Schooner Appliances for Memcached and
MySQL Enterprise Type 7838

IBM

Problem Determination and Service Guide

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MySQL Enterprise Type 7838

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Note: Before using this information and the product it supports, read the information in Appendix B, "Notices," on page 221, and the *IBM Safety Information* and *Environmental Notices and User Guide* documents on the *Documentation* CD, and the *Warranty Information* document that comes with your appliance.

Contents

Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الآمنية

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

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

安裝本產品之前，請先閱讀「安全資訊」。

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

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

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

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

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

.לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

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

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

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

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

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

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

Перед установкой продукта прочтите инструкции по
технике безопасности.

Pred inštaláciou tohto zariadenia si pečítaje Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

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

Läs säkerhetsinformationen innan du installerar den här produkten.

Guidelines for trained service technicians

This section contains information for trained service technicians.

Inspecting for unsafe conditions

Use the information in this section to help you identify potential unsafe conditions in an IBM product that you are working on. Each IBM product, as it was designed and manufactured, has required safety items to protect users and service technicians from injury. The information in this section addresses only those items. Use good judgment to identify potential unsafe conditions that might be caused by non-IBM alterations or attachment of non-IBM features or optional devices 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 137.
   - 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 system 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 you service electrical equipment:
- Check the area for electrical hazards such as moist floors, nongrounded power extension cords, 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.

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

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)
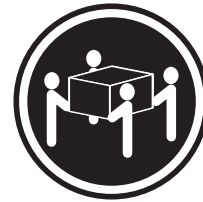
CAUTION:
Use safe practices when lifting.

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.

2
1

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.

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.

Important: This product is not suitable for use with visual display workplace devices according to Clause 2 of the German Ordinance for Work with Visual Display Units.

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 IBM Web site. 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 system:

1. **Determine what has changed.**

   Determine whether any of the following items were added, removed, replaced, or updated before the problem occurred:

   - Firmware, software, and device drivers
   - Hardware components/configuration

   If possible, return the appliance to the condition it was in before the problem occurred.

2. **Collect data.**

   Thorough data collection is necessary for diagnosing hardware and software problems.

   a. **Document error codes and system-board LEDs.**

      - **System error codes:** See "Viewing the test log" on page 67 for information about error codes.
      - **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 Web site for documentation.
      - **Light path diagnostics LEDs:** See "Light path diagnostics LEDs" on page 60 for information about light path diagnostics LEDs that are lit.
      - **System-board LEDs:** See "System-board LEDs" on page 22 for information about system-board LEDs that are lit.

   b. **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 the DSA program, see "Running the diagnostic programs" on page 66.

      If you have to download the latest version of DSA, go to http://www.ibm.com/systems/support/supportsite.wss/ docdisplay?brandind=5000008&lndocid=SERV-DSA .

3. **Follow the problem-resolution procedures.**

   The four problem-resolution procedures are presented in the order in which they are most likely to solve your problem. Follow these procedures in the order in which they are presented:

   a. **Check for and apply software updates.**

Most problems that appear to be caused by faulty hardware are actually caused by system firmware, device firmware, or device drivers that are not at the latest levels.

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.**

b. **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, complete the following steps.

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

1) Go to http://www.ibm.com/systems/support/.

2) Under **Product support**, click **System x**.

3) From the **Product family** list, select **Schooner Appliances**.

4) Under **Support & downloads**, click **Troubleshoot**.

5) Select the troubleshooting procedure or RETAIN tip that applies to your problem:

   • Troubleshooting procedures are under **Diagnostic**.

   • RETAIN tips are under **Troubleshoot**.

c. **Check for and have the defective hardware replaced.** Contact your local service and support representative to have your defective hardware replaced.

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/electronic/. 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 Schooner Appliances for Memcached and MySQL Enterprise Type 7838. It describes the diagnostic tools that come with the system, error codes and suggested actions, and instructions for replacing failing components.

Replaceable components are of four types:

- **Consumable Parts:** Purchase and replacement of consumable parts (components, such as batteries and printer cartridges, that have depletable life) is your responsibility. If IBM acquires or installs a consumable part 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 system.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

For information about the terms of the warranty and getting service and assistance, see the *Warranty Information* document that came with your appliance.

Related documentation

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

- *Installation and User's Guide*

  This document is in Portable Document Format (PDF) on the *Documentation* CD. It provides general information about setting up and cabling the appliance, including information about features, and how to configure the appliance.
- *Rack Installation Instructions*

  This printed document contains instructions for installing the server in a rack.
- *Schooner Appliance for MySQL Enterprise Installation and Setup Guide*

  This document is in PDF on the *Documentation* CD. It contains information to help you configure your appliance and add additional nodes.
- *Schooner Appliance for Memcached Installation and Setup Guide*

  This document is in PDF on the *Documentation* CD. It contains information to help you configure your appliance and add additional nodes.
- *Schooner Appliance for MySQL Enterprise Application and Administration Guide*

  This document is in PDF on the *Documentation* CD. It contains information to help you manage and monitor your appliance.
- *Schooner Appliance for MySQL Enterprise Release Notes*

  This document is in PDF on the *Documentation* CD. It contains information about the Appliance for MySQL Enterprise.
- *Schooner Appliance for Memcached Application and Administration Guide*

  This document is in PDF on the *Documentation* CD. It contains information to help you manage and monitor your appliance.

- *Schooner Appliance for Memcached Release Notes*

  This document is in PDF on the *Documentation* CD. It contains information about the Appliance for Memcached.
- *Safety Information*

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

  This hardcopy document contains information about the terms of the warranty.
- *Environmental Notices and User Guide*

  This document is in PDF on the *Documentation* CD. It contains translated environmental notices.
- *IBM License Agreement for Machine Code*

  This document is in PDF on the *Documentation* CD. It provides translated versions of the IBM License Agreement for Machine code for your product.
- *IBM MCP Linux License Information and Attributions*

  This document is in PDF on the *Document* CD. It provides information about the open-source notices.
- *Open Source Licenses for Schooner Appliance for Memcached*

  This document is in PDF on the *Documentation* CD and contains the terms of use information for the various software licenses associated with Schooner Appliance for Memcached.
- *Open Source Licenses for Schooner Appliance for MySQL Enterprise*

  This document is in PDF on the *Documentation* CD and contains the terms of use information for the various software licenses associated with Schooner Appliance for MySQL Enterprise.

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

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

The appliance might have features that are not described in the documentation that you received with the appliance. 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 appliance documentation. These updates are available from the IBM Web site. To check for updated documentation and technical updates, complete the following steps.

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

1. Go to http://www.ibm.com/systems/support/.
2. Under **Product support**, click **System x**.
3. Under **Popular links**, click **Publications lookup**.
4. From the **Product family** menu, select **Schooner Appliances** and click **Continue**.

Notices and statements in this document

The caution and danger statements in this document are also in the multilingual *Safety Information* document, which is on the *Documentation* CD. Each statement is numbered for reference to the corresponding statement in your language 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 appliance. Depending on the model, some features might not be available, or some specifications might not apply.

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

Notes:

1. Power consumption and heat output vary depending on the number and type of optional features that are installed and the power-management optional features that are in use.

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

Table 1. Features and specifications

Microprocessors:	Size (2U):	Environment:

• Two quad-core Intel Xeon microprocessors, with integrated memory controller and Quick Path Interconnect (QPI) architecture
• 32 KB instruction cache, 32 KB data cache, and 8 MB cache that is shared between the microprocessors
 	
Memory:
• 64 GB DRAM
• Type: PC3-10600-999 (single-rank or double-rank) 1333 MHz, ECC, DDR3 registered SDRAM DIMMs
 	
Drives (MySQL Enterprise):
• One Ultra Slim Enhanced SATA Multi-Burner Optical Drive
• Four hot-swap hard disk drives
• Eight hot-swap solid state drives
 	
Drives (Memcached):
• One Ultra Slim Enhanced SATA Multi-Burner Optical Drive
• One hot-swap hard disk drive
• Eight hot-swap solid state drives
	• Height: 85.2 mm (3.346 in.)
	• Depth: EIA flange to rear - 698 mm (27.480 in.); overall - 729 mm (28.701 in.)
	• Width: With top cover - 443.6 mm (17.465 in.); with front bezel - 482.0 mm (18.976 in.)
	• Weight: approximately 21.8 kg (48 lb)
	
	Hot-swap fans:
	Three. Provide redundant cooling.
	
	Hot-swap power supplies:
	Two 675 watts (100 - 240 V ac) power supplies provide redundant power
	
	Electrical input with hot-swap ac power supplies:
	• Sine-wave input (50 - 60 Hz) required
	• Input voltage range automatically selected
	• Input voltage low range:
	  – Minimum: 100 V ac
	  – Maximum: 240 V ac
	• Input voltage high range:
	  – Minimum: 200 V ac
	  – Maximum: 240 V ac
	• Input kilovolt-amperes (kVA) approximately:
	  – Minimum: 0.12 kVA
	  – Maximum: 0.78 kVA
		• Air temperature:
		  – Appliance on: 10°C to 35°C (50.0°F to 95.0°F); altitude: 0 to 914.4 m (3000 ft). Decrease system temperature by 0.75°C for every 1000-foot increase in altitude.
		  – Appliance off: 10°C to 43°C (50.0°F to 109.4°F); maximum altitude: 2133 m (7000 ft)
		  – Shipment: -40°C to +60°C (-40°F to 140°F); maximum altitude: 2133 m (7000 ft)
		• Humidity:
		  – Appliance on/off: 8% to 80%
		  – Shipment: 5% to 100%
		• Particulate contamination:
		
		  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 223.
		
		Acoustical noise emissions:
		• Declared sound power, idle: 6.3 bel
		• Declared sound power, operating: 6.5 bel
		
		Heat output:
		Approximate heat output with a maximum configuration: 2662 Btu per hour (675 watts)

Appliance controls, LEDs, and connectors

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

Front view

The following illustration shows the hard disk drive and solid state drive bays on the front of the Schooner Appliance for MySQL Enterprise.

SAS hot-swap hard disk drives   SATA hot-swap solid state drives

0 1 2 3 4 5 6 7 8 9 10 11
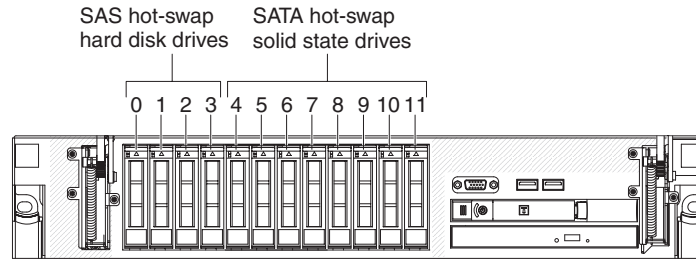
**Schooner Appliance
for MySQL Enterprise**

The following illustration shows the hard disk drive and solid state drive bays on the front of the Schooner Appliance for Memcached. Bays 2 and 3 are not populated with drives.
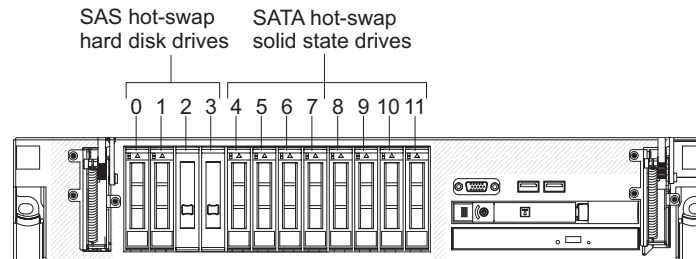
SAS hot-swap hard disk drives   SATA hot-swap solid state drives

0 1 2 3 4 5 6 7 8 9 10 11

**Schooner Appliance
for Memcached**

The following illustrations shows the connectors, controls, and LEDs on the front of the Schooner Appliance for Memcached.

Schooner Appliance for Memcached

Hard disk drive activity LED (green)
Hard disk drive status LED (amber)
Video connector
USB 1 connector
USB 2 connector
Operator information panel
CD/DVD drive (optical drive)
Rack release latch
Rack release latch
0 1 2 3 4 5 6 7 8 9 10 11
SAS hot-swap hard disk drives
SATA hot-swap solid state drives
CD/DVD drive activity LED
CD/DVD eject button
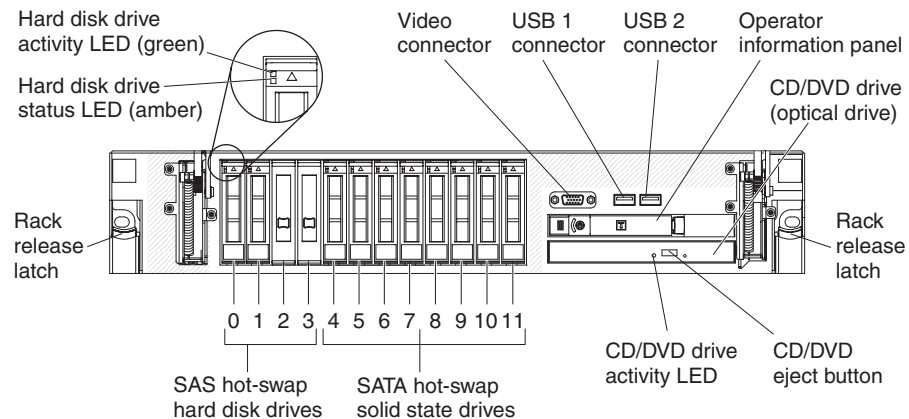
The following illustrations shows the connectors, controls, and LEDs on the front of the Schooner Appliance for MySQL Enterprise.

Schooner Appliance for MySQL Enterprise

Hard disk drive activity LED (green)
Hard disk drive status LED (amber)
Video connector
USB 1 connector
USB 2 connector
Operator information panel
CD/DVD drive (optical drive)
Rack release latch
Rack release latch

0 1 2 3 4 5 6 7 8 9 10 11

SAS hot-swap hard disk drives
SATA hot-swap solid state drives
CD/DVD drive activity LED
CD/DVD eject button

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

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

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

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

Operator information panel: This panel contains controls, light-emitting diodes (LEDs), and connectors. For information about the controls and LEDs on the operator information panel, see "Operator information panel" on page 9.

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

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

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

Operator information panel

The following illustration shows the controls and LEDs on the operator information panel.
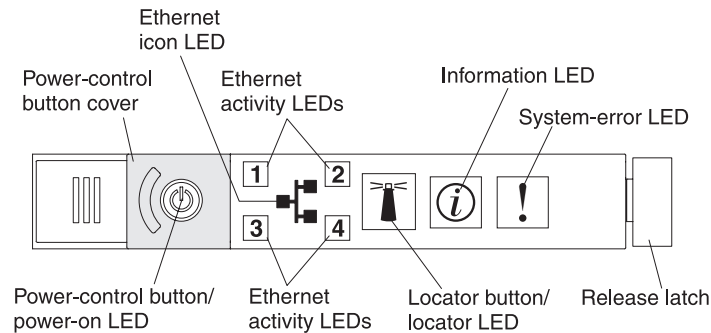
The following controls and LEDs are on the operator information panel:

- **Power-control button and power-on LED:** Press this button to turn the appliance on and off manually or to wake the appliance from a reduced-power state. The states of the power-on LED are as follows:
  - **Off:** AC power is not present, or the power supply or the LED itself has failed.
  - **Flashing rapidly (4 times per second):** The appliance is turned off and is not ready to be turned on. The power-control button is disabled. Approximately 3 minutes after the appliance is connected to ac power, the power-control button becomes active.
  - **Flashing slowly (once per second):** The appliance is turned off and is ready to be turned on. You can press the power-control button to turn on the appliance.
  - **Lit:** The appliance is turned on.
  - **Fading on and off:** The appliance is in a reduced-power state. To wake the appliance, press the power-control button or use the integrated management module (IMM) Web interface.

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

- **Ethernet icon LED:** This LED lights the Ethernet icon.
- **Ethernet activity LEDs:** When any of these LEDs is lit, it indicates that the appliance is transmitting to or receiving signals from the Ethernet LAN that is connected to the Ethernet port that corresponds to that LED.
- **Information LED:** When this LED is lit, it indicates that a noncritical event has occurred. An LED on the light path diagnostics panel is also lit to help isolate the error.
- **System-error LED:** When this LED is lit, it indicates that a system error has occurred. An LED on the light path diagnostics panel is also lit to help isolate the error.
- **Release latch:** Slide this latch to the left to access the light path diagnostics panel, which is behind the operator information panel.
- **Locator button and locator LED:** Use this LED to visually locate the appliance among other appliances. It is also used as the physical presence for Trusted Platform Module (TPM). Press this button to turn on or turn off this LED locally. You can use IBM® Systems Director to light this LED remotely.

Light path diagnostics panel

The light path diagnostics panel is on the top of the operator information panel.

To access the light path diagnostics panel, slide the blue release button on the operator information panel to the left. Pull forward on the operator information panel until the hinge of the panel is free of the appliance chassis. Then pull down on the operator information panel so that you can view the light path diagnostics panel information.

Operator information panel

Light path diagnostics LEDs

Release latch
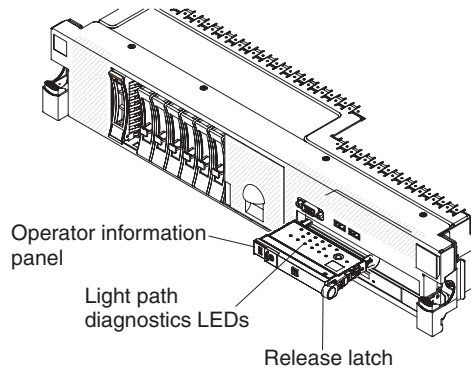
The following illustration shows the controls and LEDs on the light path diagnostics panel.

Notes:

1. Do not run the appliance for an extended period of time while the light path diagnostics panel is pulled out of the appliance.
2. Light path diagnostics LEDs remain lit only while the appliance is connected to power.

Checkpoint code display
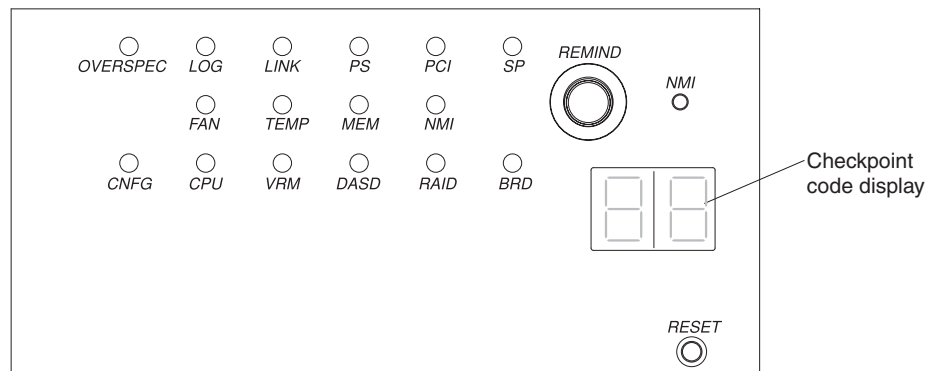
- **Remind button:** This button places the system-error LED on the front panel into Remind mode. In Remind mode, the system-error LED flashes rapidly until the problem is corrected, the appliance is restarted, or a new problem occurs.

