating or wattage. |
| Microprocessor messages | | | | |

Table 4. IMM2 error messages (continued)

| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
|---|--|-------|---|---|
| 806f0007-0301xxxx 806f0007-0302xxxx | The Processor CPU <i>n</i> Status has Failed with IERR. (<i>n</i> = microprocessor number) | Error | A processor failed - IERR condition has occurred. | <ol style="list-style-type: none"> Make sure that the latest levels of firmware and device drivers are installed for all adapters and standard devices, such as Ethernet, SCSI, and SAS. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. Update the firmware (UEFI and IMM) to the latest level (see “Updating the firmware” on page 213). Run the DSA program. Reseat the adapter. Replace the adapter. (Trained technician only) Replace microprocessor <i>n</i>. (Trained technician only) Replace the system board. <p>(<i>n</i> = microprocessor number)</p> |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|--|--|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0107-0301xxxx 806f0107-0302xxxx | The Processor CPU <i>n</i> Status has been detected an over-temperature condition. (<i>n</i> = microprocessor number) | Error | Microprocessor temperature has reached thermal trip point. | <ol style="list-style-type: none"> 1. Make sure that the latest levels of firmware and device drivers are installed for all adapters and standard devices, such as Ethernet, SCSI, and SAS. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 2. Update the firmware (UEFI and IMM) to the latest level (see “Updating the firmware” on page 213). 3. Run the DSA program. 4. Reseat the adapter (see “Removing a PCIe adapter from a PCI riser-card assembly” on page 179 and “Installing an adapter” on page 180). 5. Replace the adapter. 6. (Trained technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). 7. (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). <p>(<i>n</i> = microprocessor number)</p> |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|---|--|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0207-0301xxxx 806f0207-0302xxxx | The Processor CPU <i>n</i> Status has Failed with BIST condition. (<i>n</i> = microprocessor number) | Error | A processor failed - BIST condition has occurred. | <ol style="list-style-type: none"> 1. Make sure that the fans are operating. There are no obstructions to the airflow (front and rear of the server), the air baffles are in place and correctly installed, and the server cover is installed and completely closed. 2. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly. 3. (Trained technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). <p>(<i>n</i> = microprocessor number)</p> |
| 806f0507-0301xxxx 806f0507-0302xxxx | The Processor CPU <i>n</i> Status has a Configuration Mismatch. (<i>n</i> = microprocessor number) | Error | A processor configuration mismatch has occurred. | <ol style="list-style-type: none"> 1. Check the CPU LED. 2. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 3. Make sure that the installed microprocessors are compatible with each other (see “Installing a microprocessor and heat sink” on page 202 for information about microprocessor requirements). 4. (Trained technician only) Reseat microprocessor <i>n</i> (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). 5. (Trained technician only) Replace microprocessor <i>n</i>. <p>(<i>n</i> = microprocessor number)</p> |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|--|--|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0607-0301xxxx 806f0607-0302xxxx | An SM BIOS Uncorrectable CPU complex error for Processor <i>n</i> has asserted. (<i>n</i> = microprocessor number) | Error | The system management handler has detected an internal microprocessor error. | <ol style="list-style-type: none"> Make sure that the installed microprocessors are compatible with each other (see “Installing a microprocessor and heat sink” on page 202 for information about microprocessor requirements). Update the server firmware to the latest level (see “Updating the firmware” on page 213). (Trained technician only) Replace the incompatible microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). |
| 806f0807-0301xxxx 806f0807-0302xxxx | The Processor CPU <i>n</i> has been disabled. (<i>n</i> = microprocessor number) | Info | A processor has been disabled. | No action; information only. |
| 806f0207-2584xxxx | The Processor All CPUs or One of the CPUs Status has Failed with BIST condition. | Error | A processor failed - BIST condition has occurred. | <ol style="list-style-type: none"> Make sure that the fans are operating. There are no obstructions to the airflow (front and rear of the server), the air baffles are in place and correctly installed, and the server cover is installed and completely closed. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly. (Trained technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). <p>(<i>n</i> = microprocessor number)</p> |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|--|-------|--|--|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0507-2584xxxx | The Processor All CPUs or One of the CPUs Status has a Configuration Mismatch. | Error | A processor configuration mismatch has occurred. | <ol style="list-style-type: none"> 1. Check the CPU LED. 2. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 3. Make sure that the installed microprocessors are compatible with each other (see “Installing a microprocessor and heat sink” on page 202 for information about microprocessor requirements). 4. (Trained technician only) Reseat microprocessor <i>n</i> (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). 5. (Trained technician only) Replace microprocessor <i>n</i>. <p>(<i>n</i> = microprocessor number)</p> |
| 806f0607-2584xxxx | An SM BIOS Uncorrectable CPU complex error for All CPUs or One of the CPUs has asserted. | Error | The system management handler has detected an internal microprocessor error. | <ol style="list-style-type: none"> 1. Make sure that the installed microprocessors are compatible with each other (see “Installing a microprocessor and heat sink” on page 202 for information about microprocessor requirements). 2. Update the server firmware to the latest level (see “Updating the firmware” on page 213). 3. (Trained technician only) Replace the incompatible microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). |
| 806f0807-2584xxxx | The Processor for All CPUs or One of the CPUs has been disabled. | Info | A processor has been disabled. | No action; information only. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|--|---------|--|---|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0a07-0301xxxx 806f0a07-0302xxxx | The Processor CPU <i>n</i> is operating in a Degraded State. (<i>n</i> = microprocessor number) | Warning | Throttling has occurred for microprocessor <i>n</i> . (<i>n</i> = microprocessor number) | <ol style="list-style-type: none"> 1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed. 2. Check the ambient temperature. You must be operating within the specifications. 3. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly. 4. (Trained technician only) Replace microprocessor <i>n</i>. (<i>n</i> = microprocessor number) |
| 80070201-0301xxxx 80070201-0302xxxx | Sensor CPU <i>n</i> OverTemp has transitioned to critical from a less severe state. (<i>n</i> = microprocessor number) | Error | A sensor has changed to critical state from a less severe state. | <ol style="list-style-type: none"> 1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed. 2. Check the ambient temperature. You must be operating within the specifications (see “Features and specifications” on page 7 for more information). 3. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly. 4. (Trained technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). (<i>n</i> = microprocessor number) |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|---|---|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 80070301-0301xxxx 80070301-0302xxxx | Sensor CPU <i>n</i> OverTemp has transitioned to non-recoverable from a less severe state. (<i>n</i> = microprocessor number) | Error | A sensor has changed to non-recoverable state from a less severe state. | <ol style="list-style-type: none"> 1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed. 2. Check the ambient temperature. You must be operating within the specifications (see “Features and specifications” on page 7 for more information). 3. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly (see “Installing a microprocessor and heat sink” on page 202 for more information). 4. (Trained technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). (<i>n</i> = microprocessor number) |
| 8007021b-0301xxxx 8007021b-0302xxxx | Sensor CPU <i>n</i> QPI link error has transitioned to critical from a less severe state. (<i>n</i> = microprocessor number) | Error | A sensor has changed to critical state from a less severe state. | |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|--|-------|---|--|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0813-2584xxxx | An Uncorrectable Bus Error has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName) | Error | A bus uncorrectable error has occurred. (Sensor = CPUs) | <ol style="list-style-type: none"> 1. Check the system-event log. 2. (Trained technician only) Remove the failing microprocessor from the system board (see “Removing a microprocessor and heat sink” on page 200). 3. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 4. Make sure that the two microprocessors are matching. 5. (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| Memory errors | | | | |
| 806f0813-2581xxxx | An Uncorrectable Bus Error has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName) | Error | A bus uncorrectable error has occurred. (Sensor = DIMMs) | <ol style="list-style-type: none"> 1. Check the system-event log. 2. Check the DIMM error LEDs. 3. Remove the failing DIMM from the system board (see “Removing a memory module” on page 184). 4. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 5. Make sure that the installed DIMMs are supported and configured correctly (see “DIMM installation sequence” on page 188 for more information). 6. (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |

Table 4. IMM2 error messages (continued)

| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | | |
|--|---|-------|--|--|--|
| 806f010c-2001xxxx 806f010c-2002xxxx 806f010c-2003xxxx 806f010c-2004xxxx 806f010c-2005xxxx 806f010c-2006xxxx 806f010c-2007xxxx 806f010c-2008xxxx 806f010c-2009xxxx 806f010c-200axxxx 806f010c-200bxxxx 806f010c-200cxxxx 806f010c-200dxxxx 806f010c-200exxxx 806f010c-200fxxxx 806f010c-2010xxxx | Memory uncorrectable error detected for Memory DIMM <i>n</i> Status. (<i>n</i> = DIMM number) | Error | A memory uncorrectable error has occurred. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. 2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor (see “Installing a memory module” on page 185 for memory population). 3. If the problem follows the DIMM, replace the failing DIMM (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). 4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 6. (Trained technician only) Replace the affected microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). | |

Table 4. IMM2 error messages (continued)

| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
|---|--|-------|--|--|
| 806f010c-2581xxxx | Memory uncorrectable error detected for One of the DIMMs or All DIMMs. | Error | A memory uncorrectable error has occurred. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. 2. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server. 3. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor (see “Installing a memory module” on page 185 for memory population). 4. If the problem follows the DIMM, replace the failing DIMM (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). 5. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 6. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 7. (Trained technician only) Replace the affected microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). |

Table 4. IMM2 error messages (continued)

| | | | | |
|--|--|-------|---|---|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f030c-2001xxxx 806f030c-2002xxxx 806f030c-2003xxxx 806f030c-2004xxxx 806f030c-2005xxxx 806f030c-2006xxxx 806f030c-2007xxxx 806f030c-2008xxxx 806f030c-2009xxxx 806f030c-200axxxx 806f030c-200bxxxx 806f030c-200cxxxx 806f030c-200dxxxx 806f030c-200exxxx 806f030c-200fxxxx 806f030c-2010xxxx 806f030c-2011xxxx 806f030c-2012xxxx 806f030c-2013xxxx 806f030c-2014xxxx 806f030c-2015xxxx 806f030c-2016xxxx 806f030c-2017xxxx 806f030c-2018xxxx | Memory DIMM <i>n</i> Status Scrub failure detected. (<i>n</i> = DIMM number) | Error | A memory scrub failure has been detected. | <p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.</p> <ol style="list-style-type: none"> Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server. Make sure that the DIMMs are firmly seated and no foreign material is found in the DIMM connector. Then, retry with the same DIMM. If the problem is related to a DIMM, replace the failing DIMM indicated by the error LEDs (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). If the problem occurs on the same DIMM connector, swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor (see “Installing a memory module” on page 185 for memory population). (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). <p>(continued on the next page)</p> |

Table 4. IMM2 error messages (continued)

| | | | | |
|--|---|-------|---|---|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| | Memory DIMM <i>n</i> Status Scrub failure detected. (<i>n</i> = DIMM number) | Error | A memory scrub failure has been detected. | <ol style="list-style-type: none"> 7. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 8. (Trained technician only) Swap the affected microprocessor, if there are more than one microprocessor installed. If the problem follows the microprocessor, replace the affected microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). 9. (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| 806f040c-2001xxxx 806f040c-2002xxxx 806f040c-2003xxxx 806f040c-2004xxxx 806f040c-2005xxxx 806f040c-2006xxxx 806f040c-2007xxxx 806f040c-2008xxxx 806f040c-2009xxxx 806f040c-200axxxx 806f040c-200bxxxx 806f040c-200cxxxx 806f040c-200dxxxx 806f040c-200exxxx 806f040c-200fxxxx 806f040c-2010xxxx 806f040c-2011xxxx 806f040c-2012xxxx 806f040c-2013xxxx 806f040c-2014xxxx 806f040c-2015xxxx 806f040c-2016xxxx 806f040c-2017xxxx 806f040c-2018xxxx | Memory DIMM disabled for DIMM <i>n</i> Status. (<i>n</i> = DIMM number) | Info | DIMM disabled. | <ol style="list-style-type: none"> 1. Make sure the DIMM is installed correctly (see “Installing a memory module” on page 185). 2. If the DIMM was disabled because of a memory fault (memory uncorrectable error or memory logging limit reached), follow the suggested actions for that error event and restart the server. 3. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory event. If no memory fault is recorded in the logs and no DIMM connector error LED is lit, you can re-enable the DIMM through the Setup utility or the Advanced Settings Utility (ASU). |

Table 4. IMM2 error messages (continued)

| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
|---|---|------|----------------|--|
| 806f040c-2581xxxx | Memory DIMM disabled for One of the DIMMs or All DIMMs. | Info | DIMM disabled. | <ol style="list-style-type: none"> 1. Make sure the DIMM is installed correctly (see “Installing a memory module” on page 185). 2. If the DIMM was disabled because of a memory fault (memory uncorrectable error or memory logging limit reached), follow the suggested actions for that error event and restart the server. 3. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory event. If no memory fault is recorded in the logs and no DIMM connector error LED is lit, you can re-enable the DIMM through the Setup utility or the Advanced Settings Utility (ASU). |

Table 4. IMM2 error messages (continued)

| | | | | | |
|--|---|-------|--|--|--|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | | |
| 806f050c-2001xxxx 806f050c-2002xxxx 806f050c-2003xxxx 806f050c-2004xxxx 806f050c-2005xxxx 806f050c-2006xxxx 806f050c-2007xxxx 806f050c-2008xxxx 806f050c-2009xxxx 806f050c-200axxxx 806f050c-200bxxxx 806f050c-200cxxxx 806f050c-200dxxxx 806f050c-200exxxx 806f050c-200fxxxx 806f050c-2010xxxx 806f050c-2011xxxx 806f050c-2012xxxx 806f050c-2013xxxx 806f050c-2014xxxx 806f050c-2015xxxx 806f050c-2016xxxx 806f050c-2017xxxx 806f050c-2018xxxx | Memory Logging Limit Reached for DIMM <i>n</i> Status. (<i>n</i> = DIMM number) | Error | The memory logging limit has been reached. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. 2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor (see “Installing a memory module” on page 185 for memory population). 3. If the error still occurs on the same DIMM, replace the affected DIMM. 4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 6. (Trained technician only) Replace the affected microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). | |

Table 4. IMM2 error messages (continued)

| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
|---|---|-------|--|--|
| 806f050c-2581xxxx | Memory Logging Limit Reached for One of the DIMMs or All DIMMs. | Error | The memory logging limit has been reached. | <ol style="list-style-type: none"> 1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error. 2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor (see “Installing a memory module” on page 185 for memory population). 3. If the error still occurs on the same DIMM, replace the affected DIMM. 4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 6. (Trained technician only) Replace the affected microprocessor (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). |

Table 4. IMM2 error messages (continued)

| | | | | |
|--|--|-------|---|---|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f070c-2001xxxx 806f070c-2002xxxx 806f070c-2003xxxx 806f070c-2004xxxx 806f070c-2005xxxx 806f070c-2006xxxx 806f070c-2007xxxx 806f070c-2008xxxx 806f070c-2009xxxx 806f070c-200axxxx 806f070c-200bxxxx 806f070c-200cxxxx 806f070c-200dxxxx 806f070c-200exxxx 806f070c-200fxxxx 806f070c-2010xxxx 806f070c-2011xxxx 806f070c-2012xxxx 806f070c-2013xxxx 806f070c-2014xxxx 806f070c-2015xxxx 806f070c-2016xxxx 806f070c-2017xxxx 806f070c-2018xxxx | Memory DIMM Configuration Error for DIMM <i>n</i> Status. (<i>n</i> = DIMM number) | Error | A memory DIMM configuration error has occurred. | Make sure that DIMMs are installed in the correct sequence and have the same size, type, speed, and technology. |
| 806f070c-2581xxxx | Memory DIMM Configuration Error for One of the DIMMs or All DIMMs. | Error | A memory DIMM configuration error has occurred. | Make sure that DIMMs are installed in the correct sequence and have the same size, type, speed, and technology. |
| 806f090c-2001xxxx 806f090c-2002xxxx 806f090c-2003xxxx 806f090c-2004xxxx 806f090c-2005xxxx 806f090c-2006xxxx 806f090c-2007xxxx 806f090c-2008xxxx 806f090c-2009xxxx 806f090c-200axxxx 806f090c-200bxxxx 806f090c-200cxxxx 806f090c-200dxxxx 806f090c-200exxxx 806f090c-200fxxxx 806f090c-2010xxxx 806f090c-2011xxxx 806f090c-2012xxxx 806f090c-2013xxxx 806f090c-2014xxxx 806f090c-2015xxxx 806f090c-2016xxxx 806f090c-2017xxxx 806f090c-2018xxxx | Memory DIMM for DIMM <i>n</i> Status has been automatically throttled. (<i>n</i> = DIMM number) | Info | A memory DIMM has been automatically throttled. | No action; information only. |

Table 4. IMM2 error messages (continued)

| | | | | |
|--|---|---------|--|--|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0a0c-2001xxxx 806f0a0c-2002xxxx 806f0a0c-2003xxxx 806f0a0c-2004xxxx 806f0a0c-2005xxxx 806f0a0c-2006xxxx 806f0a0c-2007xxxx 806f0a0c-2008xxxx 806f0a0c-2009xxxx 806f0a0c-200axxxx 806f0a0c-200bxxxx 806f0a0c-200cxxxx 806f0a0c-200dxxxx 806f0a0c-200exxxx 806f0a0c-200fxxxx 806f0a0c-2010xxxx 806f0a0c-2011xxxx 806f0a0c-2012xxxx 806f0a0c-2013xxxx 806f0a0c-2014xxxx 806f0a0c-2015xxxx 806f0a0c-2016xxxx 806f0a0c-2017xxxx 806f0a0c-2018xxxx | An Over-Temperature condition has been detected on the DIMM <i>n</i> Status. (<i>n</i> = DIMM number) | Error | An over-temperature condition has occurred for DIMM <i>n</i> . (<i>n</i> = DIMM number) | <ol style="list-style-type: none"> Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed. Make sure that ambient temperature is within the specifications. If a fan has failed, complete the action for a fan failure. Replace DIMM <i>n</i>. (<i>n</i> = DIMM number) |
| 800b010c-2581xxxx | Backup Memory redundancy lost has asserted. | Error | Redundancy has been lost. | <ol style="list-style-type: none"> Check the system-event log for DIMM failure events (uncorrectable or PFA) and correct the failures. Re-enable mirroring in the Setup utility. |
| 800b030c-2581xxxx | Backup Memory sufficient resources from redundancy degraded has asserted. | Warning | There is no redundancy. The state has been transitioned from redundancy to sufficient resources. | <ol style="list-style-type: none"> Check the system-event log for DIMM failure events (uncorrectable or PFA) and correct the failures. Re-enable mirroring in the Setup utility. |
| 800b050c-2581xxxx | Backup Memory insufficient resources has asserted. | Error | There is no redundancy and insufficient to continue operation. | <ol style="list-style-type: none"> Check the system-event log for DIMM failure events (uncorrectable or PFA) and correct the failures. Re-enable mirroring in the Setup utility. |
| PCI messages | | | | |

Table 4. IMM2 error messages (continued)

| | | | | | |
|---|---|-------|--------------------------------|--|--|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | | |
| 806f0021-3001xxxx 806f0021-3002xxxx 806f0021-3003xxxx 806f0021-3004xxxx 806f0021-3005xxxx 806f0021-3006xxxx | PCI fault has been detected for PCI <i>n</i> . (<i>n</i> = PCI slot number) | Error | A PCI fault has been detected. | <ol style="list-style-type: none"> Check the PCI LED. Reseat the affected adapters and riser card. Update the server firmware (UEFI and IMM) and adapter firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. Remove both adapters. Replace the riser cards. (Trained technicians only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). | |
| 806f0021-2582xxxx | PCI fault has been detected for One of PCI Error. | Error | A PCI fault has been detected. | <ol style="list-style-type: none"> Check the PCI LED. Reseat the affected adapters and riser cards. Update the server firmware (UEFI and IMM) and adapter firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. Remove both adapters. Replace the riser cards. (Trained technicians only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). | |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|--|-------|---|---|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0021-2582xxxx | PCI fault has been detected for All PCI Error. | Error | A PCI fault has been detected. | <ol style="list-style-type: none"> 1. Check the PCI LED. 2. Reseat the affected adapters and riser cards. 3. Update the server firmware (UEFI and IMM) and adapter firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 4. Replace the adapters. 5. Replace the riser cards. 6. (Trained technicians only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| 806f0413-2582xxxx | A PCI PERR has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName) | Error | A PCI PERR has occurred. (Sensor = PCIs) | <ol style="list-style-type: none"> 1. Check the PCI LED. 2. Reseat the affected adapters and riser cards. 3. Update the server firmware (UEFI and IMM) and adapter firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 4. Replace the adapters. 5. Replace the riser cards. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|---------|---|--|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0513-2582xxxx | A PCI SERR has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName) | Error | A PCI SERR has occurred. (Sensor = PCIs) | <ol style="list-style-type: none"> Check the PCI LED. Reseat the affected adapters and riser card. Update the server firmware (UEFI and IMM) and adapter firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. Make sure that the adapter is supported. For a list of supported optional devices, see http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. Replace the adapters. Replace the riser cards. |
| 806f0813-2582xxxx | An Uncorrectable Bus Error has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName) | Error | A bus uncorrectable error has occurred. (Sensor = PCIs) | <ol style="list-style-type: none"> Check the system-event log. Check the PCI LED. Remove the adapter from the indicated PCI slot. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| 806f0125-0b01xxxx 806f0125-0b02xxxx | The entity of PCI riser has been detected absent for PCI <i>n</i> . (<i>n</i> = PCI slot number) | Info | The entity of PCI riser <i>n</i> has been detected absent. (<i>n</i> = PCI slot number) | No action; information only. |
| 80010701-1001xxxx 80010701-1002xxxx | Sensor PCI riser <i>n</i> Temp going high (upper non-critical) has asserted. (<i>n</i> = PCI slot number) | Warning | An upper non-critical sensor going high has asserted. | <ol style="list-style-type: none"> Reduce the ambient temperature. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|--|-------|---|--|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 80010901-1001xxxx 80010901-1002xxxx | Sensor PCI riser <i>n</i> Temp going high (upper critical) has asserted. (<i>n</i> = PCI slot number) | Error | An upper critical sensor going high has asserted. | <ol style="list-style-type: none"> Reduce the ambient temperature. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 80010b01-1001xxxx 80010b01-1002xxxx | Sensor PCI riser <i>n</i> Temp going high (upper non-recoverable) has asserted. (<i>n</i> = PCI slot number) | Error | An upper non-recoverable sensor going high has asserted. | Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server. |
| 806f0125-2c01xxxx | The entity of Mezz Card has been detected absent. | Info | The entity of dual-port network adapter has been detected absent. | <ol style="list-style-type: none"> Reseat the dual-port network adapter (see “Removing the optional dual-port network adapter” on page 196 and “Installing the optional dual-port network adapter” on page 197). Replace the dual-port network adapter. |
| 806f0021-3001xxxx | Mezz Card Error has been detected. | Error | A dual-port network adapter fault has been detected. | <ol style="list-style-type: none"> Check the optional network adapter error LED. Reseat the dual-port network adapter (see “Removing the optional dual-port network adapter” on page 196 and “Installing the optional dual-port network adapter” on page 197). Update the firmware (UEFI and IMM) (see “Updating the firmware” on page 213) and dual-port network adapter driver to the latest level. Replace the dual-port network adapter. (Trained technicians only) Replace the system board. |
| Firmware and software messages | | | | |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|---|--|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f000f-22010bxx | The System %1 encountered a POST Error. (%1 = CIM_ComputerSystem.ElementName) | Error | Firmware BIOS (ROM) corruption was detected during POST. (Sensor = ABR Status) | <ol style="list-style-type: none"> 1. Make sure the server meets the minimum configuration to start (see “Power-supply LEDs” on page 97). 2. Recover the server firmware from the backup page: <ol style="list-style-type: none"> a. Restart the server. b. At the prompt, press F3 to recover the firmware. 3. Update the server firmware to the latest level (see “Updating the firmware” on page 213). Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 4. Remove components one at a time, restarting the server each time, to see if the problem goes away. 5. If the problem remains, (trained technician) replace the system board. |
| 816f000f-22010bxx | The System %1 encountered a POST Error deasserted. (%1 = CIM_ComputerSystem.ElementName) | Error | Firmware BIOS (ROM) corruption was deasserted during POST. (Sensor = ABR Status) | No action; information only. |
| 806f000f-2201xxxx | The System %1 encountered a POST Error. (%1 = CIM_ComputerSystem.ElementName) | Error | The System encountered a firmware error. (Sensor = Firmware Error) | <ol style="list-style-type: none"> 1. Make sure the server meets the minimum configuration to start (see “Power-supply LEDs” on page 97). 2. Update the server firmware on the primary page. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 3. (Trained service technician only) Replace the system board. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|--|--|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f010f-2201xxxx | The System %1 encountered a POST Hang. (%1 = CIM_ComputerSystem.ElementName) | Error | The System encountered a firmware hang. (Sensor = Firmware Error) | <ol style="list-style-type: none"> 1. Make sure the server meets the minimum configuration to start (see “Power-supply LEDs” on page 97). 2. Update the server firmware on the primary page. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 3. (Trained service technician only) Replace the system board. |
| 806f052b-2101xxxx | IMM2 FW Failover has been detected. | Error | Invalid or unsupported firmware or software was detected. | <ol style="list-style-type: none"> 1. Make sure the server meets the minimum configuration to start (see “Power-supply LEDs” on page 97). 2. Recover the server firmware from the backup page by restarting the server. 3. Update the server firmware to the latest level (see “Updating the firmware” on page 213). Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. 4. Remove components one at a time, restarting the server each time, to see if the problem goes away. 5. If the problem remains, (trained service technician) replace the system board. |
| General messages | | | | |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|--|---|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 80070202-0701xxxx | Sensor Planar Fault has transitioned to critical from a less severe state. | Error | A sensor has changed to Critical state from a less severe state. | <ol style="list-style-type: none"> Check the system-event log. Check for an error LED on the system board. Replace any failing device. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. (Trained technician only) Replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). |
| 806f0313-1701xxxx | A software NMI has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName) | Error | A software NMI has occurred. | <ol style="list-style-type: none"> Check the device driver. Reinstall the device driver. Update all device drivers to the latest level. Update the firmware (UEFI and IMM) (see “Updating the firmware” on page 213). |
| 81030012-2301xxxx | OS RealTime Mod state has deasserted. | Info | OS RealTime Mod state has deasserted. | No action; information only. |
| 80070219-0701xxxx | Sensor Sys Board Fault has transitioned to critical. | Error | A sensor has changed to Critical state from a less severe state. | <ol style="list-style-type: none"> Check the system-event log. Check for an error LED on the system board. Replace any failing device. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. (Trained technician only) Replace the system board. |
| 806f020f-2201xxxx | The System %1 encountered a POST Progress. (%1 = CIM_ComputerSystem.ElementName) | Info | A POST progress has been detected. (Sensor = Progress) | No action; information only. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|--|-------|---|---|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 806f0312-2201xxxx | Entry to aux log has asserted. | | Entry to aux log has been detected. | |
| 80080128-2101xxxx | Low security jumper presence has asserted. | | The low security jumper has been detected. | |
| 8008010f-2101xxxx | Physical presence jumper presence has asserted. | | The physical presence jumper has been detected. | |
| 81030006-2101xxxx | Sig verify fail has deasserted. | | The sig verify fail has deasserted. | |
| 806f0028-2101xxxx | TPM command fail has asserted. | | The TPM sensor access has been degraded or unavailable. | |
| Web interface messages | | | | |
| 40000001-00000000 | IMM Network Initialization Complete. | Info | An IMM network has completed initialization. | No action; information only. |
| 40000002-00000000 | Certificate Authority %1 has detected a %2 Certificate Error. (%1 = IBM_CertificateAuthority.CADistinguishedName; %2 = CIM_PublicKeyCertificate.ElementName) | Error | A problem has occurred with the SSL Server, SSL Client, or SSL Trusted CA certificate that has been imported into the IMM. The imported certificate must contain a public key that corresponds to the key pair that was previously generated by the Generate a New Key and Certificate Signing Request link. | <ol style="list-style-type: none"> Make sure that the certificate that you are importing is correct. Try importing the certificate again. |
| 40000003-00000000 | Ethernet Data Rate modified from %1 to %2 by user %3. (%1 = CIM_EthernetPort.Speed; %2 = CIM_EthernetPort.Speed; %3 = user ID) | Info | A user has modified the Ethernet port data rate. | No action; information only. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|------|--|------------------------------|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 40000004-00000000 | Ethernet Duplex setting modified from %1 to %2 by user %3. (%1 = CIM_EthernetPort.FullDuplex; %2 = CIM_EthernetPort.FullDuplex; %3 = user ID) | Info | A user has modified the Ethernet port duplex setting. | No action; information only. |
| 40000005-00000000 | Ethernet MTU setting modified from %1 to %2 by user %3. (%1 = CIM_EthernetPort.ActiveMaximumTransmissionUnit; %2 = CIM_EthernetPort.ActiveMaximumTransmissionUnit; %3 = user ID) | Info | A user has modified the Ethernet port MTU setting. | No action; information only. |
| 40000006-00000000 | Ethernet Duplex setting modified from %1 to %2 by user %3. (%1 = CIM_EthernetPort.NetworkAddresses; %2 = CIM_EthernetPort.NetworkAddresses; %3 = user ID) | Info | A user has modified the Ethernet port MAC address setting. | No action; information only. |
| 40000007-00000000 | Ethernet interface %1 by user %2. (%1 = CIM_EthernetPort.EnabledState; %2 = user ID) | Info | A user has enabled or disabled the Ethernet interface. | No action; information only. |
| 40000008-00000000 | Hostname set to %1 by user %2. (%1 = CIM_DNSProtocolEndpoint.Hostname; %2 = user ID) | Info | A user has modified the host name of the IMM. | No action; information only. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|------|--|--|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 40000009-00000000 | IP address of network interface modified from %1 to %2 by user %3. (%1 = CIM_IPProtocolEndpoint.Ipv4Address; %2 = CIM_StaticIPAssignmentSettingData.IPAddress; %3 = user ID) | Info | A user has modified the IP address of the IMM. | No action; information only. |
| 4000000a-00000000 | IP subnet mask of network interface modified from %1 to %2 by user %3s. (%1 = CIM_IPProtocolEndpoint.SubnetMask; %2 = CIM_StaticIPAssignmentSettingData.SubnetMask; %3 = user ID) | Info | A user has modified the IP subnet mask of the IMM. | No action; information only. |
| 4000000b-00000000 | IP address of default gateway modified from %1 to %2 by user %3s. (%1 = CIM_IPProtocolEndpoint.GatewayIpv4Address; %2 = CIM_StaticIPAssignmentSettingData.DefaultGatewayAddress; %3 = user ID) | Info | A user has modified the default gateway IP address of the IMM. | No action; information only. |
| 4000000c-00000000 | OS Watchdog response %1 by %2. (%1 = Enabled or Disabled; %2 = user ID) | Info | A user has enabled or disabled an OS Watchdog. | No action; information only. |
| 4000000d-00000000 | DHCP[%1] failure, no IP address assigned. (%1 = IP address, xxx.xxx.xxx.xxx) | Info | A DHCP server has failed to assign an IP address to the IMM. | <ol style="list-style-type: none"> Make sure that the network cable is connected. Make sure that there is a DHCP server on the network that can assign an IP address to the IMM. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|--|---|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 4000000e-00000000 | Remote Login Successful. Login ID: %1 from %2 at IP address %3. (%1 = user ID; %2 = ValueMap(CIM_Protocol Endpoint. ProtocolIFType; %3 = IP address, xxx.xxx.xxx.xxx) | Info | A user has successfully logged in to the IMM. | No action; information only. |
| 4000000f-00000000 | Attempting to %1 server %2 by user %3. (%1 = Power Up, Power Down, Power Cycle, or Reset; %2 = IBM_ComputerSystem.ElementName; %3 = user ID) | Info | A user has used the IMM to perform a power function on the server. | No action; information only. |
| 40000010-00000000 | Security: Userid: '%1' had %2 login failures from WEB client at IP address %3. (%1 = user ID; %2 = MaximumSuccessive LoginFailures (currently set to 5 in the firmware); %3 = IP address, xxx.xxx.xxx.xxx) | Error | A user has exceeded the maximum number of unsuccessful login attempts from a web browser and has been prevented from logging in for the lockout period. | <ol style="list-style-type: none"> Make sure that the correct login ID and password are being used. Have the system administrator reset the login ID or password. |
| 40000011-00000000 | Security: Login ID: '%1' had %2 login failures from CLI at %3. (%1 = user ID; %2 = MaximumSuccessive LoginFailures (currently set to 5 in the firmware); %3 = IP address, xxx.xxx.xxx.xxx) | Error | A user has exceeded the maximum number of unsuccessful login attempts from the command-line interface and has been prevented from logging in for the lockout period. | <ol style="list-style-type: none"> Make sure that the correct login ID and password are being used. Have the system administrator reset the login ID or password. |
| 40000012-00000000 | Remote access attempt failed. Invalid userid or password received. Userid is '%1' from WEB browser at IP address %2. (%1 = user ID; %2 = IP address, xxx.xxx.xxx.xxx) | Error | A user has attempted to log in from a web browser by using an invalid login ID or password. | <ol style="list-style-type: none"> Make sure that the correct login ID and password are being used. Have the system administrator reset the login ID or password. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|--|---|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 40000013-00000000 | Remote access attempt failed. Invalid userid or password received. Userid is '%1' from TELNET client at IP address %2. (%1 = user ID; %2 = IP address, xxx.xxx.xxx.xxx) | Error | A user has attempted to log in from a Telnet session by using an invalid login ID or password. | <ol style="list-style-type: none"> Make sure that the correct login ID and password are being used. Have the system administrator reset the login ID or password. |
| 40000014-00000000 | The Chassis Event Log (CEL) on system %1 cleared by user %2. (%1 = CIM_ComputerSystem.ElementName; %2 = user ID) | Info | A user has cleared the IMM event log. | No action; information only. |
| 40000015-00000000 | IMM reset was initiated by user %1. (%1 = user ID) | Info | A user has initiated a reset of the IMM. | No action; information only. |
| 40000016-00000000 | ENET[0] DHCP-HSTN=%1, DN=%2, IP@=%3, SN=%4, GW@=%5, DNS1@=%6. (%1 = CIM_DNSProtocolEndpoint.Hostname; %2 = CIM_DNSProtocolEndpoint.DomainName; %3 = CIM_IPProtocolEndpoint.IPv4Address; %4 = CIM_IPProtocolEndpoint.SubnetMask; %5 = IP address, xxx.xxx.xxx.xxx; %6 = IP address, xxx.xxx.xxx.xxx) | Info | The DHCP server has assigned an IMM IP address and configuration. | No action; information only. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|--|-------|--|---|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 40000017-00000000 | ENET[0] IP-Cfg:HstName=%1, IP@%2, NetMsk=%3, GW@=%4. (%1 = CIM_DNSProtocol Endpoint.Hostname; %2 = CIM_StaticIPSettingData. IPv4Address; %3 = CIM_StaticIPSettingData. SubnetMask; %4 = CIM_StaticIPSettingData. DefaultGatewayAddress) | Info | An IMM IP address and configuration have been assigned using client data. | No action; information only. |
| 40000018-00000000 | LAN: Ethernet[0] interface is no longer active. | Info | The IMM Ethernet interface has been disabled. | No action; information only. |
| 40000019-00000000 | LAN: Ethernet[0] interface is now active. | Info | The IMM Ethernet interface has been enabled. | No action; information only. |
| 4000001a-00000000 | DHCP setting changed to by user %1. (%1 = user ID) | Info | A user has changed the DHCP mode. | No action; information only. |
| 4000001b-00000000 | IMM: Configuration %1 restored from a configuration file by user %2. (%1 = CIM_ConfigurationData. ConfigurationName; %2 = user ID) | Info | A user has restored the IMM configuration by importing a configuration file. | No action; information only. |
| 4000001c-00000000 | Watchdog %1 Screen Capture Occurred. (%1 = OS Watchdog or Loader Watchdog) | Error | An operating-system error has occurred, and the screen capture was successful. | <ol style="list-style-type: none"> 1. Reconfigure the watchdog timer to a higher value. 2. Make sure that the IMM Ethernet over USB interface is enabled. 3. Reinstall the RNDIS or cdc_ether device driver for the operating system. 4. Disable the watchdog. 5. Check the integrity of the installed operating system. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|---|---|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 4000001d-00000000 | Watchdog %1 Failed to Capture Screen. (%1 = OS Watchdog or Loader Watchdog) | Error | An operating-system error has occurred, and the screen capture failed. | <ol style="list-style-type: none"> 1. Reconfigure the watchdog timer to a higher value. 2. Make sure that the IMM Ethernet over USB interface is enabled. 3. Reinstall the RNDIS or cdc_ether device driver for the operating system. 4. Disable the watchdog. 5. Check the integrity of the installed operating system. 6. Update the IMM firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. |
| 4000001e-00000000 | Running the backup IMM main application. | Error | The IMM has resorted to running the backup main application. | Update the IMM firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. |
| 4000001f-00000000 | Please ensure that the IMM is flashed with the correct firmware. The IMM is unable to match its firmware to the server. | Error | The server does not support the installed IMM firmware version. | Update the IMM firmware to a version that the server supports. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. |
| 40000020-00000000 | IMM reset was caused by restoring default values. | Info | The IMM has been reset because a user has restored the configuration to its default settings. | No action; information only. |
| 40000021-00000000 | IMM clock has been set from NTP server %1. (%1 = IBM_NTPTService.ElementName) | Info | The IMM clock has been set to the date and time that is provided by the Network Time Protocol server. | No action; information only. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|--|-------|--|---|
| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 40000022-00000000 | SSL data in the IMM configuration data is invalid. Clearing configuration data region and disabling SSL+H25. | Error | There is a problem with the certificate that has been imported into the IMM. The imported certificate must contain a public key that corresponds to the key pair that was previously generated through the Generate a New Key and Certificate Signing Request link. | <ol style="list-style-type: none"> 1. Make sure that the certificate that you are importing is correct. 2. Try to import the certificate again. |
| 40000023-00000000 | Flash of %1 from %2 succeeded for user %3. (%1 = CIM_ManagedElementName; %2 = Web or LegacyCLI; %3 = user ID) | Info | <p>A user has successfully updated one of the following firmware components:</p> <ul style="list-style-type: none"> • IMM main application • IMM boot ROM • Server firmware (UEFI) • Diagnostics • System power backplane • Remote expansion enclosure power backplane • Integrated service processor • Remote expansion enclosure processor | No action; information only. |
| 40000024-00000000 | Flash of %1 from %2 failed for user %3. (%1 = CIM_ManagedElementName; %2 = Web or LegacyCLI; %3 = user ID) | Info | An attempt to update a firmware component from the interface and IP address has failed. | Try to update the firmware again. |

Table 4. IMM2 error messages (continued)

| | | | | |
|---|---|-------|---|---|
| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. | | | | |
| 40000025-00000000 | The Chassis Event Log (CEL) on system %1 is 75% full. (%1 = CIM_ComputerSystem.ElementName) | Info | The IMM event log is 75% full. When the log is full, older log entries are replaced by newer ones. | To avoid losing older log entries, save the log as a text file and clear the log. |
| 40000026-00000000 | The Chassis Event Log (CEL) on system %1 is 100% full. (%1 = CIM_ComputerSystem.ElementName) | Info | The IMM event log is full. When the log is full, older log entries are replaced by newer ones. | To avoid losing older log entries, save the log as a text file and clear the log. |
| 40000027-00000000 | %1 Platform Watchdog Timer expired for %2. (%1 = OS Watchdog or Loader Watchdog; %2 = OS Watchdog or Loader Watchdog) | Error | A Platform Watchdog Timer Expired event has occurred. | <ol style="list-style-type: none"> 1. Reconfigure the watchdog timer to a higher value. 2. Make sure that the IMM Ethernet over USB interface is enabled. 3. Reinstall the RNDIS or cdc_ether device driver for the operating system. 4. Disable the watchdog. 5. Check the integrity of the installed operating system. |
| 40000028-00000000 | IMM Test Alert Generated by %1. (%1 = user ID) | Info | A user has generated a test alert from the IMM. | No action; information only. |
| 40000029-00000000 | Security: Userid: '%1' had %2 login failures from an SSH client at IP address %3. (%1 = user ID; %2 = MaximumSuccessive LoginFailures (currently set to 5 in the firmware); %3 = IP address, xxx.xxx.xxx.xxx) | Error | A user has exceeded the maximum number of unsuccessful login attempts from SSH and has been prevented from logging in for the lockout period. | <ol style="list-style-type: none"> 1. Make sure that the correct login ID and password are being used. 2. Have the system administrator reset the login ID or password. |

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 you perform 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 multiple error codes or light path diagnostics LEDs indicate a microprocessor error, the error might be in the microprocessor or in the microprocessor socket. See “Microprocessor problems” on page 84 for information about diagnosing microprocessor problems.