  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. The remind function is controlled by the IMM.

- **NMI button:** Press this button to force a nonmaskable interrupt to the microprocessor, if you are directed by IBM service and support.

- **Reset button:** Press this button to reset the appliance 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.

Rear view

The following illustration shows the PCI connectors on the rear of the Schooner Appliance for MySQL Enterprise.

Schooner Appliance for MySQL Enterprise

IBM 6 Gb SSD
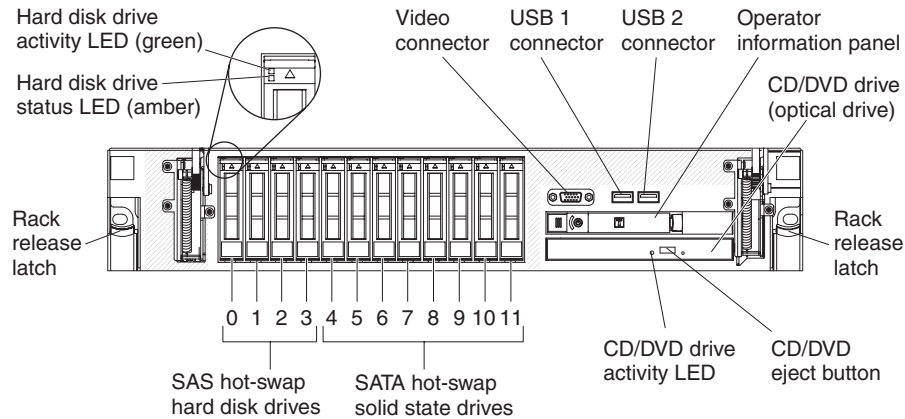HBA controller
PCI slot 1

IBM 6 Gb SAS
HBA controller
PCI slot 3

The following illustration shows the PCI connectors on the rear of the Schooner Appliance for Memcached.

Schooner Appliance for Memcached

IBM 6 Gb SSD
HBA controller
PCI slot 1

IBM 6 Gb SSD
HBA controller
PCI slot 2

1 port
10 Gb
Ethernet
adapter
PCI slot 3

Quad port
1 Gb
Ethernet
adapter
PCI slot 4

Dual port 1GbE
daughter card
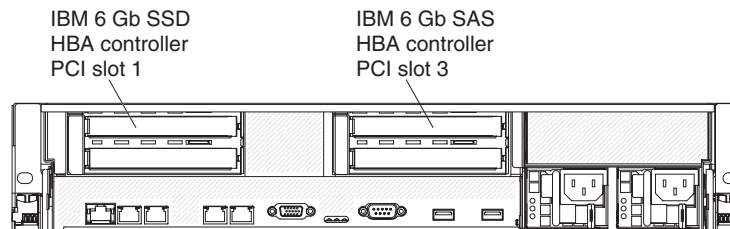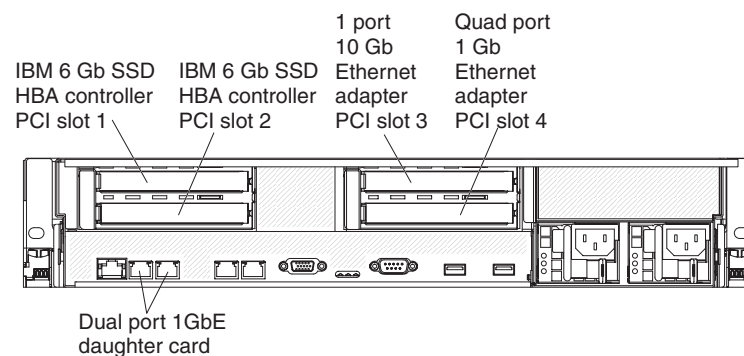
The following illustration shows the additional connectors on the rear of the appliance.

Ethernet 3   Ethernet 4

Power supply 1   Power supply 2

Systems-management
(Ethernet)

Ethernet 1   Ethernet 2   Video   Serial   USB 3   USB 4   Power cord
connectors
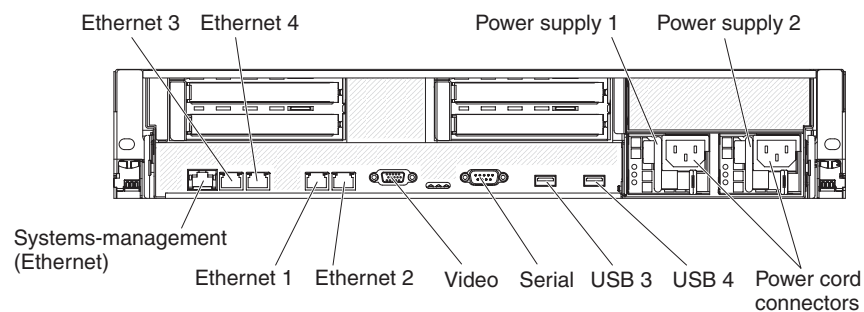
Ethernet connectors: Use any of these connectors to connect the appliance to a network.

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

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

Serial connector: Connect a 9-pin serial device to this connector. The serial port is shared with the integrated management module (IMM). The IMM 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 appliance can be used simultaneously.

Note: The maximum video resolution is 1280 x 1024 at 75 Hz.

Systems-management Ethernet connector: Use this connector to connect the appliance to a network for systems-management information control. This connector is used only by the IMM.

The following illustration shows the LEDs on the rear of the appliance.
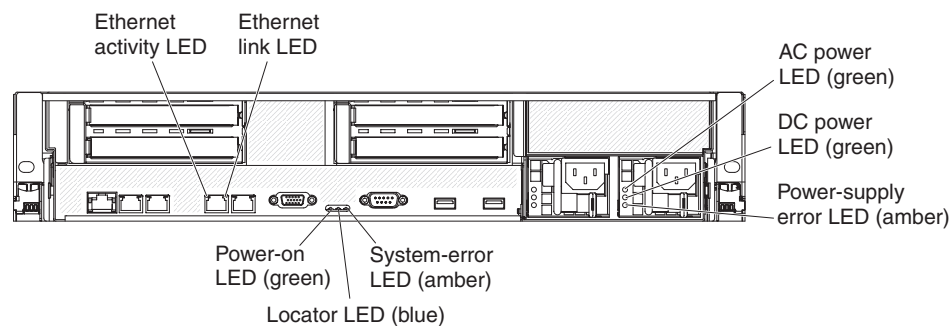
Ethernet activity LEDs: When any of these LEDs is lit, it indicates that the appliance is transmitting to or receiving signals from the Ethernet LAN that is connected to the Ethernet port that corresponds to that LED.

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

AC power LED: Each hot-swap power supply has an ac power LED and a dc power LED. When the ac power LED is lit, it indicates that sufficient power is coming into the power supply through the power cord. During typical operation, both the ac and dc power LEDs are lit.

DC power LED: Each hot-swap power supply has a dc power LED and an ac power LED. When the dc power LED is lit, it indicates that the power supply is supplying adequate dc power to the system. During typical operation, both the ac and dc power LEDs are lit.

Power-supply error LED: When the power-supply error LED is lit, it indicates that the power supply has failed.

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

Locator LED: Use this LED to visually locate the appliance among other appliances. You can use IBM Systems Director to light this LED remotely. This LED is the same as the locator LED on the front of the appliance.

Power-on LED: The states of the power-on LED are as follows:

- **Off:** AC power is not present, or the power supply or the LED itself has failed.
- **Flashing rapidly (4 times per second):** The appliance is turned off and is not ready to be turned on. The power-control button is disabled. Approximately 3 minutes after the appliance is connected to ac power, the power-control button becomes active.
- **Flashing slowly (once per second):** The appliance is turned off and is ready to be turned on. You can press the power-control button to turn on the appliance.
- **Lit:** The appliance is turned on.
- **Fading on and off:** The appliance is in a reduced-power state. To wake the appliance, press the power-control button or use the integrated management module (IMM) Web interface.

Internal connectors, LEDs, and jumpers

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

System-board internal connectors

The following illustration shows the internal connectors on the system board.
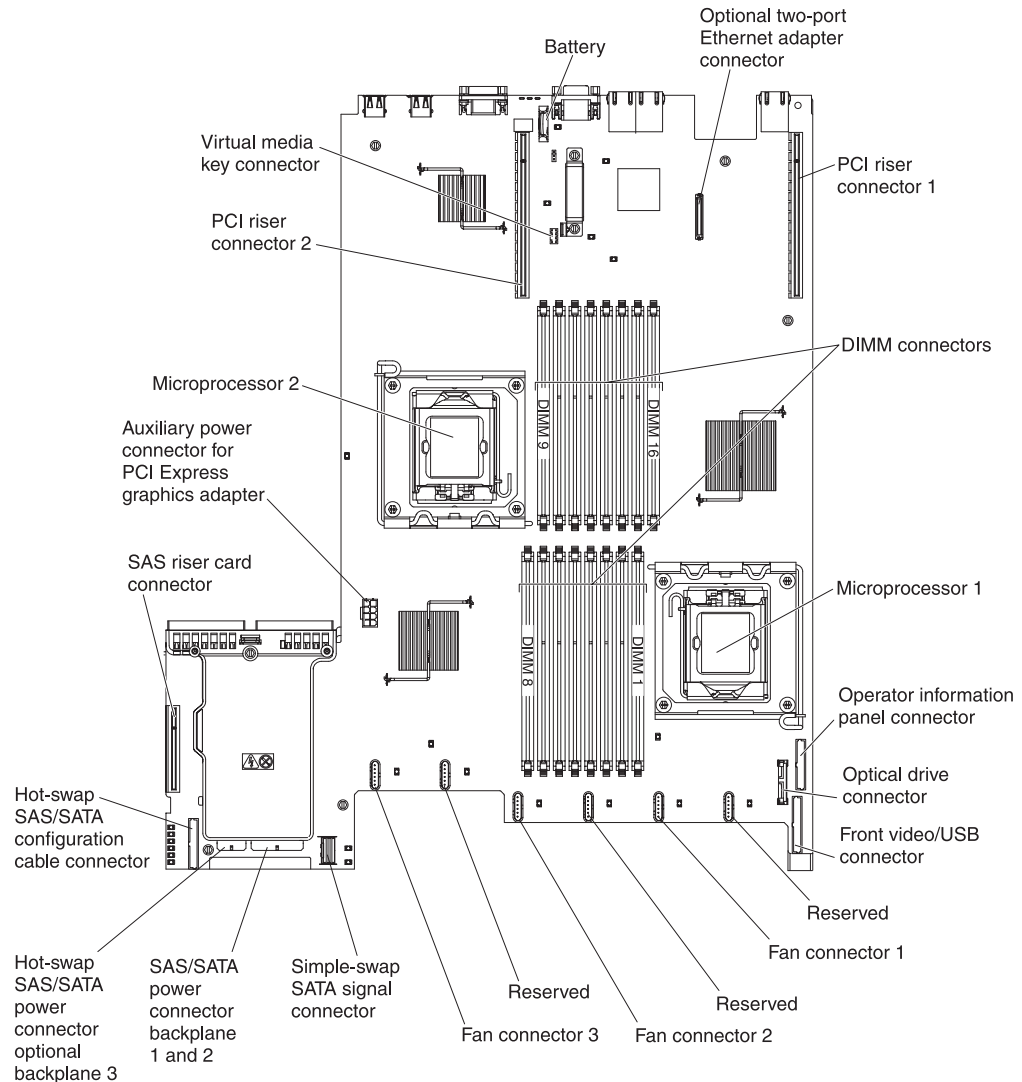
System-board external connectors

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

USB 3 connector   Video connector   Ethernet 2 connector   Systems-management Ethernet connector

USB 4 connector   Serial connector   Ethernet 1 connector
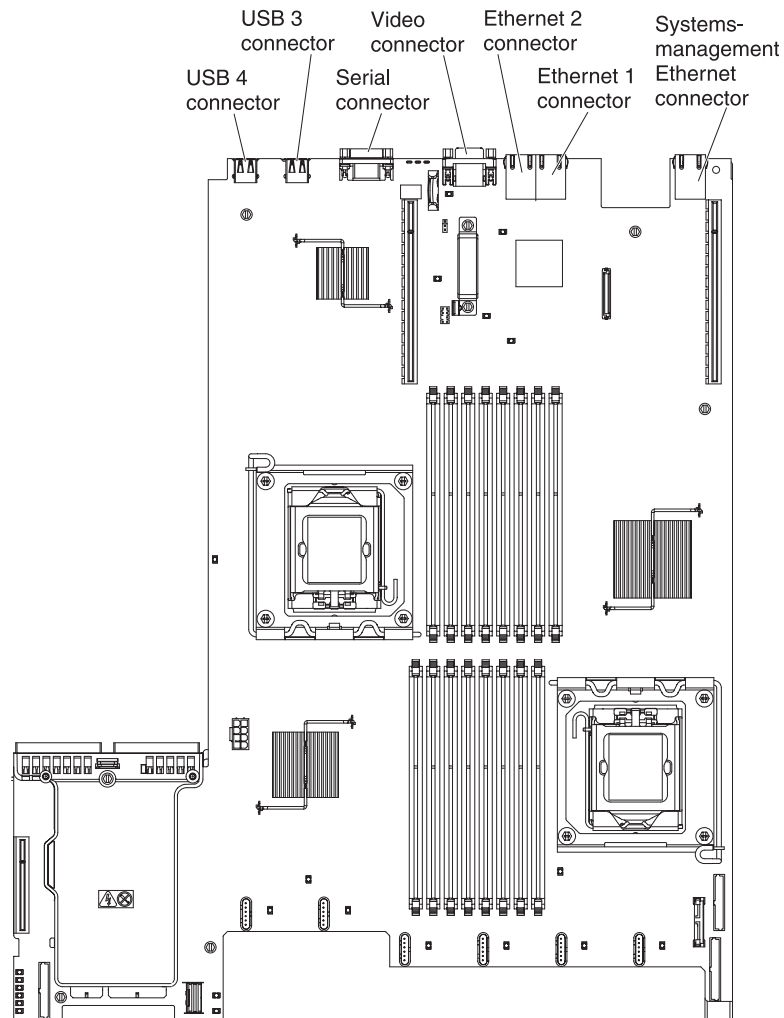
System-board switches and jumpers

Some appliance models come with the Pass 8 level system board or the Pass 9 level system board. The Pass 8 level system board does not have an identifying mark. The Pass 9 level system board is identifiable by P9 on the corner of the system board near the USB connectors on the rear of the appliance. If the system board is updated in the future, it will also show the pass level on the system board. The functionality of the two system boards are equivalent except for the switch blocks. The functions of the switch blocks on each of these system boards differs, depending on the level of the system board that is installed in your appliance. The following sections describe the switches and jumpers for each of these system boards.

Pass 8 level system board

If your appliance has the Pass 8 level system board, 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 block, you must remove and discard it to access the switch.
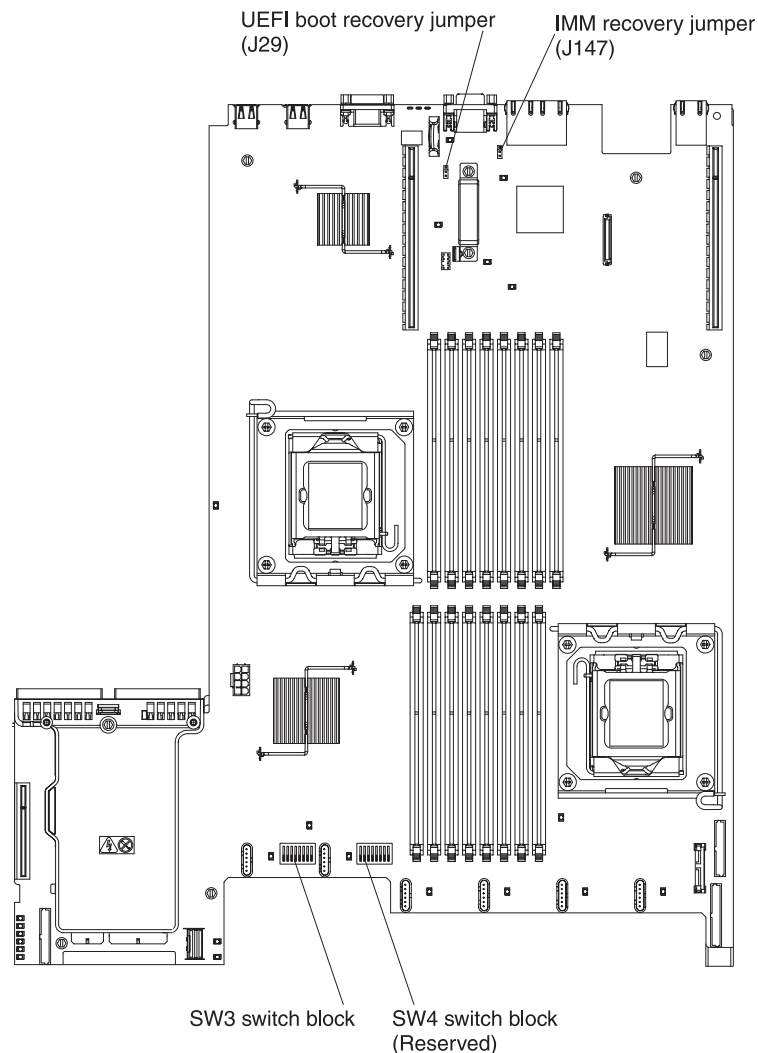
The following table describes the jumpers on the Pass 8 level system board.

Table 2. Pass 8 level system board jumpers

Jumper number	Jumper name	Jumper setting
J29	UEFI boot recovery jumper	• Pins 1 and 2: Normal (default) Loads the primary appliance (formerly BIOS) firmware ROM page. • Pins 2 and 3: Loads the secondary (backup) appliance firmware ROM page.
J147	IMM recovery jumper	• Pins 1 and 2: Normal (default) Loads the primary IMM firmware ROM page. • Pins 2 and 3: Loads the secondary (backup) IMM firmware ROM page.

Notes:

1. If no jumper is present, the appliance responds as if the pins are set to 1 and 2.
2. Changing the position of the UEFI boot recovery jumper from pins 1 and 2 to pins 2 and 3 before the appliance is turned on alters which flash ROM page is loaded. Do not change the jumper pin position after the appliance is turned on. This can cause an unpredictable problem.

The following table describes the functions of the SW3 switch block on the Pass 8 system board:

Table 3. Pass 8 level system board SW3 switch definition

Switch number	Default position	Description
1	Off	Clear CMOS memory. When this switch is toggled to On, it clears the data in CMOS memory, which clears the power-on password.
2	Off	Reserved.
3	Off	Reserved.
4	Off	Reserved.
5	Off	Power-on password override. Changing the position of this switch bypasses the power-on password check the next time the appliance is turned on and starts the Setup utility so that you can change or delete the power-on password. You do not have to move the switch back to the default position after the power-on password in overridden. Changing the position of this switch does not affect the administrator password check if an administrator password is set.

Table 3. Pass 8 level system board SW3 switch definition (continued)

Switch number	Default position	Description
6	Off	When you toggle this switch to On and then Off, you force a power-on, which overrides the power-on and power-off button on the appliance and they become nonfunctional.
7	Off	Reserved.
8	Off	Reserved.

Important:

1. Before you change any switch settings or move any jumpers, turn off the appliance; then, disconnect all power cords and external cables. Review the information in "Safety" on page vii, "Guidelines for trained service technicians" on page viii, "Handling static-sensitive devices" on page 143.

2. Any system-board switch or jumper blocks that are not shown in the illustrations in this document are reserved.

Pass 9 level system board

If your appliance has the Pass 9 level system board, the following illustration shows the location and description of the switches and jumpers. The Pass 9 level system board has a P9 (with a part number to the right of it) on the corner of the system board near the USB connectors on the rear of the appliance.

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.

Any switches or jumpers on the system board that are not shown in the illustration are reserved. See "Recovering the system firmware" on page 102 for information about the boot block recovery jumper.

The default positions for the UEFI and the IMM recovery jumpers are pins 1 and 2.

The following table describes the jumper settings for J29 and J147.

Table 4. System board jumpers

Jumper number	Jumper name	Jumper setting
J29	UEFI boot recovery jumper	• Pins 1 and 2: Normal (default) Loads the primary appliance firmware (formerly called BIOS) ROM page. • Pins 2 and 3: Loads the secondary (backup) appliance firmware ROM page.
J147	IMM recovery jumper	• Pins 1 and 2: Normal (default) Loads the primary IMM firmware ROM page. • Pins 2 and 3: Loads the secondary (backup) IMM firmware ROM page.

Table 4. System board jumpers (continued)

Jumper number	Jumper name	Jumper setting
Notes:		
1. If no jumper is present, the appliance responds as if the pins are set to 1 and 2.		
2. Changing the position of the UEFI boot recovery jumper from pins 1 and 2 to pins 2 and 3 before the appliance is turned on alters which flash ROM page is loaded. Do not change the jumper pin position after the appliance is turned on. This can cause an unpredictable problem.		

The following illustration shows the switches on switch blocks SW3 and SW4.

SW3 switch block   1 2 3 4   1 2 3 4   SW4 switch block
                      Off   Off
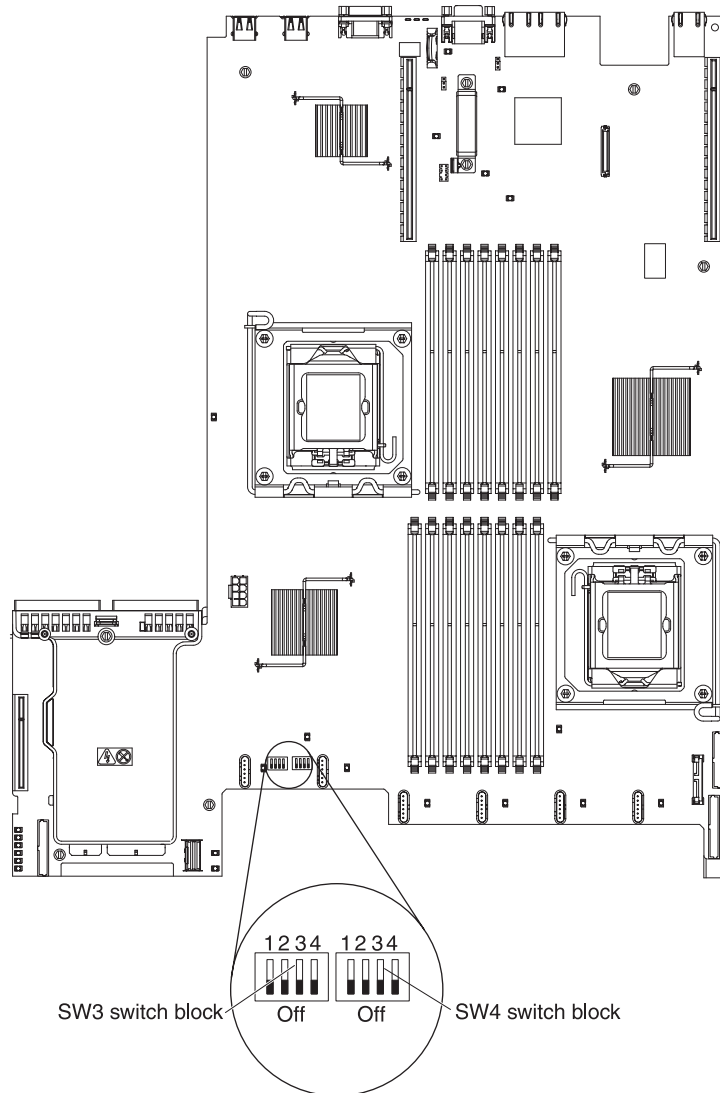
Table 5 and Table 6 describe the function of each switch on switch blocks SW3 and SW4.

Table 5. Switch block 3, switches 1 - 4

Switch number	Default value	Switch description
1	Off	Clear CMOS memory. When this switch is toggled to On, it clears the data in CMOS memory, which clears the power-on password.
2	Off	Reserved.
3	Off	Reserved.
4	Off	Reserved.

Table 6. Switch block 4, switches 1 - 4

Switch number	Default value	Switch description
1	Off	Power-on password override. Changing the position of this switch bypasses the power-on password check the next time the appliance is turned on and starts the Setup utility so that you can change or delete the power-on password. You do not have to move the switch back to the default position after the password is overridden. Changing the position of this switch does not affect the administrator password check if an administrator password is set. See "Passwords" on page 202 for additional information about the power-on password.
2	Off	Power-on override. When this switch is toggled to On and then to Off, you force a power-on, which overrides the power-on and power-off button on the appliance and they become nonfunctional.
3	Off	Forced power permission overrides the IMM power-on checking process (Trained service technician only)
4	Off	Reserved.

Notes:

1. Before you change any switch settings or move any jumpers, turn off the appliance; then, disconnect all power cords and external cables. (Review the information in "Safety" on page vii, "Installation guidelines" on page 141, and "Handling static-sensitive devices" on page 143.)

2. Any system-board switch or jumper blocks that are not shown in the illustrations in this document are reserved.
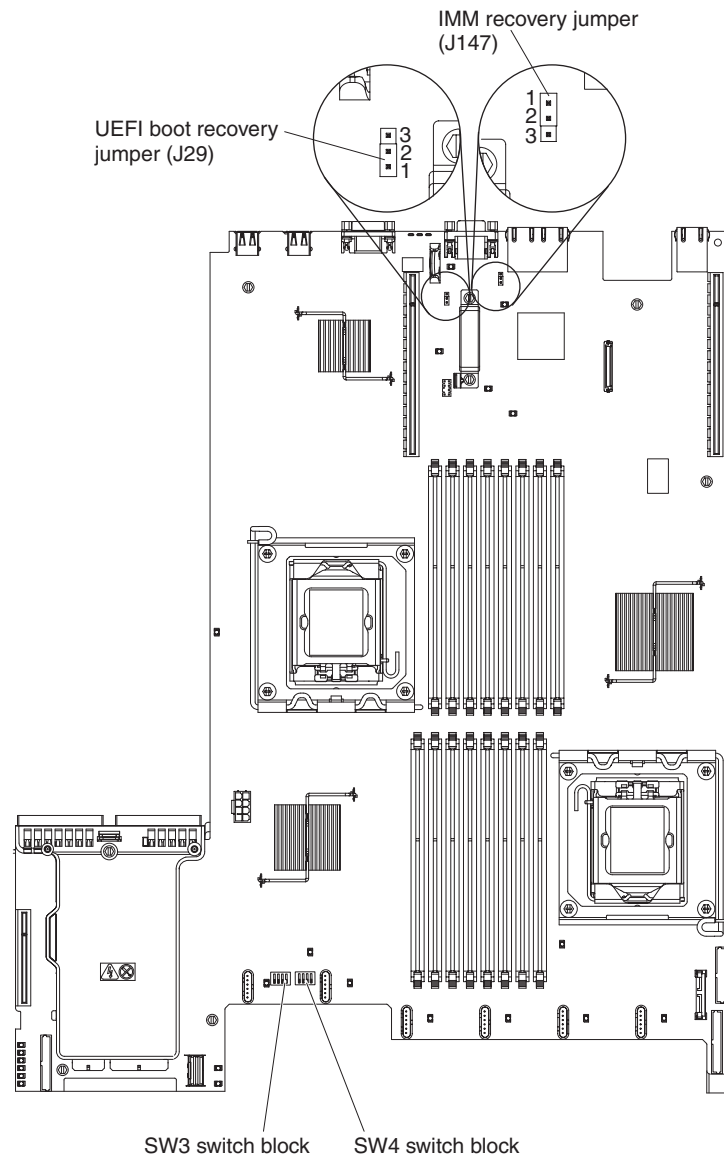
System-board LEDs

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

Note: Error LEDs remain lit only while the appliance is connected to power.

Slot 2 - missing PCI riser-card LED
Enclosure manager heartbeat LED
Battery error LED
IMM heartbeat LED

DIMM 9 - 16 error LED

Slot 1 - missing PCI riser-card LED

Microprocessor 2 error LED

System-board error LED

SAS riser missing LED

240 VA error LED

Microprocessor 1 error LED

AUX power channel error LED

Power channel E error LED

Power channel D error LED
Power channel C error LED

DIMM 1 - 8 error LED

Reserved

Power channel B error LED Power channel A error LED

Fan 3 error LED Reserved Fan 2 error LED Reserved Fan 1 error LED

Table 7. System-board LEDs

LED	Description
Error LEDs	The associated component has failed.
12-volt power (A, B, C, D, E and AUX) error LEDs	If any of these LEDs are lit, there is a failure in the associated system-board power channel (see "Power problems" on page 51).

Table 8. System Pulse LEDs

LED	Description	Action
Enclosure manager heartbeat	Indicates the status of power-on and power-off sequencing. When the appliance is connected to power, this LED flashes slowly to indicate that the enclosure manager is working correctly.	(Trained service technician only) If the appliance is not connected to power and the LED is not flashing, replace the system board.

Table 8. System Pulse LEDs (continued)

LED	Description	Action
IMM heartbeat	Indicates the status of the boot process of the IMM. When the appliance is connected to power this LED flashes quickly to indicate that the IMM code is loading. When the loading is complete, the LED stops flashing briefly and then flashes slowly to indicate that the IMM is fully operational and you can press the power-control button to start the appliance.	If the LED does not begin flashing within 30 seconds of when the appliance is connected to power, complete the following steps: 1. (Trained service technician only) Use the IMM recovery jumper to recover the firmware (see "System-board switches and jumpers" on page 16). 2. (Trained service technician only) Replace the system board.

PCI riser-card adapter connectors

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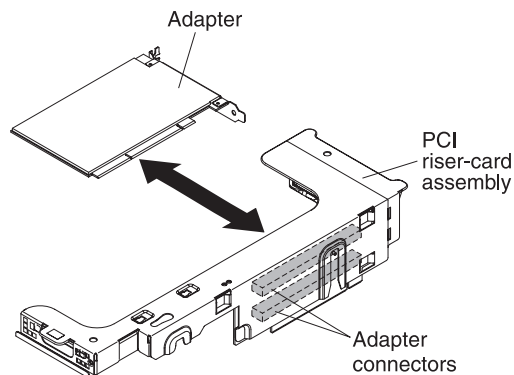
PCI riser-card assembly LEDs

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

Note: Error LEDs remain lit only while the appliance is connected to power.
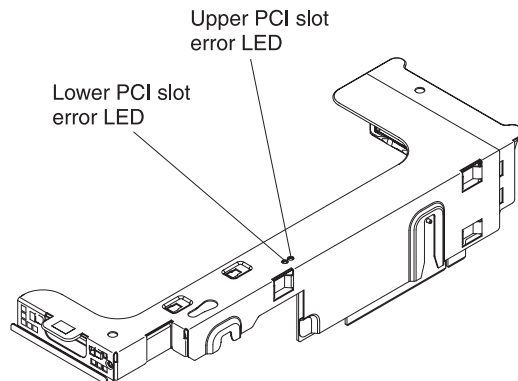
SAS riser-card connectors and LEDs

The following illustrations show the connectors and LEDs on the SAS riser cards.

Note: Error LEDs remain lit only while the appliance is connected to power.

A 12-drive-capable model appliance contains the riser card that is shown in the following illustration.
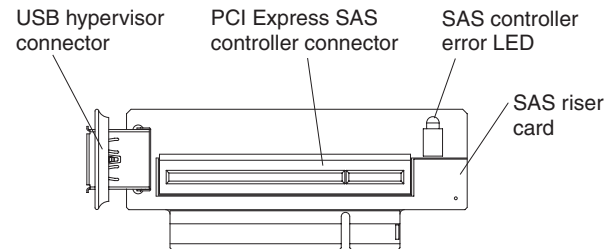
Chapter 3. Diagnostics

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

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 217 for more information.

For problems associated with your software or firmware, see the *Application and Administration Guide* for your appliance on the *Documentation* CD.

Diagnostic tools

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

- **Troubleshooting tables**

  These tables list problem symptoms and actions to correct the problems. See "Troubleshooting tables" on page 41.

- **Light path diagnostics**

  Use the light path diagnostics to diagnose system errors quickly. See "Light path diagnostics" on page 57 for more information.

- **Dynamic System Analysis Preboot (DSA) 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 appliance and are stored in integrated USB memory. The diagnostic programs collect the following information about the appliance:
  - System configuration
  - Network interfaces and settings
  - Installed hardware
  - Light path diagnostics status
  - Service processor status and configuration
  - Vital product data, firmware, and IBM's implementation of UEFI configuration
  - Hard disk drive health
  - RAID controller configuration
  - ServeRAID controller and service processor event logs, including the following information:
    - System-event logs
    - Temperature, voltage, and fan speed information
    - Tape drive presence and read/write test results
    - Systems management analysis and reporting technology (SMART) data
    - 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 appliance 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 66 for more information.

POST

When you turn on the appliance, it performs a series of tests to check the operation of the appliance components and some optional devices in the appliance. This series of tests is called the power-on self-test, or POST. This appliance does not use beep codes for appliance status.

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

Event logs

Error codes and messages are displayed in the following types of event logs:

- **POST event log:** This log contains the three most recent error codes and messages that were generated during POST. You can view the POST event log through the Setup utility.
- **System-event log:** This log contains all BMC, POST, and system management interrupt (SMI) events. You can view the system-event log from the Setup utility and through the Dynamic System Analysis (DSA) program (as the IPMI event log).

  The system-event log is limited in size. When it is full, new entries will not overwrite existing entries; therefore, you must periodically save and then clear the system-event log through the Setup utility when the IMM logs an event that indicates that the log is more than 75% full. When you are troubleshooting, you might have to save and then clear the system-event log to make the most recent events available for analysis.

  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.

  Some IMM sensors cause assertion events to be logged when their setpoints are reached. When a setpoint condition no longer exists, a corresponding deassertion event is logged. However, not all events are assertion-type events.

- **Integrated management module (IMM) event log:** This log contains a filtered subset of all IMM, POST, and system management interrupt (SMI) events. You can view the IMM event log through the IMM 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 IMM 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 POST event log or system-event log, complete the following steps:

1. Turn on the appliance.
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 event logs.
3. Select **System Event Logs** and use one of the following procedures:
   - To view the POST event log, select **POST Event Viewer**.
   - To view the system-event log, select **System Event Log**.

Viewing event logs without restarting the appliance

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

If you have installed Portable or Installable Dynamic System Analysis (DSA), you can use it to view the system-event log (as the IPMI event log), the IMM event log (as the ASM event log), the operating-system event logs, or the merged DAA log. You can also use DSA Preboot to view these logs, although you must restart the appliance to use DSA Preboot. To install Portable DSA, Installable DSA, or DSA Preboot or to download a DSA Preboot CD image, go to http://www.ibm.com/ systems/support/supportsite.wss/docdisplay?Indocid=SERV-DSA &brandind=5000008 or complete the following steps.

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

1. Go to http://www.ibm.com/systems/support/.
2. Under **Product support**, click **System x**.
3. Under **Popular links**, click **Software and device drivers**.
4. Under **Related downloads**, click **Dynamic System Analysis (DSA)** to display the matrix of downloadable DSA files.

If IPMItool is installed in the appliance, 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 information about IPMItool, see http://publib.boulder.ibm.com/ infocenter/toolsctr/v1r0/index.jsp?topic=/com.ibm.xseries.tools.doc/ config_tools_ipmitool.html or complete the following steps.

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

1. Go to http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp.
2. In the navigation pane, click **IBM System x and BladeCenter Tools Center**.
3. Expand **Tools reference**, expand **Configuration tools**, expand **IPMI tools**, and click **IPMItool**.

For an overview of IPMI, go to http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/ index.jsp?topic=/com.ibm.xseries.tools.doc/co... or complete the following steps:

1. Go to http://publib.boulder.ibm.com/infocenter/systems/index.jsp.
2. In the navigation pane, click **IBM Systems Information Center**.
3. Expand **Operating systems**, expand **Linux information**, expand **Blueprints for Linux on IBM systems**, and click **Using Intelligent Platform Management Interface (IPMI) on IBM Linux platforms**.

You can view the IMM event log through the **Event Log** link in the integrated management module (IMM) Web interface.

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

Table 9. Methods for viewing event logs

Condition	Action
The appliance is not hung and is connected to a network.	Use any of the following methods: • Run Portable or Installable DSA to view the event logs or create an output file that you can send to IBM service and support. • Type the IP address of he IMM and go to the Event Log page. • Use IPMItool to view the system-event log.
The appliance is not hung and is not connected to a network.	Use IPMItool locally to view the system-event log.
The appliance is hung.	• If DSA Preboot is installed, restart the appliance 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 appliance to start DSA Preboot and view the event logs. • Alternatively, you can restart the appliance 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 28.