- Before you run 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 “Event logs” on page 16. If the server is halted and no error message is displayed, see “Troubleshooting tables” on page 77 and “Solving undetermined problems” on page 140.
- For information about power-supply problems, see “Solving power problems” on page 139.
- For intermittent problems, check the error log; see “Event logs” on page 16 and “Diagnostic programs and messages” on page 99.

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. Check the power supply LEDs (see “Power-supply LEDs” on page 97).
 - b. Turn off the server and all external devices.
 - c. Check all internal and external devices for compatibility at <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/>.
 - d. Check all cables and power cords.
 - e. Set all display controls to the middle positions.
 - f. Turn on all external devices.
 - g. Turn on the server. If the server does not start, see “Troubleshooting tables” on page 77.
 - h. Check the system-error LED on the operator information panel. If it is lit or flashing, check the light path diagnostics LEDs (see “Light path diagnostics” on page 96).
 - i. Check for the following results:
 - Successful completion of POST (see “POST” on page 18 for more information)
 - Successful completion of startup

Troubleshooting tables

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

If you cannot find a problem in these tables, see “Running the diagnostic programs” on page 99 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 you use the troubleshooting tables:

1. Check the system-error LED on the operator information panel; if it is lit, check the light path diagnostics LEDs (see “Light path diagnostics” on page 96).
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.

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.• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.• Go to the IBM support web site at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|--|--|
| Symptom | Action |
| A cover latch 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 microprocessor or the system board, the part must be replaced by a trained technician. |
| The server is hung while the screen is on. Cannot start the Setup utility by pressing F1. | <ol style="list-style-type: none">1. See “Nx boot failure” on page 138 for more information.2. See “Recovering the server firmware” on page 136 for more information. |

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.• If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.• Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|--|
| Symptom | Action |
| A hard disk drive has failed, and the associated yellow hard disk drive status LED is lit. | Replace the failed hard disk drive (see “Removing a simple-swap hard disk drive” on page 168 and “Installing a simple-swap hard disk drive” on page 169. |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|--|---|
| A newly installed hard disk drive is not recognized. | <ol style="list-style-type: none"> 1. Make sure that the installed hard disk drive or RAID adapter is supported. For a list of supported optional devices, see http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/. 2. Observe the associated yellow hard disk drive status LED. If the LED is lit, it indicates a drive fault. 3. If the LED is lit, remove the drive from the bay, wait 45 seconds, and reinsert the drive, making sure that the drive assembly connects to the hard disk drive backplane. 4. Observe the associated green hard disk drive activity LED and the yellow status LED: <ul style="list-style-type: none"> • If the green activity LED is flashing and the yellow status LED is not lit, the drive is recognized by the controller and is working correctly. Run the DSA diagnostics program to determine whether the drive is detected. • If the green activity LED is flashing and the yellow status LED is flashing slowly, the drive is recognized by the controller and is rebuilding. • If neither LED is lit or flashing, check the hard disk drive backplane (go to step 5). • If the green activity LED is flashing and the yellow status LED is lit, replace the drive. If the activity of the LEDs remains the same, go to step 5. If the activity of the LEDs changes, return to step 2. 5. Make sure that the hard disk drive backplane is correctly seated. When it is correctly seated, the drive assemblies correctly connect to the backplane without bowing or causing movement of the backplane. 6. Reseat the backplane power cable and repeat steps 2 through 4. 7. Reseat the backplane signal cable and repeat steps 2 through 4. 8. Suspect the backplane signal cable or the backplane: <ul style="list-style-type: none"> • If the server has eight hot-swap bays: <ol style="list-style-type: none"> a. Replace the affected backplane signal cable. b. Replace the affected backplane. 9. See “Problem determination tips” on page 141. |
| Multiple hard disk drives fail. | <p>Make sure that the hard disk drive, SAS/SATA adapter, and server device drivers and firmware are at the latest level.</p> <p>Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.</p> |
| Multiple hard disk drives are offline. | <ol style="list-style-type: none"> 1. Review the storage subsystem logs for indications of problems within the storage subsystem, such as backplane or cable problems. 2. See “Problem determination tips” on page 141. |
| A replacement hard disk drive does not rebuild. | <ol style="list-style-type: none"> 1. Make sure that the hard disk drive is recognized by the adapter (the green hard disk drive activity LED is flashing). 2. Review the SAS/SATA adapter documentation to determine the correct configuration parameters and settings. |

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|---|
| Symptom | Action |
| A green hard disk drive activity LED does not accurately represent the actual state of the associated drive. | <p>If the green hard disk drive activity LED does not flash when the drive is in use, run the DSA Preboot diagnostic programs to collect error logs (see “Running the diagnostic programs” on page 99).</p> <ul style="list-style-type: none"> • If there is a hard disk drive error log, replace the affected hard disk drive. • If there is no disk drive error log error log, replace the affected backplane. |
| An yellow hard disk drive status LED does not accurately represent the actual state of the associated drive. | <ol style="list-style-type: none"> 1. If the yellow hard disk drive LED and the RAID adapter software do not indicate the same status for the drive, complete the following steps: <ol style="list-style-type: none"> a. Turn off the server. b. Reseat the SAS/SATA adapter. c. Reseat the backplane signal cable and backplane power cable. d. Reseat the hard disk drive. e. Turn on the server and observe the activity of the hard disk drive LEDs. 2. See “Problem determination tips” on page 141. |

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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|--|
| 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 IMM2 system event log (see “Event logs” on page 16). |

| <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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician. Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|---|
| Symptom | Action |
| The server resets (restarts) occasionally. | <ol style="list-style-type: none"> If the reset occurs during POST and the POST watchdog timer is enabled (click System Settings --> Integrated Management Module --> POST Watchdog Timer in the Setup utility to see the POST watchdog setting), make sure that sufficient time is allowed in the watchdog timeout value (POST Watchdog Timer). If the server continues to reset during POST, see “POST” on page 18 and “Diagnostic programs and messages” on page 99. If the reset occurs after the operating system starts, disable any automatic server restart (ASR) utilities, such as the IBM Automatic Server Restart IPMI Application for Windows, or any ASR devices that are be installed. Note: ASR utilities operate as operating-system utilities and are related to the IPMI device driver. If the reset continues to occur after the operating system starts, the operating system might have a problem; see “Software problems” on page 96. If neither condition applies, check the system-error log or IMM2 system-event log (see “Event logs” on page 16). |

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. If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician. Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|---|
| Symptom | Action |
| All or some keys on the keyboard do not work. | <ol style="list-style-type: none"> Make sure that: <ul style="list-style-type: none"> The keyboard cable is securely connected. The server and the monitor are turned on. If you are using a USB keyboard, run the Setup utility and enable keyboardless operation. 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. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> Keyboard (Trained service technician only) System board |

| <ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|--|
| 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 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 Setup utility. 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.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- For additional memory troubleshooting information, refer to the "Troubleshooting Memory - IBM BladeCenter and System x" document at <http://www-947.ibm.com/support/entry/portal/docdisplay?brand=5000020&Indocid=MIGR-5081319>.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|---|--|
| The amount of system memory that is displayed is less than the amount of installed physical memory. | <p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.</p> <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. • No DIMM error LEDs are lit on the system board. • 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 Setup utility. • 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. • There is no memory mismatch when the server is at the minimum memory configuration. 2. Reseat the DIMMs, and then restart the server. 3. Check the POST error log: <ul style="list-style-type: none"> • If a DIMM was disabled by a systems-management interrupt (SMI), replace the DIMM. • If a DIMM was disabled by the user or by POST, reseat the DIMM; then, run the Setup utility and enable the DIMM. 4. Check that all DIMMs are initialized in the Setup utility; then, run memory diagnostics (see “Running the diagnostic programs” on page 99). 5. Reverse the DIMMs between the channels (of the same microprocessor), and then restart the server. If the problem is related to a DIMM, replace the failing DIMM. 6. Re-enable all DIMMs using the Setup utility, and then restart the server. 7. (Trained service technician only) Install the failing DIMM into a DIMM connector for microprocessor 2 (if installed) to verify that the problem is not the microprocessor or the DIMM connector. 8. (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.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- For additional memory troubleshooting information, refer to the "Troubleshooting Memory - IBM BladeCenter and System x" document at <http://www-947.ibm.com/support/entry/portal/docdisplay?brand=5000020&Indocid=MIGR-5081319>.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|--|--|
| Multiple DIMMs in a channel are identified as failing. | <p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.</p> <ol style="list-style-type: none"> 1. Reseat the DIMMs; then, restart the server. 2. Remove the highest-numbered DIMM of those that are identified and replace it with an identical known good DIMM; then, restart the server. Repeat as necessary. If the failures continue after all identified DIMMs are replaced, go to step 4. 3. Return the removed DIMMs, one at a time, to their original connectors, restarting the server after each DIMM, until a DIMM fails. Replace each failing DIMM with an identical known good DIMM, restarting the server after each DIMM replacement. Repeat step 3 until you have tested all removed DIMMs. 4. Replace the highest-numbered DIMM of those identified; then, restart the server. Repeat as necessary. 5. Reverse the DIMMs between the channels (of the same microprocessor), and then restart the server. If the problem is related to a DIMM, replace the failing DIMM. 6. (Trained service technician only) Install the failing DIMM into a DIMM connector for microprocessor 2 (if installed) to verify that the problem is not the microprocessor or the DIMM connector. 7. (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.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|---|--|
| The server goes directly to the POST Event Viewer when it is turned on. | <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 96). 2. Make sure that the server supports all the microprocessors and that the microprocessors match in speed and cache size. To view the microprocessor information, run the Setup utility and select System Information → System Summary → Processor Details. 3. (Trained service technician only) Make sure that microprocessor 1 is seated correctly. 4. (Trained service technician only) Remove microprocessor 2 and restart the server. 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. (Trained service technician only) Microprocessor b. (Trained service technician only) System board |

Monitor and video problems

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

| <ul style="list-style-type: none">• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.• If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.• Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|---|
| 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. (Trained service technician only) Replace the system board. |
| 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. The IMM2 remote presence function is disabled if you install an optional video adapter. To use the IMM2 remote presence function, remove the optional video adapter.3. If the server installed with external graphical adapters while turning on the server, the IBM logo displays on the screen after approximately 3 minutes. This is normal operation while the system loads.4. 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 89.• The monitor cables are connected correctly.• The monitor is turned on and the brightness and contrast controls are adjusted correctly.5. Make sure that the correct server is controlling the monitor, if applicable.6. Make sure that damaged server firmware is not affecting the video; see “Updating the firmware” on page 213.7. Observe the checkpoint LEDs on the system board; if the codes are changing, go to step 6.8. Replace the following components one at a time, in the order shown, restarting the server each time:<ol style="list-style-type: none">a. Monitorb. Video adapter (if one is installed)c. (Trained service technician only) System board.9. See “Solving undetermined problems” on page 140. |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|--|---|
| 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 99). <ul style="list-style-type: none"> • If the server passes the video diagnostics, the video is good; see “Solving undetermined problems” on page 140. • (Trained service technician only) If the server fails the video diagnostics, replace the system board. |
| 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, fluorescents, 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 monitor cable. 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Monitor cable b. Video adapter (if one is installed) c. Monitor d. (Trained service technician only) System board. |
| Wrong characters appear on the screen. | <ol style="list-style-type: none"> 1. If the wrong language is displayed, update the server firmware to the latest level (see “Updating the firmware” on page 213) with the correct language. 2. Reseat the monitor cable. 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Monitor cable b. Video adapter (if one is installed) c. Monitor d. (Trained service technician only) System board. |

Network connection 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.• If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.• Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|---|
| Symptom | Action |
| Unable to wake the server using the Wake on LAN feature. | <ol style="list-style-type: none">1. If you are using the dual-port network adapter and the server is connected to the network using Ethernet 5 connector, check the system-error log or IMM2 system event log (see “Event logs” on page 16), make sure:<ol style="list-style-type: none">a. Fan 3 is running in standby mode, if Emulex Integrated Dual Port 10GbE Ethernet Adapter is installed.b. The room temperature is not too high (see “Features and specifications” on page 7).c. The air vents are not blocked.d. The air baffle is installed securely.2. Reseat the dual-port network adapter (see “Removing the optional dual-port network adapter” on page 196 and “Installing the optional dual-port network adapter” on page 197).3. Turn off the server and disconnect it from the power source; then, wait 10 seconds before restarting the server.4. If the problem still remains, replace the dual-port network adapter. |
| Log in failed by using LDAP account with SSL enabled. | <ol style="list-style-type: none">1. Make sure the license key is valid.2. Generate a new license key and log in again. |

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.• If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.• Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|---|
| 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/systems/info/x86servers/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 Setup utility. 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. |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|--|--|
| An IBM optional device that worked previously does not work now. | <ol style="list-style-type: none"> 1. Make sure that all of the 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 you turn 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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|--|
| Symptom | Action |
| <p>The power-control button does not work, and the reset button does not work (the server does not start).</p> <p>Note: The power-control button will not function until approximately 5 to 10 seconds after the server has been connected to 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 technician only) If the server starts, reseat the operator information panel. If the problem remains, replace the operator information panel. • If the server does not start, bypass the power-control button by using the force power-on jumper (see “System-board switches and jumpers” on page 13). If the server starts, reseat the operator information panel. If the problem remains, replace the operator information panel. 2. Make sure that the reset button is working correctly: <ol style="list-style-type: none"> a. Disconnect the server power cords. b. Reconnect the power cords. c. (Trained technician only) Reseat the light path diagnostics panel cable, and then repeat steps 1a and 1b. <ul style="list-style-type: none"> • (Trained technician only) If the server starts, replace the light path diagnostics panel. • If the server does not start, go to step 3. 3. Make sure that both power supplies installed in the server are of the same type. Mixing different power supplies in the server will cause a system error (the system-error LED on the front panel turns on and the PS and CNFG LEDs on the operator information panel are lit). 4. 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 DIMMs are fully seated. • The LEDs on the power supply do not indicate a problem. • The microprocessors are installed in the correct sequence. 5. Reseat the following components: <ol style="list-style-type: none"> a. DIMMs b. Power supplies c. (Trained technician only) Power switch connector 6. Replace the components listed in step 5 one at a time, in the order shown, restarting the server each time. <p>(Continued on the next page)</p> |
| <p>The power-control button does not work, and the reset button does not work (the server does not start).</p> | <ol style="list-style-type: none"> 7. 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. 8. See “Power-supply LEDs” on page 97. 9. See “Solving undetermined problems” on page 140. |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|--|---|
| The OVER SPEC LED on the light path diagnostics panel is lit, or the Pwr rail 1 error has been recorded in the IMM2 event log. | <ol style="list-style-type: none"> 1. Disconnect the server power cords. 2. (Trained technician only) remove microprocessor 1 if the Pwr rail 1 error has been recorded in the IMM2 event log. 3. (Trained technician only) replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 4. Reinstall the component; then, restarting the server. If the Pwr rail 1 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> • (Trained technician only) Microprocessor 1 (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). 5. Replace the power supply if the OVER SPEC LED on the light path diagnostics panel is still lit. |
| The OVER SPEC LED on the light path diagnostics panel is lit, or the Pwr rail 2 error has been recorded in the IMM2 event log. | <ol style="list-style-type: none"> 1. Disconnect the server power cords. 2. (Trained technician only) remove microprocessor 2 if Pwr rail 2 error has been recorded in the IMM2 event log. 3. Restart the server. If the Pwr rail 2 error has been recorded in the IMM2 event log again, (trained technician only) replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 4. Reinstall the component; then, restarting the server. If the Pwr Rail 2 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> • (Trained technician only) Microprocessor 2 (see “Removing a microprocessor and heat sink” on page 200 and “Installing a microprocessor and heat sink” on page 202). 5. Replace the power supply if the OVER SPEC LED on the light path diagnostics panel is still lit. |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|--|---|
| The OVER SPEC LED on the light path diagnostics panel is lit, or the Pwr rail 3 error has been recorded in the IMM2 event log. | <ol style="list-style-type: none"> 1. Disconnect the server power cords. 2. Remove the following components if Pwr rail 3 error has been recorded in the IMM2 event log: <ul style="list-style-type: none"> • Optional adapter (if one is present) installed in PCI riser-card assembly 1 • PCI riser-card assembly 1 • ServeRAID SAS/SATA adapter (if one is present) • DIMMs 1 through 4 3. Restart the server. If the Pwr rail 3 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 4. Reinstall the components one at a time, in the order shown, restarting the server each time. If the Pwr rail 3 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> • DIMMs 1 through 4 (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). • ServeRAID SAS/SATA adapter (see “Removing a PCIe adapter from a PCI riser-card assembly” on page 179 and “Installing an adapter” on page 180). • PCI riser-card assembly 1 (see “Removing a PCIe riser-card assembly from the system-board tray” on page 177 and “Installing a PCI riser-card assembly on the system-board tray” on page 178). • Optional adapter (if one is present) installed in PCI riser-card assembly 1 (see “Removing a PCIe adapter from a PCI riser-card assembly” on page 179 and “Installing an adapter” on page 180). 5. Follow actions in “Solving power problems” on page 139, if the OVER SPEC LED on the light path diagnostics panel is still lit. 6. Replace the power supply if the OVER SPEC LED on the light path diagnostics panel is still lit. |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|--|---|
| The OVER SPEC LED on the light path diagnostics panel is lit, or the Pwr rail 4 error has been recorded in the IMM2 event log. | <ol style="list-style-type: none"> 1. Disconnect the server power cords. 2. Remove the following components if the Pwr rail 4 error has been recorded in the IMM2 event log: <ul style="list-style-type: none"> • Optional PCI adapter power cable (if one is present) • Hard disk drives • DIMMs 5 through 8 3. Restart the server. If the Pwr rail 4 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system-board tray (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 4. Reinstall the components one at a time, in the order shown, restarting the server each time. If the Pwr Rail 4 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> • DIMMs 5 through 8 (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). • Hard disk drives • Optional PCI adapter power cable (if one is present) 5. Follow actions in “Solving power problems” on page 139, if the OVER SPEC LED on the light path diagnostics panel is still lit. 6. Replace the power supply if the OVER SPEC LED on the light path diagnostics panel is still lit. |
| The OVER SPEC LED on the light path diagnostics panel is lit, or the Pwr rail 5 error has been recorded in the IMM2 event log. | <ol style="list-style-type: none"> 1. Disconnect the server power cords. 2. Remove the following components if the Pwr rail 5 error has been recorded in the IMM2 event log: <ul style="list-style-type: none"> • Optional DVD drive (if one is installed) • Hard disk drives • DIMMs 9 through 16 3. Restart the server. If the Pwr rail 5 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 4. Reinstall the components one at a time, in the order shown, restarting the server each time. If the Pwr Rail 5 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> • DIMMs 9 through 12 (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). • Hard disk drives 5. Follow actions in “Solving power problems” on page 139, if the OVER SPEC LED on the light path diagnostics panel is still lit. 6. Replace the power supply if the OVER SPEC LED on the light path diagnostics panel is still lit. |

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|--|--|
| The OVER SPEC LED on the light path diagnostics panel is lit, or the Pwr rail 6 error has been recorded in the IMM2 event log. | <ol style="list-style-type: none"> 1. Disconnect the server power cords. 2. Remove the following components if the Pwr rail 6 error has been recorded in the IMM2 event log: <ul style="list-style-type: none"> • Optional adapter (if one is present) installed in PCI riser-card assembly 2 • PCI riser-card assembly 2 • Optional dual-port network adapter (if one is present) • DIMMs 13 through 16 3. Restart the server. If the Pwr rail 6 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system board (see “Removing the system-board tray” on page 208 and “Installing the system-board tray” on page 210). 4. Reinstall the components one at a time, in the order shown, restarting the server each time. If the Pwr Rail 6 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> • DIMMs 13 through 16 (see “Removing a memory module” on page 184 and “Installing a memory module” on page 185). • Optional dual-port network adapter, if one is present (see “Removing the optional dual-port network adapter” on page 196 and “Installing the optional dual-port network adapter” on page 197). • PCI riser-card assembly 2 (see “Removing a PCIe riser-card assembly from the system-board tray” on page 177 and “Installing a PCI riser-card assembly on the system-board tray” on page 178). • Optional adapter (if one is present) installed in PCI riser-card assembly 2 (see “Removing a PCIe adapter from a PCI riser-card assembly” on page 179 and “Installing an adapter” on page 180). 5. Follow actions in “Solving power problems” on page 139, if the OVER SPEC LED on the light path diagnostics panel is still lit. 6. Replace the power supply if the OVER SPEC LED on the light path diagnostics panel is still lit. |
| The server does not turn off. | <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 and hold it down 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. |

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|--|
| Symptom | Action |
| The server unexpectedly shuts down, and the LEDs on the operator information panel are not lit. | See “Solving undetermined problems” on page 140. |

Serial-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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|--|
| 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 Setup utility 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 “Internal LEDs, connectors, and jumpers” on page 12). 2. Reseat the following components: <ol style="list-style-type: none"> a. Failing serial device b. Serial cable 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time. 4. (Trained service technician only) Replace the system board. |

ServerGuide problems

| <ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | |
|---|--|
| Symptom | Action |
| The <i>ServerGuide Setup and Installation</i> CD will not start. | <ol style="list-style-type: none"> 1. Make sure that the server supports the ServerGuide program and has a startable (bootable) CD or DVD drive. 2. If the startup (boot) sequence settings have been changed, make sure that the CD or DVD drive is first in the startup sequence. 3. If more than one CD or DVD drive is installed, make sure that only one drive is set as the primary drive. Start the CD from the primary drive. |
| The MegaRAID Storage 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/SATA hard disk drive cables are securely connected. |
| The operating-system installation program continuously loops. | Make more space available on the hard disk. |
| The ServerGuide program will not start the operating-system CD. | Make sure that the operating-system CD is supported by the ServerGuide program. For a list of supported operating-system versions, go to http://www.ibm.com/support/entry/portal/docdisplay?lnocid=SERV-GUIDE , click IBM Service and Support Site, click the link for your ServerGuide version, and scroll down to the list of supported Microsoft Windows operating systems. |
| 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

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| 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 the software vendor. |

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.
- If an action step is preceded by “(Trained technician only),” that step must be performed only by a Trained service technician.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

| Symptom | Action |
|-----------------------------|--|
| A USB device does not work. | <ol style="list-style-type: none">1. Make sure that:<ul style="list-style-type: none">• The correct USB device driver is installed.• The operating system supports USB devices.2. Make sure that the USB configuration options are set correctly in the Setup utility (see “Using the Setup utility” on page 217 for more information).3. If you are using a USB hub, disconnect the USB device from the hub and connect it directly to the server. |

Video problems

See “Monitor and video problems” on page 85.

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 you work inside the server to view light path diagnostics LEDs, read the safety information that begins on page “Safety” on page vii and “Handling static-sensitive devices” on page 155.

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

1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Turn off the server and peripheral devices and disconnect all power cords.
3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
4. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 158).
5. Look at the operator information panel on the front of the server.
 - If the check log LED is lit, it indicates that an error or multiple errors have occurred. The sources of the errors cannot be isolated or concluded by observing the light path diagnostics LEDs directly. A further investigation into IMM2 system-event log or system-error log might be required.
 - If the system-error LED is lit, it indicates that an error has occurred; go to step 2.
6. Remove the server cover and look inside the server for lit LEDs. Certain components inside the server have LEDs that are lit to indicate the location of a problem.
 - **Remind button:** Press this button to place the system-error LED/check log LED on the front information panel into Remind mode. By placing the system-error LED indicator in Remind mode, you acknowledge that you are aware of the last failure but will not take immediate action to correct the problem. In Remind mode, the system-error LED flashes every 2 seconds 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.
 - **Reset button:** Press this button to reset the server and run the power-on self-test (POST). You might have to use a pen or the end of a straightened paper clip to press the button. The Reset button is in the lower-right corner of the light path diagnostics panel.

Power-supply LEDs

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

- Power supply
- Power cord

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

- One microprocessor in microprocessor socket 1
- One 2 GB DIMM on the system board
- One power supply
- Power cord
- Four cooling fans (two for each thermal zone)

- One PCI riser-card assembly in PCI riser connector 1

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

| AC power-supply LEDs | | | Description | Action | Notes |
|----------------------|-----|-----------|--|---|---|
| AC | DC | Error (!) | | | |
| On | On | Off | Normal operation. | | |
| Off | Off | Off | No ac 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. Restart the server. If the error remains, check the power-supply LEDs. 4. If the problem remains, replace the power-supply. | This is a normal condition when no ac power is present. |
| Off | Off | On | The power supply has failed. | Replace the power supply. | |
| Off | On | Off | The power supply has failed. | Replace the power supply. | |
| Off | On | On | The power supply has failed. | Replace the power supply. | |
| On | Off | On | The power supply has failed. | Replace the power supply. | |
| On | On | On | The power supply has failed. | Replace the power supply. | |

System pulse LEDs

The following LEDs are on the system board and monitor the system power-on and power-off sequencing and boot progress:

Table 5. System pulse LEDs

| LED | Description | Action |
|----------------|------------------------------------|---|
| RTMM heartbeat | Power-on and power-off sequencing. | <ol style="list-style-type: none"> 1. If the LED blinks at 1Hz, it is functioning properly and no action is necessary. 2. If the LED is not blinking, (trained service technician only) replace the system board. |

Table 5. System pulse LEDs (continued)

| LED | Description | Action |
|----------------|------------------------------|--|
| IMM2 heartbeat | IMM2 heartbeat boot process. | <p>The following steps describe the different stages of the IMM2 heartbeat sequencing process.</p> <ol style="list-style-type: none"> 1. When this LED is blinking fast (approximately 4Hz), this indicates, that the IMM2 code is in the loading process. 2. When this LED goes off momentarily, this indicates that the IMM2 code has loaded completely. 3. When this LED goes off momentarily and then starts blinking slowing (approximately 1Hz), this indicates that IMM2 is fully operational. You can now press the power-control button to power-on the server. 4. If this LED does not blink within 30 seconds of connecting a power source to the server, (trained service technician only) Replace the system board. |

Diagnostic programs and messages

The diagnostic programs are the primary method of testing the major components of the server. As you run the diagnostic programs, text messages are displayed on the screen and are saved in the test log. A diagnostic text message indicates that a problem has been detected and provides the action you should take as a result of the text message.

Make sure that the server has the latest version of the diagnostic programs. To download the latest version, go to <http://www.ibm.com/supportportal/>.

Utilities are available to reset and update the diagnostics code on the integrated USB flash device, if the diagnostic partition becomes damaged and does not start the diagnostic programs. For more information and to download the utilities, go to <http://www.ibm.com/systems/support/supportsite.wss/docdisplay?Indocid=MIGR-5072294&brandind=5000008>.

Running the diagnostic programs

Note: The DSA memory test might take up to 30 minutes to run. If the problem is not a memory problem, skip the memory test.

To run the diagnostic programs, complete the following steps:

1. If the server is running, turn off the server and all attached devices.
2. Turn on all attached devices; then, turn on the server.
3. When the prompt <F2> Dynamic System Analysis is displayed, press F2.

Note: The DSA Preboot diagnostic program might appear to be unresponsive for an unusual length of time when you start the program. This is normal operation while the program loads. The loading process may take up to 10 minutes.

4. Optionally, select **Quit to DSA** to exit from the stand-alone memory diagnostic program.

Note: After you exit from the stand-alone memory diagnostic environment, you must restart the server to access the stand-alone memory diagnostic environment again.

5. Type **gui** to display the graphical user interface, or type **cmd** to display the DSA interactive menu.
6. Follow the instructions on the screen to select the diagnostic test to run.

If the diagnostic programs do not detect any hardware errors but the problem remains during normal server operation, 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 multiple error codes or light path diagnostics LEDs indicate a microprocessor error, the error might be in a microprocessor or in a microprocessor socket. See “Microprocessor problems” on page 84 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.

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.

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

Additional information concerning test failures is available in the extended diagnostic results for each test.

Viewing the test log

To view the test log when the tests are completed, type the **view** command in the DSA interactive menu, or select **Diagnostic Event Log** in the graphical user interface. To transfer DSA Preboot collections to an external USB device, type the **copy** command in the DSA interactive menu.

Diagnostic messages

The following table describes the messages that the diagnostic programs might generate and suggested actions to correct the detected problems. Follow the suggested actions in the order in which they are listed in the column.

Table 6. DSA Preboot messages

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|-----------------|---------|-------------------------------------|--|
| Message number | Component | Test | State | Description | Action |
| 089-801-xxx | CPU | CPU Stress Test | Aborted | Internal program error. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 3. Run the test again. 4. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 5. Run the test again. 6. Turn off and restart the system if necessary to recover from a hung state. 7. Run the test again. 8. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 089-802-xxx | CPU | CPU Stress Test | Aborted | System resource availability error. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 3. Run the test again. 4. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For the latest level of firmware, go to http://www.ibm.com/support/docview.wss?uid=psg1MIGR-4JTS2T and select your system to display a matrix of available firmware. 5. Run the test again. 6. Turn off and restart the system if necessary to recover from a hung state. 7. Run the test again. 8. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 9. Run the test again. 10. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|-----------------|---------|--|---|
| Message number | Component | Test | State | Description | Action |
| 089-901-xxx | CPU | CPU Stress Test | Failed | Test failure. | <ol style="list-style-type: none"> 1. Turn off and restart the system if necessary to recover from a hung state. 2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 3. Run the test again. 4. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 5. Run the test again. 6. Turn off and restart the system if necessary to recover from a hung state. 7. Run the test again. 8. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-801-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: the IMM returned an incorrect response length. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|---|---|
| Message number | Component | Test | State | Description | Action |
| 166-802-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: the test cannot be completed for an unknown reason. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-803-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: the node is busy; try later. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|--|---|
| Message number | Component | Test | State | Description | Action |
| 166-804-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: invalid command. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-805-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: invalid command for the given LUN. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by "(Trained technician only)," that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|---|---|
| Message number | Component | Test | State | Description | Action |
| 166-806-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: timeout while processing the command. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-807-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: out of space. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|---|---|
| Message number | Component | Test | State | Description | Action |
| 166-808-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: reservation canceled or invalid reservation ID. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-809-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: request data was truncated. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|--|---|
| Message number | Component | Test | State | Description | Action |
| 166-810-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: request data length is invalid. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-811-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: request data field length limit is exceeded. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|---|---|
| Message number | Component | Test | State | Description | Action |
| 166-812-xxx | IMM | IMM I2C Test | Aborted | IMM I2C Test aborted: a parameter is out of range. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-813-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: cannot return the number of requested data bytes. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|---|---|
| Message number | Component | Test | State | Description | Action |
| 166-814-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: requested sensor, data, or record is not present. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-815-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: invalid data field in the request. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|---|---|
| Message number | Component | Test | State | Description | Action |
| 166-816-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: the command is illegal for the specified sensor or record type. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-817-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: a command response could not be provided. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|---|---|
| Message number | Component | Test | State | Description | Action |
| 166-818-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: cannot execute a duplicated request. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-819-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: a command response could not be provided; the SDR repository is in update mode. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by "(Trained technician only)," that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|--|---|
| Message number | Component | Test | State | Description | Action |
| 166-820-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: a command response could not be provided; the device is in firmware update mode. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code and IMM firmware are at the latest level. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-821-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: a command response could not be provided; IMM initialization is in progress. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|---|---|
| Message number | Component | Test | State | Description | Action |
| 166-822-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: the destination is unavailable. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-823-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test aborted: cannot execute the command; insufficient privilege level. | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. If an action step is preceded by "(Trained technician only)," that step must be performed only by a trained technician. Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|---|--|
| Message number | Component | Test | State | Description | Action |
| 166-824-xxx | IMM | IMM I2C Test | Aborted | IMM I2C test canceled: cannot execute the command. | <ol style="list-style-type: none"> Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. After 45 seconds, reconnect the system to the power source and turn on the system. Run the test again. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. Run the test again. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 166-901-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the HBS 2117 bus (Bus 0) | <ol style="list-style-type: none"> Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. After 45 seconds, reconnect the system to the power source and turn on the system. Run the test again. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. Run the test again. Shut down the system and remove the power cords from the server. (Trained technician only) Reseat the system board. Reconnect the system to power and turn on the system. Run the test again. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|--------|---|--|
| Message number | Component | Test | State | Description | Action |
| 166-902-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the TPM bus (Bus 2). | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. Turn off the system and disconnect it from the power source. 8. (Trained service technician only) Reseat the system board. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|--------|--|--|
| Message number | Component | Test | State | Description | Action |
| 166-903-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure on Powerville (Bus 2). | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. Disconnect the system from the power source. 8. (Trained service technician only) Reseat the system board. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|--------|--|--|
| Message number | Component | Test | State | Description | Action |
| 166-904-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the PCA9543 bus (Bus 3) | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. Turn off the system and disconnect it from the power source. 8. (Trained service technician only) Reseat the system board. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|--------|---|--|
| Message number | Component | Test | State | Description | Action |
| 166-905-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the PCA bus (Bus 4). | <p>Note: Ignore the error if the hard disk drive backplane is not installed.</p> <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. 8. (Trained service technician only) Reseat the system board. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|--------|---|--|
| Message number | Component | Test | State | Description | Action |
| 166-906-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the PCA bus (Bus 5). | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. 8. (Trained service technician only) Reseat the system board. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|--------|---|--|
| Message number | Component | Test | State | Description | Action |
| 166-906-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the PCA bus (Bus 5). | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. 8. (Trained service technician only) Reseat the system board. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|--------|---|--|
| Message number | Component | Test | State | Description | Action |
| 166-906-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the PCA bus (Bus 5). | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. 8. (Trained service technician only) Reseat the system board. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|--------|---|--|
| Message number | Component | Test | State | Description | Action |
| 166-906-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the PCA bus (Bus 5). | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. 8. (Trained service technician only) Reseat the system board. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|--------|---|--|
| Message number | Component | Test | State | Description | Action |
| 166-907-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the PCA bus (Bus 6). | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. 8. Reseat the optional network adapter. 9. Reseat the PCI riser-card assembly 1. 10. Reseat the PCI riser-card assembly 2. 11. (Trained service technician only) Reseat the system board. 12. Reconnect the system to the power source and turn on the system. 13. Run the test again. 14. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------|---------|--|--|
| Message number | Component | Test | State | Description | Action |
| 166-908-xxx | IMM | IMM I2C Test | Failed | The IMM indicates a failure in the PCA9567 bus (Bus 7). | <ol style="list-style-type: none"> 1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM. 2. After 45 seconds, reconnect the system to the power source and turn on the system. 3. Run the test again. 4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 6. Run the test again. 7. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. 8. (Trained service technician only) Reseat the system board. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 201-801-xxx | Memory | Memory Test | Aborted | Test canceled: the system UEFI programmed the memory controller with an invalid CBAR address | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 4. Run the test again. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|-------------|---------|---|--|
| Message number | Component | Test | State | Description | Action |
| 201-802-xxx | Memory | Memory Test | Aborted | Test canceled: the end address in the E820 function is less than 16 MB. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that all DIMMs are enabled in the Setup utility. 4. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 5. Run the test again. 6. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 201-803-xxx | Memory | Memory Test | Aborted | Test canceled: could not enable the processor cache. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 4. Run the test again. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 201-804-xxx | Memory | Memory Test | Aborted | Test canceled: the memory controller buffer request failed. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 4. Run the test again. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 201-805-xxx | Memory | Memory Test | Aborted | Test canceled: the memory controller display/alter write operation was not completed. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 4. Run the test again. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|-------------|---------|--|---|
| Message number | Component | Test | State | Description | Action |
| 201-806-xxx | Memory | Memory Test | Aborted | Test canceled: the memory controller fast scrub operation was not completed. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 4. Run the test again. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 201-807-xxx | Memory | Memory Test | Aborted | Test canceled: the memory controller buffer free request failed. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 4. Run the test again. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 201-808-xxx | Memory | Memory Test | Aborted | Test canceled: memory controller display/alter buffer execute error. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 4. Run the test again. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by "(Trained technician only)," that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|-------------|---------|---|--|
| Message number | Component | Test | State | Description | Action |
| 201-809-xxx | Memory | Memory Test | Aborted | Test canceled program error: operation running fast scrub. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 4. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. 5. Run the test again. 6. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 201-810-xxx | Memory | Memory Test | Aborted | Test stopped: unknown error code xxx received in COMMONEXIT procedure. | <ol style="list-style-type: none"> 1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 4. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. 5. Run the test again. 6. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. If an action step is preceded by "(Trained technician only)," that step must be performed only by a trained technician. Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------------|---------|---|---|
| Message number | Component | Test | State | Description | Action |
| 201-901-xxx | Memory | Memory Test | Failed | Test failure: single-bit error, failing DIMM z. | <ol style="list-style-type: none"> Turn off the system and disconnect it from the power source. Reseat DIMM z. Reconnect the system to power and turn on the system. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. Run the test again. Replace the failing DIMMs. Re-enable all memory in the Setup utility (see "Using the Setup utility" on page 217). Run the test again. Replace the failing DIMM. Re-enable all memory in the Setup utility (see "Using the Setup utility" on page 217). Run the test again. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 202-801-xxx | Memory | Memory Stress Test | Aborted | Internal program error. | <ol style="list-style-type: none"> Turn off and restart the system. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. Run the test again. Turn off and restart the system if necessary to recover from a hung state. Run the memory diagnostics to identify the specific failing DIMM. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------|--------------------|--------|---|--|
| Message number | Component | Test | State | Description | Action |
| 202-802-xxx | Memory | Memory Stress Test | Failed | General error: memory size is insufficient to run the test. | <ol style="list-style-type: none"> 1. Make sure that all memory is enabled by checking the Available System Memory in the Resource Utilization section of the DSA event log. If necessary, enable all memory in the Setup utility (see “Using the Setup utility” on page 217). 2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 3. Run the test again. 4. Run the standard memory test to validate all memory. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 202-901-xxx | Memory | Memory Stress Test | Failed | Test failure. | <ol style="list-style-type: none"> 1. Run the standard memory test to validate all memory. 2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 3. Turn off the system and disconnect it from power. 4. Reseat the DIMMs. 5. Reconnect the system to power and turn on the system. 6. Run the test again. 7. Run the standard memory test to validate all memory. 8. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. If an action step is preceded by "(Trained technician only)," that step must be performed only by a trained technician. Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|---------------|--|---------|---|--|
| Message number | Component | Test | State | Description | Action |
| 215-801-xxx | Optical Drive | <ul style="list-style-type: none"> Verify Media Installed Read/Write Test Self-Test <p>Messages and actions apply to all three tests.</p> | Aborted | Unable to communicate with the device driver. | <ol style="list-style-type: none"> Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. Run the test again. Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged. Run the test again. For additional troubleshooting information, go to http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559. Run the test again. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 213. Run the test again. Replace the DVD drive. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 215-802-xxx | Optical Drive | <ul style="list-style-type: none"> Verify Media Installed Read/Write Test Self-Test <p>Messages and actions apply to all three tests.</p> | Aborted | The media tray is open. | <ol style="list-style-type: none"> Close the media tray and wait 15 seconds. Run the test again. Insert a new CD/DVD into the drive and wait for 15 seconds for the media to be recognized. Run the test again. Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged. Run the test again. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. Run the test again. For additional troubleshooting information, go to http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559. Run the test again. Replace the CD/DVD drive. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|---------------|--|---------|---|--|
| Message number | Component | Test | State | Description | Action |
| 215-803-xxx | Optical Drive | <ul style="list-style-type: none"> • Verify Media Installed • Read/Write Test • Self-Test <p>Messages and actions apply to all three tests.</p> | Failed | The disc might be in use by the system. | <ol style="list-style-type: none"> 1. Wait for the system activity to stop. 2. Run the test again 3. Turn off and restart the system. 4. Run the test again. 5. Replace the DVD drive. 6. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 215-901-xxx | Optical Drive | <ul style="list-style-type: none"> • Verify Media Installed • Read/Write Test • Self-Test <p>Messages and actions apply to all three tests.</p> | Aborted | Drive media is not detected. | <ol style="list-style-type: none"> 1. Insert a CD/DVD into the DVD drive or try a new media, and wait for 15 seconds. 2. Run the test again. 3. Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged. 4. Run the test again. 5. For additional troubleshooting information, go to http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559. 6. Run the test again. 7. Replace the DVD drive. 8. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 215-902-xxx | Optical Drive | <ul style="list-style-type: none"> • Verify Media Installed • Read/Write Test • Self-Test <p>Messages and actions apply to all three tests.</p> | Failed | Read miscompare. | <ol style="list-style-type: none"> 1. Insert a CD/DVD into the DVD drive or try a new media, and wait for 15 seconds. 2. Run the test again. 3. Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged. 4. Run the test again. 5. For additional troubleshooting information, go to http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559. 6. Run the test again. 7. Replace the DVD drive. 8. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|---------------|--|---------|-----------------------------|--|
| Message number | Component | Test | State | Description | Action |
| 215-903-xxx | Optical Drive | <ul style="list-style-type: none"> • Verify Media Installed • Read/Write Test • Self-Test <p>Messages and actions apply to all three tests.</p> | Aborted | Could not access the drive. | <ol style="list-style-type: none"> 1. Insert a CD/DVD into the DVD drive or try a new media, and wait for 15 seconds. 2. Run the test again. 3. Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged. 4. Run the test again. 5. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA. 6. Run the test again. 7. For additional troubleshooting information, go to http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559. 8. Run the test again. 9. Replace the DVD drive. 10. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 215-904-xxx | Optical Drive | <ul style="list-style-type: none"> • Verify Media Installed • Read/Write Test • Self-Test <p>Messages and actions apply to all three tests.</p> | Failed | A read error occurred. | <ol style="list-style-type: none"> 1. Insert a CD/DVD into the DVD drive or try a new media, and wait for 15 seconds. 2. Run the test again. 3. Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged. 4. Run the test again. 5. For additional troubleshooting information, go to http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559. 6. Run the test again. 7. Replace the DVD drive. 8. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------------|------------------------|--------|-------------|--|
| Message number | Component | Test | State | Description | Action |
| 405-901-xxx | Ethernet Device | Test Control Registers | Failed | | <ol style="list-style-type: none"> 1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 2. Run the test again. 3. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component. 4. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 405-901-xxx | Ethernet Device | Test MII Registers | Failed | | <ol style="list-style-type: none"> 1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 2. Run the test again. 3. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component. 4. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 405-902-xxx | Ethernet Device | Test EEPROM | Failed | | <ol style="list-style-type: none"> 1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 2. Run the test again. 3. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component. 4. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------------|----------------------|--------|-------------|--|
| Message number | Component | Test | State | Description | Action |
| 405-903-xxx | Ethernet Device | Test Internal Memory | Failed | | <ol style="list-style-type: none"> 1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 2. Run the test again. 3. Check the interrupt assignments in the PCI Hardware section of the DSA event log. If the Ethernet device is sharing interrupts, if possible, use the Setup utility see “Using the Setup utility” on page 217) to assign a unique interrupt to the device. 4. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 405-904-xxx | Ethernet Device | Test Interrupt | Failed | | <ol style="list-style-type: none"> 1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 2. Run the test again. 3. Check the interrupt assignments in the PCI Hardware section of the DSA event log. If the Ethernet device is sharing interrupts, if possible, use the Setup utility see “Using the Setup utility” on page 217) to assign a unique interrupt to the device. 4. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Table 6. DSA Preboot messages (continued)