POST error codes

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

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Error code	Description	Action

0010002	Microprocessor not supported	1. Reseat the following components one at a time, in the order shown, restarting the appliance each time:
		  a. (Trained service technician only) Microprocessor 1
		  b. (Trained service technician only) Microprocessor 2 (if installed)
		2. (Trained service technician only) Remove microprocessor 2 and restart the appliance.
		3. (Trained service technician only) Remove microprocessor 1 and install microprocessor 2 in the microprocessor 1 connector. Restart the appliance. If the error is corrected, microprocessor 1 is bad and must be replaced.
		4. Replace the following components one at a time, in the order shown, restarting the appliance each time:
		  a. (Trained service technician only) Microprocessor 1
		  b. (Trained service technician only) Microprocessor 2
		  c. (Trained service technician only) System board

0011000	Invalid microprocessor type	1. Update the firmware (see "Updating the software stack" on page 197). 2. (Trained service technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type.
0011002	Microprocessor mismatch	1. Run the Setup utility and view the microprocessor information to compare the installed microprocessor specifications. 2. (Trained service technician only) Remove and replace one of the microprocessors so that they both match.

0011004	Microprocessor failed BIST	1. Update the firmware (see "Updating the software stack" on page 197).
		2. (Trained service technician only) Reseat microprocessor 2.
		3. Replace the following components one at a time, in the order shown, restarting the appliance each time:
		  a. (Trained service technician only) Microprocessor
		  b. (Trained service technician only) System board

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Error code	Description	Action
001100A	Microcode update failed	1. Update the appliance firmware (see "Updating the software stack" on page 197). 2. (Trained service technician only) Replace the microprocessor.
0050001	DIMM disabled	1. If the appliance fails the POST memory test, reseat the DIMMs. 2. Remove and replace any DIMM for which the associated error LED is lit (see "Removing a memory module (DIMM)" on page 169 and "Installing a memory module" on page 169). 3. Run the Setup utility to enable all the DIMMs. 4. Run the DSA Preboot memory test.
0051003	Uncorrectable DIMM error	1. If the appliance failed the POST memory test, reseat the DIMMs. 2. Remove and replace any DIMM for which the associated error LED is lit (see "Removing a memory module (DIMM)" on page 169 and "Installing a memory module" on page 169). 3. Run the Setup utility to enable all the DIMMs. 4. Run the DSA Preboot memory test.
0051006	DIMM mismatch detected	Make sure that the DIMMs match and are installed in the correct sequence (see Table 16 on page 170).
0051009	No memory detected	1. Make sure that the appliance contains DIMMs. 2. Reseat the DIMMs. 3. Install DIMMs in the correct sequence (see Table 16 on page 170).
005100A	No usable memory detected	1. Make sure that the appliance contains DIMMs. 2. Reseat the DIMMs. 3. Install DIMMs in the correct sequence (see Table 16 on page 170). 4. Clear CMOS memory to re-enable all the memory connectors.
0058001	PFA threshold exceeded	1. Update the firmware (see "Updating the software stack" on page 197). 2. Reseat the DIMMs and run the memory test. 3. Replace the failing DIMM, which is indicated by a lit LED on the system board.

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Error code	Description	Action
0058007	DIMM population is unsupported	1. Reseat the DIMMs, and then restart the appliance. 2. Remove the lowest-numbered DIMM pair of those that are identified, replace it with an identical pair of known good DIMMs, and then restart the appliance. Repeat as necessary. If the failures continue, go to step 4. 3. Return the removed DIMMs, one pair at a time, to their original connectors, restarting the appliance after each pair, until a pair fails. Replace the DIMMs in the failed pair with identical known good DIMMs, restarting the appliance after each DIMM is installed. Replace the failed DIMM. Repeat this step until you have tested all removed DIMMs. 4. (Trained service technician only) Replace the system board.
0058008	DIMM failed memory test	1. Reseat the DIMMs, and then restart the appliance. 2. Replace the following components one at a time, in the order shown, restarting the appliance each time: a. DIMMs b. (Trained service technician only) System board
00580A1	Invalid DIMM population for mirroring mode	1. If a fault LED is lit, resolve the failure. 2. Install the DIMMs in the correct sequence (see Table 16 on page 170).
00580A4	Memory population changed	Information only. Memory has been added, moved, or changed.
00580A5	Mirror failover complete	Information only. Memory redundancy has been lost. Check the event log for uncorrected DIMM failure events.
0068002	CMOS battery cleared	1. Reseat the battery. 2. Clear the CMOS memory (see "System-board switches and jumpers" on page 16). 3. Replace the following components one at a time, in the order shown, restarting the appliance each time: a. Battery b. (Trained service technician only) System board

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Error code	Description	Action

2011000	PCI-X PERR	1. Check the riser-card LEDs.
		2. Reseat all affected adapters and riser cards.
		3. Update the PCI device firmware.
		4. Remove both adapters from the riser card.
		5. Replace the following components one at a time, in the order shown, restarting the appliance each time:
		   a. Riser card
		   b. (Trained service technician only) System board

2011001	PCI-X SERR	1. Check the riser-card LEDs.
		2. Reseat all affected adapters and riser cards.
		3. Update the PCI device firmware.
		4. Remove both adapters from the riser card.
		5. Replace the following components one at a time, in the order shown, restarting the appliance each time:
		   a. Riser card
		   b. (Trained service technician only) System board

2018001	PCI Express uncorrected or uncorrected error	1. Check the riser-card LEDs.
		2. Reseat all affected adapters and riser cards.
		3. Update the PCI device firmware.
		4. Remove both adapters from the riser card.
		5. Replace the following components one at a time, in the order shown, restarting the appliance each time:
		   a. Riser card
		   b. (Trained service technician only) System board

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Error code	Description	Action

2018002	Option ROM resource allocation failure	Informational message that some devices might not be initialized.
		1. If possible, rearrange the order of the adapters in the PCI slots to change the load order of the optional-device ROM code.
		2. Run the Setup utility, select **Start Options**, and change the boot priority to change the load order of the optional-device ROM code.
		3. Run the Setup utility and disable some other resources, if their functions are not being used, to make more space available:
		  a. Select **Start Options** and **Planar Ethernet (PXE/DHCP)** to disable the integrated Ethernet controller ROM.
		  b. Select **Advanced Functions**, then **PCI Bus Control**, then **PCI ROM Control Execution** to disable the ROM of adapters in the PCI slots.
		  c. Select **Devices and I/O Ports** to disable any of the integrated devices.
		4. Replace the following components one at a time, in the order shown, restarting the appliance each time:
		  a. Each adapter
		  b. (Trained service technician only) System board

3*xx*0007 (*xx* can be 00 - 19)	Firmware fault detected, system halted	1. Recover the appliance firmware to the latest level. 2. Undo any recent configuration changes, or clear CMOS memory to restore the settings to the default values. 3. Remove any recently installed hardware.
3038003	Firmware corrupted	1. Run the Setup utility, select **Load Default Settings**, and save the settings to recover the appliance firmware. 2. (Trained service technician only) Replace the system board.
3048005	Booted secondary (backup) appliance firmware image	Information only. The backup switch was used to boot the secondary bank.
3048006	Booted secondary (backup) appliance firmware image because of ABR	1. Run the Setup utility, select **Load Default Settings**, and save the settings to recover the primary appliance firmware settings. 2. Turn off the appliance and remove it from the power source. 3. Reconnect the appliance to the power source, and then turn on the appliance.

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Error code	Description	Action

305000A	RTC date/time is incorrect	1. Adjust the date and time settings in the Setup utility, and then restart the appliance.
		2. Reseat the battery.
		3. Replace the following components one at a time, in the order shown, restarting the appliance each time:
		  a. Battery
		  b. (Trained service technician only) System board

3058001	System configuration invalid	1. Run the Setup utility, and select **Save Settings**.
		2. Run the Setup utility, select **Load Default Settings**, and save the settings.
		3. Reseat the following components one at a time in the order shown, restarting the appliance each time:
		  a. Battery
		  b. Failing device (if the device is a FRU, then it must be reseated by a trained service technician only)
		4. Replace the following components one at a time, in the order shown, restarting the appliance each time:
		  a. Battery
		  b. Failing device (if the device is a FRU, then it must be replaced by a trained service technician only)
		  c. (Trained service technician only) System board

3058004	Three boot failures	1. Undo any recent system changes, such as new settings or newly installed devices. 2. Make sure that the appliance is attached to a reliable power source. 3. Remove all hardware that is not listed on the ServerProven Web site. 4. Make sure that the operating system is not corrupted. 5. Run the Setup utility, save the configuration, and then restart the appliance. 6. See "Problem determination tips" on page 131.
3108007	System configuration restored to default settings	Information only. This is message is usually associated with the CMOS battery clear event.

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Error code	Description	Action
3138002	Boot configuration error	1. Remove any recent configuration changes that you made in the Setup utility. 2. Run the Setup utility, select **Load Default Settings**, and save the settings.
3808000	IMM communication failure	1. Remove power from the appliance for 30 seconds, and then reconnect the appliance to power and restart it. 2. Update the IMM firmware. 3. Make sure that the IMM key is seated and not damaged. 4. (Trained service technician only) Replace the system board.
3808002	Error updating system configuration to IMM	1. Remove power from the appliance, and then reconnect the appliance to power and restart it. 2. Run the Setup utility and select **Save Settings**. 3. Update the IMM firmware.
3808003	Error retrieving system configuration from IMM	1. Remove power from the appliance, and then reconnect the appliance to power and restart it. 2. Run the Setup utility and select **Save Settings**. 3. Update the IMM firmware.

3808004	IMM system event log full	• When out-of-band, use the IMM Web interface or IPMItool to clear the logs from the operating system.
		• When using the local console:
		  1. Run the Setup utility.
		  2. Select **System Event Log**.
		  3. Select **Clear System Event Log**.
		  4. Restart the appliance.

3818001	Core Root of Trust Measurement (CRTM) update failed	1. Run the Setup utility, select **Load Default Settings**, and save the settings. 2. (Trained service technician only) Replace the system board.
3818002	Core Root of Trust Measurement (CRTM) update aborted	1. Run the Setup utility, select **Load Default Settings**, and save the settings. 2. (Trained service technician only) Replace the system board.
3818003	Core Root of Trust Measurement (CRTM) flash lock failed	1. Run the Setup utility, select **Load Default Settings**, and save the settings. 2. (Trained service technician only) Replace the system board.

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Error code	Description	Action
3818004	Core Root of Trust Measurement (CRTM) system error	1. Run the Setup utility, select **Load Default Settings**, and save the settings. 2. (Trained service technician only) Replace the system board.
3818005	Current Bank Core Root of Trust Measurement (CRTM) capsule signature invalid	1. Run the Setup utility, select **Load Default Settings**, and save the settings. 2. (Trained service technician only) Replace the system board.
3818006	Opposite bank CRTM capsule signature invalid	1. Switch the firmware bank to the backup bank. 2. Run the Setup utility, select **Load Default Settings**, and save the settings. 3. Switch the bank back to the current bank. 4. (Trained service technician only) Replace the system board.
3818007	CRTM update capsule signature invalid	1. Run the Setup utility, select **Load Default Settings**, and save the settings. 2. (Trained service technician only) Replace the system board.
3828004	AEM power capping disabled	1. Check the settings and the event logs. 2. Make sure that the Active Energy Manager feature is enabled in the Setup utility. Select **System Settings**, **Power**, **Active Energy**, and **Capping Enabled**. 3. Update the appliance firmware. 4. Update the IMM firmware.

Checkout procedure

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

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 appliance, 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 48 for information about diagnosing microprocessor problems.
- If the appliance is halted and a POST error code is displayed, see "Event logs" on page 28. If the appliance is halted and no error message is displayed, see "Troubleshooting tables" on page 41 and "Solving undetermined problems" on page 130.
- For information about power-supply problems, see "Solving power problems" on page 129.
- For intermittent problems, check the error log; see "Event logs" on page 28 and "Diagnostic programs, messages, and error codes" on page 66.

Performing the checkout procedure

To perform the checkout procedure, complete the following steps:

1. Is the appliance part of a cluster?
   - **No:** Go to step 2.
   - **Yes:** Shut down all failing appliances 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 63.
   b. Turn off the appliance and all external devices.
   c. Check all internal and external devices for compatibility at http://www.ibm.com/servers/eserver/serverproven/compat/us/.
   d. Make sure the appliance is cabled correctly.
   e. Check all cables and power cords.
   f. Set all display controls to the middle positions.
   g. Turn on all external devices.
   h. Turn on the appliance. If the appliance does not start, see "Troubleshooting tables" on page 41.
   i. Check the system-error LED on the operator information panel. If it is flashing, check the light path diagnostics LEDs (see "Light path diagnostics" on page 57).
   j. Check for the following results:
      - Successful completion of POST (see "POST" on page 28 for more information).
      - Successful completion of startup, which is indicated by a readable display of the operating-system desktop.

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 66 for information about testing the appliance.

If you have just added new software or a new optional device and the appliance 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 LEDs on the system board (see "System-board LEDs" on page 22).
2. Remove the software or device that you just added.
3. Run the diagnostic tests to determine whether the appliance is running correctly.
4. Reinstall the new software or new device.

CD or DVD drive problems

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**
- **Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.**

Symptom	Action
The CD or DVD drive is not recognized.	1. Make sure that: • The SATA channel to which the CD or DVD drive is attached (primary) is enabled in the Setup utility. • All cables and jumpers are installed correctly (see "Internal cable routing and connectors" on page 144). • The signal cable and connector are not damaged and the connector pins are not bent. • All damaged parts are repaired or replaced. • The correct device driver is installed for the CD or DVD drive. 2. Run the CD or DVD drive diagnostic programs and select the optical drive test. See "Running the diagnostic programs" on page 66. 3. Reseat the following components: a. CD or DVD drive b. SATA cable 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the appliance each time.
The CD or DVD drive is not working correctly.	1. Clean the CD or DVD. 2. Run the CD or DVD drive diagnostic programs. 3. Check the connector and signal cable for bent pins or damage. 4. Replace any damaged parts. 5. Reseat the CD or DVD drive. 6. Replace the CD or DVD drive.

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**	
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**	
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**	
• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.**	
Symptom	**Action**
The CD or DVD drive tray is not working.	1. Make sure that the appliance is turned on.
	2. Insert the end of a straightened paper clip into the manual tray-release opening.
	3. Reseat the CD or DVD drive.
	4. Replace the CD or DVD drive.

General problems

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**	
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**	
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**	
• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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 FRU, the part must be replaced by a trained service technician.

Hard disk drive problems

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**	
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**	
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**	
Symptom	**Action**
A hard disk drive has failed, and the associated amber hard disk drive status LED is lit.	Replace the failed hard disk drive (see "Removing a hot-swap hard disk drive or a solid state drive" on page 166 and "Installing a hot-swap hard disk drive or a solid state drive" on page 166).

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Symptom	Action

An installed hard disk drive is not recognized.	1. Observe the associated amber hard disk drive status LED. If the LED is lit, it indicates a drive fault.
	
	2. 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.
	
	3. Observe the associated green hard disk drive activity LED and the amber status LED:
	  • If the green activity LED is flashing and the amber status LED is not lit, the drive is recognized by the controller and is working correctly. Run the DSA hard disk drive test to determine whether the drive is detected.
	  • If the green activity LED is flashing and the amber 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 4).
	  • If the green activity LED is flashing and the amber status LED is lit, replace the drive. If the activity of the LEDs remains the same, go to step 4. If the activity of the LEDs changes, return to step 1.
	
	4. 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.
	
	5. Move the hard disk drives to different bays to determine if the drive or the backplane is not functioning.
	
	6. Reseat the backplane power cable and repeat steps 1 through 3.
	
	7. Reseat the backplane signal cable and repeat steps 1 through 3.
	
	8. Suspect the backplane signal cable or the backplane:
	  • If the appliance has eight hot-swap bays:
	    a. Replace the affected backplane signal cable.
	    b. Replace the affected backplane.
	  • If the appliance has 12 hot-swap bays:
	    a. Replace the backplane signal cable.
	    b. Replace the backplane.
	    c. Replace the SAS expander card.
	
	9. Run the DSA tests for the SAS controller and hard disk drives:
	  • If the controller passes the test but the drives are not recognized, replace the backplane signal cable and run the tests again.
	  • Replace the backplane.
	  • If the controller fails the test, disconnect the backplane signal cable from the controller and run the tests again.
	  • If the controller fails the test, replace the controller.
	
	10. See "Problem determination tips" on page 131.

Multiple hard disk drives fail.	Make sure that the hard disk drive, SAS RAID controller, and appliance device drivers and firmware are at the latest supported level.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.

Symptom	Action
Multiple hard disk drives are offline.	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 131.
A replacement hard disk drive does not rebuild.	1. Make sure that the hard disk drive is recognized by the controller (the green hard disk drive activity LED is flashing). 2. Review the SAS RAID controller documentation to determine the correct configuration parameters and settings.

A green hard disk drive activity LED does not accurately represent the actual state of the associated drive.	1. If the green hard disk drive activity LED does not flash when the drive is in use, run the DSA disk drive test.
	2. Use one of the following procedures:
	  • If the drive passes the test, replace the backplane.
	  • If the drive fails the test, replace the drive.

An amber hard disk drive status LED does not accurately represent the actual state of the associated drive.	1. If the amber hard disk drive LED and the RAID controller software do not indicate the same status for the drive, complete the following steps:
	  a. Turn off the appliance.
	  b. Reseat the SAS controller.
	  c. Reseat the hard disk drive.
	  d. Turn on the appliance and observe the activity of the hard disk drive LEDs.
	2. See "Problem determination tips" on page 131.

Solid state drive problems

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.

Symptom	Action

A solid state drive has failed and an incident email has been generated to the user.	Make sure that your appliance has been configured to use the call home function of the Schooner Operating Environment (SOE) (see the *Installation and Setup Guide* for your appliance on the *Documentation* CD for more information).
	1. Determine the physical location of the failed drive:
	  a. In Administrator mode, type `schmapssd` to produce a map of the solid state drive physical locations.
	  b. Type `/opt/schooner/bin/scmappssd` to produce a map comparing the physical location with the virtual drives.
	  c. Look at the map to find the virtual drive name that was listed in the incident email and determine the physical location of the failed solid state drive.
	2. Replace the failed drive (see "Removing a hot-swap hard disk drive or a solid state drive" on page 166 and "Installing a hot-swap hard disk drive or a solid state drive" on page 166.

Intermittent problems

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**
- **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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.	1. Make sure that: • All cables and cords are connected securely to the rear of the appliance and attached devices. • When the appliance is turned on, air is flowing from the fan grille. If there is no airflow, the fans are not working. This can cause the appliance to overheat and shut down. 2. Check the system event log or IMM event log (see "Event logs" on page 28). 3. Make sure that the appliance and IMM firmware has been updated to the most recent code levels. 4. Review the operating system logs. 5. Contact your operating-system vendor to set up any available tools that are capable of monitoring the appliance. 6. If an error occurs, run the DSA program and forward the results to IBM service and support for analysis. 7. See "Solving undetermined problems" on page 130.
The appliance resets (restarts) occasionally.	1. If the reset occurs during POST and the POST watchdog timer is enabled (click **Advanced Setup --> Integrated Management Module (IMM) Setting --> IMM Post Watchdog** in the Setup utility to see the POST watchdog setting), make sure that sufficient time is allowed in the watchdog timeout value (**IMM POST Watchdog Timeout**). See the *Installation and User's Guide* for information about the settings in the Setup utility. If the appliance continues to reset during POST, see "POST" on page 28 and "Diagnostic programs, messages, and error codes" on page 66. 2. If the reset occurs after the operating system starts, disable any automatic appliance restart (ASR) utilities, such as the IBM Automatic Server Restart IPMI Application for Windows, or any ASR devices that are 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 56. 3. If neither condition applies, check the system-event log (see "Event logs" on page 28).

USB keyboard, mouse, or pointing-device problems

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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.	1. If you have installed a USB keyboard, run the Setup utility and enable keyboardless operation to prevent the POST error message 301 from being displayed during startup.
	
	2. See http://www.ibm.com/servers/eserver/serverproven/compat/us/ for keyboard compatibility.
	
	3. Make sure that:
	  • The keyboard cable is securely connected.
	  • The appliance and the monitor are turned on.
	
	4. Move the keyboard cable to a different USB connector.
	
	5. Replace the following components one at a time, in the order shown, restarting the appliance each time:
	  a. Keyboard
	  b. (Only if the problem occurred with a front USB connector) Internal USB cable
	  c. (Trained service technician only) System board

The USB mouse or USB pointing device does not work.	1. Make sure that:
	  • The mouse is compatible with the appliance. See http://www.ibm.com/servers/eserver/serverproven/compat/us/.
	  • The mouse or pointing-device USB cable is securely connected to the appliance, and the device drivers are installed correctly.
	  • The appliance and the monitor are turned on.
	
	2. If a USB hub is in use, disconnect the USB device from the hub and connect it directly to the appliance.
	
	3. Move the mouse or pointing device cable to another USB connector.
	
	4. Replace the following components one at a time, in the order shown, restarting the appliance each time:
	  a. Mouse or pointing device
	  b. (Only if the problem occurred with a front USB connector) Internal USB cable
	  c. (Trained service technician only) System board

Memory problems

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**
- **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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.	1. Make sure that:
	  • No error LEDs are lit on the operator information panel.
	  • Memory mirroring does not account for the discrepancy.
	  • The memory modules are seated correctly.
	  • You have installed the correct type of memory (see "Installing a memory module" on page 169).
	  • If you changed the memory, you updated the memory configuration in the Setup utility.
	  • All banks of memory are enabled. The appliance might have automatically disabled a memory bank when it detected a problem, or a memory bank might have been manually disabled.
	2. Check the POST event log for error message 289:
	  • 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, run the Setup utility and enable the DIMM.
	3. Run memory diagnostics (see "Running the diagnostic programs" on page 66).
	4. Add one DIMM at a time. Install the DIMMs in the sequence that is described in "Installing a memory module" on page 169.
	5. Reseat the DIMMs.
	6. Replace the following components one at a time, in the order shown, restarting the appliance each time:
	  a. DIMMs
	  b. (Trained service technician only) System board

Multiple rows of DIMMs in a branch are identified as failing.	1. Reseat the DIMMs; then, restart the appliance. 2. Remove the lowest-numbered DIMM pair of those that are identified and replace it with an identical pair of known good DIMMs; then, restart the appliance. Repeat as necessary. If the failures continue after all identified pairs are replaced, go to step 4. 3. Return the removed DIMMs, one pair at a time, to their original connectors, restarting the appliance after each pair, until a pair fails. Replace each DIMM in the failed pair with an identical known good DIMM, restarting the appliance after each DIMM. Replace the failed DIMM. Repeat step 3 until you have tested all removed DIMMs. 4. (Trained service technician only) Replace the system board.

Microprocessor problems

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**	
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**	
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**	
• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.**	

Symptom	Action
The appliance goes directly to the POST Event Viewer when turned on.	1. Correct any errors that are indicated by the LEDs (see "Light path diagnostics LEDs" on page 60). 2. Make sure that the appliance supports all the microprocessors and that the microprocessors match in speed and cache size. To compare the microprocessor information, run the Setup utility and select **System Information**, then select **System Summary** , and then **Processor Details**. 3. (Trained service technician only) Reseat the microprocessors. 4. (Trained service technician only) Remove microprocessor 2 and restart the appliance. 5. (Trained service technician only) Replace the following components, in the order shown, restarting the appliance each time: • Microprocessors • System board

Monitor or 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.

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**	
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**	
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**	
• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.**	

Symptom	Action
Testing the monitor.	1. Make sure that the monitor cables are firmly connected. 2. Try using the other video port. 3. Try using a different monitor on the appliance, or try testing the monitor on a different appliance. 4. Run the diagnostic programs (see "Running the diagnostic programs" on page 66). If the monitor passes the diagnostic programs, the problem might be a video device driver. 5. (Trained service technician only) Replace the system board

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**
- **Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.**

Symptom	Action
The screen is blank.	1. If the appliance 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 appliance. 2. Make sure that: • The appliance is turned on. If there is no power to the appliance, see "Power problems" on page 51. • The monitor cables are connected correctly. • The monitor is turned on and the brightness and contrast controls are adjusted correctly. 3. Make sure that the correct appliance is controlling the monitor, if applicable. 4. Make sure that damaged appliance firmware is not affecting the video; see "Recovering the system firmware" on page 102 for information about recovering from appliance firmware failure. 5. Observe the checkpoint LEDs on the light path diagnostics panel; if the codes are changing, go to the next step. 6. Replace the following components one at a time, in the order shown, restarting the appliance each time: a. Monitor b. Video adapter (if one is installed) c. (Trained service technician only) System board 7. See "Solving undetermined problems" on page 130 for information about solving undetermined problems.
The monitor works when you turn on the appliance, but the screen goes blank when you start some application programs.	1. Make sure that: • 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 66). • If the appliance passes the video diagnostics, the video is good; see "Solving undetermined problems" on page 130 for information about solving undetermined problems. • If the appliance fails the video diagnostics, (trained service technician only) replace the system board.

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**
- **Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.**

Symptom	Action
The monitor has screen jitter, or the screen image is wavy, unreadable, rolling, or distorted.	1. If the monitor self-tests show that the monitor is working correctly, consider the location of the monitor. Magnetic fields around other devices (such as transformers, appliances, fluorescent lights, and other monitors) can cause screen jitter or wavy, unreadable, rolling, or distorted screen images. If this happens, turn off the monitor. **Attention:** Moving a color monitor while it is turned on might cause screen discoloration. Move the device and the monitor at least 305 mm (12 in.) apart, and turn on the monitor. **Notes:** 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 following components one at a time, in the order shown, restarting the appliance each time: 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.	1. If the wrong language is displayed, update the appliance firmware with the correct language. 2. Reseat the monitor cable. 3. Replace the following components one at a time, in the order shown, restarting the appliance each time: a. Monitor b. (Trained service technician only) System board

Power problems

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**
- **Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.**

Symptom	Action

The power-control button does not work, and the reset button does not work (the appliance does not start).
 Note: The power-control button will not function until approximately 3 minutes after the appliance has been connected to power.
	1. Make sure that:
	 • The power cords are correctly connected to the appliance and to a working electrical outlet.
	 • The type of memory that is installed is correct.
	 • The LEDs on the power supply do not indicate a problem (see "Power-supply LEDs" on page 63).
	 • The microprocessors are installed in the correct sequence.
	
	 2. Make sure that the power-control button and the reset button are working correctly:
	   a. Disconnect the appliance power cords.
	   b. Reseat the operator information panel assembly cable.
	   c. Reconnect the power cords.
	   d. Press the power-control button to restart the appliance. If the button does not work, replace the operator information panel assembly.
	   e. Press the reset button (on the light path diagnostics panel) to restart the appliance. If the button does not work, replace the operator information panel assembly.
	
	 3. Replace the following components one at a time, in the order shown, restarting the appliance each time:
	   a. Hot-swap power supplies
	   b. (Trained service technician only) System board
	
	 4. See "Solving power problems" on page 129.
	 5. See "Solving undetermined problems" on page 130.

The OVER SPEC LED on the light path diagnostics panel is lit, and the 12v channel A LED on the system board is lit.	1. Disconnect the appliance power cords. 2. Remove the following components: • CD or DVD drive (optical drive) • Fans • Hard disk drives • Hard disk drive backplanes 3. Restart the appliance. If the OVER SPEC and 12v channel LEDs are still lit, (trained service technician only) replace the system board. 4. Reinstall the components listed in step 2 one at a time, in the order shown, restarting the appliance each time. If the 12v channel A LED is lit, the component that you just reinstalled is defective. Replace the defective component. • Fans • Hard disk drive backplanes • Hard disk drives • CD or DVD drive (optical drive) 5. (Trained service technician only) Replace the system board.

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**	
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**	
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**	
• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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, and the 12v channel B LED on the system board is lit.	1. Disconnect the appliance power cords. 2. Remove the following components: • PCI riser-card assembly in PCI connector 1 on the system board • All DIMMs • (Trained service technician only) Microprocessor 2 3. Restart the appliance. If the OVER SPEC and 12v channel LEDs are still lit, (trained service technician only) replace the system board. 4. Reinstall the components listed in step 2 one at a time, in the order shown, restarting the appliance each time. If the 12v channel B LED is lit, the component that you just reinstalled is defective. Replace the defective component. • (Trained service technician only) Microprocessor 2 • All DIMMs • PCI riser-card assembly in PCI connector 1 5. (Trained service technician only) Replace the system board.
The OVER SPEC LED on the light path diagnostics panel is lit, and the 12v channel C LED on the system board is lit.	1. Disconnect the appliance power cords. 2. Remove the following components: • SAS riser-card assembly • DIMMs 1 through 8 • (Trained service technician only) Microprocessor 1 3. **(For Pass 8 level system board)** Move switch 6 on switch block 3 (SW3) to the On position to force power on; then, restart the appliance. If the OVER SPEC and 12v channel LEDs are still lit, (trained service technician only) replace the system board. 4. **(For Pass 9 level system board)** Move switch 2 on switch block 4 (SW4) to the On position to force power on; then, restart the appliance. If the OVER SPEC and 12v channel LEDs are still lit, (trained service technician only) replace the system board. 5. Reinstall the components listed in step 2 one at a time, in the order shown, restarting the appliance each time. If the 12v channel C LED is lit, the component that you just reinstalled is defective. Replace the defective component. • (Trained service technician only) Microprocessor 1 • DIMMs 1 through 8 • SAS riser-card assembly

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**
- **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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, and the 12v channel D LED on the system board is lit.	1. Disconnect the appliance power cords. 2. (Trained service technician only) Remove microprocessor 1. 3. **For the pass 8 level system board**, (Move switch 6 on switch block 3 (SW3) to the On position to force power on; then, restart the appliance. If the OVER SPEC and 12v channel LEDs are still lit, (trained service technician only) replace the system board. 4. **For the pass 9 level system board** Move switch 2 on switch block 4 (SW4) to the On position to force power on; then, restart the appliance. If the OVER SPEC and 12v channel LEDs are still lit, (trained service technician only) replace the system board. 5. (Trained service technician only) Move switch 2 on switch block 4 (SW4) to the Off position; then, reinstall microprocessor 1. 6. Restart the appliance. If the 12v channel D LED is lit, (trained service technician only) replace microprocessor 1.

The OVER SPEC LED on the light path diagnostics panel is lit, and the 12v channel E LED on the system board is lit.	1. Disconnect the appliance power cords.
	
	2. Remove the following components:
	  • Optional PCI video graphics adapter power cable, if one is installed (connector J154 on the system board)
	  • Optional PCI video graphics adapter, if one is installed
	  • PCI riser-card assembly in PCI connector 2 on the system board
	  • (Trained service technician only) Microprocessor 2
	
	3. Restart the appliance. If the OVER SPEC and 12v channel LEDs are still lit, (trained service technician only) replace the system board.
	
	4. Reinstall the components listed in step 2 one at a time, in the order shown, restarting the appliance each time. If the 12v channel E LED is lit, the component that you just reinstalled is defective. Replace the defective component.
	  a. (Trained service technician only) Microprocessor 2
	  b. PCI riser-card assembly in PCI connector 2 on the system board
	  c. Optional PCI video graphics adapter, if one was installed
	  d. Power cable from optional PCI video graphics adapter to connector J154 on the system board, if you removed one in step 2.

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**	
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**	
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**	
• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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, and the 240 V AUX failure LED on the system board is lit.	1. Disconnect the appliance power cords.
	2. Remove the following components:
	  • All PCI adapters and PCI riser-card assemblies
	  • SAS riser-card assembly
	  • Operator information panel assembly
	  • Optional two-port Ethernet adapter, if installed
	3. **(For the Pass 8 level system board)** Move switch 6 on switch block 3 (SW3) to the On position to force power on; then, restart the appliance. If the OVER SPEC and the 240 V ac AUX failure LEDs are still lit, (trained service technician only) replace the system board.
	4. **(For the Pass 9 level system board)** Move switch 2 on switch block 4 (SW4) to the On position to force power on; then, restart the appliance. If the OVER SPEC and the 240 V ac AUX failure LEDs are still lit, (trained service technician only) replace the system board.
	5. Reinstall the components listed in step 2, one at a time, in the order shown, restarting the appliance each time. If the 240 V ac AUX failure LED is lit, the component that you just reinstalled is defective. Replace the defective component.
	  • Operator information panel assembly
	  • SAS riser-card assembly
	  • Optional two-port Ethernet adapter, if installed
	  • All PCI adapters and PCI riser-card assemblies

The appliance does not turn off.	1. Turn off the appliance by pressing the power-control button for 5 seconds. 2. Restart the appliance. 3. If the appliance 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 appliance. 4. If the problem remains, suspect the system board.
The appliance unexpectedly shuts down, and the LEDs on the operator information panel are not lit.	See "Solving undetermined problems" on page 130.

Serial device problems

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**
- **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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.	1. Make sure that:
	  • 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, if one is present.
	
	3. Replace the serial port adapter, if one is present.

A serial device does not work.	1. Make sure that:
	  • The device is compatible with the appliance.
	  • The serial port is enabled and is assigned a unique address.
	  • The device is connected to the correct connector (see "Rear view" on page 11).
	
	2. Reseat the following components:
	  a. Failing serial device
	  b. Serial cable
	
	3. Replace the following components one at a time, in the order shown, restarting the appliance each time:
	  a. Failing serial device
	  b. Serial cable
	  c. (Trained service technician only) System board

Software problems

Symptom	Action
• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician. • Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.	
You suspect a software problem.	1. To determine whether the problem is caused by the software, make sure that: • The appliance 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 appliance might have a memory-address conflict. • The software is designed to operate on the appliance. • Other software works on the appliance. • The software works on another system. 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

Symptom	Action
• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician. • Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.	
A USB device does not work.	1. Make sure that: • 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 menu (see the *Installation and User's Guide* for more information). 3. If you are using a USB hub, disconnect the USB device from the hub and connect it directly to the appliance. 4. Move the device cable to a different USB connector.

Video problems

See "Monitor or video problems" on page 48.

Light path diagnostics

Light path diagnostics is a system of LEDs on various external and internal components of the appliance. When an error occurs, LEDs are lit throughout the appliance. 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 appliance is turned off, provided that the appliance is still connected to power and the power supply is operating correctly.

Before you work inside the appliance to view light path diagnostics LEDs, read the safety information that begins on page vii and "Handling static-sensitive devices" on page 143.

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

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

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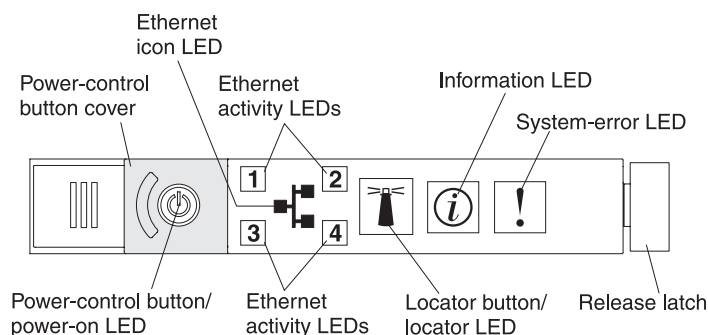
2. To view the light path diagnostics panel, slide the latch to the left on the front of the operator information panel and pull the panel forward. This reveals the light path diagnostics panel. Lit LEDs on this panel indicate the type of error that has occurred.
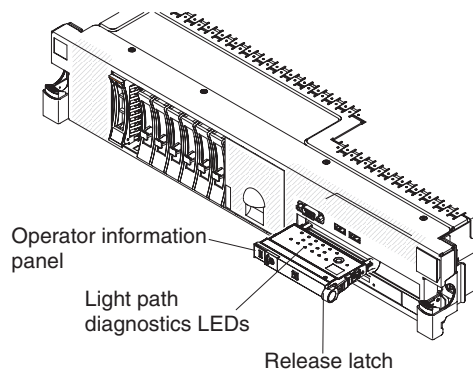
   The following illustration shows the light path diagnostics panel.

   A checkpoint code is either a byte or a word value produced by appliance firmware and sent to the I/O port indicating the point at which the system

stopped during the boot block and power-on self test (POST). It does not provide error codes or suggest replacement components. These codes can be used by IBM service and support for more in-depth troubleshooting.
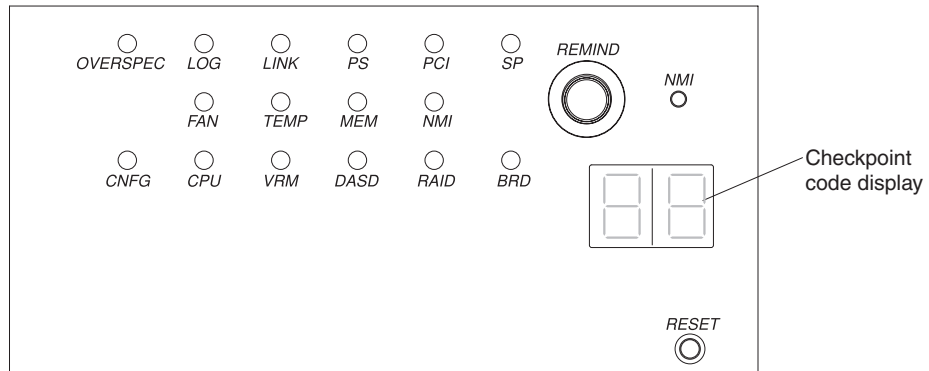
Note any LEDs that are lit, and then push the light path diagnostics panel back into the appliance.