| <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. • If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal/ to check for technical information, hints, tips, and new device drivers or to submit a request for information. | | | | | |
|---|-----------------|----------------------------------|--------|-------------|--|
| Message number | Component | Test | State | Description | Action |
| 405-905-xxx | Ethernet Device | Test Loop back at MAC Layer | Failed | | <ol style="list-style-type: none"> 1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 2. Run the test again. 3. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component. 4. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 405-906-xxx | Ethernet Device | Test Loop back at Physical Layer | Failed | | <ol style="list-style-type: none"> 1. Check the Ethernet cable for damage and make sure that the cable type and connection are correct. 2. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 3. Run the test again. 4. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component. 5. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |
| 405-907-xxx | Ethernet Device | Test LEDs | Failed | | <ol style="list-style-type: none"> 1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 213. 2. Run the test again. 3. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component. 4. If the failure remains, go to the IBM website for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=SERV-CALL. |

Recovering the server firmware

Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

If the server firmware has become corrupted, such as from a power failure during an update, you can recover the server firmware in the following way:

- **In-band method:** Recover server firmware, using either the boot block jumper (Automated Boot Recovery) and a server Firmware Update Package Service Pack.

Note: You can obtain a server update package from one of the following sources:

- Download the server firmware update from the World Wide Web.
- Contact your IBM service representative.

To download the server firmware update package from the World Wide Web, complete the following steps:

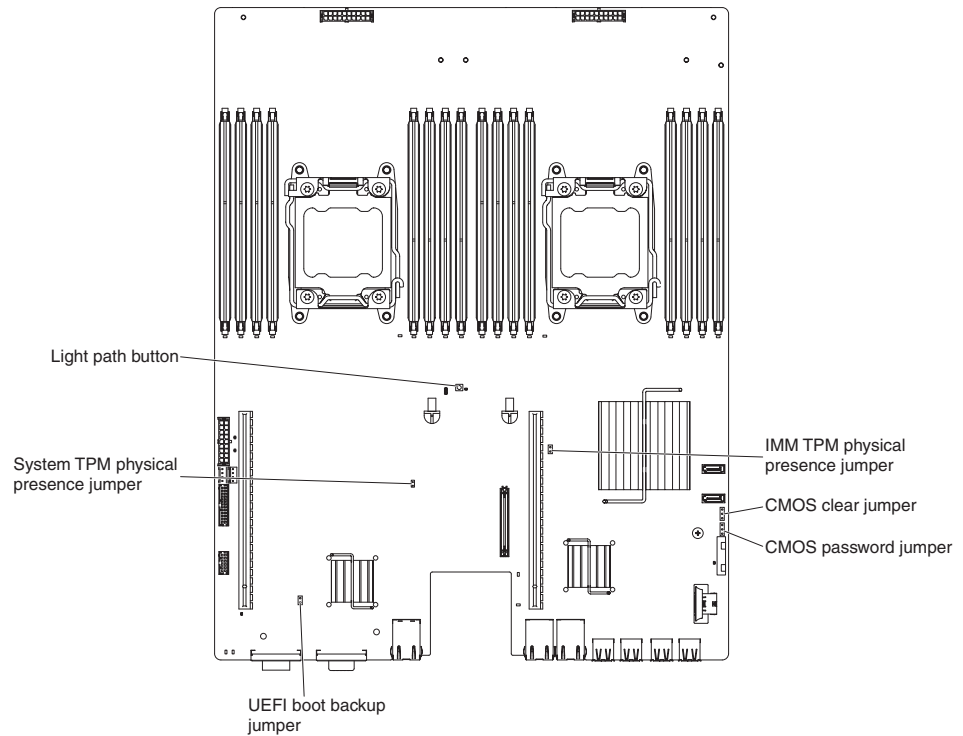
1. Go to <http://www.ibm.com/supportportal/>.
2. Under **Product support**, click **System x**.
3. Under **Popular links**, select **Software and device drivers**.
4. From the **Product family** menu, select **System dx360 M4** to display the matrix of downloadable files for the server.
5. Download the latest server firmware update and the update tool UXSPI.

The flash memory of the server consists of a primary bank and a backup bank. It is essential that you maintain the backup bank with a bootable firmware image. If the primary bank becomes corrupted, you can either manually boot the backup bank with the boot block jumper, or in the case of image corruption, this will occur automatically with the Automated Boot Recovery function.

In-band manual recovery method

To recover the server firmware and restore the server operation to the primary bank, complete the following steps:

1. Read the safety information that begins on page vii and "Installation guidelines" on page 153.
2. Turn off the server, and disconnect all power cords and external cables.
3. Remove the server cover (see "Removing the system-board tray cover" on page 158).
4. Locate the UEFI boot backup jumper block (JP3) on the system board.



5. Move the jumper (JP3) from pins 1 and 2 to pins 2 and 3 to enable the UEFI recovery mode.
6. Reinstall the server cover; then, reconnect all power cords.
7. Restart the server. The system begins the power-on self-test (POST).
8. Boot the server to an operating system that is supported by the firmware update package that you downloaded.
9. Perform the firmware update by following the instructions that are in the firmware update package readme file.
10. Turn off the server and disconnect all power cords and external cables, and then remove the server top cover (see “Removing the system-board tray cover” on page 158).
11. Move the BIOS boot backup jumper (JP3) from pins 2 and 3 back to the primary position (pins 1 and 2).
12. Reinstall the server top cover (see “Installing the system-board tray cover” on page 158).
13. Reconnect the power cord and any cables that you removed.
14. Restart the server. The system begins the power-on self-test (POST). If this does not recover the primary bank, continue with the following steps.
15. Remove the server top cover (see “Removing the system-board tray cover” on page 158).
16. Reset the CMOS by removing the system battery (see “Removing the system battery” on page 165).
17. Leave the system battery out of the server for approximately 5 to 15 minutes.
18. Reinstall the system battery (see “Installing the system battery” on page 167).
19. Reinstall the server top cover (see “Installing the system-board tray cover” on page 158).
20. Reconnect the power cord and any cables that you removed.
21. Restart the server. The system begins the power-on self-test (POST).

22. If these recovery efforts fail, contact your IBM service support representative for support.

In-band automated boot recovery method

Note: Use this method if the BOARD LED on the light path diagnostics panel is lit and there is a log entry or Booting Backup Image is displayed on the firmware splash screen; otherwise, use the in-band manual recovery method.

1. Boot the server to an operating system that is supported by the firmware update package that you downloaded.
2. Perform the firmware update by following the instructions that are in the firmware update package readme file.
3. Restart the server.
4. At the firmware splash screen, press F3 when prompted to restore to the primary bank. The server boots from the primary bank.

Automated boot recovery (ABR)

While the server is starting, if the integrated management module detects problems with the server firmware in the primary bank, the server automatically switches to the backup firmware bank and gives you the opportunity to recover the firmware in the primary bank. For instructions for recovering the UEFI firmware, see “Recovering the server firmware” on page 136. After you have recovered the firmware in the primary bank, complete the following steps:

1. Restart the server.
2. When the prompt Press F3 to restore to primary is displayed, press F3 to start the server from the primary bank.

Nx boot failure

Configuration changes, such as added devices or adapter firmware updates, and firmware or application code problems can cause the server to fail POST (the power-on self-test). If this occurs, the server responds in either of the following ways:

- The server restarts automatically and attempts POST again.
- The server hangs, and you must manually restart the server for the server to attempt POST again.

After a specified number of consecutive attempts (automatic or manual), the Nx boot failure feature causes the server to revert to the default UEFI configuration and start the Setup utility so that you can make the necessary corrections to the configuration and restart the server. If the server is unable to successfully complete POST with the default configuration, there might be a problem with the system board.

To specify the number of consecutive restart attempts that will trigger the Nx boot failure feature, in the Setup utility, click **Settings > POST Attempt Limit**. The available options are 3, 6, 9, and 255 (disable Nx boot failure).

Solving power problems

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

1. Turn off the server and disconnect all ac power cords.
2. Check for loose cables in the power subsystem. Also check for short circuits, for example, if a loose screw is causing a short circuit on a circuit board.
3. If the check log LED on the light path diagnostics panel is lit, check the IMM2 event log for faulty Pwr rail and complete the following steps. Table 7 identifies the components that are associated with each Pwr rail and the order in which to troubleshoot the components.
 - a. Disconnect the cables and power cords to all internal and external devices. Leave the power-supply cords connected.
 - b. For Pwr rail 1 error, complete the following steps:
 - 1) (Trained technician only) Replace the system board.
 - 2) (Trained technician only) Replace the microprocessor.
 - c. For other rail errors (Pwr rail 1 error, see the step above), remove each component that is associated with the faulty Pwr rail, one at a time, in the sequence indicated in Table 7, restarting the server each time, until the cause of the overcurrent condition is identified.

Table 7. Components associated with power rail error

| Pwr rail error in the IMM2 event log | Components |
|---|---|
| Pwr rail 1 error | Microprocessor 1 |
| Pwr rail 2 error | Microprocessor 2 |
| Pwr rail 3 error | Optional adapter if one is installed in PCI riser-card assembly 1, PCI riser-card assembly 1, the ServerRAID SAS/SATA adapter, and DIMMs 1 through 6 |
| Pwr rail 4 error | Optional PCI adapter power cable if one is installed, fan 1, fan 2, hard disk drives, and DIMMs 7 through 12 |
| Pwr rail 5 error | Optional DVD drive if one is installed, fan 3, fan 4, hard disk drives, DIMMs 13 through 18 |
| Pwr rail 6 error | Optional adapter if one is installed in PCI riser-card assembly 2, PCI riser-card assembly 2, optional dual-port network adapter if one is installed, fan 5, fan 6, DIMMs 19 through 24 |

- d. Replace the identified component.
4. Remove the adapters and disconnect the cables and power cords to all internal and external devices until the server is at the minimum configuration that is required for the server to start (see “Power-supply LEDs” on page 97 for the minimum configuration).
 5. Reconnect all ac power cords and turn on the server. If the server starts successfully, reseal the adapters and devices one at a time until the problem is isolated.

If the server does not start from the minimum configuration, see “Power-supply LEDs” on page 97 to 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 you set the Ethernet controller 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 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 96.

Damaged data in CMOS memory or damaged server firmware can cause undetermined problems. To reset the CMOS data, use the CMOS jumper to clear the CMOS memory and override the power-on password; see “System-board

switches and jumpers” on page 13. If you suspect that the server firmware is damaged, see “Recovering the server firmware” on page 136.

If 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).
 - Printer, mouse, and non-IBM devices.
 - Each adapter.
 - Hard disk drives.
 - Memory modules. The minimum configuration requirement is 2 GB DIMM in slot 3.
4. Turn on the server.

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

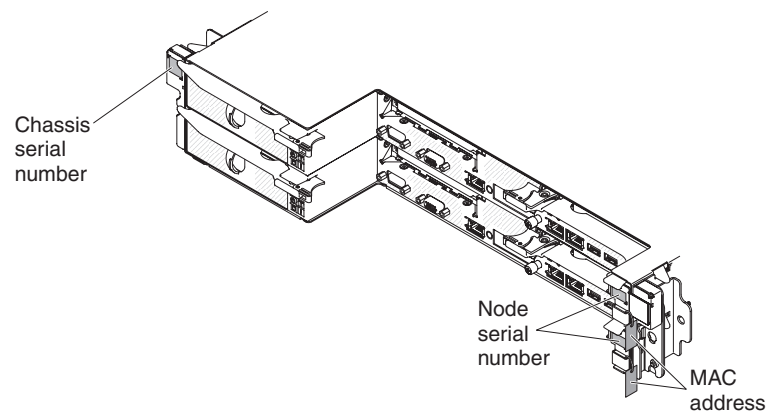
If you suspect a networking problem and the server passes all the system tests, suspect a network cabling problem that is external to the server.

Problem determination tips

Because of the variety of hardware and software combinations that can encounter, use the following information to assist you in problem determination. If possible, have this information available when requesting assistance from IBM.

The model number and serial number are located on the ID label on the front of the server as shown in the following illustration.

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



- Machine type and model
- Microprocessor or hard disk drive upgrades
- Failure symptom
 - Does the server fail the diagnostic tests?
 - What occurs? When? Where?
 - Does the failure occur on a single server or on multiple servers?

- Is the failure repeatable?
- Has this configuration ever worked?
- What changes, if any, were made before the configuration failed?
- Is this the original reported failure?
- Diagnostic program type and version level
- Hardware configuration (print screen of the system summary)
- IMM2 firmware level
- Operating system software

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
- IMM2 firmware 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

See Appendix A, “Getting help and technical assistance,” on page 237 for information about calling IBM for service.

Chapter 4. Parts listing, System x iDataPlex dx360 M4 Types 7912 and 7913

The following replaceable components are available for the dx360 M4 system-board tray, the 2U chassis, and the GPGPU enclosure, except as specified otherwise in “Customer replaceable units for dx360 M4 Type 7912 system-board tray.” To check for an updated parts listing on the web, go to <http://www.ibm.com/supportportal/>.

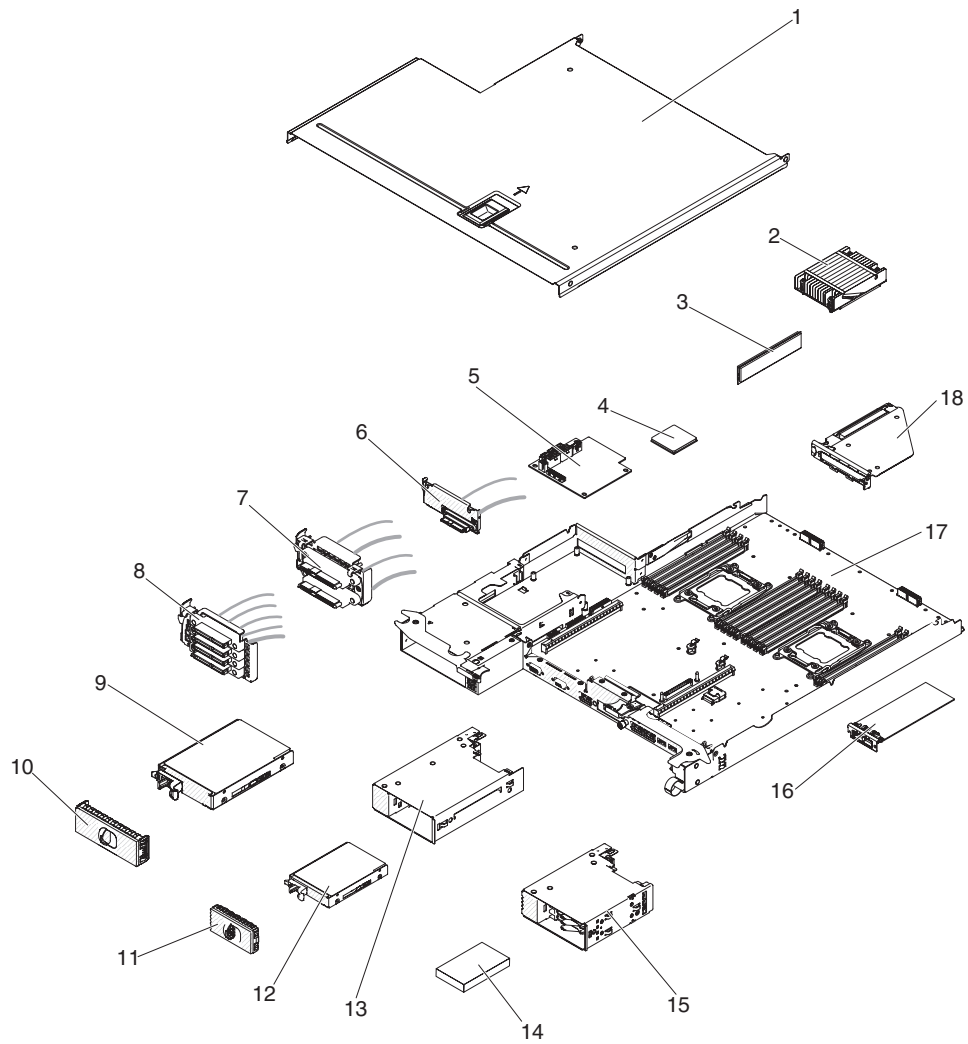
The types of replaceable components are:

- **Consumables:** Purchase and replacement of consumables (components, such as batteries and printer cartridges, that have depleting life) is your responsibility. If IBM acquires or installs a consumable component at your request, you will be charged for the service.
- **Structural parts:** Purchase and replacement of structural parts (components, such as chassis assembly, top cover, and bezel) is your responsibility. If IBM acquires or installs a structural component at your request, you will be charged for the service.
- **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.

Customer replaceable units for dx360 M4 Type 7912 system-board tray

For information about the terms of the warranty, see the *Warranty Information* document that comes with the server.

The following illustration shows the major components in the server. The illustrations in this document might differ slightly from your hardware.



The following table lists the part numbers for the server components.

Table 8. Parts listing, Type 7912

| Index | Description | CRU part number (Tier 1) | CRU part number (Tier 2) |
|-------|---|--------------------------|--------------------------|
| 2 | Heat sink assembly, 95 W | | 90Y4967 |
| 2 | Heat sink assembly, 130 W | | 90Y4896 |
| 3 | Memory, 8 GB dual-rank 1.35 V, DDR3, 1333 MHz, RDIMM | 49Y1415 | |
| 3 | Memory, 2 GB single-rank 1.35 V | 49Y1421 | |
| 3 | Memory, 4 GB dual-rank 1.35 V, DDR3, 1333 MHz, UDIMM | 49Y1422 | |
| 3 | Memory, 2 GB single-rank 1.35 V, DDR3, 1333 MHz, RDIMM | 49Y1423 | |
| 3 | Memory, 4 GB single-rank 1.35 V, DDR3, 1333 MHz, RDIMM | 49Y1424 | |
| 3 | Memory, 16 GB dual-rank 1.50 V, DDR3, 1333 MHz, RDIMM | 49Y1565 | |
| 3 | Memory, 32 GB dual-rank 1.35 V, DDR3, 1333 MHz, LRDIMM | 90Y3107 | |
| 3 | Memory, 8 GB dual-rank 1.50 V, DDR3, 1600 MHz, RDIMM | 90Y3111 | |
| 3 | Memory, 4 GB dual-rank 1.5 V, DDR3, 1600 MHz, RDIMM | 90Y3180 | |
| 3 | Memory, 16 GB dual-rank 1.50 V, DDR3, 1600 MHz, RDIMM | 00D4970 | |
| 4 | Microprocessor, Intel Xeon E5-2637, 3.00 GHz, 5 MB, 1066 MHz, 80 W (2 core) | | 49Y8124 |
| 4 | Microprocessor, Intel Xeon E5-2665, 2.40 GHz, 20 MB, 115 W (8 core) | | 49Y8142 |
| 4 | Microprocessor, Intel Xeon E5-2650L, 1.80 GHz, 20 MB, 1600 MHz, 70 W (8 core) | | 81Y5160 |
| 4 | Microprocessor, Intel Xeon E5-2603, 1.80 GHz, 10 MB, 1066 MHz, 80 W (4 core) | | 81Y5161 |
| 4 | Microprocessor, Intel Xeon E5-2609, 2.40 GHz, 10 MB, 1066 MHz, 80 W (4 core) | | 81Y5163 |
| 4 | Microprocessor, Intel Xeon E5-2620, 2.00 GHz, 15 MB, 1333 MHz, 95 W (6 core) | | 81Y5164 |
| 4 | Microprocessor, Intel Xeon E5-2630, 2.30 GHz, 15 MB, 1333 MHz, 95 W (6 core) | | 81Y5165 |
| 4 | Microprocessor, Intel Xeon E5-2640, 2.50 GHz, 15 MB, 1333 MHz, 95 W (6 core) | | 81Y5166 |
| 4 | Microprocessor, Intel Xeon E5-2650, 2.00 GHz, 20 MB, 1600 MHz, 95 W (8 core) | | 81Y5167 |
| 4 | Microprocessor, Intel Xeon E5-2660, 2.20 GHz, 20 MB, 1600 MHz, 95 W (8 core) | | 81Y5168 |
| 4 | Microprocessor, Intel Xeon E5-2680, 2.70 GHz, 20 MB, 1600 MHz, 130 W (8 core) | | 81Y5169 |
| 4 | Microprocessor, Intel Xeon E5-2667, 2.90 GHz, 15 MB, 1600 MHz, 130 W (6 core) | | 81Y5170 |
| 4 | Microprocessor, Intel Xeon E5-2630L 2.00 GHz, 15 MB, 1333 MHz, 60 W (6 core) | | 81Y5204 |
| 4 | Microprocessor, Intel Xeon E5-2670, 2.60 GHz, 20 MB, 1600 MHz, 115 W (8 core) | | 81Y9419 |
| 4 | Microprocessor, Intel Xeon E5-2648L 1.8 GHz, 20 MB, 1600 MHz, 70 W (8 core) | | 95Y4671 |

Table 8. Parts listing, Type 7912 (continued)

| Index | Description | CRU part number (Tier 1) | CRU part number (Tier 2) |
|-------|---|--------------------------|--------------------------|
| 4 | Microprocessor, Intel Xeon E5-2658, 2.1 GHz, 20 MB, 1600 MHz, 95 W (8 core) | | 95Y4676 |
| 5 | Power paddle board | 81Y7230 | |
| 6 | Cable assembly, 1PM SATA 480 mm for 3.5-inch simple-swap | 90Y5119 | |
| 7 | Cable assembly, 2PM SATA 480 mm for 2.5-inch simple-swap | 94Y7533 | |
| 7 | Cable assembly, 2PM SAS 480 mm for 2.5-inch simple-swap | 90Y6253 | |
| 8 | Cable assembly, 4PM Mico SATA to 4x 520 mm for 1.8-inch simple-swap | 90Y6257 | |
| 9 | Hard disk drive, 3.5-inch simple-swap, 500 GB 7.2 K 6 Gbps NL SATA Gen-2 | 81Y9803 | |
| 9 | Hard disk drive, 3.5-inch simple-swap, 1 TB, 7.2 K | 81Y9807 | |
| 9 | Hard disk drive, 3.5-inch simple-swap, 2TB 7.2K 6Gbps NL SATA Gen-2 | 81Y9811 | |
| 9 | Hard disk drive, 3.5-inch simple-swap, 3 TB, 7.2 K | 81Y9815 | |
| 12 | Hard disk drive, 2.5-inch simple-swap, 200 GB SATA MLC SSD | 40K6897 | |
| 12 | Hard disk drive, 2.5-inch simple-swap, 300 GB 10 K 6 Gbps SAS SFF | 49Y1992 | |
| 12 | Hard disk drive, 2.5-inch simple-swap, 146 GB 15 K 6 Gbps SAS SFF | 49Y1997 | |
| 12 | Hard disk drive, 2.5-inch simple-swap, 600 GB 10 K 6 Gbps SAS SFF | 49Y2028 | |
| 12 | Hard disk drive, 2.5-inch simple-swap, 900 GB 10 K 6 Gbps SAS SFF | 81Y9655 | |
| 12 | Hard disk drive, 2.5-inch simple-swap, 300 GB 15 K 6 Gbps SAS SFF | 81Y9675 | |
| 12 | Hard disk drive, 2.5-inch simple-swap, 250 GB 7.2 K 6 Gbps NL SATA SFF | 81Y9735 | |
| 12 | Hard disk drive, 2.5-inch simple-swap, 500 GB 7.2 K 6 Gbps NL SATA SFF | 81Y9739 | |
| 12 | Hard disk drive, 2.5-inch simple-swap, 1TB 7.2 K 6 Gbps NL SATA SFF | 81Y9743 | |
| 13 | 2.5-inch HDD/SSD converter cage | 90Y4974 | |
| 14 | Hard disk drive, 1.8-inch 50 GB SATA MLC SSD | 43W7729 | |
| 14 | Hard disk drive, 1.8-inch 200 GB SATA MLC SSD | 43W7745 | |
| 15 | 1.8-inch HDD/SSD converter cage | 90Y4931 | |
| 16 | Infiniband Mezz module | 90Y4956 | |
| 16 | FDR14 Infiniband Mezz module | 90Y6606 | |
| 16 | Emulex 10GbE virtual fabric dual-port adapter | 90Y5100 | |
| 17 | System-board tray | | 00W2539 |
| 18 | 1U PCI riser module | 00W2582 | |
| | Battery, 3.0 volt | 33F8354 | |
| | Cable, switch LED | 90Y4962 | |

Table 8. Parts listing, Type 7912 (continued)

| Index | Description | CRU part number (Tier 1) | CRU part number (Tier 2) |
|-------|--|--------------------------|--------------------------|
| | Cable, system-board | 90Y4964 | |
| | Cable, iBBU09 | 90Y7309 | |
| | Cable, supercap | 90Y7310 | |
| | Brocade 16Gb FC single-port host bus adapter | 81Y1671 | |
| | Brocade 16Gb FC dual-port host bus adapter | 81Y1678 | |
| | Emulex 16Gb FC single-port host bus adapter | 81Y1658 | |
| | Emulex 16Gb FC dual-port host bus adapter | 81Y1665 | |
| | IBM 6Gb SAS host bus adapter | 68Y7354 | |
| | IBM 6Gb performance optimized host bus adapter | 90Y4356 | |
| | NetXtreme I quad port adapter | 90Y9355 | |
| | NetXtreme I quad port adapter | 90Y9373 | |
| | nVIDIA Tesla K10 PCI express x 16 | 90Y2338 | |
| | ServeRAID M1115 SAS/SATA adapter | 81Y4449 | |
| | ServeRAID M5120 SAS/SATA adapter | 81Y4479 | |
| | ServeRAID M5110 SAS/SATA adapter | 81Y4482 | |
| | ServeRAID M5100 series 512 MB cache (RAID 5 upgrade) | 81Y4485 | |
| | ServeRAID M5100 series 512 MB flash (RAID 5 upgrade) | 81Y4488 | |
| | ServeRAID M5100 series battery kit | 81Y4491 | |
| | ServeRAID M5100 series 1 GB flash (RAID 5 upgrade) | 81Y4580 | |
| | ServeRAID H1110 SAS/SATA adapter | 81Y4494 | |
| | Label kit, system-board and expansion tray | 90Y6244 | |
| | Thermal grease kit | | 41Y9292 |
| | Alcohol wipe | | 59P4739 |

Type 7913 2U chassis components

The following replaceable components are available for the Type 7913 2U chassis.

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

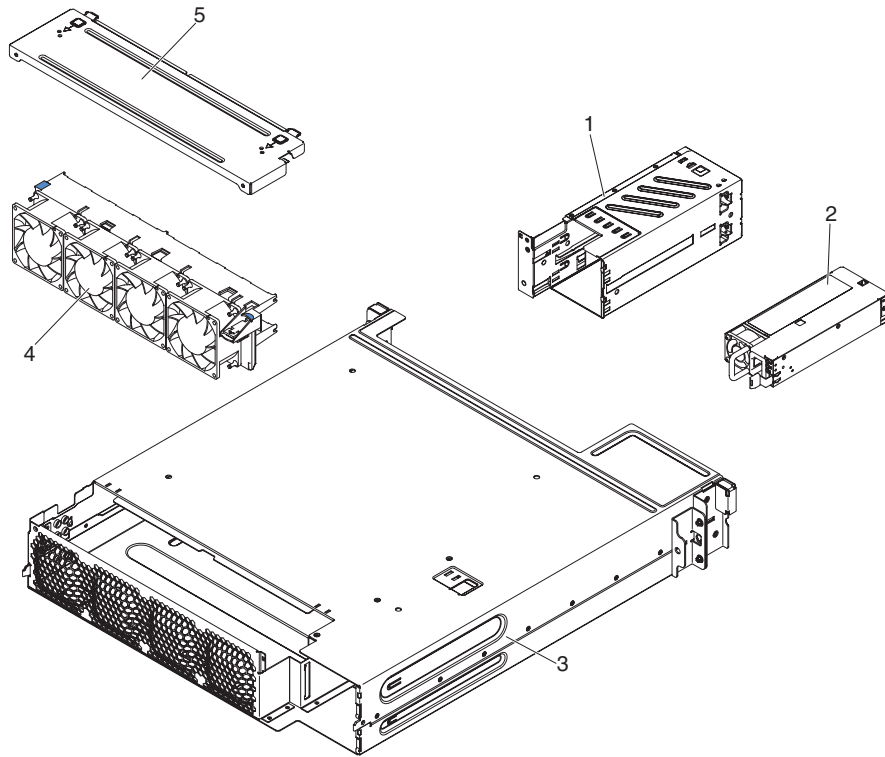


Table 9. Parts listing, Type 7913

| Index | Description | CRU part number (Tier 1) | CRU part number (Tier 2) |
|-------|--------------------------------------|--------------------------|--------------------------|
| 1 | Power supply cage module | 90Y4873 | |
| 2 | 900 watt high efficient power supply | 43X3316 | |
| 2 | 550 watt power supply | 43X3312 | |
| 2 | 750 watt power supply | 43X3314 | |
| 2 | 750 watt power supply | 69Y5747 | |
| 4 | Fan assembly | 90Y4869 | |
| | 2U chassis lable kit | 90Y4878 | |
| | Line cord, jumper | 90Y4938 | |
| | Line cord, Y 12A jumper | 90Y4940 | |

GPGPU enclosure components

The following replaceable components are available for the GPGPU enclosure.

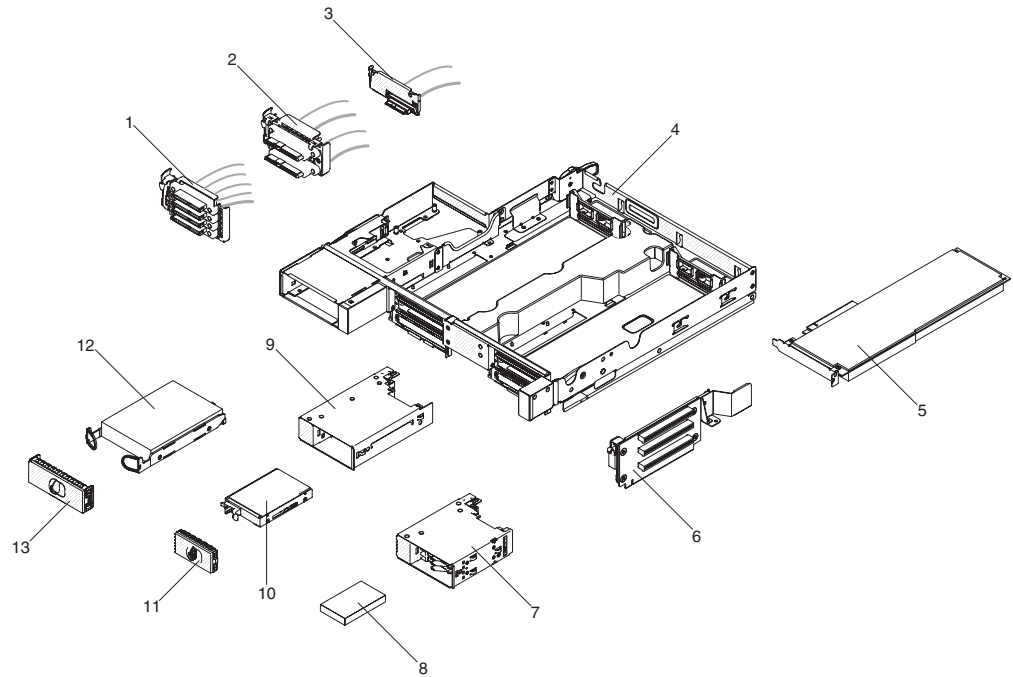


Table 10. Parts listing, GPGPU enclosure

| Index | Description | CRU part number (Tier 1) | CRU part number (Tier 2) |
|-------|--|--------------------------|--------------------------|
| 1 | Cable assembly, 4PM Mico SATA to 4x 520 mm for 1.8-inch simple-swap | 90Y6257 | |
| 2 | Cable assembly, 2PM SATA 480 mm for 2.5-inch simple-swap | 94Y7533 | |
| 3 | Cable assembly, 1PM SATA 480 mm for 3.5-inch simple-swap | 90Y5119 | |
| 4 | PCI tray | 90Y4901 | |
| 5 | NVIDIA Quadro 5000 | 43V5917 | |
| 5 | NVIDIA Tesla M2090 | 90Y2310 | |
| 6 | 2U PCI riser GPU | 90Y4903 | |
| 7 | 1.8-inch HDD/SSD converter cage | 90Y4931 | |
| 8 | Hard disk drive, 1.8-inch 200 GB SATA MLC SSD | 43W7745 | |
| 8 | Hard disk drive, 1.8-inch 50 GB SATA MLC SSD | 43W7729 | |
| 9 | 2.5-inch HDD/SSD converter cage | 90Y4974 | |
| 10 | Hard disk drive, 2.5-inch simple-swap (see Table 8 on page 145 for the supported drives) | | |
| 12 | Hard disk drive, 3.5-inch simple-swap (see Table 8 on page 145 for the supported drives) | | |
| | Cable, 2PM SAS 900 mm | 90Y4975 | |
| | Cable, 1PM SAS 900 mm | 90Y5115 | |
| | Cable, 1PM SATA 900 mm | 90Y6250 | |
| | Cable, 4PM Mico SATA to 4x, 910 mm | 90Y6256 | |
| | Cable, power graphics 8P-6P | 90Y6357 | |

Table 10. Parts listing, GPGPU enclosure (continued)

| Index | Description | CRU part number (Tier 1) | CRU part number (Tier 2) |
|-------|-----------------------------------|--------------------------|--------------------------|
| | Cable, power graphics 8P-8P | 90Y6360 | |
| | iDataPlex 2U GPU PCI riser module | 00D3309 | |

Consumable and structural parts

Consumable and structural parts are not covered by the IBM Statement of Limited Warranty.

Table 11. Consumable and structural parts, Types 7912 and 7913

| Index | Description | Part number |
|-------|--|-------------|
| 1 | System-board tray cover | 90Y4880 |
| 3 | 2U chassis | 90Y4861 |
| 5 | 2U chassis top cover | 90Y4864 |
| 10 | Filler, 3.5-inch simple-swap hard disk drive bay | 90Y4916 |
| 11 | Filler, 2.5/1.8-inch simple-swap hard disk drive bay | 90Y4928 |
| | 2U chassis miscellaneous kit | 90Y4877 |
| | 3U bracket kit | 94Y7628 |
| | Air divider | 00D3308 |
| | Node and expansion tray miscellaneous kit | 94Y7558 |
| | PCI slot blank filler | 90Y6603 |
| | iDataPlex rail kit with power cord bracket | 90Y4942 |
| | iDataPlex rail kit | 90Y4959 |
| | Remote battery holder | 94Y7609 |
| | Enterprise rack rail kit | 90Y5124 |

To order a consumable and structural part, complete the following steps:

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

1. Go to <http://www.ibm.com>.
2. From the **Products** menu, select **Upgrades, accessories & parts**.
3. Click **Obtain maintenance parts**; then, follow the instructions to order the part from the retail store.

If you need help with your order, call the toll-free number that is listed on the retail parts page, or contact your local IBM representative for assistance.

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 a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a tandem blade, grounding-type attachment plug rated 15 amperes, 250 volts.

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

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

| IBM power cord part number | Used in these countries and regions |
|----------------------------|---|
| 39M5206 | China |
| 39M5102 | Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea |
| 39M5123 | Afghanistan, Albania, Algeria, Andorra, Angola, Armenia, Austria, Azerbaijan, Belarus, Belgium, Benin, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Democratic Republic of), Congo (Republic of), Cote D'Ivoire (Ivory Coast), Croatia (Republic of), Czech Republic, Dahomey, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Finland, France, French Guyana, French Polynesia, Germany, Greece, Guadeloupe, Guinea, Guinea Bissau, Hungary, Iceland, Indonesia, Iran, Kazakhstan, Kyrgyzstan, Laos (People's Democratic Republic of), Latvia, Lebanon, Lithuania, Luxembourg, Macedonia (former Yugoslav Republic of), Madagascar, Mali, Martinique, Mauritania, Mauritius, Mayotte, Moldova (Republic of), Monaco, Mongolia, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Reunion, Romania, Russian Federation, Rwanda, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia (Republic of), Somalia, Spain, Suriname, Sweden, Syrian Arab Republic, Tajikistan, Tahiti, Togo, Tunisia, Turkey, Turkmenistan, Ukraine, Upper Volta, Uzbekistan, Vanuatu, Vietnam, Wallis and Futuna, Yugoslavia (Federal Republic of), Zaire |
| 39M5130 | Denmark |
| 39M5144 | Bangladesh, Lesotho, Macao, Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda |
| 39M5151 | Abu Dhabi, Bahrain, Botswana, Brunei Darussalam, Channel Islands, China (Hong Kong S.A.R.), Cyprus, Dominica, Gambia, Ghana, Grenada, Iraq, Ireland, Jordan, Kenya, Kuwait, Liberia, Malawi, Malaysia, Malta, Myanmar (Burma), Nigeria, Oman, Polynesia, Qatar, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Sudan, Tanzania (United Republic of), Trinidad and Tobago, United Arab Emirates (Dubai), United Kingdom, Yemen, Zambia, Zimbabwe |

| IBM power cord part number | Used in these countries and regions |
|-----------------------------------|--|
| 39M5158 | Liechtenstein, Switzerland |
| 39M5165 | Chile, Italy, Libyan Arab Jamahiriya |
| 39M5172 | Israel |
| 39M5095 | 220 - 240 V 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 |
| 39M5081 | 110 - 120 V 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 |
| 39M5219 | Korea (Democratic People's Republic of), Korea (Republic of) |
| 39M5199 | Japan |
| 39M5068 | Argentina, Paraguay, Uruguay |
| 39M5226 | India |
| 39M5233 | Brazil |

Chapter 5. Removing and replacing server components

The types of replaceable components are:

- **Consumables:** Purchase and replacement of consumables (components, such as batteries and printer cartridges, that have depleting life) is your responsibility. If IBM acquires or installs a consumable component at your request, you will be charged for the service.
- **Structural parts:** Purchase and replacement of structural parts (components, such as chassis assembly, top cover, and bezel) is your responsibility. If IBM acquires or installs a structural component at your request, you will be charged for the service.
- **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.

See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7912 and 7913,” on page 143 to determine whether a component is a structural part, consumable part, Tier 1 CRU, or Tier 2 CRU.

For information about the terms of the warranty, see the *Warranty Information* document that comes with the server.

Installation guidelines

Attention: Static electricity that is released to internal server components when the server is powered-on might cause the system to halt, which might result in the loss of data. To avoid this potential problem, always use an electrostatic-discharge wrist strap or other grounding system when removing or installing a hot-swap device.

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

- Read the safety information that begins on page vii and the guidelines in “Working inside the server with the power on” on page 155 and “Handling static-sensitive devices” on page 155. This information will help you work safely.
- Make sure that the devices that you are installing are supported. For a list of supported optional devices for the server (or MAX5, if one is connected to the server), see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/..>
- When you install your new server, take the opportunity to download and apply the most recent firmware updates. This step will help to ensure that any known issues are addressed and that your server is ready to function at maximum levels of performance. To download firmware updates for your server, go to <http://www.ibm.com/support/fixcentral/>.

Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code. For additional information about tools for updating, managing, and deploying firmware, see the ToolsCenter for System x and BladeCenter at <http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp>.

- Before you install optional devices, make sure that the server is working correctly. Start the server, and make sure that the operating system starts, if an operating system is installed, or that a 19990305 error code is displayed, indicating that an operating system was not found but the server is otherwise working correctly. If the server is not working correctly, see Chapter 1, “Start here,” on page 1 and Chapter 3, “Diagnostics,” on page 15 for diagnostic information.
- Observe good housekeeping in the area where you are working. Place removed covers and other parts in a safe place.
- If you must start the server while the cover is removed, make sure that no one is near the server and that no 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 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, a small Phillips screwdriver, and a T8 torx screwdriver available.
- You do not have to turn off the server to install or replace hot-swap power supplies, hot-swap fans, hot-swap drives, or hot-plug Universal Serial Bus (USB) devices. However, you must turn off the server before you perform any steps that involve removing or installing adapter cables, and you must disconnect the power source before you perform any steps that involve removing or installing riser cards.
- 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.

System reliability guidelines

To help ensure proper cooling and system reliability, make sure that the following requirements are met:

- 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 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 you turn on the server. Operating the server for extended periods of time (more than 30 minutes) with the server cover removed might damage server components.

- You have followed the cabling instructions that come with optional adapters.
- You have replaced a failed fan within 48 hours.
- You have replaced a hot-swap fan within 30 seconds of removal.
- You have replaced a hot-swap drive within 2 minutes of removal.
- You do not operate the server without the air baffle installed. Operating the server without the air baffle might cause the microprocessor to overheat.
- Microprocessor socket 2 always contains either a socket cover or a microprocessor and heat sink.
- You have installed the fourth and sixth fans when you installed the second microprocessor option.

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 might result in the loss of data. To avoid this potential problem, always use an electrostatic-discharge wrist strap or other grounding system when you work inside the server with the power on.

You might have to have the server turned on while the cover is off, to look at light path diagnostics LEDs or replace hot swap components. 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 all packaging instructions, and use any packaging materials for shipping that are supplied to you.

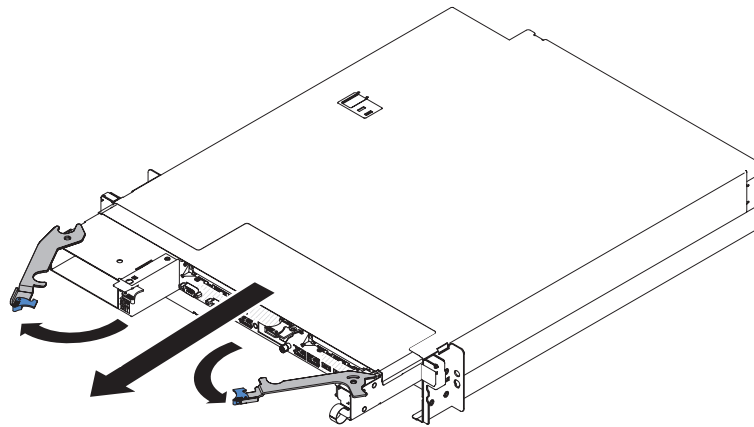
Removing and replacing consumable and structural parts

Replacement of consumable and structural parts is your responsibility. If IBM installs a consumable or structural part at your request, you will be charged for the installation.

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

Removing the system-board tray from a 2U chassis

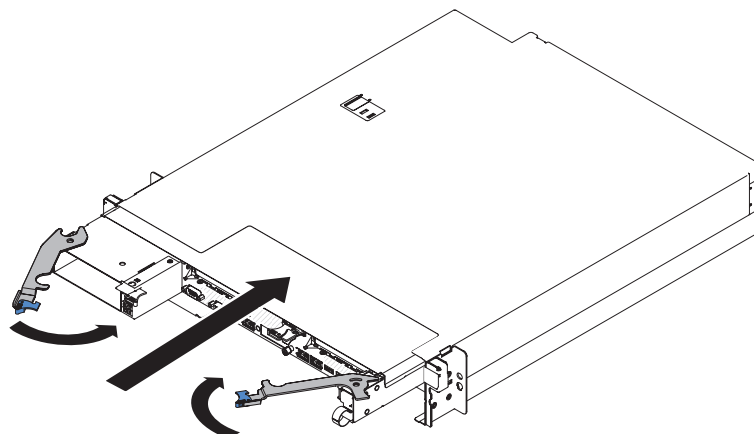
To remove the system-board tray from a 2U chassis, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the system-board tray is operating, shut down the operating system; then, press the power-control button to turn off the system-board tray (see “Turning off the system-board tray” on page 11 for more information).
3. If external cables are connected to the front of the system-board tray, note where they are connected; then, remove them.
4. Open the two release latches outward and pull the system-board tray out of the chassis.
5. Set it on a flat, static-protective surface.

Installing the system-board tray in a 2U chassis

To install the system-board tray in a 2U chassis, complete the following steps.

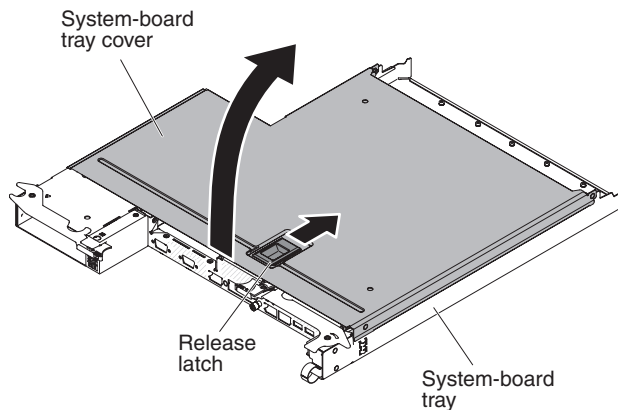


1. Make sure that the levers are in the open position before installing node into chassis
2. Slide the system-board tray into the chassis until it stops.
3. Close the two release latches inward.
4. Reconnect the cables to the front of the system-board tray.
5. Turn on the system-board tray (see “Turning on the node” on page 10).
6. Make sure that the power-on LED on the system-board tray operator panel is lit continuously, indicating that the system-board tray is receiving power and is turned on.

If you are installing a different system-board tray from the one that you removed, you might have to configure the system-board tray using the Setup utility. See “Using the Setup utility” on page 217 for more information.

Removing the system-board tray cover

To remove the server cover, complete the following steps:

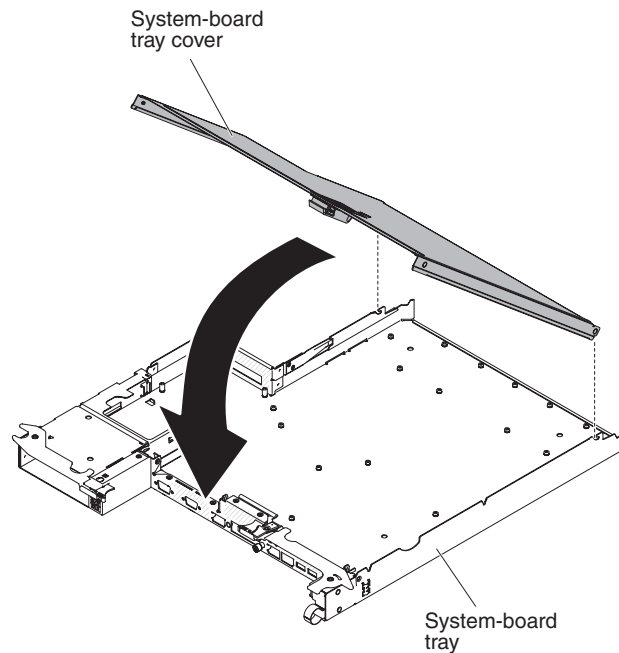


1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
3. Carefully set the system-board tray on a flat, static-protective surface, with the cover side up.
4. Pull up firmly on the blue latch on the top of the system-board tray; then, lift the cover open.
5. If you are instructed to return the system-board tray cover, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the system-board tray cover

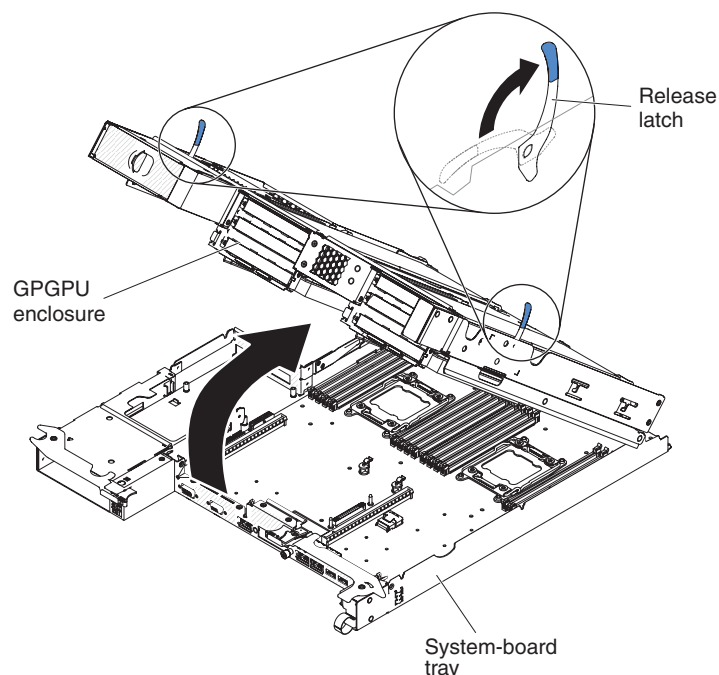
To install the system-board tray cover, complete the following steps:

Attention: You cannot insert the system-board tray into a chassis until the cover is installed and closed. Do not attempt to override this protection.



1. Lower the cover so that the pins at the rear of the cover slide down into the slots at the rear of the system-board tray. Before you close the cover, make sure that all components are installed and seated correctly, all internal cables are correctly routed, and you have not left loose tools or parts inside the system-board tray.
2. Pivot the cover to the closed position until it clicks into place.
3. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).

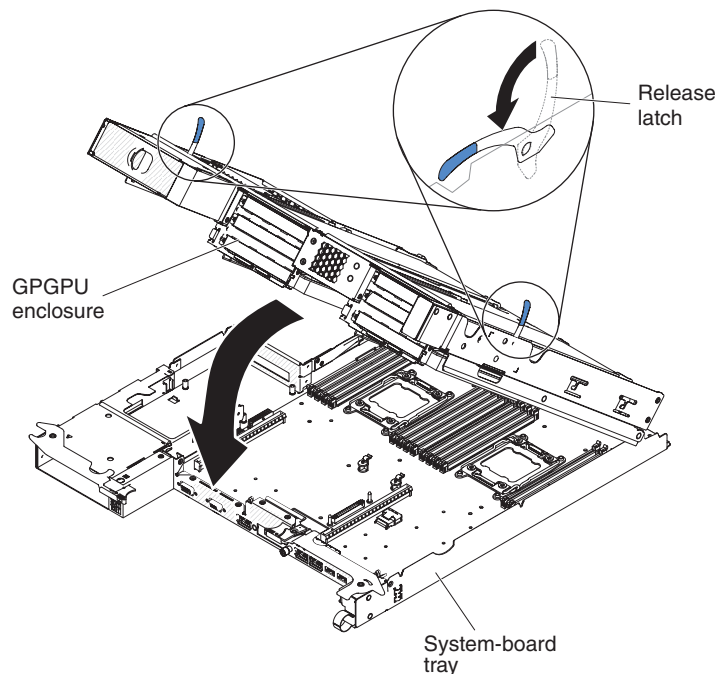
Removing a GPGPU enclosure



To remove a GPGPU enclosure, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Turn off the system-board tray and all attached devices (see “Turning off the system-board tray” on page 11).
3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
4. Carefully set the system-board tray on a flat, static-protective surface.
5. Note the cable routing and connection locations; then, disconnect the cables that connect the GPGPU enclosure to the system-board tray.
6. Pull the expansion-unit release on each side of the GPGPU enclosure upward; then, rotate the GPGPU enclosure open.
7. Using care not to pull on the cables, lift the GPGPU enclosure from the system-board tray and carefully set it on a flat, static-protective surface.

Installing a GPGPU enclosure



To install a GPGPU enclosure, complete the following steps:

1. Lower enclosure release latches.
2. Orient the GPGPU enclosure above the system-board tray.
3. Lower the GPGPU enclosure so that the pins at the rear slide down into the slots at the rear of the system-board tray. Before you close the cover, make sure that all components are installed and seated correctly, all internal cables are correctly routed, and you have not left loose tools or parts inside the system-board tray.

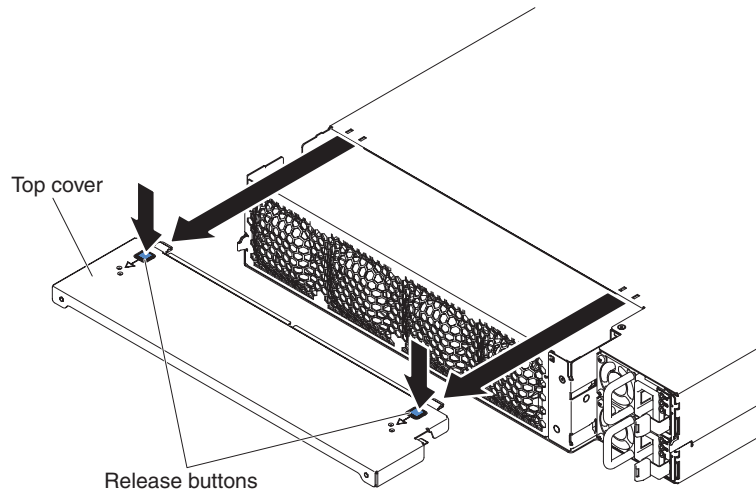
Attention:

- Make sure that cables are not routed on top of the server components nor block any connectors.
 - Make sure that cables are not pinched by the server components.
4. If you disconnected cables when you removed the enclosure, reconnect them.
 5. Pivot the GPGPU enclosure down onto the system-board tray until it docks into place.

6. Reconnect cables to the power board on the system-board tray if they were disconnected.
7. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).

Removing the 2U chassis fan-assembly top cover

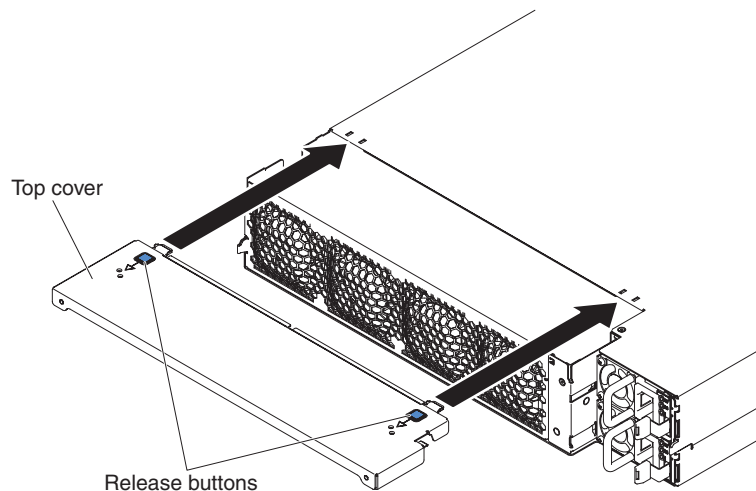
To remove the 2U chassis fan-assembly top cover, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the chassis is installed in a rack, remove it (see “Removing the 2U chassis from a rack” on page 162).
3. Press the two cover-release buttons and slide the cover toward the rear of the chassis to remove it.
4. If you are instructed to return the 2U chassis fan-assembly top cover, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the 2U chassis fan-assembly top cover

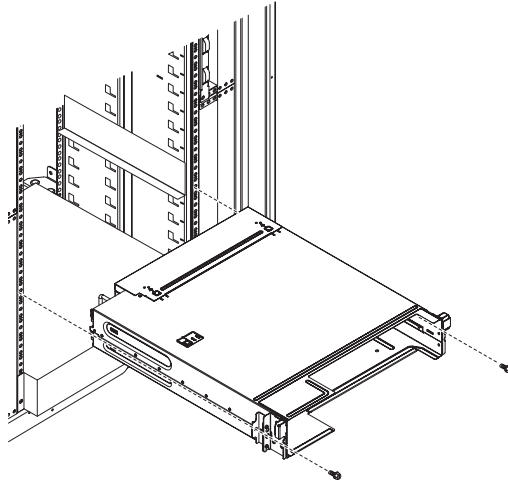
To install the 2U chassis fan-assembly top cover, complete the following steps.



1. Orient the cover over the rear of the chassis so that the retention tabs on the cover align with the tabs in the chassis.
2. Slide the cover onto the chassis until the cover-release buttons click into place.
3. Install the chassis in the rack (see “Installing the 2U chassis in a rack” on page 163).

Removing the 2U chassis from a rack

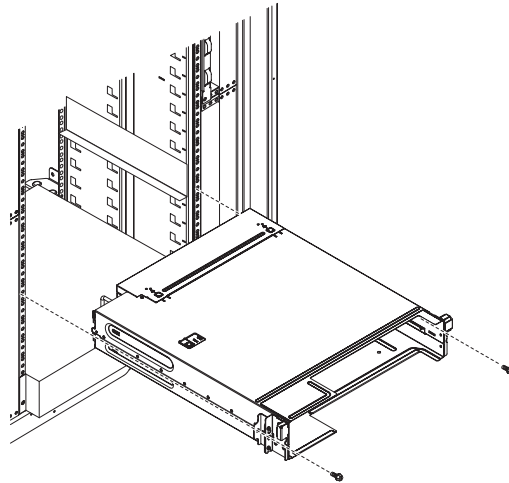
To remove the 2U chassis from a rack, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the chassis contains a system-board tray that is operating, shut down the operating system; then, press the power-control button to turn off the system-board tray (see “Turning off the system-board tray” on page 11 for more information).
3. Remove external cables.
4. Remove any installed system-board trays (see “Removing the system-board tray from a 2U chassis” on page 157).
5. If the iDataPlex does not equip with the rail having power cord retention feature, remove power cords.
6. Loosen the two screws that secure the chassis, slide the chassis out.
7. Set it on a flat, static-protective surface.
8. If you are replacing a damaged chassis, remove the fan assembly and power supply cage from the chassis, and place them on a static-protective surface or install them in the new chassis (see “Removing the 2U chassis fan assembly” on page 164 and “Removing a power supply from a 2U chassis” on page 190).
9. If you are instructed to return the 2U chassis, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

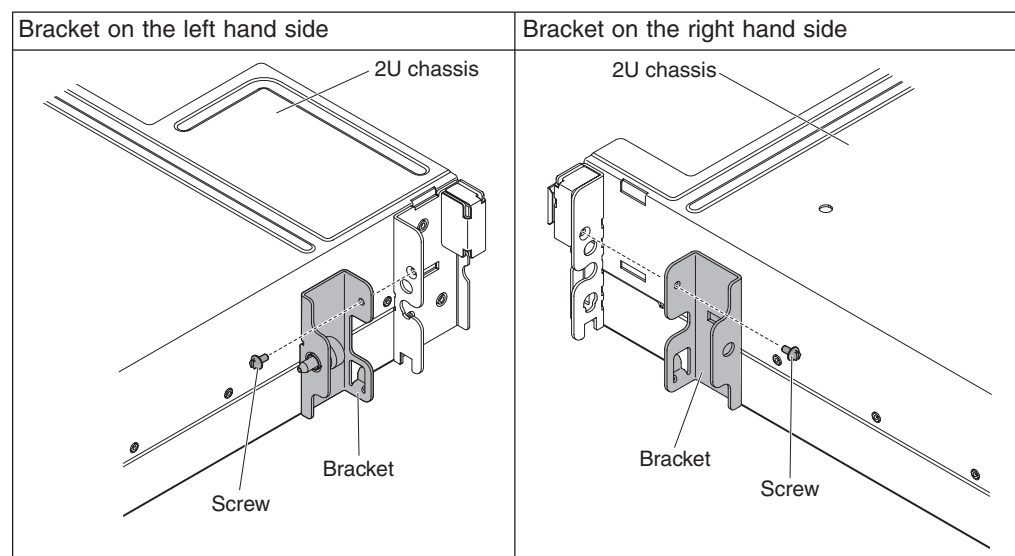
Installing the 2U chassis in a rack

To install the 2U chassis in a rack, complete the following steps.



1. If you are installing a new chassis, install the power supply cage and fan assembly that you removed from the old chassis (see “Installing a power supply in a 2U chassis” on page 192 and “Installing the 2U chassis fan assembly” on page 165).
2. If you have the iDataPlex rack:
 - a. Fasten the captive screw affiliated to the left flange of the chassis to the rack.
 - b. On the right side of the chassis, mount the chassis with one M6 screw which is included in the iDataPlex rack rail kit.
3. If you have the Enterprise rack:
 - a. Remove the two removable brackets on both sides of the chassis in advance.

The following illustrations show the locations of the brackets and the screws on the chassis.



- b. Mount the chassis to rack with two M6 screws which are included in the Enterprise rack rail kit.

4. Install any system-board trays that you removed when you removed the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).
5. Reconnect the external cables.
6. Reconnect power cords if necessary.

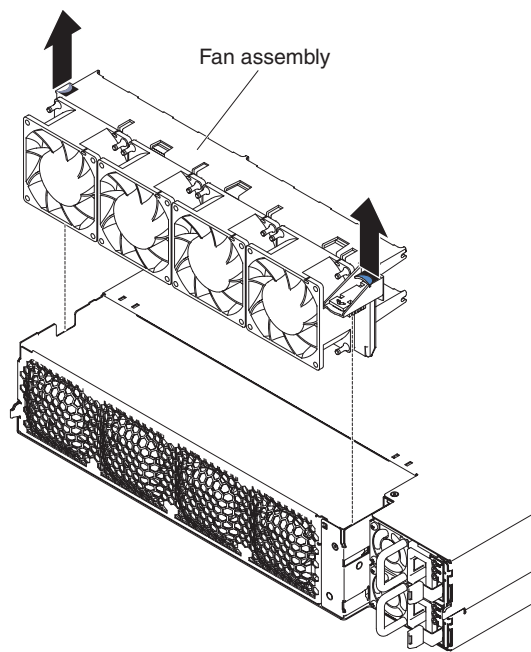
Removing and replacing Tier 1 CRUs

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

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

Removing the 2U chassis fan assembly

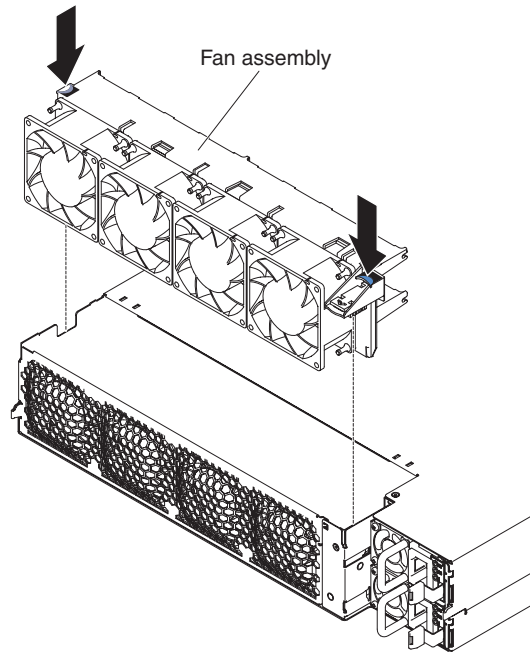
To remove the 2U chassis fan assembly, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the chassis that contains the fan assembly is installed in a rack, remove it (see “Removing the 2U chassis from a rack” on page 162).
3. Remove any installed system-board trays (see “Removing the system-board tray from a 2U chassis” on page 157).
4. Remove the top cover (see “Removing the 2U chassis fan-assembly top cover” on page 161).
5. Grasp the tab at each end of the fan assembly and lift it out of the chassis.
6. If you are instructed to return the fan assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the 2U chassis fan assembly

To install the 2U chassis fan assembly, complete the following steps.



1. Touch the static-protective package that contains the fan assembly to any *unpainted* metal surface on the outside of the chassis; then, remove the fan assembly from the package.
2. Orient the fan assembly over the opening in the chassis. Make sure that the power connector on the fan assembly aligns with the connector on the power supply.
3. Lower the fan assembly into the chassis and press down on the tab above the power connector to make sure that it is fully seated.
4. Install the top cover (see “Installing the 2U chassis fan-assembly top cover” on page 161).
5. Install any system-board trays that you removed (see “Installing the system-board tray in a 2U chassis” on page 157).
6. Install the chassis in the iDataPlex rack, (see “Installing the 2U chassis in a rack” on page 163).

Removing the system battery

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

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

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

- If you replace the original lithium battery with a heavy-metal battery or a battery with heavy-metal components, be aware of the following environmental consideration. Batteries and accumulators that contain heavy metals must not be

disposed of with normal domestic waste. They will be taken back free of charge by the manufacturer, distributor, or representative, to be recycled or disposed of in a proper manner.

- To order replacement batteries, call 1-800-IBM-SERV within the United States, and 1-800-465-7999 or 1-800-465-6666 within Canada. Outside the U.S. and Canada, call your support center or business partner.

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

Statement 2:



CAUTION:

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

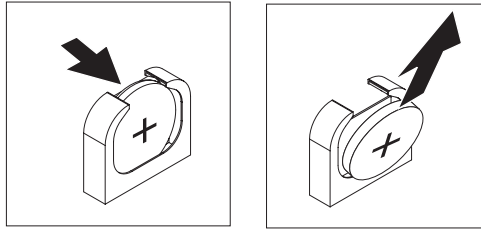
Do not:

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

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

To remove the system-board battery, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Turn off the server and peripheral devices.
3. Remove external cables.
4. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
5. Remove the cover (see “Removing the system-board tray cover” on page 158).
6. Remove the PCIe riser-card assembly, if one is installed (see “Removing a PCIe riser-card assembly from the system-board tray” on page 177).
7. Locate the battery on the system board (see “System-board internal connectors” on page 12).
8. Remove the system-board battery:
 - a. If there is a rubber cover on the battery holder, use your fingers to lift the battery cover from the battery connector.
 - b. Use one finger to push the battery horizontally toward from the PCI riser card and out of its housing.



- c. Use your thumb and index finger to lift the battery from the socket.

Attention: Do not lift the battery by using excessive force. Failing to remove the battery properly may damage the socket on the system board. Any damage to the socket may require replacing the system board.

9. Dispose of the battery as required by local ordinances or regulations. See the *IBM Environmental Notices and User's Guide* on the IBM System x Documentation CD for more information.

Installing the system battery

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

- When replacing the system-board battery, you must replace it with a lithium battery of the same type from the same manufacturer.
- To order replacement batteries, call 1-800-426-7378 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 marketing representative or authorized reseller.
- After you replace the system-board battery, you must reconfigure the server and reset the system date and time.
- To avoid possible danger, read and follow the following safety statement.

Statement 2:



CAUTION:

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

Do not:

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

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

To install the replacement system-board battery, complete the following steps:

1. Follow any special handling and installation instructions that come with the replacement battery.

2. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
3. Turn off the server and peripheral devices and disconnect all power cords; then, remove the cover (see “Removing the system-board tray cover” on page 158).
4. Remove the system battery (see “Removing the system battery” on page 165) if you have not done so.
5. Insert the new battery:
 - a. Tilt the battery so that you can insert it into the socket on the side opposite the battery clip.

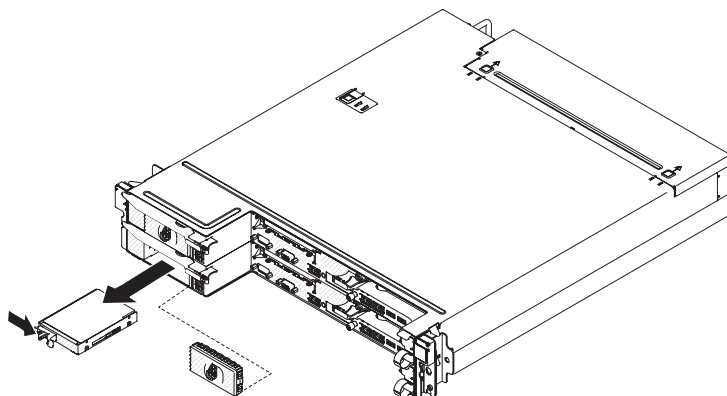


- b. Press the battery down into the socket until it clicks into place. Make sure that the battery clip holds the battery securely.
 - c. If you removed a rubber cover from the battery holder, use your fingers to install the battery cover on top of the battery connector.
6. If you removed the PCIe riser-card assembly, install it (see “Installing a PCI riser-card assembly on the system-board tray” on page 178).
7. Install the system-board tray cover (see “Installing the system-board tray cover” on page 158).
8. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).
9. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.
10. Start the Setup utility and reset the configuration.
 - Set the system date and time.
 - Set the power-on password.
 - Reconfigure the server.

See “Using the Setup utility” on page 217 for details.

Removing a simple-swap hard disk drive

You must turn off the server before removing simple-swap drives from the server. To remove a simple-swap hard disk drive or solid-state drive, complete the following steps.



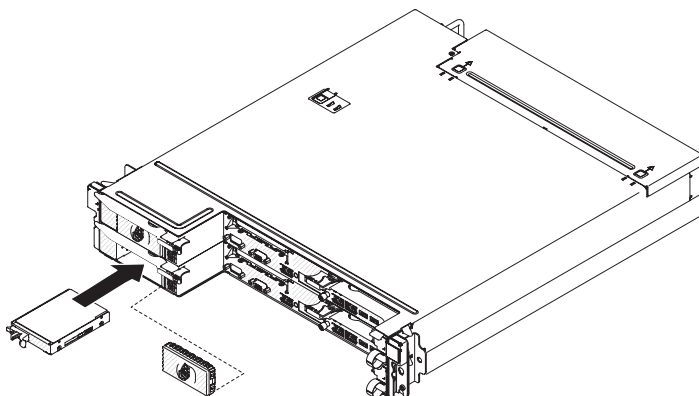
1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the system-board tray is operating, shut down the operating system; then, press the power-control button to turn off the system-board tray (see “Turning off the system-board tray” on page 11 for more information).
3. Remove the filler panel from the drive bay.
4. Slide the retention tab and pull the drive out of the drive bay.
5. If you are instructed to return the drive, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a simple-swap hard disk drive

You must turn off the server before installing simple-swap drives in the server. Before you install a simple-swap hard disk drive, read the following information. For a list of supported hard disk drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/>.