Notes:

a. Do not run the appliance for an extended period of time while the light path diagnostics panel is pulled out of the appliance.

b. Light path diagnostics LEDs remain lit only while the appliance is connected to power.

Look at the system service label on the top of the appliance, which gives an overview of internal components that correspond to the LEDs on the light path diagnostics panel. This information and the information in "Light path diagnostics LEDs" on page 60 can often provide enough information to diagnose the error.

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

The following illustration shows the LEDs on the system board.
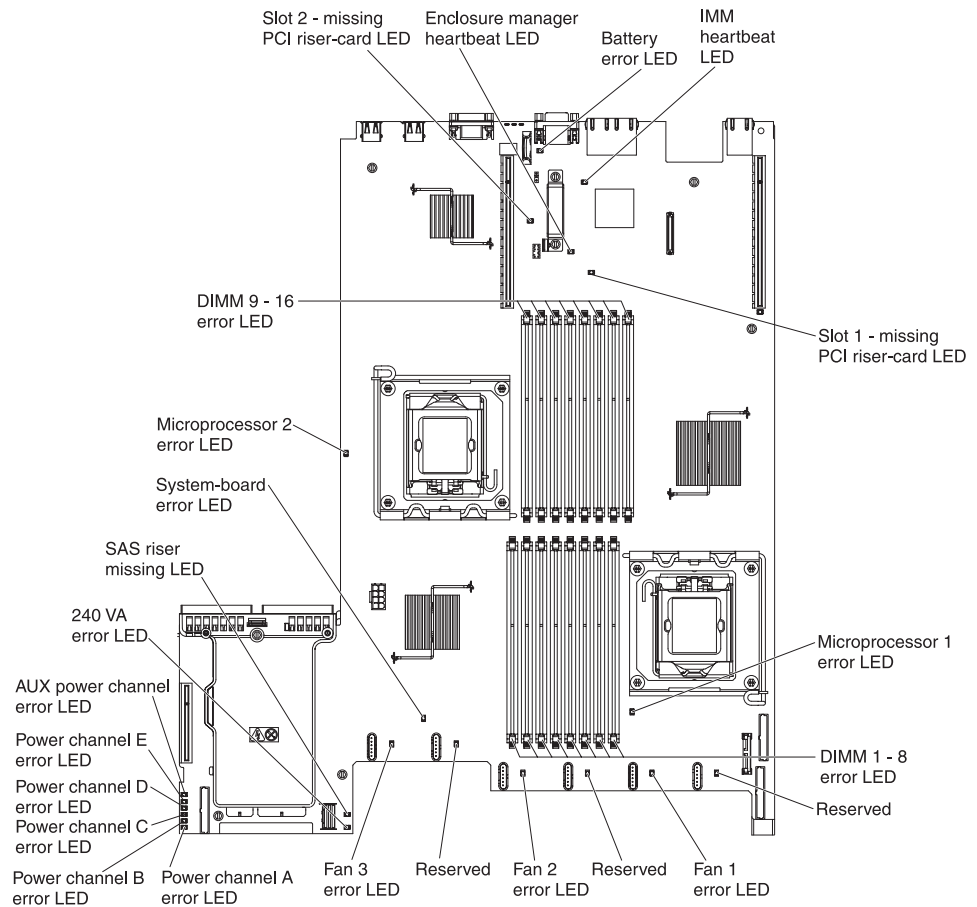
12v channel error LEDs indicate an overcurrent condition. Table 13 on page 129 identifies the components that are associated with each power channel, and the order in which to troubleshoot the components.

The following illustration shows the LEDs on the riser card.
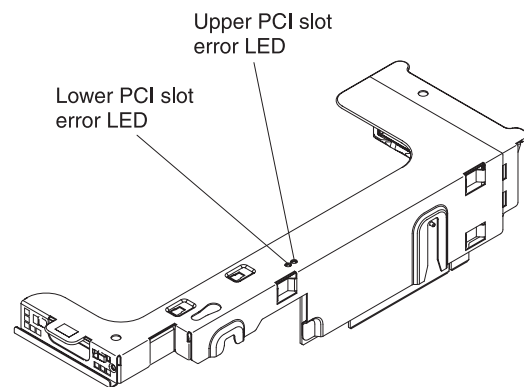
Remind button

You can use the remind button on the light path diagnostics panel to put the system-error LED on the operator information panel into Remind mode. When you press the remind button, you acknowledge the error but indicate that you will not take immediate action. The system-error LED flashes while it is in Remind mode and stays in Remind mode until one of the following conditions occurs:

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

Light path diagnostics LEDs

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

Note: Check the system-event log and the IMM event log for additional information before you replace a FRU.

LED	Problem	Action
None, but the system-error LED is lit.	An error has occurred and cannot be diagnosed, or the IMM has failed. The error is not represented by a light path diagnostics LED.	Use the Setup utility to check the system-event log for information about the error.
BRD	An error has occurred on the system board.	1. Check the LEDs on the system board to identify the component that is causing the error. The BRD LED can be lit for the following conditions: • Battery • Missing PCI riser-card assembly • Failed voltage regulator 2. Check the system-event log for information about the error. 3. Replace any failed or missing replaceable components, such as the battery (see "Removing the battery" on page 177 for more information) or PCI riser-card assembly (see "Removing a PCI riser-card assembly" on page 156 for more information). 4. If a voltage regulator has failed, replace the system board.
CNFG	A hardware configuration error has occurred. (This LED is used with the MEM and CPU LEDs.)	

LED	Problem	Action

CPU	When only the CPU LED is lit, a microprocessor has failed.
	
	When the CPU and CNFG LEDs are lit, an invalid microprocessor configuration has occurred.
		1. Determine whether the CNFG LED is also lit. If the CNFG LED is not lit, a microprocessor has failed.
		
		  a. Make sure that the failing microprocessor, which is indicated by a lit LED on the system board, is installed correctly. See "Installing a microprocessor and heat sink" on page 186 for information about installing a microprocessor.
		
		  b. If the failure remains, go to http://www.ibm.com/ systems/support/supportsite.wss/ docdisplay?brandind=5000008&lndocid=SERV-CALL for additional troubleshooting information.
		
		2. If the CNFG LED is lit, then an invalid microprocessor configuration has occurred.
		
		  a. Make sure that the microprocessors are compatible with each other. They must match in speed and cache size. To compare the microprocessor information, run the Setup utility and select **System Information**, then select **System Summary**, and then select **Processor Details**.
		
		  b. (Trained service technician only) Replace an incompatible microprocessor.
		
		  c. If the failure remains, go to http://www.ibm.com/ systems/support/supportsite.wss/ docdisplay?brandind=5000008&lndocid=SERV-CALL for additional troubleshooting information.

DASD	A hard disk drive error has occurred. A hard disk drive has failed or is missing.	1. Check the LEDs on the hard disk drives for the drive with a lit status LED and reseat the hard disk drive.
		
		2. Reseat the hard disk drive backplane.
		
		3. For more information, see "Hard disk drive problems" on page 42.
		
		4. If the error remains, replace the following components in the order listed, restarting the appliance after each:
		
		  a. Replace the hard disk drive (see "Removing a hot-swap hard disk drive or a solid state drive" on page 166 for more information).
		
		  b. Replace the hard disk drive backplane (see "Removing the SAS hard disk drive backplane" on page 183 for more information).
		
		5. If the problem remains, go to http://www.ibm.com/support/ docview.wss?uid=psg1SERVCALL.

FAN	A fan has failed, is operating too slowly, or has been removed. The TEMP LED might also be lit.	1. Reseat the failing fan, which is indicated by a lit LED near the fan connector on the system board.. 2. Replace the failing fan, which is indicated by a lit LED near the fan connector on the system board (see "Removing a hot-swap fan" on page 171 for more information). **Note:** If an LED that is next to an *unused* fan connector on the system board is lit, a PCI riser-card assembly might be missing; replace the PCI riser-card assembly. Both PCI riser-card assemblies must always be present.
LINK	Reserved.	

LED	Problem	Action
LOG	An error message has been written to the system-event log	Check the IMM system event log and the system-error log for information about the error. Replace any components that are identified in the error logs. (See "Event logs" on page 28 for more information.)
MEM	When only the MEM LED is lit, a memory error has occurred. When the MEM and CNFG LEDs are lit, the memory configuration is invalid.	1. Determine whether the CNFG LED is also lit. If it is, run the memory test exerciser to isolate the problem (see "Running the diagnostic programs" on page 66 for more information). a. If the test reports that a memory error has occurred, replace the failing DIMM, which is indicated by the lit LED on the system board. b. If the test reports the memory configuration is invalid, repopulate the DIMMs to a supported configuration. (See the *Installation and User's Guide* for more information about memory configuration.) 2. If the CNFG LED is not lit, one of the following conditions should be present: • The appliance did not boot and a failing DIMM LED is lit. a. Check for a PFA log event in the System Event Log (SEL) b. Reseat the DIMM. c. If the problem remains, move the DIMM to a different slot. 1) If the DIMM LED lights up on the system board that corresponds to this new DIMM socket, replace the DIMM. 2) If the DIMM LED lights up on the system board that corresponds to the original DIMM socket, replace the system board (trained service technician only). • The appliance booted and the failing DIMM is disabled and the LED is lit. a. If the LEDs are lit by two DIMMs, check the System Event Log for PFA on one of the DIMMs, then replace that DIMM. Otherwise, replace both DIMMs. b. If the LED is lit by only one DIMM, replace that DIMM. c. Re-enable the DIMM sockets in the appliance firmware settings.
NMI	A nonmaskable interrupt has occurred, or the NMI button has been pressed.	Check the system-event log for information about the error.
OVER SPEC	The appliance was shut down because of a power-supply overload condition on one of the power channels. The power supplies are using more power than their maximum rating.	1. If any of the power channel error LEDs (A, B, C, D, E, or AUX) on the system board are lit also, see the section about power-channel error LEDs in "Power problems" on page 51. (See "Internal connectors, LEDs, and jumpers" on page 14 for the location of the power channel error LEDs.) 2. Check the power-supply LEDs for an error indication (AC LED and DC LED are not both lit, or the information LED is lit). Replace a failing power supply. 3. Remove optional devices from the appliance.

LED	Problem	Action
PCI	An error has occurred on a PCI bus or on the system board. An additional LED is lit next to a failing PCI slot.	1. Check the LEDs on the PCI slots to identify the component that is causing the error. 2. Check the system-event log for information about the error. 3. If you cannot isolate the failing adapter through the LEDs and the information in the system-event log, remove one adapter at a time from the failing PCI bus, and restart the appliance after each adapter is removed. 4. If the failure remains, go to http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008 &Indocid=SERV-CALL for additional troubleshooting information.
PS	A power supply has failed.	1. Check the power-supply LEDs for an error indication (AC LED and DC LED are not both lit). (See Table 10 on page 65 for more information.) 2. Make sure that the failing power supply is correctly seated. 3. Replace the failed power supply.
RAID	Reserved	
SP	The service processor (the IMM) has failed.	1. Remove power from the appliance; then, reconnect the appliance to power and restart the appliance. 2. Update the firmware on the IMM. 3. If the failure remains, go to http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008 &Indocid=SERV-CALL for additional troubleshooting information.
TEMP	The system temperature has exceeded a threshold level. A failing fan can cause the TEMP LED to be lit.	1. Check the error log to identify where the over-temperature condition was measured. If a fan has failed, replace it. 2. Make sure that the room temperature is not too high. See "Features and specifications" on page 6 for temperature information. 3. Make sure that the air vents are not blocked. 4. If the failure remains, go to http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008 &Indocid=SERV-CALL for additional troubleshooting information.
VRM	Reserved.	

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 appliance to start:
- One microprocessor (slot 1)
- One 1 GB DIMM per microprocessor on the system board (slot 3 if only one microprocessor is installed)
- One power supply
- Power cord

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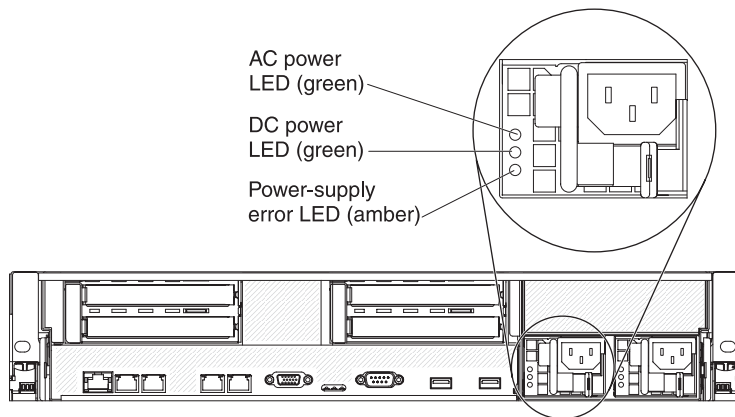
The following table describes the problems that are indicated by various combinations of the power-supply LEDs and the power-on LED on the operator information panel and suggested actions to correct the detected problems.

Table 10. Power-supply LEDs

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.
• Go to the IBM support Web site at http://www.ibm.com/systems/support/ to check for technical information, hints, tips, and new device drivers or to submit a request for information.

Power-supply LEDs					
AC	**DC**	**Error**	**Description**	**Action**	**Notes**
Off	Off	Off	No ac power to the appliance or a problem with the ac power source	1. Check the ac power to the appliance. 2. Make sure that the power cord is connected to a functioning power source. 3. Turn the appliance off and then turn the appliance back on. 4. If the problem remains, replace the power supply.	This is a normal condition when no ac power is present.
Off	Off	On	No ac power to the appliance or a problem with the ac power source and the power supply had detected an internal problem	1. Replace the power supply. 2. Make sure that the power cord is connected to a functioning power source.	This happens only when a second power supply is providing power to the appliance.
Off	On	Off	Faulty power supply	Replace the power supply.	
Off	On	On	Faulty power supply	Replace the power supply.	
On	Off	Off	Power supply not fully seated, faulty system board, or faulty power supply	1. Reseat the power supply. 2. (Trained service technician only) If the 240V failure LED on the system board is lit, have the system board replaced. 3. If the 240V failure LED on the system board is not lit, replace the power supply.	Typically indicates that a power supply is not fully seated.
On	Off or Flashing	On	Faulty power supply	Replace the power supply.	
On	On	Off	Normal operation		
On	On	On	Power supply is faulty but still operational	Replace the power supply.	

Diagnostic programs, messages, and error codes

The diagnostic programs are the primary method of testing the major components of the appliance. 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 appliance has the latest version of the diagnostic programs. To download the latest version, complete the following steps.

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

1. Go to http://www.ibm.com/systems/support/.
2. Under **Product support**, click **System x**.
3. Under **Popular links**, click **Software and device drivers**.
4. Click **Schooner Appliances** to display the matrix of downloadable files for the appliance.

Utilities are available to reset and update the 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/jct01004c/systems/support/supportsite.wss/docdisplay?Indocid=MIGR-5072294&brandind=5000008.

Running the diagnostic programs

To run the diagnostic programs, complete the following steps:

1. If the appliance is running, turn off the appliance and all attached devices.
2. Turn on all attached devices; then, turn on the appliance.
3. When the prompt `Press F2 for Dynamic System Analysis (DSA)` 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.

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 appliance to access the stand-alone memory diagnostic environment again.

5. Select **gui** to display the graphical user interface, or select **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 appliance operations, a software error might be the cause. If you suspect a software problem, see the information that comes with your software.

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

Exception: If 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 48 for information about diagnosing microprocessor problems.

If the appliance stops during testing and you cannot continue, restart the appliance and try running the diagnostic programs again. If the problem remains, replace the component that was being tested when the appliance 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 appliance 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 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 11. DSA Preboot messages

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.
• Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197.
					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. Replace the following components one at a time, in the order shown, and run this test again to determine whether the problem has been solved:
					  a. (Trained service technician only) Microprocessor board
					  b. (Trained service technician only) Microprocessor
					9. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.
• Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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

089-802-xxx	CPU	CPU Stress Test	Aborted	System resource availability error.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197.
					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 software stack" on page 197.
					9. Run the test again.
					10. Replace the following components one at a time, in the order shown, and run this test again to determine whether the problem has been solved:
					   a. (Trained service technician only) Microprocessor board
					   b. (Trained service technician only) Microprocessor
					11. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197.
					