- Locate the documentation that comes with the hard disk drive and follow those instructions in addition to the instructions in this chapter.
- Select the bay in which you want to install the drive.
- Check the instructions that come with the drive to determine whether you have to set any switches or jumpers on the drive. If you are installing a SATA device, be sure to set the SATA ID for that device.
- Do not install hot-swap drives into a simple-swap server model, it is not supported.
- The electromagnetic interference (EMI) integrity and cooling of the server are protected by having all bays and PCI and PCI Express slots covered or occupied. When you install a drive, PCI, or PCI Express adapter, save the EMC shield and filler panel from the bay or PCI or PCI Express adapter slot cover in the event that you later remove the device.
- For a complete list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/>.

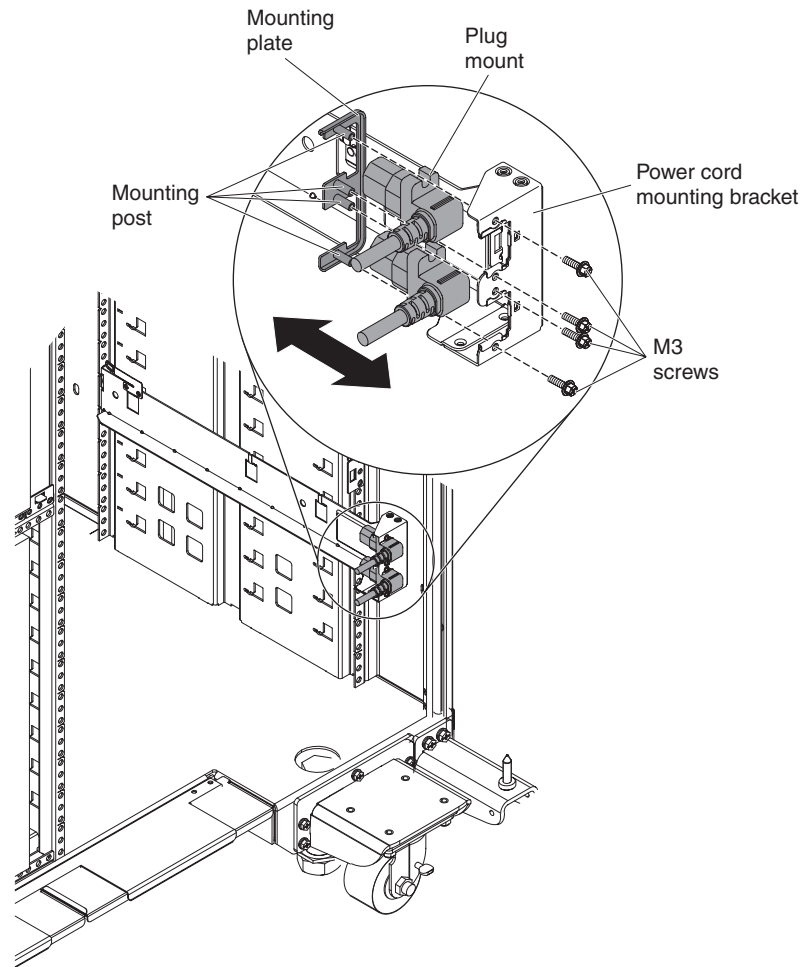
To install a simple-swap hard disk drive or solid-state drive, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Touch the static-protective package that contains the drive to any *unpainted* metal surface on the outside of the chassis or rack; then, remove the hard disk drive from the package.
Attention: Do not press on the top of the drive. Pressing the top might damage the drive.
3. Align the drive with the guide rails in the drive bay.
4. Slide the retention tab; then, carefully slide the drive into the bay until it stops, and release the retention tab.
5. Install the filler panel in the drive bay.
6. Turn on the system-board tray (see “Turning on the node” on page 10).

Removing the power cord from the rail with power cord mounting bracket

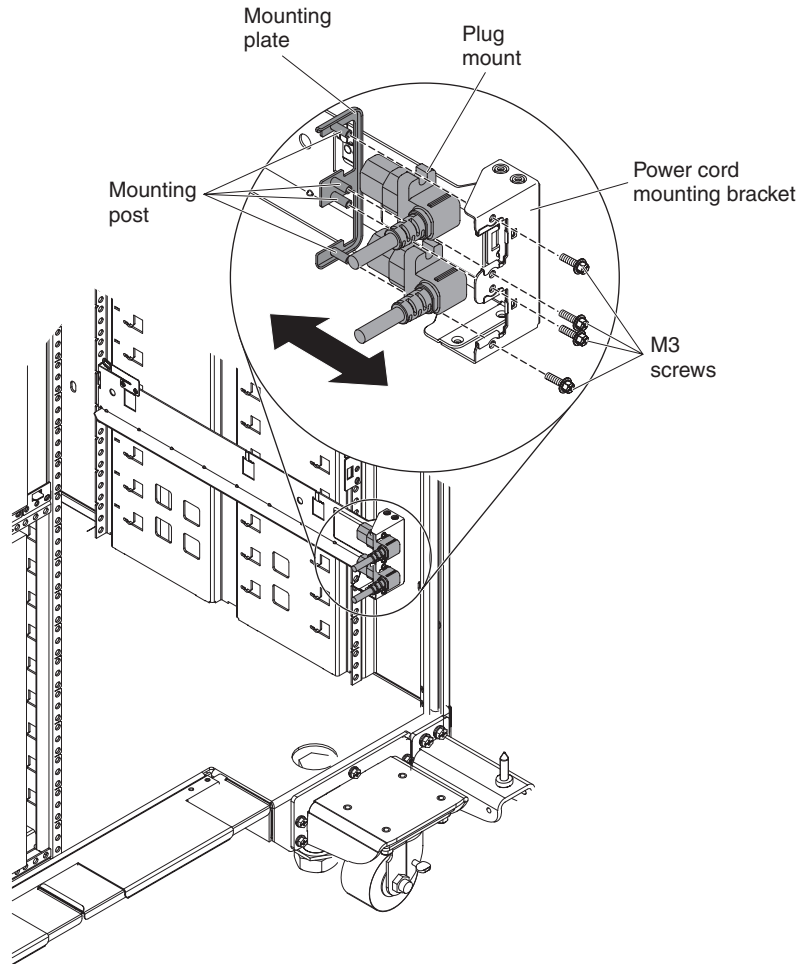
To remove the power cord, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the 2U chassis is installed in a rack, remove the chassis from the rack (see “Removing the 2U chassis from a rack” on page 162).
3. Disconnect the power cord that you are working on from the PDU.
4. Use an M3 hex driver to remove the two screws from the rail, and set them aside.
5. Pull the mounting plate and power cord toward the front of the rack cabinet.
6. Separate the power cord from the mounting plate; then, set the mounting plate aside.
7. If you are instructed to return the power cord, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the power cord to the rail with power cord mounting bracket

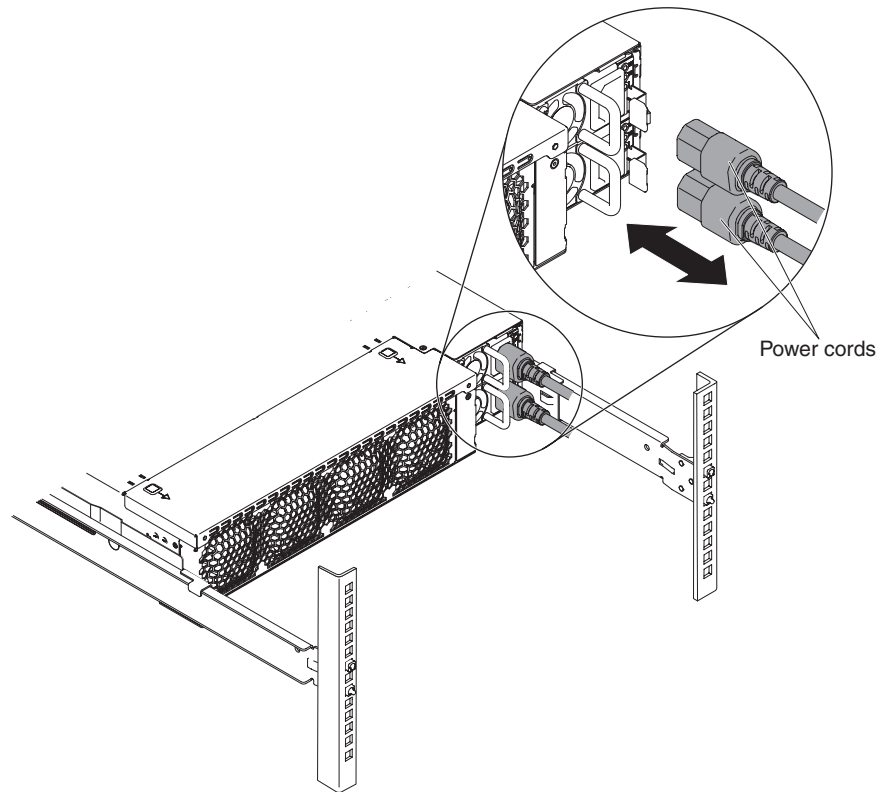
To install the power cord, complete the following steps:



1. Grasp the end of the power cord with the plug mount molded onto it in your right hand. Notice the shape of the plug and how it matches the cutout in the mounting plate.
2. Align the mounting posts on the mounting plate with the slots in the plug mount and install the power cord onto the mounting plate.
3. Position the entire assembly inside the left rail and align the mounting posts with the holes in the back of the mounting bracket on the rail.
4. Install the power cord and mounting plate with screws.
5. Connect the power cord that you are working on to a PDU.
6. Install the chassis in the iDataPlex rack (see "Installing the 2U chassis in a rack" on page 163).

Removing the power cord from the rail without power cord mounting bracket

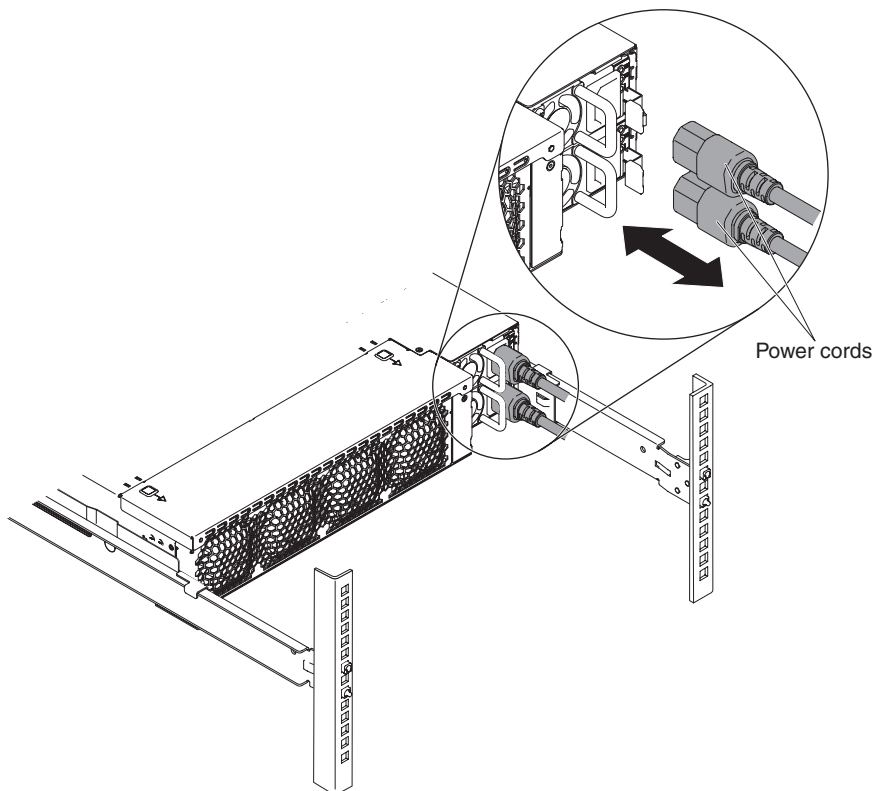
To remove the power cord, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Disconnect the power cord that you are working on from the PDU.
3. Remove the cable tie if any.
4. Pull the power cord toward the back of the rack cabinet.
5. If you are instructed to return the power cord, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the power cord to the rail without power cord mounting bracket

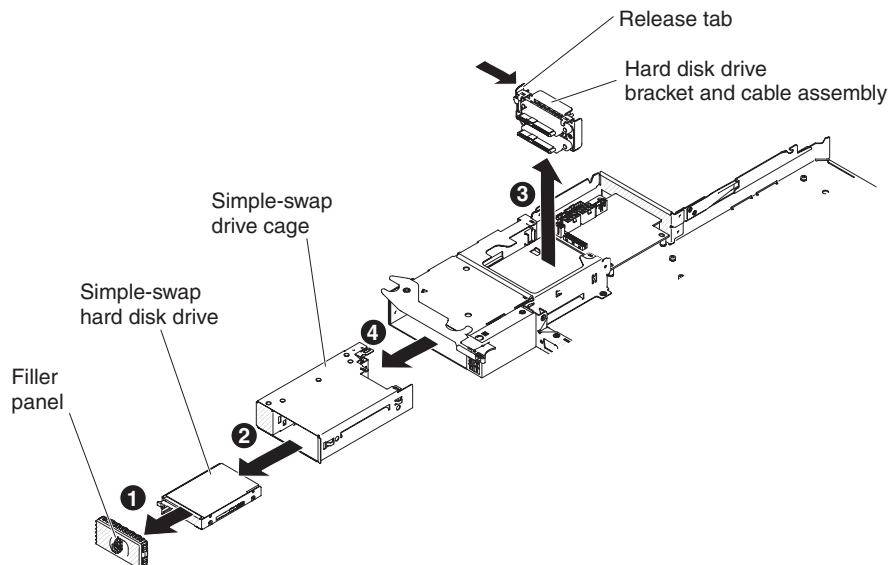
To install the power cord, complete the following steps:



1. Install the power cord and cable tie.
2. Connect the power cord that you are working on to a PDU.

Removing a simple-swap SAS/SATA drive cage

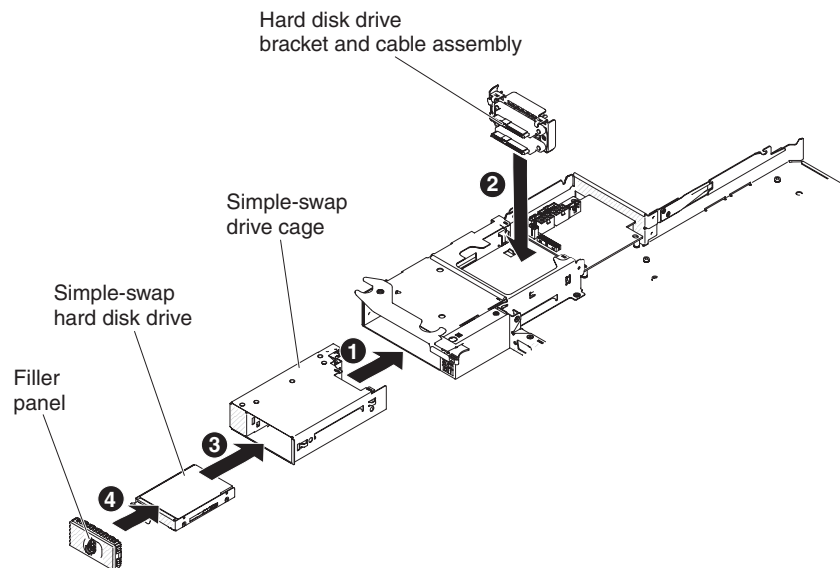
To remove a simple-swap SAS/SATA drive cage, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Make a note of where the drives that you plan to remove are installed; then, remove them (see “Removing a simple-swap hard disk drive” on page 168).
3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
4. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 158).
5. Press inward release latch on the hard disk drive bracket and cable assembly; then, lift the assembly off the mounting tabs and out of the system-board tray.
6. Push down on the release lever at the top of the drive bay; then, grasp the simple-swap SAS/SATA drive cage and pull it from the hard disk drive bay until the cage is out of the hard disk drive bay.
7. If you are instructed to return the simple-swap SAS/SATA drive cage, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a simple-swap SAS/SATA drive cage

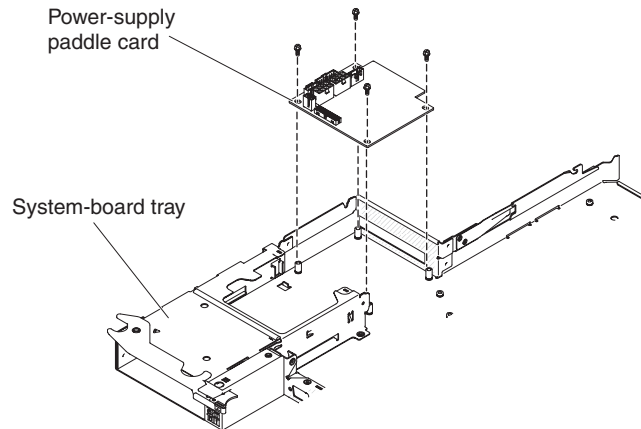
To install a simple-swap SAS/SATA drive cage, complete the following steps.



1. Slide the simple-swap SAS/SATA drive cage into the bay until the release lever secures the cage.
2. Place the hard disk drive bracket and cable assembly on the mounting tabs inside the tray; then, press down on the hard disk drive bracket and cable assembly until the release latch clicks into place.
3. Install the system-board tray cover (see “Installing the system-board tray cover” on page 158).
4. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).
5. Install the hard disk drives, if you removed any (see “Installing a simple-swap hard disk drive” on page 169).
6. Install the filler panel to the hard disk drive bay.

Removing a power-supply paddle card from the tray

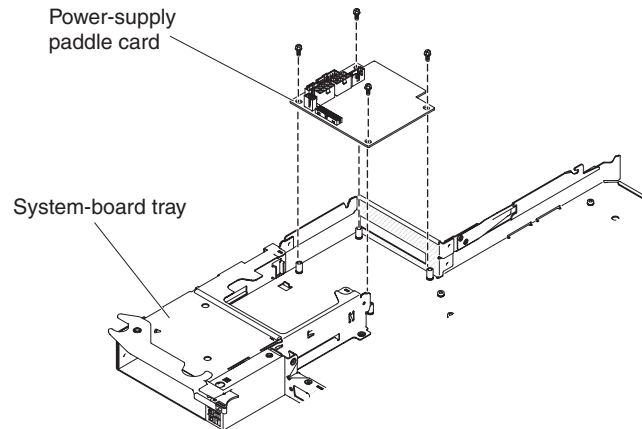
To remove a power-supply paddle card from the tray, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
3. Carefully set the tray on a flat, static-protective surface.
4. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 158).
5. If any simple-swap drives are installed in the tray, complete the following steps:
 - a. Note the cable routing of the hard disk drive bracket and cable assembly cables; then, disconnect the cables.
 - b. Remove the hard disk drive bracket and cable assembly.
6. Make a note of where cables are attached to the power-supply paddle card; then, disconnect them.
7. Remove the four screws that secure the power-supply paddle card to the tray and save them for future use.
8. Lift the power-supply paddle card out of the tray.
9. If you are instructed to return the power-supply paddle card, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a power-supply paddle card in the tray

To install a power-supply paddle card in the tray, complete the following steps.

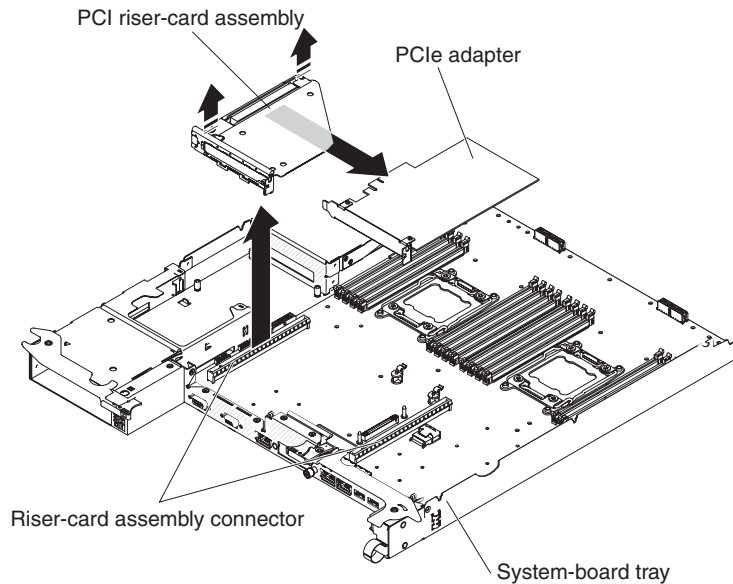


1. Touch the static-protective package that contains the power-supply paddle card to any *unpainted* metal surface on the outside of the tray; then, remove the power-supply paddle card from the package.
2. Place the power-supply paddle card on the mounting studs in the tray and install the four screws.
3. Reconnect the power-supply paddle card cables.
4. Install the simple-swap drives, if you removed any. Complete the following steps:
 - a. Install the hard disk drive bracket and cable assembly.
 - b. Reconnect the hard disk drive bracket and cable assembly cables.
 - c. Install the hard disk drive (see “Installing a simple-swap hard disk drive” on page 169).
5. Install the system-board tray cover (see “Installing the system-board tray cover” on page 158).
6. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).

Removing a PCIe riser-card assembly from the system-board tray

Note: PCI riser-card brackets must be installed even if you do not install an adapter.

To remove a PCI riser-card assembly from the system-board tray, complete the following steps:



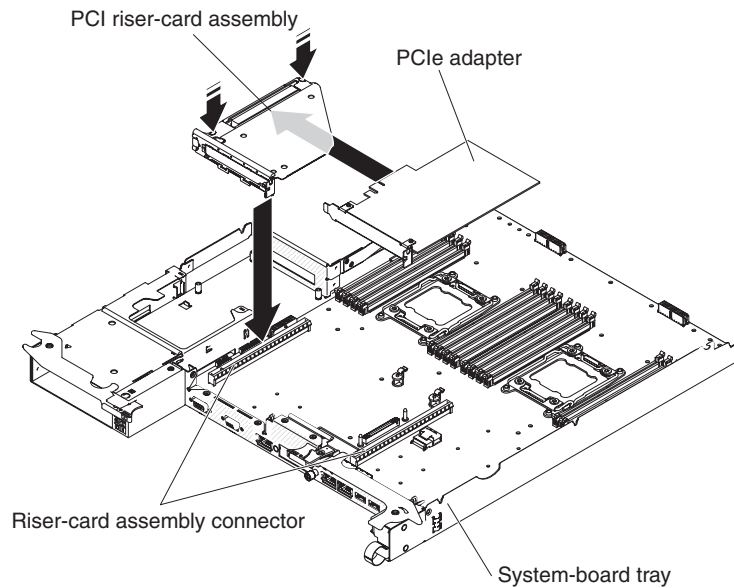
1. Read the safety information that begins on page vii and the “Installation guidelines” on page 153.
2. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
3. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 158).
4. Pull the PCIe riser-card assembly out of the riser-card slot on the system board.
5. Remove the adapter installed on the PCIe riser-card assembly (see “Removing a PCIe riser-card assembly from the system-board tray” on page 177).
6. If you are instructed to return the PCIe riser-card assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a PCI riser-card assembly on the system-board tray

Notes:

1. PCI riser-card brackets must be installed even if you do not install an adapter.
2. You must install a ServeRAID adapter in PCI riser-card assembly 2.

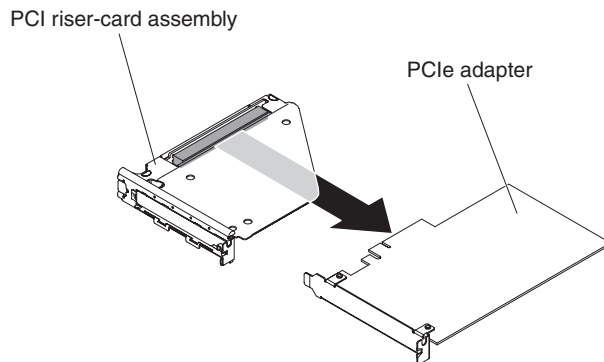
To install a PCI riser-card assembly on the system-board tray, complete the following steps:



1. Read the safety information that begins on page vii and the “Installation guidelines” on page 153.
2. Touch the static-protective package that contains the PCIe riser-card assembly to any *unpainted* metal surface on the outside of the system-board tray; then, remove the PCIe riser-card assembly from the package.
3. Install the PCIe adapter, if you removed one (see “Installing an adapter” on page 180).
4. Press the PCIe riser-card assembly into the riser-card slot on the system board.
5. Install the system-board tray cover (see “Installing the system-board tray cover” on page 158).
6. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).

Removing a PCIe adapter from a PCI riser-card assembly

To remove a PCIe adapter from a PCI riser-card assembly, complete the following steps:



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.

2. Make a note of where cables are attached to the adapter; then, disconnect the cables.
3. (If you are moving an adapter from the GPGPU enclosure, skip this step) Remove a PCIe riser-card assembly from the system-board tray (see “Removing a PCIe riser-card assembly from the system-board tray” on page 177).
4. Pull the adapter out of the connector on the PCIe riser-card assembly.

Note: Make sure that the adapter is pulled out carefully. Improper removal of the adapter might damage the PCIe riser-card assembly or the adapter.

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

Installing an adapter

Important: The maximum power consumption from all supply voltages for a single PCIe slot is the same as specified in PCI Local Bus Specification Revision 2.3 for conventional slots.

To ensure that an adapter works correctly in your uEFI-based server, make sure that the adapter firmware is at the latest level.

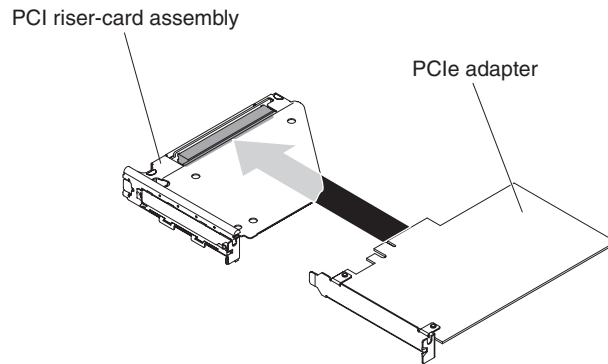
Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

Note: All General Purpose Graphics Processing Unit (GPGPU) adapters installed in the server must be the same. They must be identical in brand and type. When you install additional GPGPUs, make sure you purchase GPGPUs with the same product part number as shown on the existing GPGPUs in the server.

The following notes describe the types of adapters that the server supports and other information that you must consider when you install an adapter:

- Locate the documentation that comes with the adapter and follow those instructions in addition to the instructions in this section.
- The server provides two PCI riser-card slots on the system board. For configuration information, see the ServeRAID documentation at <http://www.ibm.com/supportportal/>.

Installing an adapter in the system-board tray



To install an adapter to a PCI riser-card assembly, complete the following steps:

1. Read the safety information that begins on page vii and the “Installation guidelines” on page 153.
2. Touch the static-protective package that contains the adapter to any *unpainted* metal surface on the outside of the system-board tray; then, remove the adapter from the package. Avoid touching the components and gold-edge connectors on the adapter.
3. See the documentation that comes with the adapter to determine whether you must set any jumpers or switches.
4. Align the adapter with the PCIe slot on the riser-card assembly; then, press the adapter into the slot.

Notes:

- a. Ensure that the tab on the riser-card bracket is properly aligned with the slot on the adapter bracket.
 - b. Make sure that the adapter is inserted carefully. Improper installation of the adapter might damage the PCIe riser-card assembly or the adapter.
5. If you disconnected cables when you removed the adapter, reconnect the cables.
 6. Install a PCIe riser-card assembly on the system-board tray (see “Installing a PCI riser-card assembly on the system-board tray” on page 178).
 7. Install the GPGPU enclosure, if you removed one (see “Installing a GPGPU enclosure” on page 160); otherwise, install the system-board tray cover (see “Installing the system-board tray cover” on page 158).
 8. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).

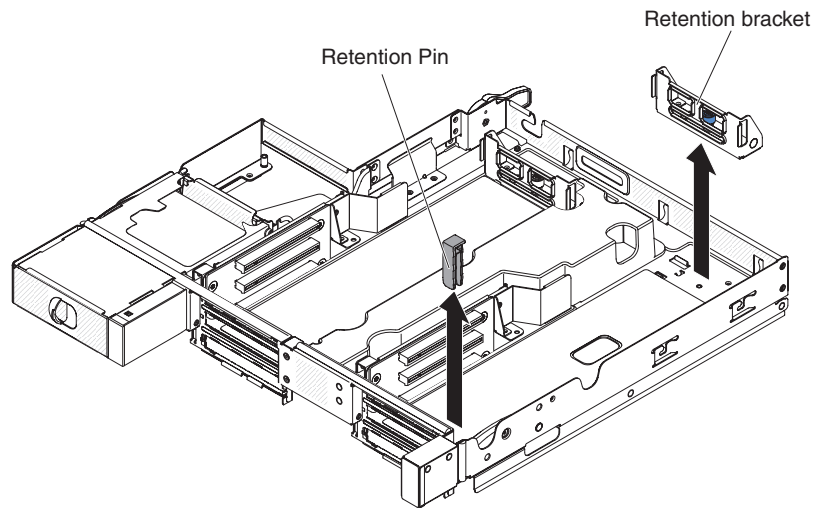
Note: To complete the installation of the PCIe adapter, see the documentation that comes with the adapter for device-driver and configuration information.

Installing an adapter in the GPGPU enclosure (PCI slot 3 or slot 4)

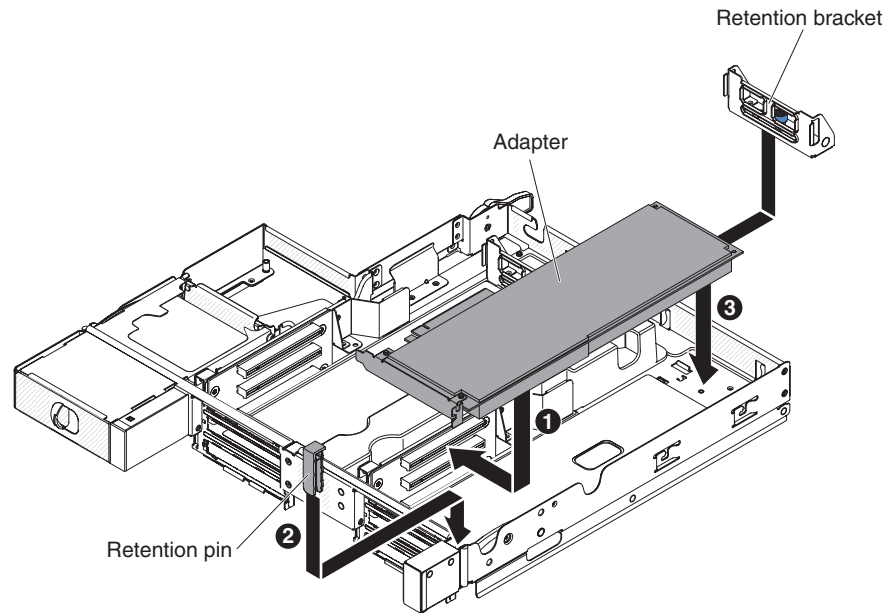
Note: The PCI riser card is part of an optional GPGPU enclosure; the riser card and adapters are attached to the GPGPU enclosure. This procedure assumes that a GPGPU enclosure is already installed on the system-board tray.

To install an adapter in a PCI riser card, complete the following steps:

1. Read the safety information that begins on page vii and the “Installation guidelines” on page 153.
2. Turn off the system-board tray and peripheral devices and disconnect the power cords and all external cables, if necessary (see “Turning off the system-board tray” on page 11).
3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
4. Remove retention pin and bracket from the GPGPU enclosure.



5. Touch the static-protective package that contains the adapter that you are installing to any *unpainted* metal surface on the chassis or rack; then, remove the adapter from the static-protective package. Avoid touching the components and gold-edge connectors on the adapter.
6. Follow the instructions that come with the adapter to set any jumpers or switches.
7. If any cables must be connected to an adapter, connect them. Route these cables through the hole at the side of the GPGPU enclosure.
8. Align the adapter with PCIe slot on the riser-card; then press the adapter down and forward until the gold fingers stop at the slot on the riser card. Do not lift the card during this step. Push the card gently into the slot.



9. Install retention pin and bracket into the GPGPU enclosure.
10. Connect cables to the power board on the system-board tray if necessary.
11. Install the GPGPU enclosure (see “Installing a GPGPU enclosure” on page 160).
12. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).

Note: To complete the installation of the PCIe adapter, see the documentation that comes with the adapter for device-driver and configuration information.

Installing an adapter in the GPGPU enclosure (PCI slot 1 or slot 2)

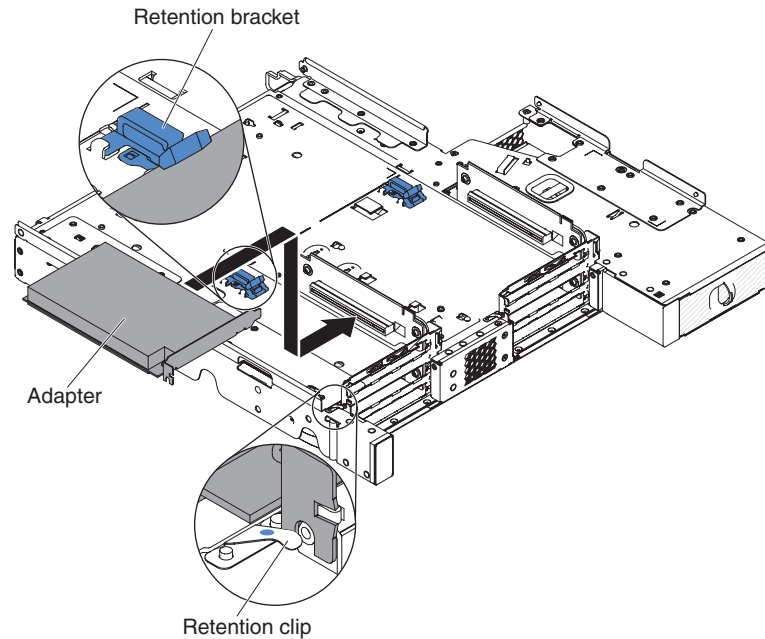
Note: The PCI riser card is part of an optional GPGPU enclosure; the riser card and adapters are attached to the GPGPU enclosure. This procedure assumes that a GPGPU enclosure is already installed on the system-board tray.

This topic describes installing an adapter in a PCI expansion slot to PCI riser-card assembly for PCI slot 1 or slot 2 (with GPGPU enclosure installed).

To install an adapter, complete the following steps.

1. Read the safety information that begins on page vii and the “Installation guidelines” on page 153.
2. Turn off the system-board tray and peripheral devices and disconnect the power cords and all external cables, if necessary (see “Turning off the system-board tray” on page 11).
3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
4. Remove the GPGPU enclosure (see “Removing a GPGPU enclosure” on page 159) and set it upside down on a flat, static-protective surface.
5. Carefully put the GPGPU enclosure upside down so the adapters can be installed under the GPGPU enclosure.
6. Align the adapter with the PCI connector on the riser card and the guide on the external end of the riser card. Press the retention clip and put the adapter

through so the adapter is held inside the retention clip. Make sure the adapter is mounted by the retention bracket. Press the adapter firmly into the PCI connector on the riser card.



7. Connect the cables to the adapter.
8. Carefully put the GPGPU enclosure from the upside down position to the normal position.
9. Connect the cables to the system-board tray.

Attention:

- Make sure that cables are not routed on top of the server components nor block any connectors.
 - Make sure that cables are not pinched by the server components.
10. Install the GPGPU enclosure (see “Installing a GPGPU enclosure” on page 160).
 11. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).

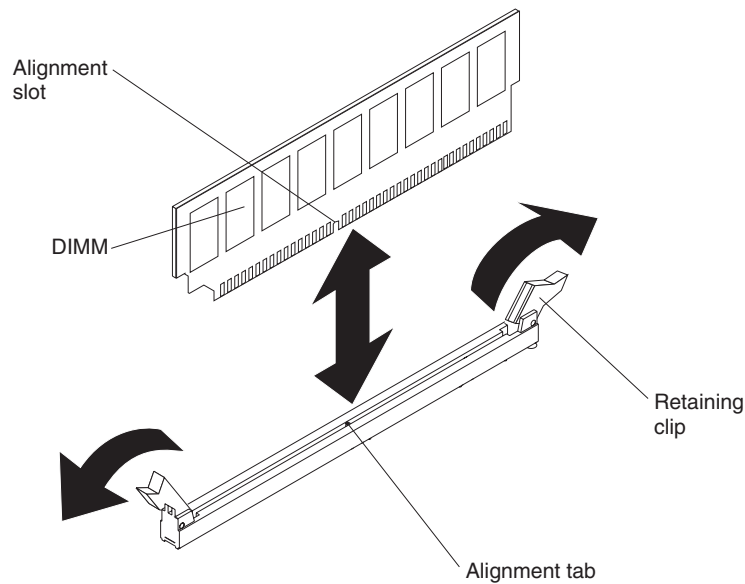
Note: To complete the installation of the PCIe adapter, see the documentation that comes with the adapter for device-driver and configuration information.

Removing a memory module

To remove a dual inline memory module (DIMM), complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Turn off the server and peripheral devices and disconnect all power cords.
3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
4. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 158).
5. Carefully open the retaining clips on each end of the DIMM connector and remove the DIMM.

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



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

Installing a memory module

The following notes describe the types of DIMMs that the server supports and other information that you must consider when you install DIMMs.

- When you install or remove DIMMs, the server configuration information changes. When you restart the server, the system displays a message that indicates that the memory configuration has changed.
- The server supports only industry-standard double-data-rate 3 (DDR3), 800, 1066, or 1333 MHz, PC3-6400, PC3-8500, or PC3-10600 registered or unbuffered, synchronous dynamic random-access memory (SDRAM) dual inline memory modules (DIMMs) with error correcting code (ECC). See <http://www.ibm.com/servers/eserver/serverproven/compat/us/> for a list of supported memory modules for the server.
- The specifications of a DDR3 DIMM are on a label on the DIMM, in the following format.

ggggg eRxff PC3v-wwwwwm-aa-bb-ccd

where:

ggggg is the total capacity of the DIMM (for example, 256MB, 512MB, 1GB, 2GB, or 4GB)

eR is the number of ranks

1R = single-rank

2R = dual-rank

4R = quad-rank

xff is the device organization (bit width)

x4 = x4 organization (4 DQ lines per SDRAM)

x8 = x8 organization

x16 = x16 organization

v is the SDRAM and support component supply voltage (VDD)

Blank = 1.5 V specified

L = 1.35 V specified, 1.5 V operable

Note: Values for these voltages are 'specified' which means the device characteristics such as timing are supported at this voltage. Values are 'operable' which means that the devices can be operated safely at this voltage. However, device characteristics such as timing may not be guaranteed. All devices must be 'tolerant' of the highest DDR3 nominal voltage of 1.5 V, meaning that they may not operate at 1.5 V but may be powered at that voltage without damage to the devices.

www is the DIMM bandwidth, in MBps

6400 = 6.40 GBps (DDR3-800 SDRAMs, 8-byte primary data bus)

8500 = 8.53 GBps (DDR3-1066 SDRAMs, 8-byte primary data bus)

10600 = 10.66 GBps (DDR3-1333 SDRAMs, 8-byte primary data bus)

12800 = 12.80 GBps (DDR3-1600 SDRAMs, 8-byte primary data bus)

m is the DIMM type

E = Unbuffered DIMM (UDIMM) with ECC (x72-bit module data bus)

L = Load Reduction DIMM (LRDIMM)

R = Registered DIMM (RDIMM)

U = Unbuffered DIMM with no ECC (x64-bit primary data bus)

aa is the CAS latency, in clocks at maximum operating frequency

bb is the JEDEC SPD Revision Encoding and Additions level

cc is the reference design file for the design of the DIMM

d is the revision number of the reference design of the DIMM

Note: To determine the type of a DIMM, see the label on the DIMM. The information on the label is in the format *xxxxx nRxxx PC3v-xxxxxx-xx-xx-xxx*. The numeral in the sixth numerical position indicates whether the DIMM is single-rank (*n*=1), dual-rank (*n*=2), or quad-rank (*n*=4).

- The following rules apply to DDR3 DIMM speed as it relates to the number of DIMMs in a channel:
 - When you install 1 DIMM per channel, the memory runs at 1333 MHz
 - When you install 2 DIMMs per channel, the memory runs at 1066 MHz
 - All channels in a server run at the fastest common frequency
 - Do not install registered, unbuffered, and load reduction DIMMs in the same server
- The maximum memory speed is determined by the combination of the microprocessor, DIMM speed, and the number of DIMMs installed in each channel.
- In two-DIMM-per-channel configuration, a server with an Intel Xeon™ E5-2600 series microprocessor automatically operates with a maximum memory speed of up to 1333 MHz when the following condition is met:
 - Two 1.35 V single-rank, dual-rank, or quad-rank UDIMMs, RDIMMs or LRDIMMs are installed in the same channel. In the Setup utility, **Memory speed** is set to **Max performance** and **LV-DIMM power** is set to **Enhance performance** mode. The 1.35 V UDIMMs, RDIMMs or LRDIMMs will function at 1.5 V.
- The server supports a maximum of 16 single-rank, dual-rank UDIMMs/RDIMMs. The server supports up to two UDIMMs/RDIMMs per channel.

- The following table shows an example of the maximum amount of memory that you can install using ranked DIMMs:

Table 12. Maximum memory installation using ranked DIMMs

| Number of DIMMs | DIMM type | DIMM size | Total memory |
|-----------------|--------------------|-----------|--------------|
| 16 | Single-rank UDIMMs | 2 GB | 32 GB |
| 16 | Single-rank RDIMMs | 2 GB | 32 GB |
| 16 | Single-rank RDIMMs | 4 GB | 64 GB |
| 16 | Dual-rank UDIMMs | 4 GB | 64 GB |
| 16 | Dual-rank RDIMMs | 4 GB | 64 GB |
| 16 | Dual-rank RDIMMs | 8 GB | 128 GB |
| 16 | Quad-rank LRDIMMs | 32 GB | 512 GB |

- The UDIMM option that is available for the server are 2 GB and 4 GB. The server supports a minimum of 2 GB and a maximum of 64 GB of system memory using UDIMMs.
- The RDIMM options that are available for the server are 2 GB, 4 GB, and 8 GB. The server supports a minimum of 2 GB and a maximum of 128 GB of system memory using RDIMMs.
- The LRDIMM option that is available for the server is 32 GB. The server supports a minimum of 32 GB and a maximum of 512 GB of system memory using LRDIMMs.

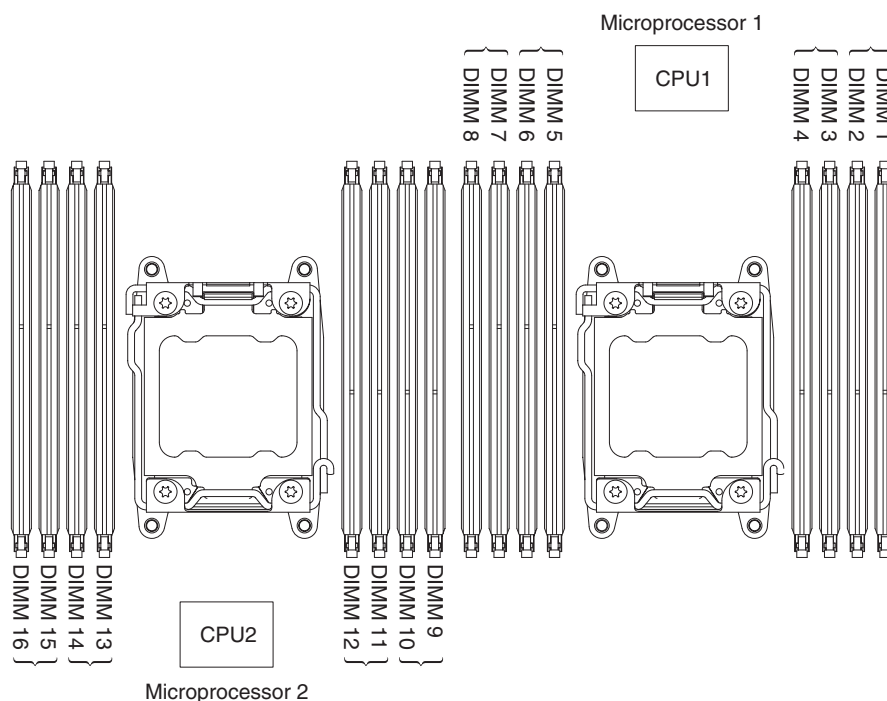
Note: The amount of usable memory is reduced depending on the system configuration. A certain amount of memory must be reserved for system resources. To view the total amount of installed memory and the amount of configured memory, run the Setup utility. For additional information, see “Configuring the server” on page 214.

- A minimum of one DIMM must be installed for each microprocessor. For example, you must install a minimum of two DIMMs if the server has two microprocessors installed. However, to improve system performance, install a minimum of four DIMMs for each microprocessor.
- DIMMs in the server must be the same type (RDIMM or UDIMM) to ensure that the server will operate correctly.
- When you install one quad-rank DIMM in a channel, install it in the DIMM connector furthest away from the microprocessor.

Notes:

1. You can install DIMMs for microprocessor 2 as soon as you install microprocessor 2; you do not have to wait until all of the DIMM slots for microprocessor 1 are filled.
2. DIMM slots 9-16 are reserved for microprocessor 2; thus, DIMM slots 9-16 are enabled when microprocessor 2 is installed.

The following illustration shows the location of the DIMM connectors on the system board.



DIMM installation sequence

Depending on the server model, the server may come with a minimum of one 2 GB or 4 GB DIMM installed in slot 1. When you install additional DIMMs, install them in the order shown in the following table to optimize system performance. In non-mirroring mode, all three channels on the memory interface for each microprocessor can be populated in any order and have no matching requirements.

Table 13. Non-mirroring (normal) mode DIMM installation sequence

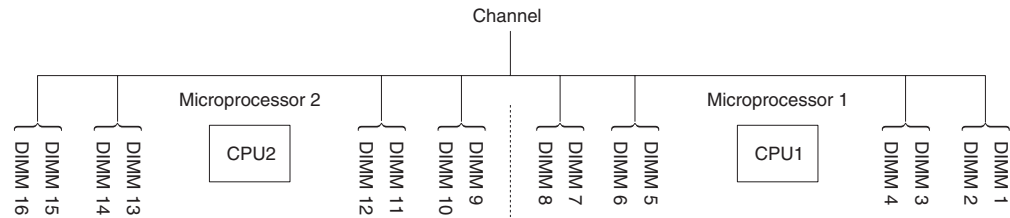
| Number of installed microprocessor | DIMM connector population sequence |
|------------------------------------|---|
| One microprocessor installed | 1, 8, 3, 6, 2, 7, 4, 5 |
| Two microprocessors installed | 1, 9, 8, 16, 3, 11, 6, 14, 2, 10, 7, 15, 4, 12, 5, 13 |

Memory mirrored channel

Memory mirrored channel replicates and stores data on two pairs of DIMMs within two channels simultaneously. If a failure occurs, the memory controller switches from the primary pair of memory DIMMs to the backup pair of DIMMs. To enable memory mirrored channel through the Setup utility, select **System Settings** → **Memory**. For more information, see “Using the Setup utility” on page 217. When you use the memory mirrored channel feature, consider the following information:

- When you use memory mirrored channel, you must install a pair of DIMMs at a time. The two DIMMs in each pair must be identical in size, type, and rank (single, dual, or quad), and organization, but not in speed. The channels run at the speed of the slowest DIMM in any of the channels.
- The maximum available memory is reduced to half of the installed memory when memory mirrored channel is enabled. For example, if you install 64 GB of memory using RDIMMs, only 32 GB of addressable memory is available when you use memory mirrored channel.

The following diagram lists the DIMM connectors on each memory channel.



The following table shows the memory channel interface layout with the DIMM installation sequence for memory mirrored channel:

Table 14. Memory channel interface layout

| Memory channel | DIMM connector |
|----------------|----------------|
| Channel 0 | 7, 8, 15, 16 |
| Channel 1 | 5, 6, 13, 14 |
| Channel 2 | 1, 2, 9, 10 |
| Channel 3 | 3, 4, 11, 12 |

The following table shows the installation sequence for memory-mirroring mode:

Table 15. Memory mirroring mode DIMM population sequence

| Number of installed microprocessor | DIMM connector in pair |
|---------------------------------------|--|
| Microprocessor 1 (1 CPU only) | 1, 3-> 6, 8-> 2, 4-> 5, 7 |
| Microprocessor 1 and microprocessor 2 | 1, 3, 9, 11-> 6, 8, 14, 16-> 2, 4, 10, 12-> 5, 7, 13, 15 |

Memory rank sparing

The memory rank sparing feature disables the failed memory from the system configuration and activates a rank sparing DIMM to replace the failed active DIMM. You can enable either memory rank sparing or memory mirrored channel in the Setup utility (see “Using the Setup utility” on page 217). When you use the memory rank sparing feature, consider the following information:

- The memory rank sparing feature is supported on server models with an Intel Xeon™ E5-2600 series microprocessor.
- When you enable the memory rank sparing feature, you must install two or three DIMMs on the same channel per microprocessor at a time. The first two DIMMs must be in the same channel. The sparing DIMM must be identical or larger in size, type, rank, and organization, but not in speed. The channels run at the speed of the slowest DIMM in any of the channels.
- The maximum available memory is reduced to two-thirds or one-half of the installed memory when memory rank sparing mode is enabled.

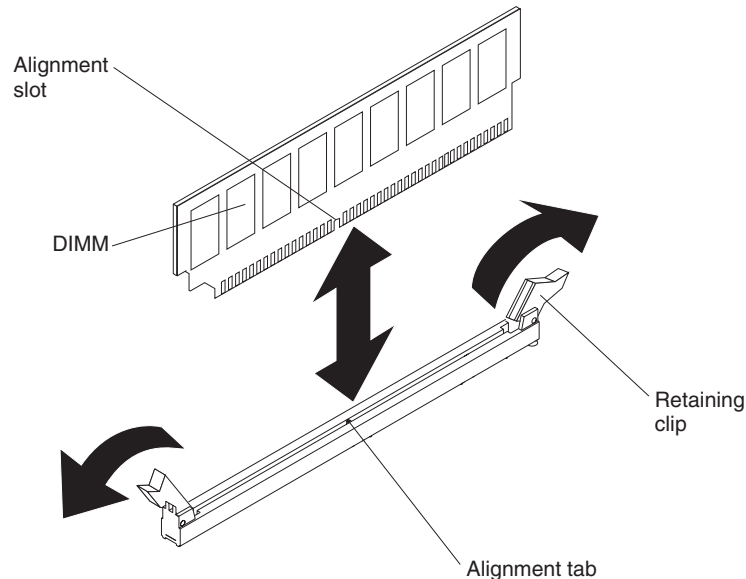
Installing a DIMM

To install a DIMM, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Turn off the server and peripheral devices and disconnect the power cords and all external cables, if necessary.

3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
4. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 158).
5. Open the retaining clip on each end of the DIMM connector.

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



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 alignment slot align correctly with the alignment tab.
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 firmly seated in the connector.

Note: 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. Reconnect the power cords and any cables that you removed.
11. Install the system-board tray cover (see “Installing the system-board tray cover” on page 158).
12. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).
13. Turn on the peripheral devices and the server.

Removing a power supply from a 2U chassis

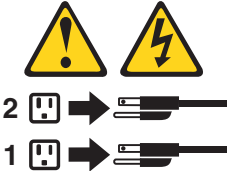
When you remove or install a power supply from/to a 2U chassis, observe the following precautions.

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:



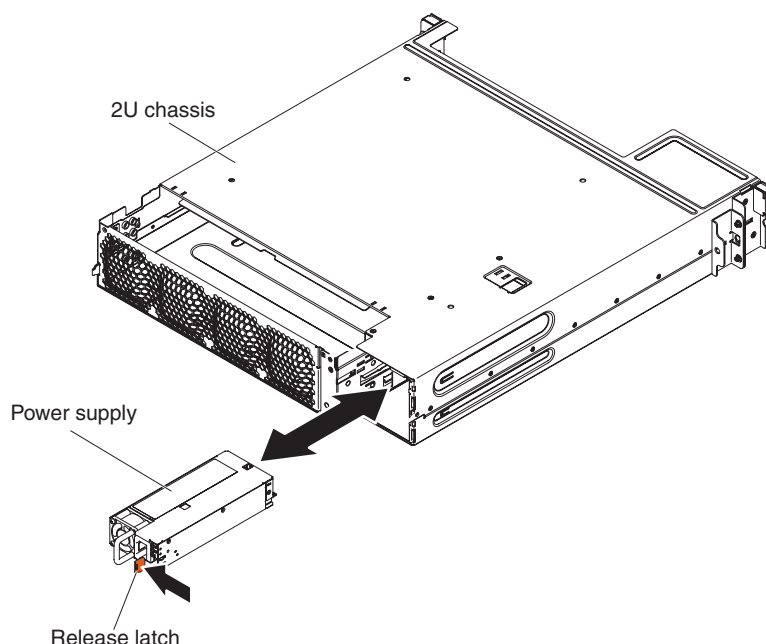
CAUTION:

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.

To remove a power supply from a 2U chassis, complete the following steps:



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the chassis that contains the power supply is installed in an iDataPlex with the rail having the power cord retention feature, remove it off from the rack (see “Removing the 2U chassis from a rack” on page 162).
3. Remove the power cord if there is any attached to the power supply (see “Removing the power cord from the rail without power cord mounting bracket” on page 173).
4. Carefully pull the power supply out of the chassis.
5. If you are instructed to return the power supply, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a power supply in a 2U chassis

Notes:

1. If you are installing a 900 watt redundant power supply unit, make sure the input power is phase-to-phase, or, phase-to-neutral, 200 volt to 240 volt nominal, AC, 47-63 Hz.
2. Both plugs of 900 watt redundant power supply should be plugged in to PDU or outlet together.

Table 16 shows the power supply configuration.

Table 16. Power supply configuration

| Microprocessor SKU | 750 W fixed module | 900 W fixed module | 750 W redundant module | 900 W redundant module |
|--|--------------------|--------------------|------------------------|------------------------|
| 130 W with more than 8 DIMMs | Not available | x2 | Not available | Not available |
| 130 W with less than or equal to 8 DIMMs | Not available | x1 | Not available | x2 |

Table 16. Power supply configuration (continued)

| Microprocessor SKU | 750 W fixed module | 900 W fixed module | 750 W redundant module | 900 W redundant module |
|----------------------|--------------------|--------------------|------------------------|------------------------|
| 115 W or 95 W | Not available | x1 | Not available | x2 |
| 80 W or 70 W or 60 W | x1 | x1 | x2 | x2 |

Table 17. Power supply configuration for GPGPU server configurations

| Microprocessor SKU | 750 W fixed module | 900 W fixed module | 750 W redundant module | 900 W redundant module |
|--|--------------------|--------------------|------------------------|------------------------|
| 130 W with more than 8 DIMMs | Not available | x2 | Not available | Not available |
| 130 W with less than or equal to 8 DIMMs | Not available | x1 | Not available | x2 |
| 115 W or 95 W | Not available | x1 | Not available | x2 |
| 80 W or 70 W or 60 W | Not available | x1 | Not available | x2 |

The following notes describe the type of power supply that the server supports and other information that you must consider when you install a power supply:

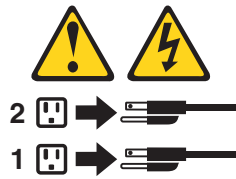
- Before you install an additional power supply or replace a power supply with one of a different wattage, you may use the IBM Power Configurator utility to determine current system power consumption. For more information and to download the utility, go to <http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html>.
- Power supplies in the server must be with the same power rating or wattage to ensure that the server will operate correctly. For example, you cannot mix 550-watt and 750-watt power supplies in the server.
- Power supply 1 is the default/primary power supply. If power supply 1 fails, you must replace the power supply with the same wattage immediately.
- These power supplies are designed for parallel operation. In the event of a power-supply failure, the redundant power supply continues to power the system. The server supports a maximum of two power supplies.

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



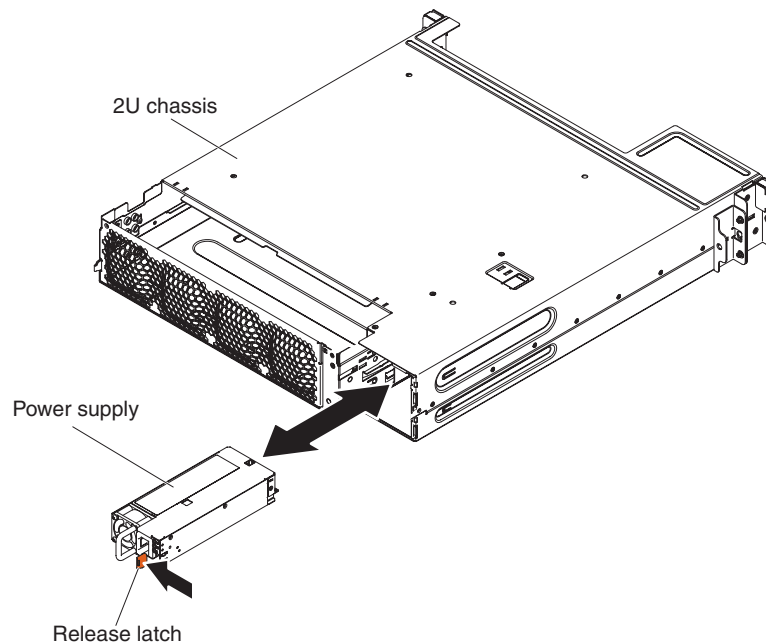
CAUTION:

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.

To install a power supply in a 2U chassis, complete the following steps:

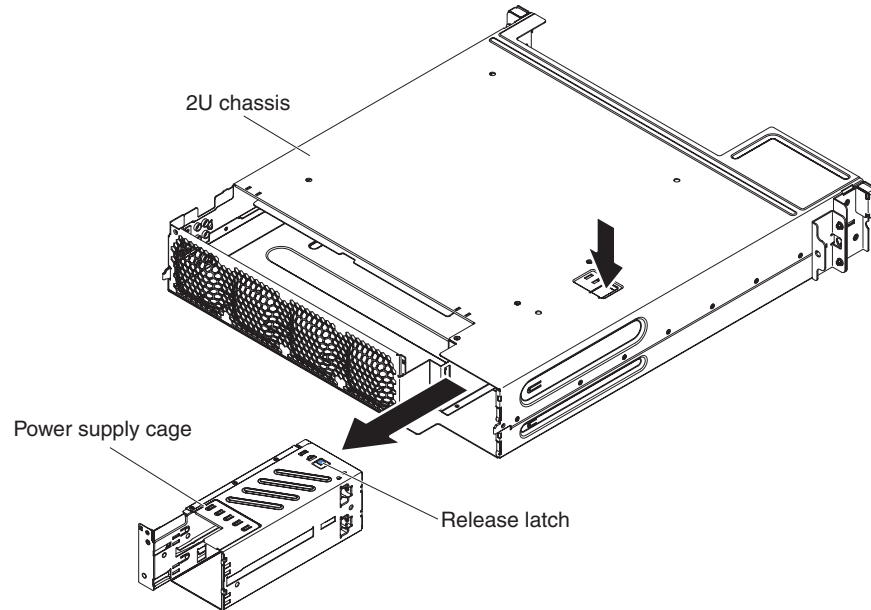


1. Read the safety information that begins vii and “Installation guidelines” on page 153.
2. Touch the static-protective package that contains the power supply to any *unpainted* metal surface on the outside of the chassis; then, remove the power supply from the package.
3. Insert the power supply into the chassis.

4. Carefully guide the power supply into the guides until the release latch clicks into place.
5. Install the chassis in the rack (see “Installing the 2U chassis in a rack” on page 163) if it had been already removed from the rack.
6. Reconnect power cords if necessary.

Removing a power supply cage from a 2U chassis

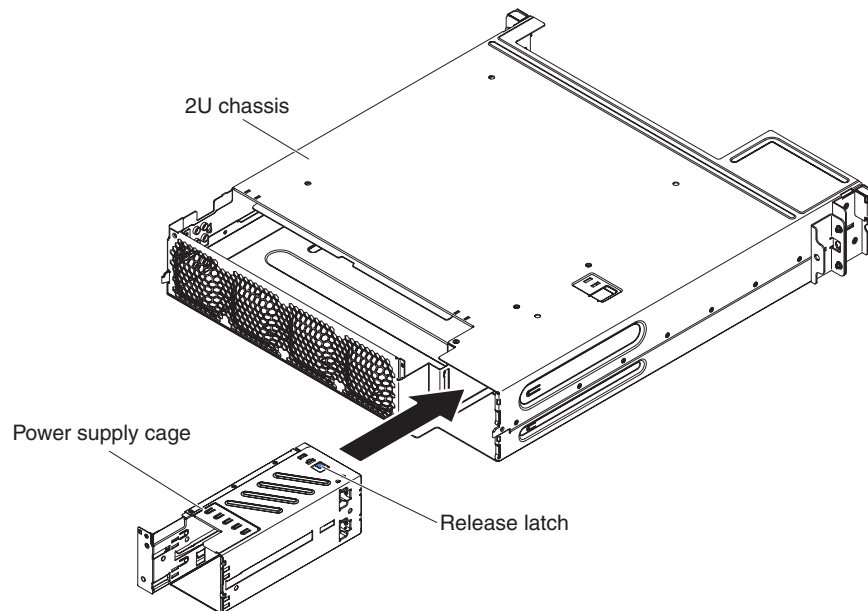
To remove the power supply cage from a 2U chassis, complete the following steps.



1. Read the safety information that begins vii and “Installation guidelines” on page 153.
2. If the chassis that contains the power supply is installed in a rack, remove it (see “Removing the 2U chassis from a rack” on page 162).
3. Remove the power supply from a 2U chassis (see “Removing a power supply from a 2U chassis” on page 190).
4. Make sure that both the 2U chassis fan-assembly top cover (see “Removing the 2U chassis fan-assembly top cover” on page 161) and the 2U chassis fan assembly (see “Removing the 2U chassis fan assembly” on page 164) are already removed.
5. Press the power-supply cage release latch.
6. Carefully pull the power supply cage out from the chassis.
7. If you are instructed to return the power supply, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a power supply cage in a 2U chassis

To install the power supply cage in a 2U chassis, complete the following steps.



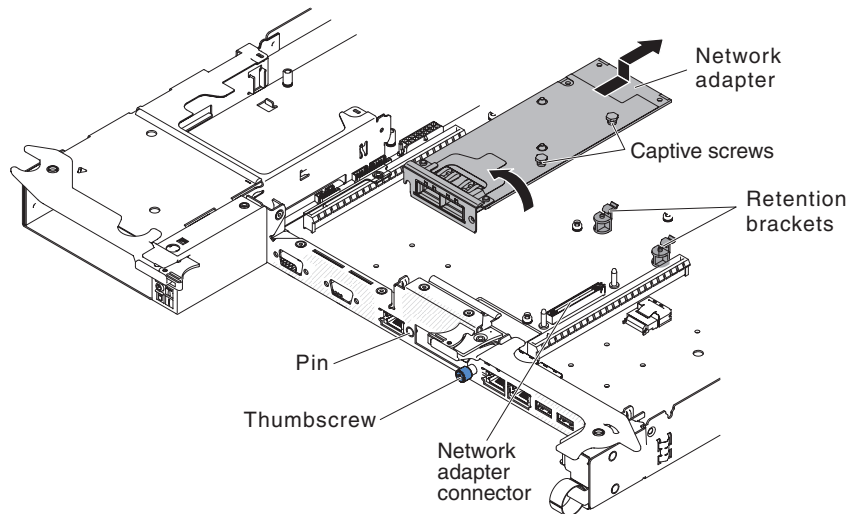
1. Insert the power supply cage into the rear of the chassis.
2. Slide into the chassis until the release latch clicks into place.
3. Install the 2U chassis fan assembly (see “Installing the 2U chassis fan assembly” on page 165).
4. Install the 2U chassis fan-assembly top cover (see “Installing the 2U chassis fan-assembly top cover” on page 161).
5. Install the power supply (see “Installing a power supply in a 2U chassis” on page 192).
6. Install the chassis in the iDataPlex rack (see “Installing the 2U chassis in a rack” on page 163).

Removing the optional dual-port network adapter

Note: Filler panel must be installed even if you do not install a network adapter.

To remove the network adapter, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Turn off the server and peripheral devices and disconnect all power cords.
3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
4. If an expansion enclosure is installed on the system-board tray, remove it (see “Removing a GPGPU enclosure” on page 159); otherwise, remove the system-board tray cover (see “Removing the system-board tray cover” on page 158).
5. Loosen the screws and the captive screws on the network adapter from the screw holes.

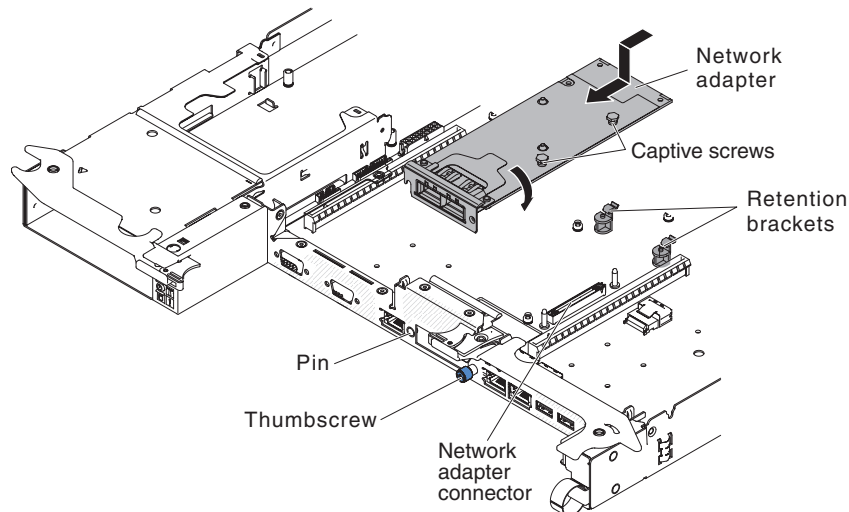


6. Loosen the thumbscrew on the front of the chassis.
7. Push the two retention brackets outward.
8. Grasp the network adapter and disengage it from the pin, retention brackets, and the connector on the planar; then, tilt and slide the adapter out of the port openings on the front of the chassis and remove it from the system-board tray.
9. If you are instructed to return the adapter, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the optional dual-port network adapter

You can purchase a dual-port network adapter to add two additional network ports in the server. To order a dual-port network adapter option, contact your IBM marketing representative or authorized reseller.

To install the network adapter, complete the following steps:

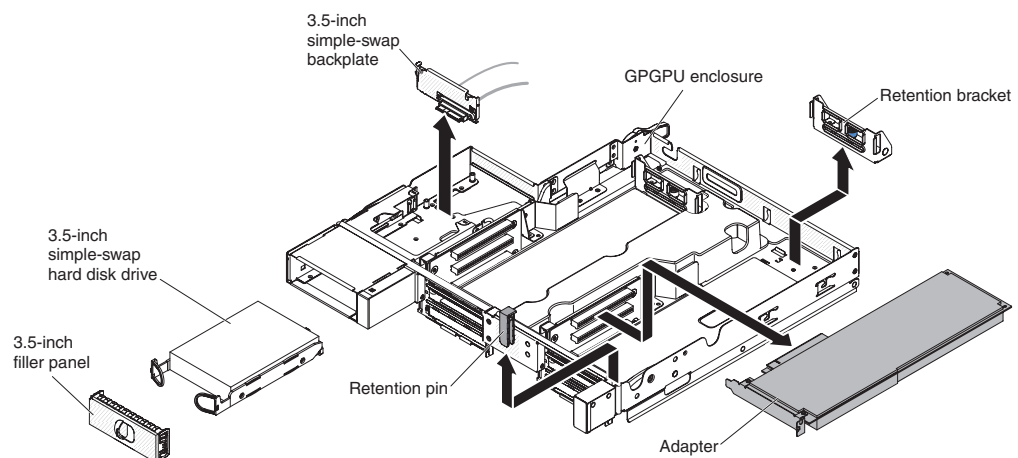


1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Turn off the server and peripheral devices and disconnect the power cords.
3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).

4. If a GPGPU enclosure is installed on the system-board tray, remove it (see “Removing a GPGPU enclosure” on page 159); otherwise, remove the system-board tray cover (see “Removing the system-board tray cover” on page 158).
5. Remove the PCI riser-card assembly (if installed) from PCI riser connector 2 (see “Removing a PCIe riser-card assembly from the system-board tray” on page 177).
6. Remove the adapter filler panel on the front of the chassis (if it has not been removed already).
7. Touch the static-protective package that contains the new adapter to any unpainted metal surface on the server. Then, remove the adapter from the package.
8. Align the adapter so that the port connectors on the adapter line up with the pin and thumbscrew on the chassis; then, tilt and slide the adapter so the port connectors on the adapter and the network adapter connector on the planar are aligned.
9. Press the adapter firmly until the pin, and retention brackets engage the adapter. Make sure the adapter is securely seated on the connector on the planar.
Attention: Make sure the port connectors on the adapter are aligned properly with the chassis on the rear of the server. An incorrectly seated adapter might cause damage to the system board or the adapter.
10. Fasten the captive screws on the network adapter.
11. Fasten the thumbscrew on the front of the chassis.
12. Reinstall the PCI riser-card assembly in PCI riser connector 2 if you have removed it previously (see “Installing a PCI riser-card assembly on the system-board tray” on page 178).
13. Install the system-board tray cover (see “Installing the system-board tray cover” on page 158).
14. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).

Removing a GPGPU enclosure

To remove a GPGPU enclosure, complete the following steps.

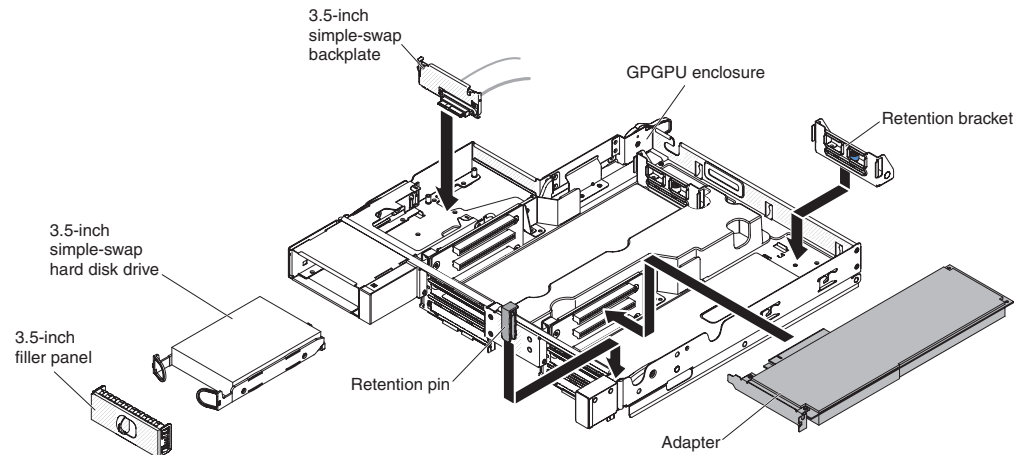


1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.

2. If a GPGPU enclosure is installed on the system-board tray, remove it (see “Removing a GPGPU enclosure” on page 159).
3. Carefully set the GPGPU enclosure on a flat, static-protective surface.
4. Remove the hard disk drive filler or the simple-swap hard disk drives, if any is installed (see “Removing a simple-swap hard disk drive” on page 168). Place them on a static-protective surface.
5. Remove the simple-swap SAS/SATA drive cage (see “Removing a simple-swap SAS/SATA drive cage” on page 174).
6. Remove retention pin and bracket.
7. Remove the PCIe adapters, if any are installed (see “Removing a PCIe adapter from a PCI riser-card assembly” on page 179).
8. If you are instructed to return the GPGPU enclosure, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a GPGPU enclosure

To install a GPGPU enclosure, complete the following steps.



1. Install the PCIe adapters, if you removed any (see “Installing an adapter in the GPGPU enclosure (PCI slot 3 or slot 4)” on page 181 and “Installing an adapter in the GPGPU enclosure (PCI slot 1 or slot 2)” on page 183).
2. Install retention pin and bracket.
3. Install the simple-swap SAS/SATA drive cage (see “Installing a simple-swap SAS/SATA drive cage” on page 175).
4. Install the hard disk drives, if you removed any (see “Installing a simple-swap hard disk drive” on page 169).
5. Install the GPGPU enclosure on the system-board tray (see “Installing a GPGPU enclosure” on page 160).

Removing and replacing Tier 2 CRUs

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

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

Removing a microprocessor and heat sink

Attention:

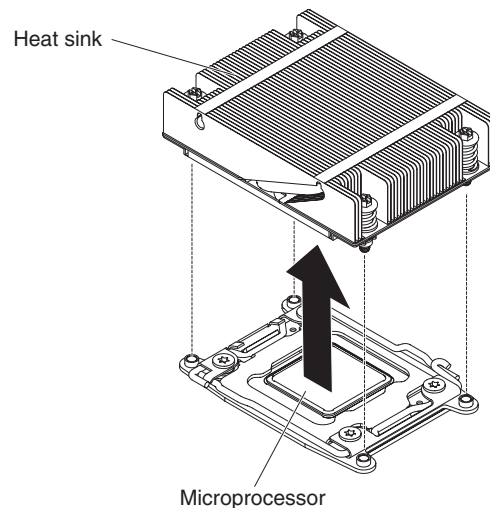
- Always use the microprocessor installation tool to remove a microprocessor. Failing to use the microprocessor installation tool may damage the microprocessor sockets on the system board. Any damage to the microprocessor sockets may require replacing the system board.
- Microprocessors are to be removed only by trained technicians.
- Do not allow the thermal grease on the microprocessor and heat sink to come in contact with anything. Contact with any surface can compromise the thermal grease and the microprocessor socket.
- Dropping the microprocessor during installation or removal can damage the contacts.
- Do not touch the microprocessor contacts; handle the microprocessor by the edges only. Contaminants on the microprocessor contacts, such as oil from your skin, can cause connection failures between the contacts and the socket.

To remove a microprocessor and heat sink, complete the following steps:

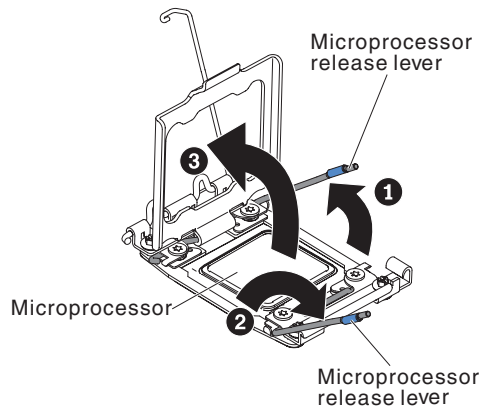
1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Turn off the server and peripheral devices and disconnect all power cords.
3. Remove the cover (see “Removing the system-board tray cover” on page 158).
4. Locate the microprocessor to be removed (see “System-board internal connectors” on page 12).
5. Remove the heat sink:

Attention: Do not touch the thermal material on the bottom of the heat sink. Touching the thermal material will contaminate it. If the thermal material on the microprocessor or heat sink becomes contaminated, you must wipe off the contaminated thermal material on the microprocessor or heat sink with the alcohol wipes and reapply clean thermal grease to the heat sink.

- a. Loosen the four screws on the corners of the microprocessor retainer.
- b. Lift the heat sink out of the server. After removal, place the heat sink (with the thermal grease side up) on a clean, flat surface.



6. Open the microprocessor socket release levers and retainer:



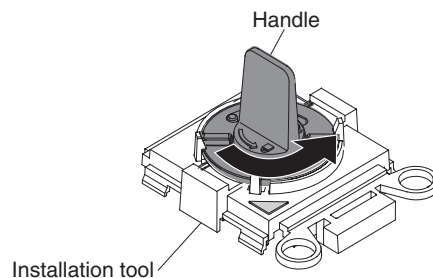
- a. Identify which release lever is labeled as the first release lever to open and open it.
- b. Open the second release lever on the microprocessor socket.
- c. Open the microprocessor retainer.