					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. Replace the following components one at a time, in the order shown, and run this test again to determine whether the problem has been solved:
					  a. (Trained service technician only) Microprocessor board
					  b. (Trained service technician only) Microprocessor
					
					9. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-801-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: the IMM returned an incorrect response length.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-802-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: the test cannot be completed for an unknown reason.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-803-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: the node is busy; try later.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-804-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: invalid command.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-805-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: invalid command for the given LUN.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
166-806-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: timeout while processing the command.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.
• Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-807-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: out of space.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-808-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: reservation canceled or invalid reservation ID.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

| • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. |
| • See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). |
| • If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician. |
| • Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-809-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: request data was truncated.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-810-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: request data length is invalid.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-811-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: request data field length limit is exceeded.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-812-xxx	IMM	IMM I2C Test	Aborted	IMM I2C Test stopped a parameter is out of range.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-813-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: cannot return the number of requested data bytes.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
166-814-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: requested sensor, data, or record is not present.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-815-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: invalid data field in the request.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-816-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: the command is illegal for the specified sensor or record type.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician. • Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-817-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: a command response could not be provided.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-818-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: cannot execute a duplicated request.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-819-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: a command response could not be provided; the SDR repository is in update mode.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-820-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: a command response could not be provided; the device is in firmware update mode.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.
• Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-821-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: a command response could not be provided; IMM initialization is in progress.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-822-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: the destination is unavailable.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-823-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: cannot execute the command; insufficient privilege level.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
166-824-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test stopped: cannot execute the command.	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.
• Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
166-901-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the H8 bus (Bus 0)	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. Remove power from the system. 8. (Trained service technician only) Replace the system board. 9. Reconnect the system to power and turn on the system. 10. Run the test again. 11. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**	

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**

• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**

• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**

• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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 light path bus (Bus 1).	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. Turn off the system and disconnect it from the power source. 8. Reseat the light path diagnostics panel. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. Turn off the system and disconnect it from the power source. 12. (Trained service technician only) Replace the system board. 13. Reconnect the system to the power source and turn on the system. 14. Run the test again. 15. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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 in the DIMM bus (Bus 2).	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. Disconnect the system from the power source. 8. Replace the DIMMs one at a time, and run the test again after replacing each DIMM. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. Turn off the system and disconnect it from the power source. 12. Reseat all of the DIMMs. 13. Reconnect the system to the power source and turn on the system. 14. Run the test again. 15. Turn off the system and disconnect it from the power source. 16. (Trained service technician only) Replace the system board. 17. Reconnect the system to the power source and turn on the system. 18. Run the test again. 19. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

| • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. |
| • See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). |
| • If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician. |
| • Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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 power supply bus (Bus 3).	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. Reseat the power supply. 8. Run the test again. 9. Turn off the system and disconnect it from the power source. 10. Trained service technician only) Replace the system board. 11. Reconnect the system to the power source and turn on the system. 12. Run the test again. 13. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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 HDD bus (Bus 4).	**Note:** Ignore the error if the hard disk drive backplane is not installed. 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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. Turn off the system and disconnect it from the power source. 8. Reseat the hard disk drive backplane. 9. Reconnect the system to the power source and turn on the system. 10. Run the test again. 11. Turn off the system and disconnect it from the power source. 12. Trained service technician only) Replace the system board. 13. Reconnect the system to the power source and turn on the system. 14. Run the test again. 15. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.
• Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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 memory configuration bus (Bus 5).	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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. Turn off the system and disconnect it from the power source. 8. Trained service technician only) Replace 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
201-801-xxx	Memory	Memory Test	Aborted	Test canceled: the system firmware programmed the memory controller with an invalid CBAR address	1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 4. Run the test again. 5. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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.	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 system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 5. Run the test again. 6. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
201-803-xxx	Memory	Memory Test	Aborted	Test canceled: could not enable the processor cache.	1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 4. Run the test again. 5. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
201-804-xxx	Memory	Memory Test	Aborted	Test canceled: the memory controller buffer request failed.	1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 4. Run the test again. 5. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
201-805-xxx	Memory	Memory Test	Aborted	Test canceled: the memory controller display/alter write operation was not completed.	1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 4. Run the test again. 5. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
201-806-xxx	Memory	Memory Test	Aborted	Test canceled: the memory controller fast scrub operation was not completed.	1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 4. Run the test again. 5. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
201-807-xxx	Memory	Memory Test	Aborted	Test canceled: the memory controller buffer free request failed.	1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 4. Run the test again. 5. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
201-808-xxx	Memory	Memory Test	Aborted	Test canceled: memory controller display/alter buffer execute error.	1. Turn off and restart the system. 2. Run the test again. 3. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 4. Run the test again. 5. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
201-809-xxx	Memory	Memory Test	Aborted	Test canceled program error: operation running fast scrub.	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 system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see"Updating the software stack" on page 197. 5. Run the test again. 6. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**	
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**	
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**	
• **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
201-810-xxx	Memory	Memory Test	Aborted	Test stopped: unknown error code xxx received in COMMONEXIT procedure.	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 system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 5. Run the test again. 6. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
201-901-xxx	Memory	Memory Test	Failed	Test failure: single-bit error, failing DIMM z.	1. Turn off the system and disconnect it from the power source. 2. Reseat DIMM z. 3. Reconnect the system to power and turn on the system. 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 system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. Replace the failing DIMMs. 8. Re-enable all memory in the Setup utility (see "Using the Setup utility" on page 198). 9. Run the test again. 10. Replace the failing DIMM. 11. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
201-902-xxx	Memory	Memory Test	Failed	Test failure: single-bit and multi-bit error, failing DIMM z	1. Turn off the system and disconnect it from the power source. 2. Reseat DIMM z. 3. Reconnect the system to power and turn on the system. 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 system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 6. Run the test again. 7. Replace the failing DIMMs. 8. Re-enable all memory in the Setup utility see "Using the Setup utility" on page 198). 9. Run the test again. 10. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
202-801-xxx	Memory	Memory Stress Test	Aborted	Internal program error.	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. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 4. Run the test again. 5. Turn off and restart the system if necessary to recover from a hung state. 6. Run the memory diagnostics to identify the specific failing DIMM. 7. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
- **Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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.	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 198). 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
202-901-xxx	Memory	Memory Stress Test	Failed	Test failure.	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. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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	• Verify Media Installed • Read/ Write Test • Self-Test Messages and actions apply to all three tests.	Aborted	Unable to communicate with the device driver.	1. 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. 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. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 8. Run the test again. 9. Replace the CD/DVD drive. 10. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &Indocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
• See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
• If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.
• Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
215-802-xxx	Optical Drive	• Verify Media Installed • Read/ Write Test • Self-Test Messages and actions apply to all three tests.	Aborted	The media tray is open.	1. Close the media tray and wait 15 seconds. 2. Run the test again. 3. Insert a new CD/DVD into the drive and wait for 15 seconds for the media to be recognized. 4. Run the test again. 5. Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged. 6. Run the test again. 7. 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. 8. Run the test again. 9. For additional troubleshooting information, go to http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559. 10. Run the test again. 11. Replace the CD/DVD drive. 12. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
215-803-xxx	Optical Drive	• Verify Media Installed • Read/ Write Test • Self-Test Messages and actions apply to all three tests.	Failed	The disc might be in use by the system.	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 CD/DVD drive. 6. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

| • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. |
| • See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). |
| • If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician. |
| • Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
215-901-xxx	Optical Drive	• Verify Media Installed • Read/ Write Test • Self-Test Messages and actions apply to all three tests.	Aborted	Drive media is not detected.	1. Insert a CD/DVD into the 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 CD/DVD drive. 8. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.
215-902-xxx	Optical Drive	• Verify Media Installed • Read/ Write Test • Self-Test Messages and actions apply to all three tests.	Failed	Read miscompare.	1. Insert a CD/DVD into the 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 CD/DVD drive. 8. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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	• Verify Media Installed • Read/ Write Test • Self-Test Messages and actions apply to all three tests.	Aborted	Could not access the drive.	1. Insert a CD/DVD into the 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 CD/DVD drive. 10. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
215-904-xxx	Optical Drive	• Verify Media Installed • Read/ Write Test • Self-Test Messages and actions apply to all three tests.	Failed	A read error occurred.	1. Insert a CD/DVD into the 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 CD/DVD drive. 8. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
217-901-xxx	SAS/SATA Hard Drive	Disk Drive Test	Failed		1. Reseat all hard disk drive backplane connections at both ends. 2. Reseat the all drives. 3. Run the test again. 4. Make sure that the firmware is at the latest level. 5. Run the test again. 6. If the failure remains, go to the IBM Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
405-901-xxx	Broadcom Ethernet Device	Test Control Registers	Failed		1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
405-901-xxx	Broadcom Ethernet Device	Test MII Registers	Failed		1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
•	See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
•	If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.
•	Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
405-902-xxx	Broadcom Ethernet Device	Test EEPROM	Failed		1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &Indocid=SERV-CALL.
405-903-xxx	Broadcom Ethernet Device	Test Internal Memory	Failed		1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 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 198) 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &Indocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
405-904-xxx	Broadcom Ethernet Device	Test Interrupt	Failed		1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 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 198) 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
405-906-xxx	Broadcom Ethernet Device	Test Loop back at Physical Layer	Failed		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 diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Table 11. DSA Preboot messages (continued)

•	**Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
•	**See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
•	**If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.**
•	**Go to the IBM support Web site at http://www.ibm.com/systems/support/ 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
405-907-xxx	Broadcom Ethernet Device	Test Loop back at MAC-Layer	Failed		1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.
405-908-xxx	Broadcom Ethernet Device	Test LEDs	Failed		1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the diagnostic event log in the Firmware/VPD section for this component. For more information, see "Updating the software stack" on page 197. 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 Web site for more troubleshooting information at http://www.ibm.com/systems/support/ supportsite.wss/docdisplay?brandind=5000008 &lndocid=SERV-CALL.

Recovering the system firmware

If the system firmware has become corrupted, such as from a power failure during an update, you can recover the system firmware in one of two ways:

- **In-band method:** Recover system firmware, using the boot block jumper (Automated Boot Recovery) .
- **Out-of-band method:** Use the IMM Web Interface to update the firmware, using the latest system firmware update package.

For information about replacing and updating system firmware, see the *Appliance Application and Administration Guide* for your appliance on the *Documentation* CD.

The flash memory of the system 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 system firmware and restore the system operation to the primary bank, complete the following steps:

1. Turn off the appliance, and disconnect all power cords and external cables.
2. Remove the appliance cover. See "Removing the cover" on page 149 for more information.
3. Locate the UEFI boot recovery jumper block (J29) on the system board.
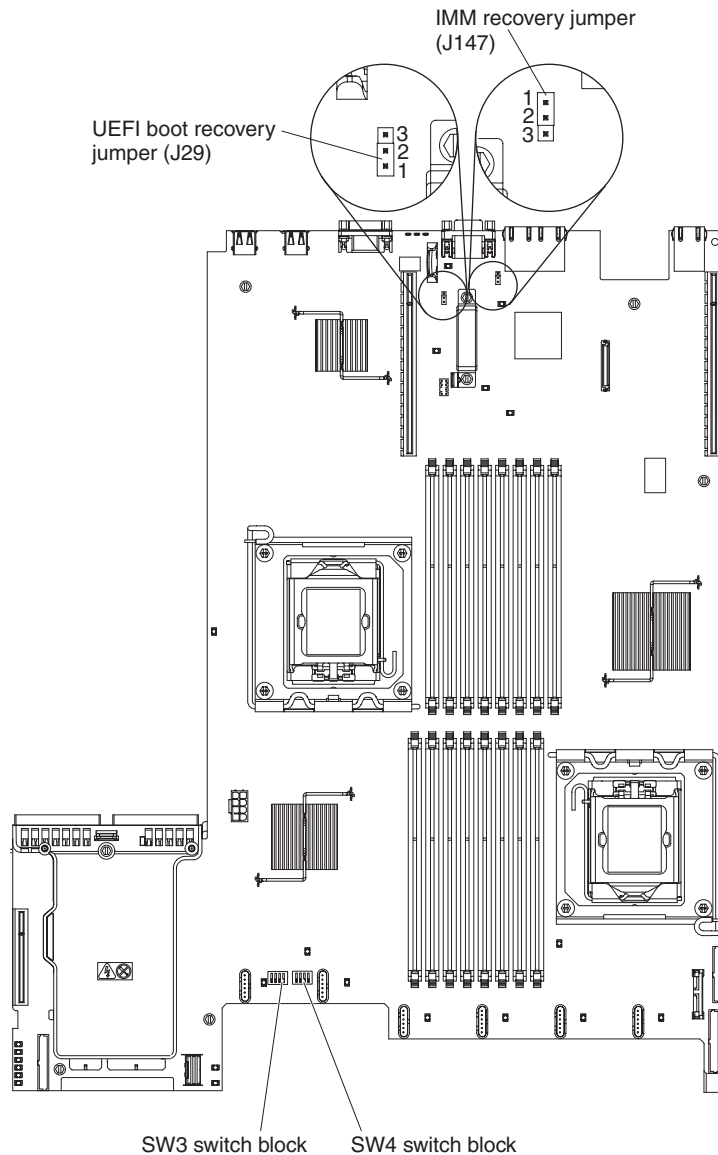
4. Move the jumper from pins 1 and 2 to pins 2 and 3 to enable the system firmware recovery mode.
5. Reinstall the appliance cover; then, reconnect all power cords.
6. Restart the appliance. The power-on self-test (POST) starts.
7. Boot the appliance.
8. Perform the firmware update by following the instructions that are in the *Appliance Application and Administration Guide* for your appliance, on the *Documentation* CD.

9. Turn off the appliance and disconnect all power cords and external cables, and then remove the appliance cover.
10. Move the UEFI boot recovery jumper back to the primary position (pins 1 and 2).
11. Reinstall the appliance cover, and then reconnect all the power cables.
12. Restart the appliance.

In-band automated boot recovery method

Note: Use this method if the BRD 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 appliance 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 appliance.
4. At the firmware splash screen, press F3 when prompted to restore to the primary bank. The appliance boots from the primary bank.

Out-of-band method: See the IMM documentation.

Automatic boot failure recovery (ABR)

If the appliance is booting up and the IMM detect problems with the system firmware in the primary bank, it will automatically switch to the backup firmware bank and give you the opportunity to recover the primary bank. To recover to the system firmware primary bank, complete the following steps.

1. Restart the appliance.
2. When the prompt `Press F3 to restore to primary` is displayed. Press F3 to recover the primary bank. Pressing F3 will restart the appliance.

Three boot failure

Configuration changes, such as added devices or adapter firmware updates can cause the appliance to fail POST (power-on self-test). If this occurs on three consecutive boot attempts, the appliance will temporarily use the default configuration values and automatically go to F1 Setup. To solve the problem, complete the following steps:

1. Undo any configuration changes that you made recently and restart the appliance.
2. Remove any devices that you added recently and restart the appliance.
3. If the problem remains, go to Setup and select **Load Default Settings**, and then click **Save** to restore the appliance factory settings.

System event messages log

The system event messages log contains messages of three types:

Information
Information messages do not require action; they record significant system-level events, such as when the appliance 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 IMM).

Integrated management module error messages

The following table describes the IMM error messages and suggested actions to correct the detected problems. For more information about IMM, see the *Integrated Management Module User's Guide* on the IBM support web page.

Table 12. Integrated management module error messages

- **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**
- **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**
- **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**

Message	Severity	Description	Action
Numeric sensor Ambient Temp going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	Reduce the ambient temperature.
Numeric sensor Ambient Temp going high (upper non-recoverable) has asserted.	Error	An upper nonrecoverable sensor going high has asserted.	Reduce the ambient temperature.
Numeric sensor Planar 3.3V going low (lower critical) has asserted.	Error	A lower critical sensor going low has asserted.	(Trained service technician only) Replace the system board.
Numeric sensor Planar 3.3V going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	(Trained service technician only) Replace the system board.
Numeric sensor Planar 5V going low (lower critical) has asserted.	Error	A lower critical sensor going low has asserted.	(Trained service technician only) Replace the system board.
Numeric sensor Planar 5V going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	(Trained service technician only) Replace the system board.
Numeric sensor Planar 12V going low (lower critical) has asserted.	Error	A lower critical sensor going low has asserted.	Check the OVER SPEC LED and power-channel (A, B, C, D, E, and AUX) error LEDs on the system board. See the information about the OVER SPEC LED in "Light path diagnostics LEDs" on page 60.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**			
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**			
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Numeric sensor Planar 12V going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	Check the OVER SPEC LED and power-channel (A, B, C, D, E, and AUX) error LEDs on the system board. See the information about the OVER SPEC LED in "Light path diagnostics LEDs" on page 60.
Numeric sensor Planar VBAT going low (lower critical) has asserted.	Error	A lower critical sensor going low has asserted.	Replace the 3 V battery.
Numeric sensor Fan *n*A Tach going low (lower critical) has asserted. (*n* = fan number)	Error	A lower critical sensor going low has asserted.	1. Reseat the failing fan *n*, which is indicated by a lit LED near the fan connector on the system board. 2. Replace the failing fan. (*n* = fan number)
Numeric sensor Fan *n*B Tach going low (lower critical) has asserted. (*n* = fan number)	Error	A lower critical sensor going low has asserted.	1. Reseat the failing fan *n*, which is indicated by a lit LED near the fan connector on the system board. 2. Replace the failing fan. (*n* = fan number)
The connector System board has encountered a configuration error.	Error	An interconnect configuration error has occurred.	Reseat the front video cable on the system board.
The Processor CPU *n*Status has Failed with IERR. (*n* = microprocessor number)	Error	A processor failed - IERR condition has occurred.	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. 2. Run the DSA program for the hard disk drives and other I/O devices. 3. (Trained service technician only) Replace microprocessor *n*. (*n* = microprocessor number)

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
An Over-Temperature Condition has been detected on the Processor CPU *n*Status. (*n* = microprocessor number)	Error	An overtemperature condition has occurred for microprocessor *n*. (*n* = microprocessor number)	1. Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the appliance cover is installed and completely closed. 2. Make sure that the heat sink for microprocessor *n*is installed correctly. 3. (Trained service technician only) Replace microprocessor *n*. (*n* = microprocessor number)
The Processor CPU *n*Status has Failed with FRB1/BIST condition. (*n* = microprocessor number)	Error	A processor failed - FRB1/BIST condition has occurred.	1. Check for a UEFI firmware update. 2. Make sure that the installed microprocessors are compatible with each other (see"Installing a microprocessor and heat sink" on page 186 for information about microprocessor requirements). 3. (Trained service technician only) Reseat microprocessor *n*. 4. (Trained service technician only) Replace microprocessor *n*. (*n* = microprocessor number)
The Processor CPU *n*Status has a Configuration Mismatch. (*n* = microprocessor number)	Error	A processor configuration mismatch has occurred.	1. Make sure that the installed microprocessors are compatible with each other (see "Installing a microprocessor and heat sink" on page 186 for information about microprocessor requirements). 2. (Trained service technician only) Replace the incompatible microprocessor.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
An SM BIOS Uncorrectable CPU complex error for Processor CPU *n*Status has asserted. (*n* = microprocessor number)	Error	An SMBIOS uncorrectable CPU complex error has asserted.	1. Check for a UEFI firmware update. 2. Make sure that the installed microprocessors are compatible with each other (see "Installing a microprocessor and heat sink" on page 186 for information about microprocessor requirements). 3. (Trained service technician only) Reseat microprocessor *n*. 4. (Trained service technician only) Replace microprocessor *n*. (*n* = microprocessor number)
Sensor CPU *n*OverTemp has transitioned to critical from a less severe state. (*n* = microprocessor number)	Error	A sensor has changed to Critical state from a less severe state.	1. Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the appliance cover is installed and completely closed. 2. Make sure that the heat sink for microprocessor *n* is installed correctly. 3. (Trained service technician only) Replace microprocessor *n*. (*n* = microprocessor number)