Attention: Do not touch the connectors on the microprocessor and the microprocessor socket.

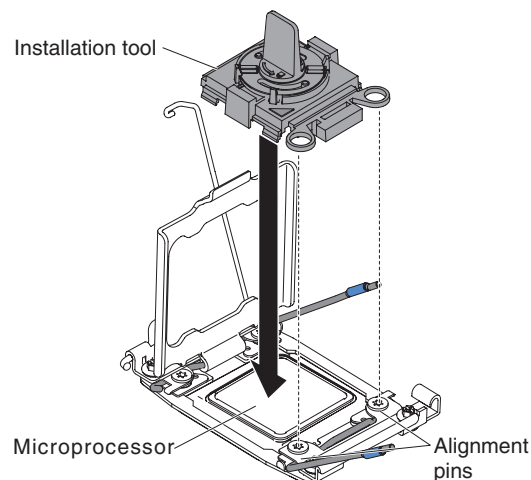
7. Install the microprocessor on the microprocessor installation tool:

Note: If you are replacing a microprocessor, use the empty installation tool that comes with the CRU to remove the microprocessor.

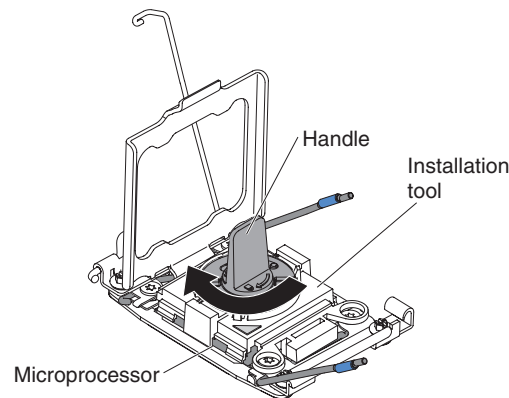
- a. Twist the handle on the microprocessor tool counterclockwise so that it is in the open position.



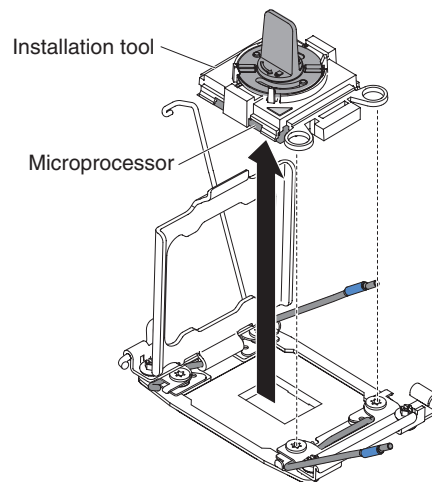
- b. Align the installation tool with the alignment pins on the microprocessor socket and lower the tool on the microprocessor. The installation tool rests flush on the socket only if aligned correctly.



- c. Twist the handle on the installation tool clockwise to lock the processor into the tool.



- d. Lift the microprocessor out of the socket.



8. If you do not intend to install a microprocessor on the socket, install the socket cover that you removed in step 6 on page 205 on the microprocessor socket.
- Attention:** The pins on the socket are fragile. Any damage to the pins may require replacing the system board.
9. If you are instructed to return the microprocessor, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a microprocessor and heat sink

The following notes describe the type of microprocessor that the server supports and other information that you must consider when you install a microprocessor and heat sink:

- Microprocessors are to be installed only by trained technicians.
- The server supports up to two Intel Xeon™ E5-2600 series multi-core microprocessors, which are designed for the LGA 2011 socket. See <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/> for a list of supported microprocessors.
- Do not mix dual-core, quad-core, and six-core microprocessors in the same server.
- The first microprocessor must always be installed in microprocessor socket 1 on the system board.

- Do not remove the first microprocessor from the system board when you install the second microprocessor.
- To ensure proper server operation when you install an additional microprocessor, use microprocessors that have the same QuickPath Interconnect (QPI) link speed, integrated memory controller frequency, core frequency, power segment, internal cache size, and type.
- Mixing microprocessors of different stepping levels within the same server model is supported.
- When mixing microprocessors with different stepping levels within the same server model, you do not have to install the microprocessor with lowest stepping level and features in microprocessor socket 1.
- Both microprocessor voltage regulator modules are integrated on the system board.
- Read the documentation that comes with the microprocessor to determine whether you have to update the server firmware. To download the latest level of server firmware and other code updates for your server, go to <http://www.ibm.com/supportportal/>.
- The microprocessor speeds are automatically set for this server; therefore, you do not have to set any microprocessor frequency-selection jumpers or switches.
- If the thermal-grease protective cover (for example, a plastic cap or tape liner) is removed from the heat sink, do not touch the thermal grease on the bottom of the heat sink or set down the heat sink. For more information about applying or working with thermal grease, see “Thermal grease” on page 207.

Note: Removing the heat sink from the microprocessor destroys the even distribution of the thermal grease and requires replacing the thermal grease.

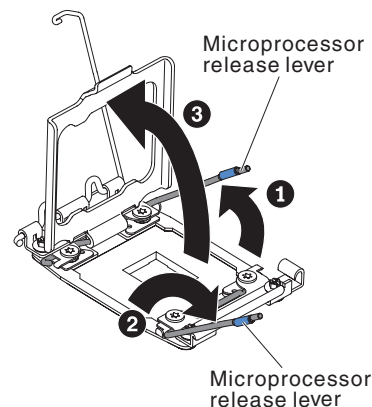
- To order an additional optional microprocessor, contact your IBM marketing representative or authorized reseller.

To install an additional microprocessor and heat sink, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Turn off the server and peripheral devices and disconnect the power cords and all external cables.

Attention: When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling these devices, see “Handling static-sensitive devices” on page 155.

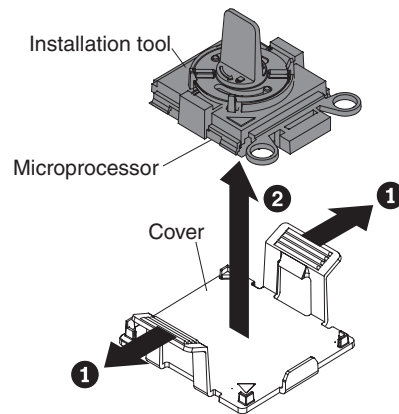
3. Remove the cover (see “Removing the system-board tray cover” on page 158).
4. Open the microprocessor socket release levers and retainer:



- a. Identify which release lever is labeled as the first release lever to open and open it.
- b. Open the second release lever on the microprocessor socket.
- c. Open the microprocessor retainer.

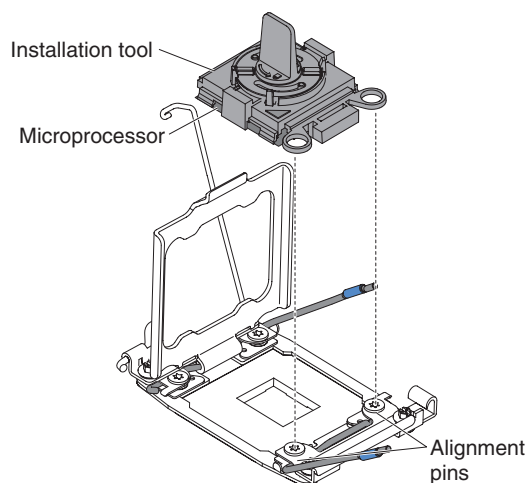
Attention: Do not touch the connectors on the microprocessor and the microprocessor socket.

5. Install the microprocessor on the microprocessor socket:
 - a. Touch the static-protective package that contains the new microprocessor to any *unpainted* on the chassis or any *unpainted* metal surface on any other grounded rack component; then, carefully remove the microprocessor from the package.
 - b. Release the sides of the cover and remove the cover from the installation tool. The microprocessor is preinstalled on the installation tool.

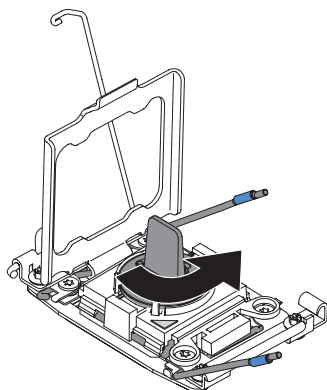


Note: Do not touch the microprocessor contacts. Contaminants on the microprocessor contacts, such as oil from your skin, can cause connection failures between the contacts and the socket.

- c. Align the installation tool with the microprocessor socket. The installation tool rests flush on the socket only if properly aligned.



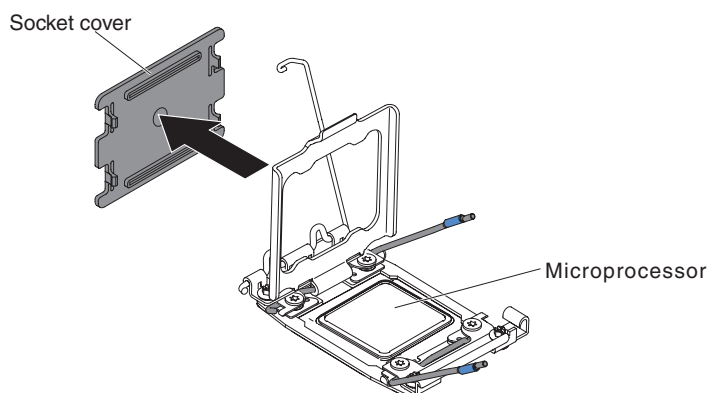
- d. Twist the handle on the microprocessor tool counterclockwise to insert the microprocessor into the socket. The microprocessor is keyed to ensure that the microprocessor is installed correctly. The microprocessor rests flush on the socket only if properly installed.



Attention:

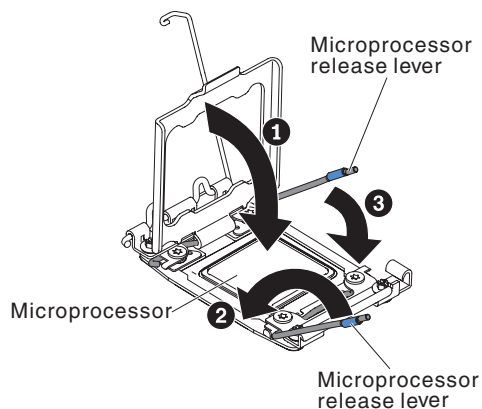
- Do not press the microprocessor into the socket.
- Make sure that the microprocessor is oriented and aligned correctly in the socket before you try to close the microprocessor retainer.
- Do not touch the thermal material on the bottom of the heat sink or on top of the microprocessor. Touching the thermal material will contaminate it.

6. Remove the microprocessor socket cover, tape, or label from the surface of the microprocessor socket, if one is present. Store the socket cover in a safe place.



Attention: When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling these devices, see “Handling static-sensitive devices” on page 155.

7. Close the microprocessor socket release levers and retainer:



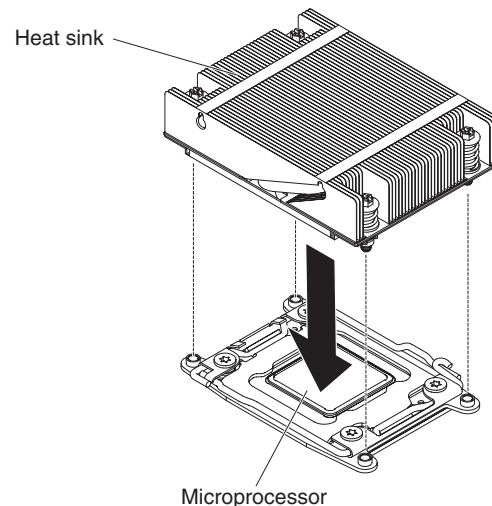
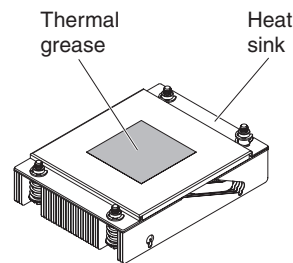
- a. Close the microprocessor retainer on the microprocessor socket.
- b. Identify which release lever is labeled as the first release lever to close and close it.
- c. Close the second release lever on the microprocessor socket.

Note: If you are installing microprocessor Intel E5-2690 or Intel E5-2643. Attach the microprocessor information label on the front of the system-board tray.

8. Install the heat sink:

Attention:

- Do not set down the heat sink after you remove the plastic cover.
- Do not touch the thermal grease on the bottom of the heat sink after you remove the plastic cover. Touching the thermal grease will contaminate it. See “Thermal grease” on page 207 for more information.



- a. Remove the plastic protective cover from the bottom of the heat sink.
 - b. Position the heat sink over the microprocessor. The heat sink is keyed to assist with proper alignment.
 - c. Align and place the heat sink on top of the microprocessor in the retention bracket, thermal material side down.
 - d. Press firmly on the heat sink.
 - e. Rotate the heat sink release lever to the closed position and hook it underneath the lock tab.
9. Install the cover (see “Installing the system-board tray cover” on page 158).
 10. Slide the server into the rack.
 11. Reconnect the power cords and any cables that you removed.
 12. Turn on the peripheral devices and the server.

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.

When you are installing the heat sink on the same microprocessor that it was removed from, make sure that the following requirements are met:

- The thermal grease on the heat sink and microprocessor is not contaminated.
- Additional thermal grease is not added to the existing thermal grease on the heat sink and microprocessor.

Notes:

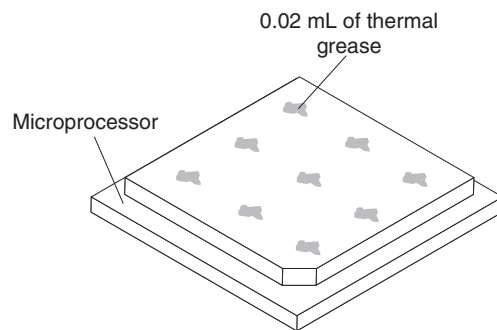
- Read the safety information on page vii.
- Read the “Installation guidelines” on page 153.
- Read “Handling static-sensitive devices” on page 155.

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

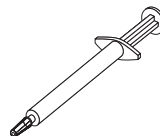
1. Place the heat sink on a clean work surface.
2. Remove the cleaning pad from its package and unfold it completely.
3. Use the cleaning pad to wipe the thermal grease from the bottom of the heat sink.

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 9 uniformly spaced dots of 0.02 mL each on the top of the microprocessor. The outermost dots must be within approximately 5 mm of the edge of the microprocessor; this is to ensure uniform distribution of the grease.



Note: If the grease is properly applied, approximately half of the grease will remain in the syringe.

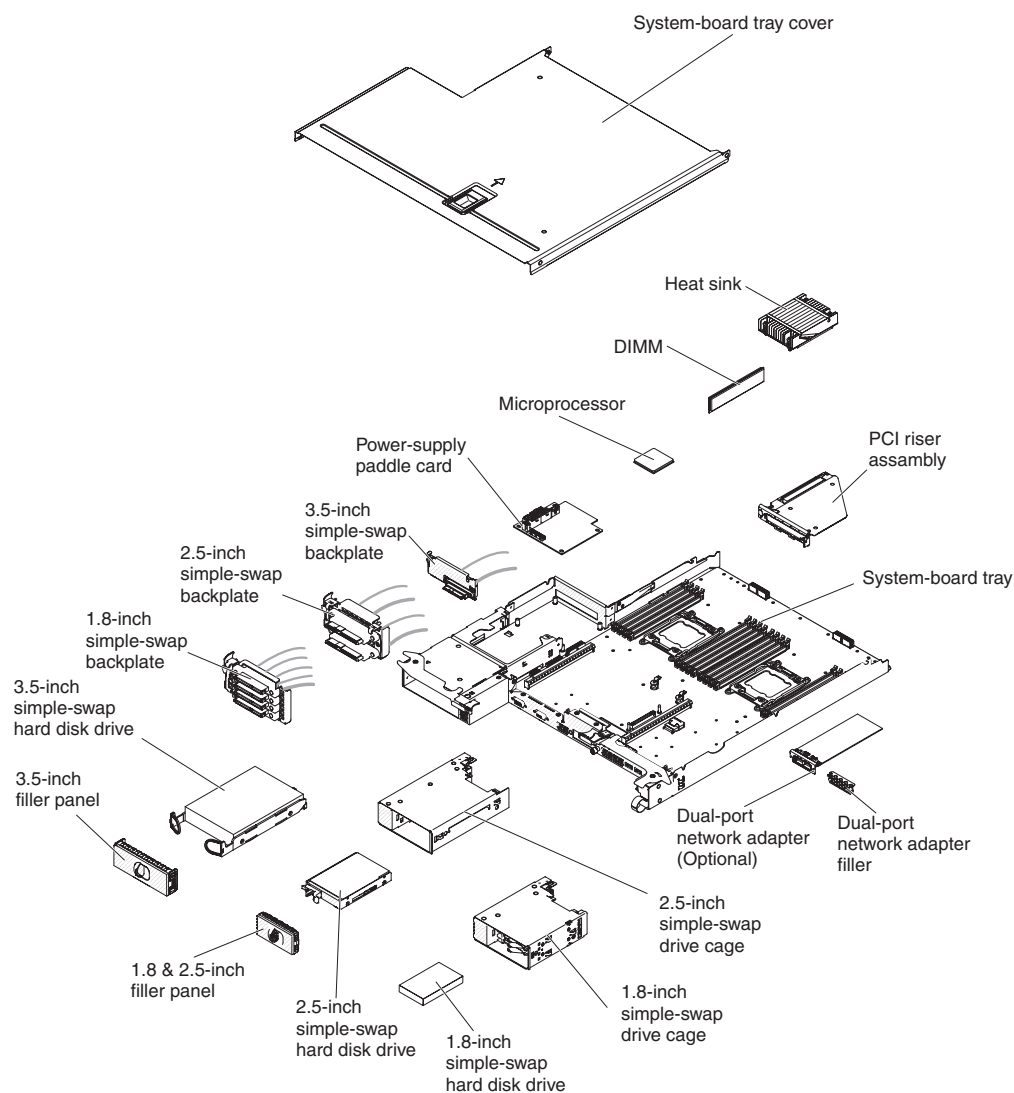
6. Install the heat sink onto the microprocessor as described in 8 on page 206.

Removing the system-board tray

Notes:

1. Before you replace the system-board tray, make sure that you backup any features on demand (FoD) keys that were enabled. Remember to re-enable the features on demand (FoD) keys after installing the new system-board tray. For more information on Features on Demand (FoD), including instructions for automating the activation and installation of the activation key by using IBM ToolsCenter or IBM Systems Director, see the *IBM Features on Demand User's Guide* at <http://www.ibm.com/systems/x/fod/> under the Help section.
2. When you replace the system-board tray, you must either update the server with the latest firmware or restore the pre-existing firmware that the customer provides on a diskette or CD image. Make sure that you have the latest firmware or a copy of the pre-existing firmware before you proceed.
3. When you replace the system-board tray, make sure that you remove the Integrated Management Module Advanced Upgrade and place it on the new system-board tray. For information about the Advanced Upgrade, see "Using the remote presence capability and blue-screen capture" on page 225.
4. See "System-board internal connectors" on page 12 for the locations of the connectors on the system-board tray.

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



1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 157).
3. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 158)
4. If necessary, note the cable routing and connection locations; then, disconnect the cables that connect the system-board tray to the chassis.

Attention:

- Disengage all latches, release tabs or locks on cable connectors when you disconnect all cables from the system board. Failing to release them before removing the cables will damage the cable sockets on the system board. The cable sockets on the system board are fragile. Any damage to the cable sockets may require replacing the system board.
 - Failing to install or remove the cable with care may damage the connectors on the system board. Any damage to the connectors may require replacing the system board.
5. Remove the hard disk drives, if any are installed (see “Removing a simple-swap hard disk drive” on page 168).
 6. Remove the hard disk drive bracket and cable assembly.
 7. Remove the simple-swap SAS/SATA drive cage, if one is installed (see “Removing a simple-swap SAS/SATA drive cage” on page 174).
 8. Remove the riser cards (see “Removing a PCIe riser-card assembly from the system-board tray” on page 177) and dual-port network adapter (see “Removing the optional dual-port network adapter” on page 196).
 9. Remove the power-supply paddle card, if any are installed (see “Removing a power-supply paddle card from the tray” on page 176).
 10. Remove the DIMMs (see “Removing a memory module” on page 184).
 11. Remove the microprocessors and heat sinks (see “Removing a microprocessor and heat sink” on page 200).

Notes:

- a. Remove the socket covers from the microprocessor sockets on the new system board and place them on the microprocessor sockets of the system board you are removing.
 - b. Do not allow the thermal grease to come in contact with anything, and keep each heat sink paired with its microprocessor for reinstallation. Contact with any surface can compromise the thermal grease and the microprocessor socket. A mismatch between the microprocessor and its original heat sink can require the installation of a new heat sink.
12. If you are instructed to return the system-board tray, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Note: Remove the shipping brackets from the replacement system-board tray and install them on the system-board tray you are returning.

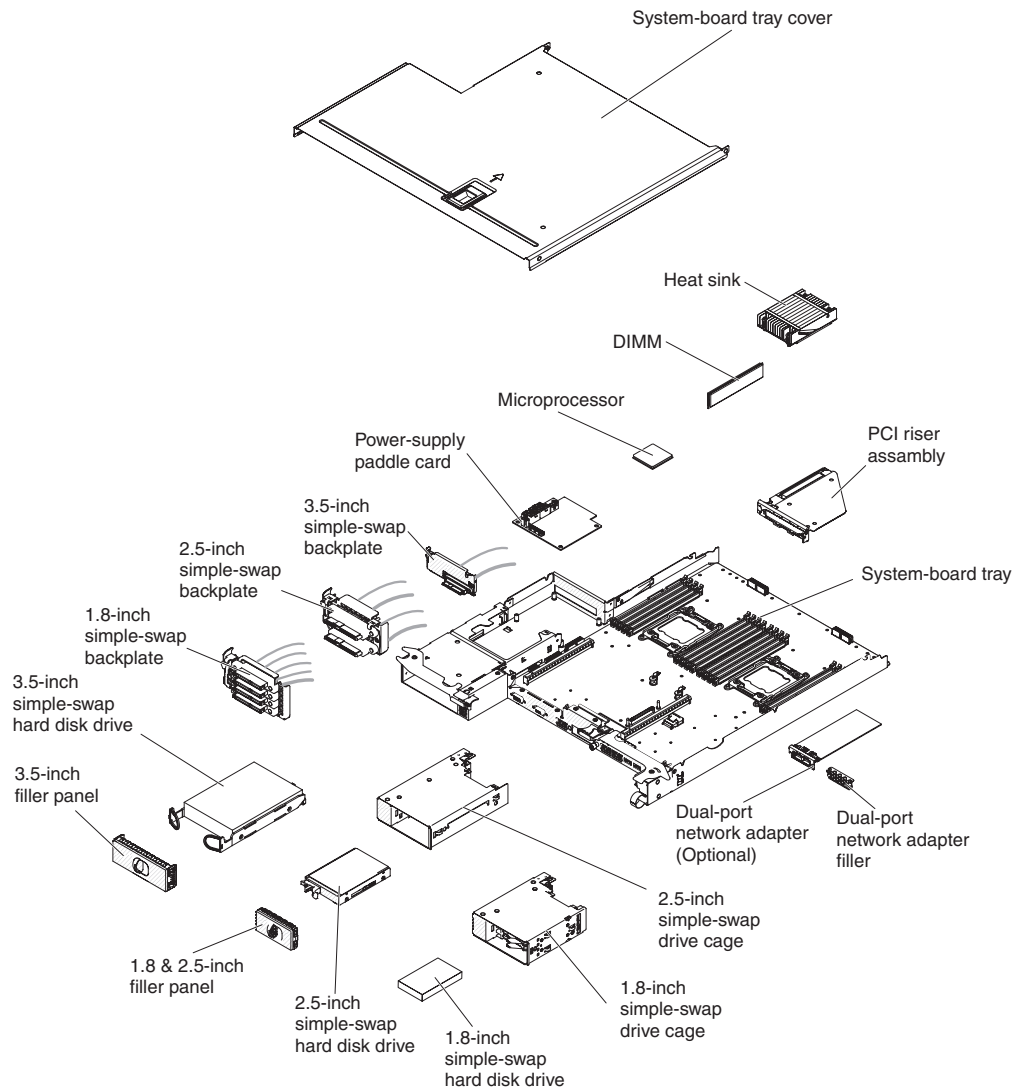
Installing the system-board tray

Notes:

1. When you reassemble the components in the system-board tray, be sure to route all cables carefully so that they are not exposed to excessive pressure.
2. When you replace the system-board tray, you must either update the server with the latest firmware or restore the pre-existing firmware from a diskette or CD image. Make sure that you have the latest firmware or a copy of the pre-existing firmware before you proceed. See “Updating the firmware” on page 213, “Updating the Universal Unique Identifier (UUID)” on page 231, and “Updating the DMI/SMBIOS data” on page 233 for more information.

Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code

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



Note: You might have to remove component fillers or covers before you can install some components.

1. Read the safety information that begins on page vii and “Installation guidelines” on page 153.
2. Reinstall the microprocessors and heat sinks (see “Installing a microprocessor and heat sink” on page 202).
3. Reinstall the DIMMs (see “Installing a memory module” on page 185).
4. Reinstall the power-supply paddle card (see “Installing a power-supply paddle card in the tray” on page 177).
5. Reinstall the dual-port network adapter, if you removed any (See “Installing the optional dual-port network adapter” on page 197).
6. Reinstall the riser cards (see “Installing a PCI riser-card assembly on the system-board tray” on page 178).

7. Install the hard disk drive bracket and cable assembly.
 8. Reinstall the simple-swap SAS/SATA drive cage, if you removed one (see “Installing a simple-swap SAS/SATA drive cage” on page 175).
 9. Reinstall the hard disk drives, if you removed any (See “Installing a simple-swap hard disk drive” on page 169).
 10. Install the system-board tray cover (see “Installing the system-board tray cover” on page 158).
 11. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 157).
 12. Push the power supplies back into the server.
 13. Slide the server into the rack.
 14. Reconnect the power cords and any cables that you removed.
 15. Turn on the peripheral devices and the server.
 16. Start the Setup utility and reset the configuration.
 - Set the system date and time.
 - Set the power-on password.
 - Reconfigure the server.
- See “Using the Setup utility” on page 217 for details.
17. Either update the server with the latest RAID firmware or restore the pre-existing firmware from a diskette or CD image.
 18. Update the UUID (see “Updating the Universal Unique Identifier (UUID)” on page 231).
 19. Update the DMI/SMBIOS (see “Updating the DMI/SMBIOS data” on page 233).

Chapter 6. Configuration information and instructions

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

Updating the firmware

Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

You can install code updates that are packaged as an UpdateXpress System Pack or UpdateXpress CD image. An UpdateXpress System Pack contains an integration-tested bundle of online firmware and device-driver updates for your server. Use UpdateXpress System Pack Installer to acquire and apply UpdateXpress System Packs and individual firmware and device-driver updates. For additional information and to download the UpdateXpress System Pack Installer, go to the ToolsCenter for System x and BladeCenter at <http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp> and click **UpdateXpress System Pack Installer**.

When you click an update, an information page is displayed, including a list of the problems that the update fixes. Review this list for your specific problem; however, even if your problem is not listed, installing the update might solve the problem.

Be sure to separately install any listed critical updates that have release dates that are later than the release date of the UpdateXpress System Pack or UpdateXpress image.

The firmware for the server is periodically updated and is available for download from the IBM website. To check for the latest level of firmware, such as UEFI firmware, vital product data (VPD) code, device drivers, and integrated management module firmware, go to <http://www.ibm.com/support/fixcentral/>.

Attention: Before you update the firmware, be sure to back up any data that is stored in the Trusted Platform Module (TPM), in case any of the TPM characteristics are changed by the new firmware. For instructions, see your encryption software documentation.

Download the latest firmware for the server; then, install the firmware, using the instructions that are included with the downloaded files.

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

- UEFI firmware is stored in ROM on the system board.
- IMM2 firmware is stored in ROM on the IMM2 on the system board.
- Ethernet firmware is stored in ROM on the Ethernet controller.
- ServeRAID firmware is stored in ROM on the ServeRAID adapter.
- SATA firmware is stored in ROM on the integrated SATA controller.
- SAS/SATA firmware is stored in ROM on the SAS/SATA controller on the system board.

Configuring the server

The *ServerGuide* program provides software-setup tools and installation tools that are designed for the server. Use this CD during the installation of the server to configure basic hardware features, such as an integrated SAS/SATA controller with RAID capabilities, and to simplify the installation of your operating system. For information about using this CD, see “Using the ServerGuide Setup and Installation CD” on page 215.

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

- **Setup utility**

The Setup utility is part of the basic input/output system firmware. Use it to change interrupt request (IRQ) settings, change the startup-device sequence, set the date and time, and set passwords. For information about using this program, see “Using the Setup utility” on page 217.

- **Boot Manager program**

The Boot Manager program is part of the server firmware. Use it to override the startup sequence that is set in the Setup utility and temporarily assign a device to be first in the startup sequence. For more information about using this program, see “Using the Boot Manager program” on page 222.

- **Integrated management module II**

Use the integrated management module II (IMM2) for configuration, to update the firmware and sensor data record (SDR) data, and to remotely manage a network. For information about using IMM2, see “Using the integrated management module II” on page 223.

- **VMware ESXi embedded hypervisor**

The VMware ESXi embedded hypervisor is available on the server models that come with an installed USB embedded hypervisor flash device. The USB flash device is installed in the USB connector on the SAS/SATA RAID riser-card. Hypervisor is virtualization software that enables multiple operating systems to run on a host system at the same time. For more information about using the embedded hypervisor, see “Using the embedded hypervisor” on page 226.

- **Ethernet controller configuration**

For information about configuring the Ethernet controller, see “Configuring the Gigabit Ethernet controller” on page 227.

- **IBM Advanced Settings Utility (ASU) program**

Use this program as an alternative to the Setup utility for modifying UEFI settings. Use the ASU program online or out of band to modify UEFI settings from the command line without the need to restart the server to access the Setup utility. For more information about using this program, see “IBM Advanced Settings Utility program” on page 230.

- **LSI Configuration Utility program**

Use the LSI Configuration Utility program to configure the integrated SAS/SATA controller with RAID capabilities and the devices that are attached to it. For information about using this program, see “Using the LSI Configuration Utility program” on page 228.

The following table lists the different server configurations and the applications that are available for configuring and managing RAID arrays.

Table 18. Server configuration and applications for configuring and managing RAID arrays

| Server configuration | RAID array configuration (before operating system is installed) | RAID array management (after operating system is installed) |
|-------------------------|---|--|
| ServeRAID-H1110 adapter | LSI Utility (Setup utility, press Ctrl+C), ServerGuide, Human Interface Infrastructure (HII) | MegaRAID Storage Manager (MSM), SAS2IRCU (Command Line) Utility for Storage Management |
| ServeRAID-M1115 adapter | MegaRAID BIOS Configuration Utility (press Ctrl+H to start), pre-boot CLI (press Ctrl+P to start), ServerGuide, HII | MegaRAID Storage Manager (MSM), MegaCLI (Command Line Interface), and IBM Director |

Using the ServerGuide Setup and Installation CD

The *ServerGuide Setup and Installation* CD provides software setup tools and installation tools that are designed for your server. The ServerGuide program detects the server model and hardware options that are installed and uses that information during setup to configure the hardware. The ServerGuide program simplifies operating-system installations by providing updated device drivers and, in some cases, installing them automatically. To download the CD, go to <http://www.ibm.com/support/entry/portal/docdisplay?Indocid=SERV-GUIDE> and click **IBM Service and Support Site**.

The ServerGuide program has the following features:

- An easy-to-use interface
- Diskette-free setup, and configuration programs that are based on detected hardware
- ServeRAID Manager program, which configures your ServeRAID adapter
- Device drivers that are provided for your server model and detected hardware
- Operating-system partition size and file-system type that are selectable during setup

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

ServerGuide features

Features and functions can vary slightly with different versions of the ServerGuide program. To learn more about the version that you have, start the *ServerGuide Setup and Installation* CD and view the online overview. Not all features are supported on all server models.

The ServerGuide program requires a supported IBM server with an enabled startable (bootable) CD drive. In addition to the *ServerGuide Setup and Installation* CD, you must have your operating-system CD to install the operating system.

The ServerGuide program performs the following tasks:

- Sets system date and time
- Detects the RAID adapter or controller and runs the SAS/SATA RAID configuration program
- Checks the microcode (firmware) levels of a ServeRAID adapter and determines whether a later level is available from the CD

- Detects installed hardware options and provides updated device drivers for most adapters and devices
- Provides diskette-free installation for supported Windows operating systems
- Includes an online readme file with links to tips for your hardware and operating-system installation

Setup and configuration overview

When you use the *ServerGuide Setup and Installation* CD, you do not need setup diskettes. You can use the CD to configure any supported IBM server model. The setup program provides a list of tasks that are required to set up your server model. On a server with a ServeRAID adapter or SAS/SATA controller with RAID capabilities, you can run the SAS RAID configuration program to create logical drives.

Note: Features and functions can vary slightly with different versions of the ServerGuide program.

When you start the *ServerGuide Setup and Installation* CD, the program prompts you to complete the following tasks:

- Select your language.
- Select your keyboard layout and country.
- View the overview to learn about ServerGuide features.
- View the readme file to review installation tips for your operating system and adapter.
- Start the operating-system installation. You will need your operating-system CD.

Important: Before you install a legacy operating system (such as VMware) on a server with an LSI SAS controller, you must first complete the following steps:

1. Update the device driver for the LSI SAS controller to the latest level.
2. In the Setup utility, set **Legacy Only** as the first option in the boot sequence in the **Boot Manager** menu.
3. Using the LSI Configuration Utility program, select a boot drive.

For detailed information and instructions, go to <https://www-947.ibm.com/systems/support/supportsite.wss/docdisplay?Indocid=MIGR-5083225>.

Typical operating-system installation

The ServerGuide program can reduce the time it takes to install an operating system. It provides the device drivers that are required for your hardware and for the operating system that you are installing. This section describes a typical ServerGuide operating-system installation.

Note: Features and functions can vary slightly with different versions of the ServerGuide program.

1. After you have completed the setup process, the operating-system installation program starts. (You will need your operating-system CD to complete the installation.)
2. The ServerGuide program stores information about the server model, service processor, hard disk drive controllers, and network adapters. Then, the program checks the CD for newer device drivers. This information is stored and then passed to the operating-system installation program.
3. The ServerGuide program presents operating-system partition options that are based on your operating-system selection and the installed hard disk drives.

4. The ServerGuide program prompts you to insert your operating-system CD and restart the server. At this point, the installation program for the operating system takes control to complete the installation.

Installing your operating system without using ServerGuide

If you have already configured the server hardware and you are not using the ServerGuide program to install your operating system, go to <http://www.ibm.com/supportportal/> to download the latest operating-system installation instructions from the IBM website.

Using the Setup utility

Use the Unified Extensible Firmware Interface (UEFI), formerly BIOS, Setup utility to perform the following tasks:

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

Starting the Setup utility

To start the Setup utility, complete the following steps:

1. Turn on the server.

Note: Approximately 5 to 10 seconds after the server is connected to power, the power-control button becomes active.

2. When the prompt <F1> Setup is displayed, press F1. If you have set an administrator password, you must type the administrator password to access the full Setup utility menu. If you do not type the administrator password, a limited Setup utility menu is available.
3. Select settings to view or change.

Setup utility menu choices

The following choices are on the Setup utility main menu for the UEFI. Depending on the version of the firmware, some menu choices might differ slightly from these descriptions.

- **System Information**

Select this choice to view information about the server. When you make changes through other choices in the Setup utility, some of those changes are reflected in the system information; you cannot change settings directly in the system information. This choice is on the full Setup utility menu only.

- **System Summary**

Select this choice to view configuration information, including the ID, speed, and cache size of the microprocessors, machine type and model of the server, the serial number, the system UUID, and the amount of installed memory. When you make configuration changes through other options in the Setup utility, the changes are reflected in the system summary; you cannot change settings directly in the system summary.

- **Product Data**

Select this choice to view the system-board identifier, the revision level or issue date of the firmware, the integrated management module and diagnostics code, and the version and date.

This choice is on the full Setup utility menu only.

- **System Settings**

Select this choice to view or change the server component settings.

- **Processors**

Select this choice to view or change the processor settings.

- **Memory**

Select this choice to view or change the memory settings.

- **Devices and I/O Ports**

Select this choice to view or change assignments for devices and input/output (I/O) ports. You can configure the serial ports, configure remote console redirection, enable or disable integrated Ethernet controllers, the SAS/SATA controllers, SATA optical drive channels, PCI slots, and video controller. 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).

- **Power**

Select this choice to view or change power capping to control consumption, processors, and performance states.

- **Operating Modes**

Select this choice to view or change the operating profile (performance and power utilization).

- **Legacy Support**

Select this choice to view or set legacy support.

- **Force Legacy Video on Boot**

Select this choice to force INT video support, if the operating system does not support UEFI video output standards.

- **Rehook INT 19h**

Select this choice to enable or disable devices from taking control of the boot process. The default is **Disable**.

- **Legacy Thunk Support**

Select this choice to enable or disable UEFI to interact with PCI mass storage devices that are non-UEFI compliant.

- **Integrated Management Module II**

Select this choice to view or change the settings for the integrated management module.

- **POST Watchdog Timer**

Select this choice to view or enable the POST watchdog timer.

- **POST Watchdog Timer Value**

Select this choice to view or set the POST loader watchdog timer value.

- **Reboot System on NMI**

Enable or disable restarting the system whenever a nonmaskable interrupt (NMI) occurs. **Disabled** is the default.

- **Commands on USB Interface Preference**

Select this choice to enable or disable the Ethernet over USB interface on IMM2.

- **Network Configuration**

Select this choice to view the system management network interface port, the IMM2 MAC address, the current IMM2 IP address, and host name; define the static IMM2 IP address, subnet mask, and gateway address, specify whether to use the static IP address or have DHCP assign the IMM2 IP address, save the network changes, and reset the IMM2.

- **Reset IMM2 to Defaults**

Select this choice to view or reset IMM2 to the default settings.

- **Reset IMM2**

Select this choice to reset IMM2.

- **System Security**

Select this choice to view or configure Trusted Platform Module (TPM) support.

- **Adapters and UEFI Drivers**

Select this choice to view information about the UEFI 1.10 and UEFI 2.0 compliant adapters and drivers installed in the server.

- **Video**

Select this choice to view or configure the video device options.

Note: The configuration forms for UEFI 2.1 and greater compliant add-on video devices might be located here.

- **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 Setup utility menu only.

- **Start Options**

Select this choice to view or change the start options, including the startup sequence, keyboard NumLock state, PXE boot option, and PCI device boot priority. Changes in the startup options take effect when you start the server.

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. For example, you can define a startup sequence that checks for a disc in the CD-RW/DVD drive, then checks the hard disk drive, and then checks a network adapter.

This choice is on the full Setup utility menu only.

- **Boot Manager**

Select this choice to view, add, delete, or change the device boot priority, boot from a file, select a one-time boot, or reset the boot order to the default setting.

- **System Event Logs**

Select this choice to enter the System Event Manager, where you can view the error messages in the system event logs. You can use the arrow keys to move between pages in the error log.

The system event logs contain all event and error messages that have been generated during POST, by the systems-management interface handler, and by the system service processor. Run the diagnostic programs to get more information about error codes that occur. See “Running the diagnostic programs” on page 99 for instructions on running the diagnostic programs.

Important: If the system-error LED on the front of the server is lit but there are no other error indications, clear the IMM2 system-event log. Also, after you complete a repair or correct an error, clear the IMM2 system-event log to turn off the system-error LED on the front of the server.

- **POST Event Viewer**

Select this choice to enter the POST event viewer to view the POST error messages.

- **System Event Log**

Select this choice to view the IMM2 system event log.

- **Clear System Event Log**

Select this choice to clear the IMM2 system event log.

- **User Security**

Select this choice to set, change, or clear passwords. See “Passwords” on page 221 for more information.

This choice is on the full and limited Setup utility menu.

- **Set Power-on Password**

Select this choice to set or change a power-on password. For more information, see “Power-on password” on page 221 for more information.

- **Clear Power-on Password**

Select this choice to clear a power-on password. For more information, see “Power-on password” on page 221 for more information.

- **Set Administrator Password**

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 Setup utility menu. If an administrator password is set, the full Setup utility menu is available only if you type the administrator password at the password prompt. For more information, see “Administrator password” on page 222.

- **Clear Administrator Password**

Select this choice to clear an administrator password. For more information, see “Administrator password” on page 222.

- **Save Settings**

Select this choice to save the changes that you have made in the settings.

- **Restore Settings**

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

- **Load Default Settings**

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

- **Exit Setup**

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

Passwords

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

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

An administrator password is intended to be used by a system administrator; it limits access to the full 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 Setup utility menu.

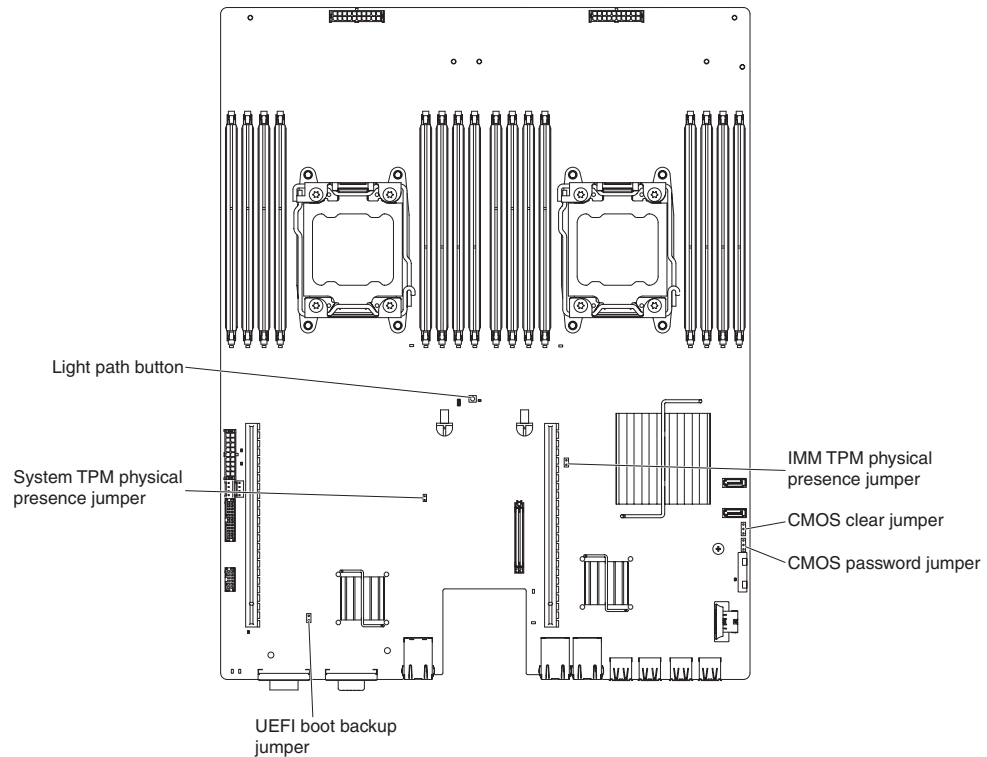
If you set a power-on password for a user and an administrator password for a system administrator, you must type the power-on password to complete the system startup. A system administrator who types the administrator password has access to the full Setup utility menu; the system administrator can give 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 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, you must type the power-on password to complete the system startup. You can use any combination of 6 - 20 printable ASCII characters 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 Setup utility and reset the power-on password.
- Remove the battery from the server and then reinstall it. See “Removing the system battery” on page 165 for instructions on removing the battery.
- Change the jumper setting of clear password jumper (PW_CLR1) to reset the power-on password.



Attention: Before you change any switch settings or move any jumpers, turn off the server; then, disconnect all power cords and external cables. See the safety information that begins 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 default for all of the switches on switch block (SW3) is Off.

While the server is turned off, move clear password jumper (PW_CLR1) to position 2-3 to enable the power-on password override. When you finish the password change, turn the server off, then move clear password jumper (PW_CLR1) back to position 1-2 to disable the power-on password override function. You can then start the Setup utility and reset the power-on password. You do not have to return the switch to the previous position.

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 Setup utility menu. You can use any combination of 6 - 20 printable ASCII characters for the 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 system board.

Using the Boot Manager program

The Boot Manager program is a built-in, menu-driven configuration utility program that you can use to temporarily redefine the first startup device without changing settings in the Setup utility.

To use the Boot Manager program, complete the following steps:

1. Turn off the server.
2. Restart the server.

3. When the prompt <F12> Select Boot Device is displayed, press F12. If a bootable USB mass storage device is installed, a submenu item (**USB Key/Disk**) is displayed.
4. Use the Up arrow and Down arrow keys to select an item from the **Boot Selection Menu** and press Enter.

The next time the server starts, it returns to the startup sequence that is set in the Setup utility.

Starting the backup server firmware

The system board contains a backup copy area for the server firmware (formerly BIOS firmware). This is a secondary copy of the server firmware that you update only during the process of updating the server firmware. If the primary copy of the server firmware becomes damaged, use this backup copy.

To force the server to start from the backup copy of the server firmware, turn off the server; then, place the JP3 jumper in the backup position (pins 2 and 3).

Use the backup copy of the server firmware until the primary copy is restored. After the primary copy is restored, turn off the server; then, move the JP3 jumper back to the primary position (pins 1 and 2).

Using the integrated management module II

The integrated management module II (IMM2) is the second generation of the IMM. Unlike the first generation of IMM, the IMM2 has three levels of firmware: basic, standard, and premium. The level of IMM2 firmware in your server depends on the server platform. IMM2 basic firmware provides server management through the Intelligent Platform Management Interface (IPMI). IMM2 standard firmware provides basic functionality plus the ability to manage servers through other user interfaces, such as the web, Telnet, Secure Shell (SSH), and Simple Network Management Protocol (SNMP). IMM2 premium firmware provides standard functionality plus remote-presence capability.

Some servers that come with IMM2 basic or standard firmware might have an option to upgrade the IMM2 firmware to a higher level. If you add the service processor upgrade option to IMM2 basic firmware, the result is IMM2 standard functionality. If you add the remote presence upgrade option to IMM2 standard firmware, the result is IMM2 premium functionality.

Note: You cannot upgrade IMM2 basic firmware directly to IMM2 premium firmware by using the remote presence upgrade option. You must use the service processor upgrade option to upgrade to IMM2 standard firmware and then use the remote presence upgrade option to upgrade to IMM2 premium firmware.

For more information about the IMM2, see the Integrated Management Module II User's Guide at <http://www.ibm.com/support/entry/portal/docdisplay?Indocid=MIGR-5086346>.

The IMM2 supports the following basic systems-management features:

- Environmental monitor with fan speed control for temperature, voltages, fan failure, and power supply failure.
- DIMM error assistance. The Unified Extensible Firmware Interface (UEFI) disables a failing DIMM that is detected during POST, and the IMM2 lights the associated system error LED and the failing DIMM error LED.

- System-event log (SEL).
- ROM-based IMM2 firmware flash updates.
- Auto Boot Failure Recovery (ABR).
- Nonmaskable interrupt (NMI) detection and reporting.
- Automatic Server Restart (ASR) when POST is not complete or the operating system hangs and the operating system watchdog timer times-out. The IMM2 might be configured to watch for the operating system watchdog timer and reboot the system after a timeout, if the ASR feature is enabled. Otherwise, the IMM2 allows the administrator to generate a nonmaskable interrupt (NMI) by pressing an NMI button on the system board for an operating-system memory dump. ASR is supported by IPMI.
- Intelligent Platform Management Interface (IPMI) Specification V2.0 and Intelligent Platform Management Bus (IPMB) support.
- Invalid system configuration (CNFG) LED support.
- Serial over LAN (SOL).
- PECI 2 support.
- Power/reset control (power-on, hard and soft shutdown, hard and soft reset, schedule power control).
- Alerts (in-band and out-of-band alerting, PET traps - IPMI style, SNMP, e-mail).
- Operating-system failure blue screen capture.
- Configuration save and restore.
- PCI configuration data.
- Boot sequence manipulation.

The IMM2 also provides the following remote server management capabilities through the OSA SMBridge management utility program:

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

The command-line interface provides direct access to server management functions through the IPMI 2.0 protocol. Use the command-line interface to issue commands to control the server power, view system information, and identify the server. You can also save one or more commands as a text file and run the file as a script.

- **Serial over LAN**

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

Obtaining the IP address for the IMM2

To access the web interface, you need the IP address for IMM2. You can obtain the IMM2 IP address through the Setup utility. The server comes with a default IP address for the IMM2 of 192.168.70.125. To locate the IP address, complete the following steps:

1. Turn on the server.

Note: Approximately 5 to 10 seconds after the server is connected to power, the power-control button becomes active.

2. When the prompt <F1> Setup is displayed, press F1. (This prompt is displayed on the screen for only a few seconds. You must press F1 quickly.) If you have set both a power-on password and an administrator password, you must type the administrator password to access the full Setup utility menu.

3. From the Setup utility main menu, select **System Settings**.
4. On the next screen, select **Integrated Management Module**.
5. On the next screen, select **Network Configuration**.
6. Find the IP address and write it down.
7. Exit from the Setup utility.

Logging on to the web interface

To log onto the web interface to use the remote presence functions, complete the following steps:

1. Open a web browser on a computer that connects to the server and in the **address** or **URL** field, type the IP address or host name of the IMM to which you want to connect.

Note: The IMM2 defaults to DHCP. If a DHCP host is not available, the IMM2 assigns a static IP address of 192.168.70.125.

2. On the Login page, type the user name and password. If you are using the IMM for the first time, you can obtain the user name and password from your system administrator. All login attempts are documented in the event log.

Note: The IMM2 is set initially with a user name of USERID and password of PASSWORD (passw0rd with a zero, not the letter O). You have read/write access. You must change the default password the first time you log on.

3. On the Welcome page, type a timeout value (in minutes) in the field that is provided. The IMM2 will log you off of the web interface if your browser is inactive for the number of minutes that you entered for the timeout value.
4. Click **Continue** to start the session. The System Health page provides a quick view of the system status.

Using the remote presence capability and blue-screen capture

The remote presence and blue-screen capture features are integrated functions of the Integrated Management Module II (IMM2). When the optional IBM Integrated Management Module Advanced Upgrade is installed in the server, it activates the remote presence functions. The Integrated Management Module Advanced Upgrade is required to enable the integrated remote presence and blue-screen capture features. Without the Integrated Management Module Advanced Upgrade, you will not be able to access the network remotely to mount or unmount drives or images on the client system. However, you can still access the web interface without the upgrade.

After the Integrated Management Module Advanced Upgrade is installed in the server, it is authenticated to determine whether it is valid. If the key is not valid, you receive a message from the web interface (when you attempt to start the remote presence feature) indicating that the Integrated Management Module Advanced Upgrade is required to use the remote presence feature.

The remote presence feature provides the following functions:

- Remotely viewing video with graphics resolutions up to 1600 x 1200 at 75 Hz, regardless of the system state
- Remotely accessing the server, using the keyboard and mouse from a remote client
- Mapping the CD or DVD drive, diskette drive, and USB flash drive on a remote client, and mapping ISO and diskette image files as virtual drives that are available for use by the server

- Uploading a diskette image to the IMM memory and mapping it to the server as a virtual drive

The blue-screen capture feature captures the video display contents before the IMM restarts the server when the IMM detects an operating-system hang condition. A system administrator can use the blue-screen capture to assist in determining the cause of the hang condition.

Enabling the remote presence feature

To enable the remote presence feature, complete the following steps:

1. Install the Integrated Management Module Advanced Upgrade.
2. Turn on the server.

Note: Approximately 20 to 40 seconds after the server is connected to power, the power-control button becomes active.

For more information on Features on Demand (FoD), including instructions for automating the activation and installation of the activation key by using IBM ToolsCenter or IBM Director, see the *IBM System x Features on Demand User's Guide* at <http://www.ibm.com/systems/x/fod/under the Help section>.

Using the embedded hypervisor

The VMware ESXi embedded hypervisor is available on server models that come with an installed USB embedded hypervisor flash device. The USB flash device comes installed in the USB connector on the system board. Hypervisor is virtualization software that enables multiple operating systems to run on a host system at the same time. The USB flash device is required to activate the hypervisor functions.

To start using the embedded hypervisor functions, you must add the USB flash device to the boot order in the Setup utility.

To add the USB flash device to the boot order, complete the following steps:

1. Turn on the server.

Note: Approximately 5 to 10 seconds after the server is connected to power, the power-control button becomes active.

2. When the prompt <F1> Setup is displayed, press F1.
3. From the Setup utility main menu, select **Boot Manager**.
4. Select **Add Boot Option**; then, select **Embedded Hypervisor**. Press Enter, and then select Esc.
5. Select **Change Boot Order** and then select **Commit Changes**; then, press Enter.
6. Select **Save Settings** and then select **Exit Setup**.

If the embedded hypervisor flash device image becomes corrupt, you can use the *VMware Recovery* CD to recover the flash device image. To recover the flash device image, complete the following steps:

1. Turn on the server.

Note: Approximately 5 to 10 seconds after the server is connected to power, the power-control button becomes active.

2. Insert the VMware Recovery CD into the CD or DVD drive.

3. Follow the instructions on the screen.

For additional information and instructions, see the *ESXi Embedded and vCenter Server Setup Guide* at http://www.vmware.com/pdf/vsphere4/r40_u1/vsp_40_u1_esxi_e_vc_setup_guide.pdf.

Setting the PXE boot protocol using the Setup utility

To use the Setup utility to configure the boot protocol to boot from a non-UEFI legacy network device for all PXE boot attempts, complete the following steps:

1. Turn on the server (see “Turning on the node” on page 10).
2. When the prompt Press <F1> Setup is displayed, press F1. If you have set an administrator password, you must type the administrator password to access the full Setup utility menu. If you do not type the administrator password, a limited Setup utility menu is available.
3. From the Setup utility main menu, select **Boot Manager**.
4. Select **Boot Modes**; then select **Legacy Only**.
5. Press Esc twice to return to the Setup utility main menu.
6. Select **Save Settings** and then select **Exit Setup**.

To use the Setup utility to configure the boot protocol to boot from a non-UEFI legacy network device for the next boot only, complete the following steps:

1. Turn on the server (see “Turning on the node” on page 10).
2. When the prompt Press <F1> Setup is displayed, press F1. If you have set an administrator password, you must type the administrator password to access the full Setup utility menu. If you do not type the administrator password, a limited Setup utility menu is available.
3. From the Setup utility main menu, select **Boot Manager**.
4. Select **Add Boot Option**; then select **Generic Boot Option**.
5. Select **Legacy Only**.
6. Press Esc three times to return to the Setup utility main menu.
7. Select **Save Settings** and then select **Exit Setup**.

Note: Press Ctrl+P when prompted during POST to access the PXE boot agent utility program.

Configuring the Gigabit Ethernet controller

The Ethernet controllers are integrated on the system board. They provide an interface for connecting to a 10 Mbps, 100 Mbps, or 1 Gbps network and provide full-duplex (FDX) capability, which enables simultaneous transmission and reception of data on the network. If the Ethernet ports in the server support auto-negotiation, the controllers detect the data-transfer rate (10BASE-T, 100BASE-TX, or 1000BASE-T) and duplex mode (full-duplex or half-duplex) of the network and automatically operate at that rate and mode.

You do not have to set any jumpers or configure the controllers. However, you must install a device driver to enable the operating system to address the controllers.

To find device drivers and information about configuring the Ethernet controllers, go to <http://www.ibm.com/supportportal/>.

Using the LSI Configuration Utility program

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

- Use the LSI Configuration Utility program to perform the following tasks:
 - Perform a low-level format on a hard disk drive
 - Create an array of hard disk drives with or without a hot-spare drive
 - Set protocol parameters on hard disk drives

The integrated SAS/SATA controller with RAID capabilities supports RAID arrays. You can use the LSI Configuration Utility program to configure RAID 1 (IM), RAID 1E (IME), and RAID 0 (IS) for a single pair of attached devices. If you install the optional ServeRAID-M5110 SAS/SATA controller, it provides RAID levels 0, 1, 5, 6, 10, 50, and 60 support. If you install a different type of RAID adapter, follow the instructions in the documentation that comes with the adapter to view or change settings for attached devices.

In addition, you can download an LSI command-line configuration program from <http://www.ibm.com/supportportal/>.

When you are using the LSI Configuration Utility program to configure and manage arrays, consider the following information:

- The integrated SAS/SATA controller with RAID capabilities supports the following features:
 - Integrated Mirroring (IM) with hot-spare support (also known as RAID 1)
Use this option to create an integrated array of two disks plus up to two optional hot spares. All data on the primary disk can be migrated.
 - Integrated Mirroring Enhanced (IME) with hot-spare support (also known as RAID 1E)
Use this option to create an integrated mirror enhanced array of three to eight disks, including up to two optional hot spares. All data on the array disks will be deleted.
 - Integrated Striping (IS) (also known as RAID 0)
Use this option to create an integrated striping array of two to eight disks. All data on the array disks will be deleted.
- Hard disk drive capacities affect how you create arrays. The drives in an array can have different capacities, but the RAID controller treats them as if they all have the capacity of the smallest hard disk drive.
- If you use an integrated SAS/SATA controller with RAID capabilities to configure a RAID 1 (mirrored) array after you have installed the operating system, you will lose access to any data or applications that were previously stored on the secondary drive of the mirrored pair.
- If you install a different type of RAID controller, see the documentation that comes with the controller for information about viewing and changing settings for attached devices.

Starting the LSI Configuration Utility program

To start the LSI Configuration Utility program, complete the following steps:

1. Turn on the server.

Note: Approximately 5 to 10 seconds after the server is connected to power, the power-control button becomes active.

2. When the prompt <F1 Setup> is displayed, press F1. If you have set an administrator password, you are prompted to type the password.
3. Select **System Settings** → **Network** or **Storage** depending on the type of your adapters.

Note: Select **System Settings** → **Adapters and UEFI drivers** for UEFI 2.0 (and prior) compliant adapters and drivers installed in the server.

4. Select **Please refresh this page on the first visit** and press Enter.
5. Select **LSI controller_driver_name Driver** and press Enter, where *controller_driver_name* is the name of the SAS/SATA controller driver. For the SAS/SATA controller driver name, see the documentation that comes with your controller.
6. To perform storage-management tasks, follow the procedures in the documentation that comes with the SAS/SATA controller.

When you have finished changing settings, press Esc to exit from the program; select **Save** to save the settings that you have changed.

Formatting a hard disk drive

Low-level formatting removes all data from the hard disk. If there is data on the disk that you want to save, back up the hard disk before you perform this procedure.

Note: Before you format a hard disk, make sure that the disk is not part of a mirrored pair.

To format a drive, complete the following steps:

1. From the list of adapters, select the controller (channel) for the drive that you want to format and press Enter.
2. Select **SAS Topology** and press Enter.
3. Select **Direct Attach Devices** and press Enter.
4. To highlight the drive that you want to format, use the Up Arrow and Down Arrow keys. To scroll left and right, use the Left Arrow and Right Arrow keys or the End key. Press Alt+D.
5. To start the low-level formatting operation, select **Format** and press Enter.

Creating a RAID array of hard disk drives

To create a RAID array of hard disk drives, complete the following steps:

1. From the list of adapters, select the controller (channel) for the drives that you want to mirror.
2. Select **RAID Properties**.
3. Select the type of array that you want to create.
4. Use the arrow keys to highlight the first drive in the pair; then, press the Minus (-) or Plus (+) key to change the mirror value to **Primary**.
5. Continue to select the next drive using the Minus (-) or Plus (+) key until you have selected all the drives for your array.
6. Press C to create the disk array.
7. Select **Apply changes and exit menu** to create the array.

IBM Advanced Settings Utility program

The IBM Advanced Settings Utility (ASU) program is an alternative to the Setup utility for modifying UEFI settings. Use the ASU program online or out of band to modify UEFI settings from the command line without the need to restart the system to access the Setup utility.

You can also use the ASU program to configure the optional remote presence features or other IMM2 settings. The remote presence features provide enhanced systems-management capabilities.

In addition, the ASU program provides limited settings for configuring the IPMI function in the IMM2 through the command-line interface.

Use the command-line interface to issue setup commands. You can save any of the settings as a file and run the file as a script. The ASU program supports scripting environments through a batch-processing mode.

For more information and to download the ASU program, go to <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=TOOL-ASU>.

Updating IBM Systems Director

If you plan to use IBM Systems Director to manage the server, you must check for the latest applicable IBM Systems Director updates and interim fixes.

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

To locate and install a newer version of IBM Systems Director, complete the following steps:

1. Check for the latest version of IBM Systems Director:
 - a. Go to <http://www.ibm.com/systems/software/director/downloads/index.html>.
 - b. If a newer version of IBM Systems Director than what comes with the server is shown in the drop-down list, follow the instructions on the web page to download the latest version.
2. Install the IBM Systems Director program.

If your management server is connected to the Internet, to locate and install updates and interim fixes, complete the following steps:

1. Make sure that you have run the Discovery and Inventory collection tasks.
2. On the Welcome page of the IBM Systems Director web interface, click **View updates**.
3. Click **Check for updates**. The available updates are displayed in a table.
4. Select the updates that you want to install, and click **Install** to start the installation wizard.

If your management server is not connected to the Internet, to locate and install updates and interim fixes, complete the following steps:

1. Make sure that you have run the Discovery and Inventory collection tasks.
2. On a system that is connected to the Internet, go to <http://www.ibm.com/support/fixcentral/>.
3. From the **Product family** list, select **IBM Systems Director**.

4. From the **Product** list, select **IBM Systems Director**.
5. From the **Installed version** list, select the latest version, and click **Continue**.
6. Download the available updates.
7. Copy the downloaded files to the management server.
8. On the management server, on the Welcome page of the IBM Systems Director web interface, click the **Manage** tab, and click **Update Manager**.
9. Click **Import updates** and specify the location of the downloaded files that you copied to the management server.
10. Return to the Welcome page of the web interface, and click **View updates**.
11. Select the updates that you want to install, and click **Install** to start the installation wizard.

Updating the Universal Unique Identifier (UUID)

The Universal Unique Identifier (UUID) must be updated when the system board is replaced. Use the Advanced Settings Utility to update the UUID in the UEFI-based server. The ASU is an online tool that supports several operating systems. Make sure that you download the version for your operating system. You can download the ASU from the IBM website. To download the ASU and update the UUID, go to <http://www.ibm.com/supportportal/>.

1. Download the Advanced Settings Utility (ASU):
 - a. Go to <http://www.ibm.com/support/entry/portal/docdisplay?&Indocid=TOOL-CENTER>.
 - b. Scroll down to **Configuration** and click **Advanced Settings Utility**.
 - c. In the next window under Related Information, click the **Advanced Settings Utility** link and download the ASU version for your operating system.
2. ASU sets the UUID in the Integrated Management Module II (IMM2). Select one of the following methods to access the Integrated Management Module II (IMM2) to set the UUID:
 - Online from the target system (LAN or keyboard console style (KCS) access)
 - Remote access to the target system (LAN based)
 - Bootable media containing ASU (LAN or KCS, depending upon the bootable media)
3. Copy and unpack the ASU package, which also includes other required files, to the server. Make sure that you unpack the ASU and the required files to the same directory. In addition to the application executable (asu or asu64), the following files are required:
 - For Windows based operating systems:
 - `ibm_rndis_server_os.inf`
 - `device.cat`
 - For Linux based operating systems:
 - `cdc_interface.sh`
4. After you install ASU, use the following command syntax to set the UUID:


```
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value> [access_method]
```

Where:

`<uuid_value>`

Up to 16-byte hexadecimal value assigned by you.

[access_method]

The access method that you selected to use from the following methods:

- Online authenticated LAN access, type the command:
[host <imm_internal_ip>] [user <imm_user_id>] [password <imm_password>]

Where:

imm_internal_ip

The IMM internal LAN/USB IP address. The default value is 169.254.95.118.

imm_user_id

The IMM account (1 of 12 accounts). The default value is USERID.

imm_password

The IMM account password (1 of 12 accounts). The default value is PASSWORD (with a zero 0 not an O).

Note: If you do not specify any of these parameters, ASU will use the default values. When the default values are used and ASU is unable to access the IMM2 using the online authenticated LAN access method, ASU will automatically use the unauthenticated KCS access method.

The following commands are examples of using the userid and password default values and not using the default values:

Example that does not use the userid and password default values:
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value> --user <user_id> --password <password>

Example that does use the userid and password default values:
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value>

- Online KCS access (unauthenticated and user restricted):
You do not need to specify a value for *access_method* when you use this access method.

Example:

asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value>

The KCS access method uses the IPMI/KCS interface. This method requires that the IPMI driver be installed. Some operating systems have the IPMI driver installed by default. ASU provides the corresponding mapping layer. See “IBM Advanced Settings Utility program” on page 230 or the *Advanced Settings Utility Users Guide* for more details.

- Remote LAN access, type the command:

Note: When using the remote LAN access method to access IMM2 using the LAN from a client, the *host* and the *imm_external_ip* address are required parameters.

host <imm_external_ip> [user <imm_user_id>] [password <imm_password>]

Where:

imm_external_ip

The external IMM LAN IP address. There is no default value. This parameter is required.

imm_user_id

The IMM account (1 of 12 accounts). The default value is USERID.

imm_password

The IMM account password (1 of 12 accounts). The default value is PASSWORD (with a zero 0 not an O).

The following commands are examples of using the userid and password default values and not using the default values:

Example that does not use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value> --host <imm_ip>
--user <user_id> --password <password>
```

Example that does use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value> --host <imm_ip>
```

- Bootable media:

You can also build a bootable media using the applications available through the Tools Center website at <http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp>. From the left pane, click **IBM System x and BladeCenter Tools Center**, then click **Tool reference** for the available tools.

5. Restart the server.

Updating the DMI/SMBIOS data

The Desktop Management Interface (DMI) must be updated when the system board is replaced. Use the Advanced Settings Utility to update the DMI in the UEFI-based server. The ASU is an online tool that supports several operating systems. Make sure that you download the version for your operating system. You can download the ASU from the IBM website. To download the ASU and update the DMI, go to <http://www.ibm.com/supportportal/>.

1. ASU sets the DMI in the Integrated Management Module II (IMM2). Select one of the following methods to access the Integrated Management Module II (IMM2) to set the DMI:
 - Online from the target system (LAN or keyboard console style (KCS) access)
 - Remote access to the target system (LAN based)
 - Bootable media containing ASU (LAN or KCS, depending upon the bootable media)
2. Copy and unpack the ASU package, which also includes other required files, to the server. Make sure that you unpack the ASU and the required files to the same directory. In addition to the application executable (asu or asu64), the following files are required:
 - For Windows based operating systems:
 - ibm_rndis_server_os.inf
 - device.cat
 - For Linux based operating systems:
 - cdc_interface.sh
3. After you install ASU, Type the following commands to set the DMI:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model> [access_method]
asu set SYSTEM_PROD_DATA.SysInfoProdIdentifier <system model> [access_method]
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n> [access_method]
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag> [access_method]
```


Where:

<m/t_model>

The server machine type and model number. Type *mtm xxxxyyy*, where *xxxx* is the machine type and *yyy* is the server model number.

< system model>

The system model. Type *system yyyyyyy*, where *yyyyyy* is the product identifier such as *x3550M3*.

<s/n>

The serial number on the server. Type *sn zzzzzzz*, where *zzzzzz* is the serial number.

<asset_method>

The server asset tag number. Type *asset
aaaaaaaaaaaaaaaaaaaaaaaaaaaaa*, where
aaaaaaaaaaaaaaaaaaaaaaaaaaaaa is the asset tag number.

[access_method]

The access method that you select to use from the following methods:

- Online authenticated LAN access, type the command:

```
[host <imm_internal_ip>] [user <imm_user_id>] [password  
<imm_password>]
```

Where:

imm_internal_ip

The IMM internal LAN/USB IP address. The default value is
169.254.95.118.

imm_user_id

The IMM account (1 of 12 accounts). The default value is USERID.

imm_password

The IMM account password (1 of 12 accounts). The default value is
PASSWORD (with a zero 0 not an O).

Note: If you do not specify any of these parameters, ASU will use the default values. When the default values are used and ASU is unable to access the IMM2 using the online authenticated LAN access method, ASU will automatically use the following unauthenticated KCS access method.

The following commands are examples of using the userid and password default values and not using the default values:

Examples that do not use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model>  
--user <imm_user_id> --password <imm_password>  
asu set SYSTEM_PROD_DATA.SysInfoProdIdentifier <system model>  
--user <imm_user_id> --password <imm_password>  
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n> --user <imm_user_id>  
--password <imm_password>  
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag>  
--user <imm_user_id> --password <imm_password>
```

Examples that do use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model>  
asu set SYSTEM_PROD_DATA.SysInfoProdIdentifier <system model>  
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n>  
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag>
```

- Online KCS access (unauthenticated and user restricted):

You do not need to specify a value for *access_method* when you use this access method.

The KCS access method uses the IPMI/KCS interface. This method requires that the IPMI driver be installed. Some operating systems have the IPMI driver installed by default. ASU provides the corresponding mapping layer. See the *Advanced Settings Utility Users Guide* at <http://www-947.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=MIGR-55021> for more details.

The following commands are examples of using the userid and password default values and not using the default values:

Examples that do not use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model>
asu set SYSTEM_PROD_DATA.SysInfoProdIdentifier <system model>
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n>
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag>
```

- Remote LAN access, type the command:

Note: When using the remote LAN access method to access IMM2 using the LAN from a client, the *host* and the *imm_external_ip* address are required parameters.

```
host <imm_external_ip> [user <imm_user_id>][password <imm_password>]
```

Where:

imm_external_ip

The external IMM LAN IP address. There is no default value. This parameter is required.

imm_user_id

The IMM account (1 of 12 accounts). The default value is USERID.

imm_password

The IMM account password (1 of 12 accounts). The default value is PASSWORD (with a zero 0 not an O).

The following commands are examples of using the userid and password default values and not using the default values:

Examples that do not use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model> --host <imm_ip>
--user <imm_user_id> --password <imm_password>
asu set SYSTEM_PROD_DATA.SysInfoProdIdentifier <system model> --host <imm_ip>
--user <imm_user_id> --password <imm_password>
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n> --host <imm_ip>
--user <imm_user_id> --password <imm_password>
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag> --host <imm_ip>
--user <imm_user_id> --password <imm_password>
```

Examples that do use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model> --host <imm_ip>
asu set SYSTEM_PROD_DATA.SysInfoProdIdentifier <system model> --host <imm_ip>
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n> --host <imm_ip>
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag> --host <imm_ip>
```

- Bootable media:

You can also build a bootable media using the applications available through the Tools Center website at <http://publib.boulder.ibm.com/infocenter/toolscfr/>

v1r0/index.jsp. From the left pane, click **IBM System x and BladeCenter Tools Center**, then click **Tool reference** for the available tools.

4. Restart the server.

Appendix A. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This section 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, 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 Chapter 3, "Diagnostics," on page 15.
- Go to the IBM support website at <http://www.ibm.com/supportportal/> 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/supportportal/> 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 website 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 BladeCenter[®] information is <http://www.ibm.com/systems/bladecenter/>. 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/supportportal/>.

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 your IBM reseller or IBM Services. To locate a reseller authorized by IBM to provide warranty service, go to <http://www.ibm.com/partnerworld/> and click **Find a Business Partner** on the right side of the page. For IBM support telephone numbers, see <http://www.ibm.com/planetwide/>. 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.

IBM Taiwan product service

台灣 IBM 產品服務聯絡方式：
台灣國際商業機器股份有限公司
台北市松仁路 7 號 3 樓
電話：0800-016-888

IBM Taiwan product service contact information:

IBM Taiwan Corporation
3F, No 7, Song Ren Rd.
Taipei, Taiwan
Telephone: 0800-016-888

Appendix B. Notices

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Important notes

Processor speed indicates the internal clock speed of the microprocessor; other factors also affect application performance.

CD or DVD drive speed is the variable read rate. Actual speeds vary and are often less than the possible maximum.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for 1024 bytes, MB stands for 1,048,576 bytes, and GB stands for 1,073,741,824 bytes.

When referring to hard disk drive capacity or communications volume, MB stands for 1,000,000 bytes, and GB stands for 1,000,000,000 bytes. Total user-accessible capacity can vary depending on operating environments.

Maximum internal hard disk drive capacities assume the replacement of any standard hard disk drives and population of all hard disk drive bays with the largest currently supported drives that are available from IBM.

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Particulate contamination

Attention: Airborne particulates (including metal flakes or particles) and reactive gases acting alone or in combination with other environmental factors such as humidity or temperature might pose a risk to the server that is described in this document. Risks that are posed by the presence of excessive particulate levels or concentrations of harmful gases include damage that might cause the server to malfunction or cease functioning altogether. This specification sets forth limits for particulates and gases that are intended to avoid such damage. The limits must not be viewed or used as definitive limits, because numerous other factors, such as temperature or moisture content of the air, can influence the impact of particulates or environmental corrosives and gaseous contaminant transfer. In the absence of specific limits that are set forth in this document, you must implement practices that maintain particulate and gas levels that are consistent with the protection of human health and safety. If IBM determines that the levels of particulates or gases in your environment have caused damage to the server, IBM may condition provision of repair or replacement of servers or parts on implementation of appropriate remedial measures to mitigate such environmental contamination. Implementation of such remedial measures is a customer responsibility.

Table 19. Limits for particulates and gases

| Contaminant | Limits |
|-------------|--|
| Particulate | <ul style="list-style-type: none">• The room air must be continuously filtered with 40% atmospheric dust spot efficiency (MERV 9) according to ASHRAE Standard 52.2¹.• Air that enters a data center must be filtered to 99.97% efficiency or greater, using high-efficiency particulate air (HEPA) filters that meet MIL-STD-282.• The deliquescent relative humidity of the particulate contamination must be more than 60%².• The room must be free of conductive contamination such as zinc whiskers. |
| Gaseous | <ul style="list-style-type: none">• Copper: Class G1 as per ANSI/ISA 71.04-1985³• Silver: Corrosion rate of less than 300 Å in 30 days |

¹ ASHRAE 52.2-2008 - *Method of Testing General Ventilation Air-Cleaning Devices for Removal Efficiency by Particle Size*. Atlanta: American Society of Heating, Refrigerating and Air-Conditioning Engineers, Inc.

² The deliquescent relative humidity of particulate contamination is the relative humidity at which the dust absorbs enough water to become wet and promote ionic conduction.

³ ANSI/ISA-71.04-1985. *Environmental conditions for process measurement and control systems: Airborne contaminants*. Instrument Society of America, Research Triangle Park, North Carolina, U.S.A.

Documentation format

The publications for this product are in Adobe Portable Document Format (PDF) and should be compliant with accessibility standards. If you experience difficulties when you use the PDF files and want to request a web-based format or accessible PDF document for a publication, direct your mail to the following address:

*Information Development
IBM Corporation
205/A015
3039 E. Cornwallis Road
P.O. Box 12195
Research Triangle Park, North Carolina 27709-2195*

U.S.A.

In the request, be sure to include the publication part number and title.

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When you attach a monitor to the equipment, you must use the designated monitor cable and any interference suppression devices that are supplied with the monitor.

Federal Communications Commission (FCC) statement

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Class A emission compliance statement

This Class A digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

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Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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Responsible manufacturer:
International Business Machines Corp.
New Orchard Road
Armonk, New York 10504
914-499-1900

European Community contact:
IBM Deutschland GmbH
Technical Regulations, Department M372
IBM-Allee 1, 71139 Ehningen, Germany
Telephone: +49 7032 15-2941
Email: lugi@de.ibm.com

Germany Class A statement

Deutschsprachiger EU Hinweis:

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Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) (bzw. der EMC EG Richtlinie 2004/108/EG) für Geräte der Klasse A

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Verantwortlich für die Einhaltung der EMV Vorschriften ist der Hersteller:

International Business Machines Corp.
New Orchard Road
Armonk, New York 10504
914-499-1900

Der verantwortliche Ansprechpartner des Herstellers in der EU ist:

IBM Deutschland
Technical Regulations, Department M456
IBM-Allee 1, 71137 Ehningen, Germany
Telephone: +49 7032 15-2937
Email: tjahn@de.ibm.com

Generelle Informationen:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse A.

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を講ずるよう要求されることがあります。 VCCI-A

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高調波ガイドライン適合品

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種情況下，使用者會被要
求採取某些適當的對策。

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Part Number: 00V9813

Printed in USA

(1P) P/N: 00V9813