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Sensor CPU *n*OverTemp has transitioned to non-recoverable from a less severe state. (*n* = microprocessor number)	Error	A sensor has changed to Nonrecoverable state from a less severe state.	1. Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the appliance cover is installed and completely closed. 2. Make sure that the heat sink for microprocessor *n* is installed correctly. 3. (Trained service technician only) Replace microprocessor *n*. (*n* = microprocessor number)
Sensor CPU *n*OverTemp has transitioned to critical from a non-recoverable state. (*n* = microprocessor number)	Error	A sensor has changed to Critical state from Nonrecoverable state.	1. Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the appliance cover is installed and completely closed. 2. Make sure that the heat sink for microprocessor *n*is installed correctly. 3. (Trained service technician only) Replace microprocessor *n*. (*n* = microprocessor number)
Sensor CPU *n*OverTemp has transitioned to non-recoverable. (*n* = microprocessor number)	Error	A sensor has changed to Nonrecoverable state.	1. Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the appliance cover is installed and completely closed. 2. Make sure that the heat sink for microprocessor *n*is installed correctly. 3. (Trained service technician only) Replace microprocessor *n*. (*n* = microprocessor number)

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**			
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**			
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
A diagnostic interrupt has occurred on system %1. (%1 = CIM_ComputerSystem. ElementName)	Error	An operator information panel NMI/diagnostic interrupt has occurred.	If the NMI button on the operator information panel has not been pressed, complete the following steps: 1. Make sure that the NMI button is not pressed. 2. Replace the operator information panel cable. 3. Replace the operator information panel.
A bus timeout has occurred on system %1. (%1 = CIM_ComputerSystem .ElementName)	Error	A bus timeout has occurred.	1. Remove the adapter from the PCI slot that is indicated by a lit LED. 2. Replace the riser-card assembly. 3. Remove all PCI adapters. 4. (Trained service technicians only) Replace the system board.
A software NMI has occurred on system %1. (%1 = CIM_ComputerSystem .ElementName)	Error	A software NMI has occurred.	1. Check the device driver. 2. Reinstall the device driver.
The System %1 encountered a POST Error. (%1 = CIM_ComputerSystem .ElementName)	Error	A POST error has occurred. (Sensor = ABR Status)	1. Recover the UEFI firmware from the backup page: a. Restart the appliance. b. At the prompt, press F3 to recover the firmware. 2. Update the UEFI firmware to the latest level.
The System %1 encountered a POST Error. (%1 = CIM_ComputerSystem. ElementName)	Error	A POST error has occurred. (Sensor = Firmware Error)	1. Update the UEFI firmware on the primary page. 2. (Trained service technician only) Replace the system board.
A Uncorrectable Bus Error has occurred on system %1. (%1 = CIM_ComputerSystem. ElementName)	Error	A bus uncorrectable error has occurred. (Sensor = Critical Int PCI)	1. Check the system-event log. 2. Check the PCI error LEDs. 3. Remove the adapter from the indicated PCI slot. 4. Check for a UEFI firmware update. 5. (Trained service technician only) Replace the system board.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
A Uncorrectable Bus Error has occurred on system %1. (%1 = CIM_ComputerSystem .ElementName)	Error	A bus uncorrectable error has occurred. (Sensor = Critical Int CPU)	1. Check the system-event log. 2. Check the microprocessor error LEDs. 3. Remove the failing microprocessor from the system board. 4. Check for a UEFI firmware update. 5. Make sure that the two microprocessors are matching. 6. (Trained service technician only) Replace the system board.
A Uncorrectable Bus Error has occurred on system %1. (%1 = CIM_ComputerSystem .ElementName)	Error	A bus uncorrectable error has occurred. (Sensor = Critical Int DIM)	1. Check the system-event log. 2. Check the DIMM error LEDs. 3. Remove the failing DIMM from the system board. 4. Check for a UEFI firmware update. 5. Make sure that the installed DIMMs are supported and configured correctly. 6. (Trained service technician only) Replace the system board.
Sensor Sys Board Fault has transitioned to critical from a less severe state.	Error	A sensor has changed to Critical state from a less severe state.	1. Check the system-event log. 2. Check for an error LED on the system board. 3. Replace any failing device. 4. Check for a UEFI firmware update. 5. (Trained service technician only) Replace the system board.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			

The Power Supply (Power Supply: *n*) has Failed.
 (*n* = power supply number)
	Error	Power supply *n* has failed.
		 (*n* = power supply number)
			1. If the power-on LED is lit, complete the following steps:
			    a. Reduce the appliance to the minimum configuration.
			    b. Reinstall the components one at a time, restarting the appliance each time.
			    c. If the error recurs, replace the component that you just reinstalled.
			 2. Reseat power supply *n*.
			 3. Replace power supply *n*.
			 (*n* = power supply number)

Sensor PS *n* Fan Fault has transitioned to critical from a less severe state. (*n* = power supply number)	Error	A sensor has changed to Critical state from a less severe state.	1. Make sure that there are no obstructions, such as bundled cables, to the airflow from the power-supply fan. 2. Replace power supply *n*. (*n* = power supply number)
Sensor VT Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	1. Check the power-supply LEDs. 2. Follow the actions in Table 10 on page 65. 3. Replace the failing power supply. 4. (Trained service technician only) Replace the system board.
Sensor Pwr Rail A Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	1. Turn off the appliance and disconnect it from power. 2. Remove the optical drive, fans, hard disk drives, and hard disk drive backplane. 3. Restart the appliance. 4. Reinstall each device, one at a time, starting the appliance each time to isolate the failing device. 5. Replace the failing device. 6. (Trained service technician only) Replace the system board.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Sensor Pwr Rail B Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	1. Turn off the appliance and disconnect it from power. 2. Remove the optical drive, fans, hard disk drives, and hard disk drive backplane. 3. Restart the appliance. 4. Reinstall each device, one at a time, starting the appliance each time to isolate the failing device. 5. Replace the failing device. 6. (Trained service technician only) Replace the system board.
Sensor Pwr Rail C Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	1. Turn off the appliance and disconnect it from power. 2. (Trained service technician only) Remove the SAS/SATA RAID riser card, the DIMMs in connectors 1 through 8, and the microprocessor in socket 1. **Note:** The appliance will not start when no microprocessor is installed in socket 1. 3. Restart the appliance. 4. Reinstall each device, one at a time, starting the appliance each time to isolate the failing device. 5. Replace the failing device. 6. (Trained service technician only) Replace the system board.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**			
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**			
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Sensor Pwr Rail D Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	1. Turn off the appliance and disconnect it from power. 2. (Trained service technician only) Remove the microprocessor from socket 1. **Note:** The appliance will not start when no microprocessor is installed in socket 1. 3. Restart the appliance. 4. Reinstall the microprocessor in socket 1 and restart the appliance. 5. (Trained service technician only) Replace the failing microprocessor. 6. (Trained service technician only) Replace the system board.
Sensor Pwr Rail E Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	1. Turn off the appliance and disconnect it from power. 2. (Trained service technician only) Remove the PCI riser card from PCI riser-card connector 2 and the microprocessor from socket 2. 3. Restart the appliance. 4. Reinstall each device, one at a time, starting the appliance each time to isolate the failing device. 5. Replace the failing device. 6. (Trained service technician only) Replace the system board.
Sensor PS *n* Therm Fault has transitioned to critical from a less severe state. (*n* = power supply number)	Error	A sensor has changed to Critical state from a less severe state.	1. Make sure that there are no obstructions, such as bundled cables, to the airflow from the power-supply fan. 2. Replace power supply *n*. (*n* = power supply number)

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**			
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**			
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Sensor PS*n* 12V OV Fault has transitioned to non-recoverable. (*n* = power supply number)	Error	A sensor has changed to Nonrecoverable state.	1. Check the OVER SPEC LED and power-channel (A, B, C, D, E, and AUX) error LEDs on the system board. See the information about the OVER SPEC LED in "Power-supply LEDs" on page 63. 2. Remove the power supplies. 3. Replace power supply *n*. 4. (Trained service technician only) Replace the system board. (*n* = power supply number)
Sensor PS*n* 12V UV Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	1. Check the OVER SPEC LED and power-channel (A, B, C, D, E, and AUX) error LEDs on the system board. See the information about the OVER SPEC LED in "Power-supply LEDs" on page 63. 2. Remove the power supplies. 3. Replace power supply *n*. 4. (Trained service technician only) Replace the system board. (*n* = power supply number)
Sensor PS*n* 12V OC Fault has transitioned to non-recoverable. (*n* = power supply number)	Error	A sensor has changed to Nonrecoverable state.	1. Check the OVER SPEC LED and power-channel (A, B, C, D, E, and AUX) error LEDs on the system board. See the information about the OVER SPEC LED in "Light path diagnostics LEDs" on page 60. 2. Remove the power supplies. 3. Replace power supply *n*. 4. (Trained service technician only) Replace the system board. (*n* = power supply number)

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Sensor PS *n* VCO Fault has transitioned to non-recoverable. (*n* = power supply number)	Error	A sensor has changed to Nonrecoverable state.	1. Check the power supply *n* LEDs. 2. Replace the failing power supply. (*n* = power supply number)
Redundancy Power Unit has been reduced.	Error	Redundancy has been lost and is insufficient to continue operation.	1. Check the LEDs for both power supplies. 2. Follow the actions in "Power-supply LEDs" on page 63.
Redundancy Cooling Zone 1 has been reduced.	Error	Redundancy has been lost and is insufficient to continue operation.	1. Make sure that the connector on fan 1 is not damaged. 2. Make sure that the fan 1 connector on the system board is not damaged. 3. Make sure that the fan is correctly installed. 4. Reseat the fan. 5. Replace the fan.
Redundancy Cooling Zone 2 has been reduced.	Error	Redundancy has been lost and is insufficient to continue operation.	1. Make sure that the connector on fan 2 is not damaged. 2. Make sure that the fan 2 connector on the system board is not damaged. 3. Make sure that the fan is correctly installed. 4. Reseat the fan. 5. Replace the fan.
Redundancy Cooling Zone 3 has been reduced.	Error	Redundancy has been lost and is insufficient to continue operation.	1. Make sure that the connector on fan 3 is not damaged. 2. Make sure that the fan 3 connector on the system board is not damaged. 3. Make sure that the fan is correctly installed. 4. Reseat the fan. 5. Replace the fan.
Sensor RAID Error has transitioned to critical from a less severe state.	Error	A sensor has changed to Critical state from a less severe state.	1. Check the hard disk drive LEDs. 2. Reseat the hard disk drive for which the status LED is lit. 3. Replace the defective hard disk drive.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
The Drive *n* Status has been removed from unit Drive 0 Status. (*n* = hard disk drive number)	Error	A drive has been removed.	Reseat hard disk drive *n*. (*n* = hard disk drive number)

The Drive *n* Status has been disabled due to a detected fault. (*n* = hard disk drive number)	Error	A drive has been disabled because of a fault.	1. Run the hard disk drive diagnostic test on drive *n*.
			2. Reseat the following components:
			  a. Hard disk drive
			  b. Cable from the system board to the backplane
			3. Replace the following components one at a time, in the order shown, restarting the appliance each time:
			  a. Hard disk drive
			  b. Cable from the system board to the backplane
			  c. Hard disk drive backplane
			(*n* = hard disk drive number)

Array %1 is in critical condition. (%1 = CIM_ComputerSystem. ElementName)	Error	An array is in Critical state. (Sensor = Drive *n* Status) (*n* = hard disk drive number)	Replace the hard disk drive that is indicated by a lit status LED.
Array %1 has failed. (%1 = CIM_ComputerSystem .ElementName)	Error	An array is in Failed state. (Sensor = Drive *n* Status) (*n* = hard disk drive number)	Replace the hard disk drive that is indicated by a lit status LED.
Memory uncorrectable error detected for DIMM All DIMMs on Memory Subsystem All DIMMs.	Error	A memory uncorrectable error has occurred.	1. If the appliance failed the POST memory test, reseat the DIMMs. 2. Replace any DIMM that is indicated by a lit error LED. **Note:** You do not have to replace DIMMs by pairs. 3. Run the Setup utility to enable all the DIMMs. 4. Run the DSA memory test. (This test might take up to 30 minutes to run.)
Memory Logging Limit Reached for DIMM All DIMMs on Memory Subsystem All DIMMs.	Error	The memory logging limit has been reached.	1. Update the UEFI to the latest level. 2. Reseat the DIMMs and run the DSA memory test. (This test might take up to 30 minutes to run.) 3. Replace any DIMM that is indicated by a lit error LED.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Memory DIMM Configuration Error for All DIMMs on Memory Subsystem All DIMMs.	Error	A DIMM configuration error has occurred.	Make sure that DIMMs are installed in the correct sequence and have the same size, type, speed, and technology.
Memory uncorrectable error detected for DIMM One of the DIMMs on Memory Subsystem One of the DIMMs.	Error	A memory uncorrectable error has occurred.	1. If the appliance failed the POST memory test, reseat the DIMMs. 2. Replace any DIMM that is indicated by a lit error LED. **Note:** You do not have to replace DIMMs by pairs. 3. Run the Setup utility to enable all the DIMMs. 4. Run the DSA memory test. (This test might take up to 30 minutes to run.)
Memory Logging Limit Reached for DIMM One of the DIMMs on Memory Subsystem One of the DIMMs.	Error	The memory logging limit has been reached.	1. Update the UEFI to the latest level. 2. Reseat the DIMMs and run the DSA memory test. (This test might take up to 30 minutes to run.) 3. Replace any DIMM that is indicated by a lit error LED.
Memory DIMM Configuration Error for One of the DIMMs on Memory Subsystem One of the DIMMs.	Error	A DIMM configuration error has occurred.	Make sure that DIMMs are installed in the correct sequence and have the same size, type, speed, and technology.
Memory uncorrectable error detected for DIMM *n* Status on Memory Subsystem DIMM *n* Status. (*n* = DIMM number)	Error	A memory uncorrectable error has occurred.	1. If the appliance failed the POST memory test, reseat the DIMMs. 2. Replace any DIMM that is indicated by a lit error LED. **Note:** You do not have to replace DIMMs by pairs. 3. Run the Setup utility to enable all the DIMMs. 4. Run the DSA memory test. (This test might take up to 30 minutes to run.) 5. (Trained service technician only) Replace the system board.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**			
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**			
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Memory Logging Limit Reached for DIMM *n*Status on Memory Subsystem DIMM*n*Status. (*n* = DIMM number)	Error	The memory logging limit has been reached.	1. Update the UEFI to the latest level. 2. Reseat the DIMMs and run the DSA memory test. (This test might take up to 30 minutes to run.) 3. Replace any DIMM that is indicated by a lit error LED.
Memory DIMM Configuration Error for DIMM *n*Status on Memory Subsystem DIMM *n*Status. (*n* = DIMM number)	Error	A DIMM configuration error has occurred.	Make sure that DIMMs are installed in the correct sequence and have the same size, type, speed, and technology.
Sensor DIMM *n* Temp has transitioned to critical from a less severe state. (*n* = DIMM number)	Error	A sensor has changed to Critical state from a less severe state.	1. Make sure that the fans are operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the appliance cover is installed and completely closed. 2. If a fan has failed, complete the action for a fan failure. 3. Replace DIMM *n*. (*n* = DIMM number)
A PCI PERR has occurred on system %1. (%1 = CIM_ComputerSystem .ElementName)	Error	A PCI PERR has occurred. (Sensor = PCI Slot *n*; *n* = PCI slot number)	1. Check the riser-card LEDs. 2. Reseat the affected adapters and riser card. 3. Update the system and adapter firmware (UEFI and IMM). 4. Remove the adapter from slot *n*. 5. Replace the PCIe adapter. 6. Replace riser card *n*. (*n* = PCI slot number)

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
A PCI SERR has occurred on system %1. (%1 = CIM_ComputerSystem .ElementName)	Error	A PCI SERR has occurred. (Sensor = PCI Slot *n*; *n* = PCI slot number)	1. Check the riser-card LEDs. 2. Reseat the affected adapters and riser card. 3. Update the system and adapter firmware (UEFI and IMM). 4. Remove the adapter from slot *n*. 5. Replace the PCIe adapter. 6. Replace riser card *n*. (*n* = PCI slot number)
A PCI PERR has occurred on system %1. (%1 = CIM_ComputerSystem .ElementName)	Error	A PCI PERR has occurred. (Sensor = One of PCI Err)	1. Check the riser-card LEDs. 2. Reseat the affected adapters and riser card. 3. Update the system and adapter firmware (UEFI and IMM). 4. Remove both adapters. 5. Replace the PCIe adapter. 6. Replace the riser card. 7. (Trained service technician only) Replace the system board.
A PCI SERR has occurred on system %1. (%1 = CIM_ComputerSystem .ElementName)	Error	A PCI SERR has occurred. (Sensor = One of PCI Err)	1. Check the riser-card LEDs. 2. Reseat the affected adapters and riser card. 3. Update the system and adapter firmware (UEFI and IMM). 4. Remove both adapters. 5. Replace the PCIe adapter. 6. Replace the riser card. 7. (Trained service technician only) Replace the system board.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**			
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**			
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Fault in slot System board on system %1. (%1 = CIM_ComputerSystem .ElementName)	Error		1. Check the riser-card LEDs. 2. Reseat the affected adapters and riser card. 3. Update the system and adapter firmware (UEFI and IMM). 4. Remove both adapters. 5. Replace the PCIe adapter. 6. Replace the riser card. 7. (Trained service technician only) Replace the system board.
Redundancy Bckup Mem Status has been reduced.	Error	Redundancy has been lost and is insufficient to continue operation.	1. Check the system-event log for DIMM failure events (uncorrectable or PFA) and correct the failures. 2. Re-enable mirroring in the Setup utility.
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.	(Trained service technician only) Replace the system board.
IMM Network Initialization Complete.	Info	An IMM network has completed initialization.	No action; information only.
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.	1. Make sure that the certificate that you are importing is correct. 2. Try importing the certificate again.
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.
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.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.**			
• **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).**			
• **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
Ethernet MTU setting modified from %1 to %2 by user %3. (%1 = CIM_EthernetPort. ActiveMaximum TransmissionUnit; %2 = CIM_EthernetPort. ActiveMaximum TransmissionUnit; %3 = user ID)	Info	A user has modified the Ethernet port MTU setting.	No action; information only.
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.
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.
Hostname set to %1 by user %2. (%1 = CIM_DNSProtocol Endpoint.Hostname; %2 = user ID)	Info	A user has modified the host name of the IMM.	No action; information only.
IP address of network interface modified from %1 to %2 by user %3. (%1 = CIM_IPProtocolEndpoint. IPv4Address; %2 = CIM_StaticIPAssignment SettingData.IPAddress; %3 = user ID)	Info	A user has modified the IP address of the IMM.	No action; information only.
IP subnet mask of network interface modified from %1 to %2 by user %3s. (%1 = CIM_IPProtocolEndpoint .SubnetMask; %2 = CIM_StaticIPAssignment SettingData.SubnetMask; %3 = user ID)	Info	A user has modified the IP subnet mask of the IMM.	No action; information only.
IP address of default gateway modified from %1 to %2 by user %3s. (%1 = CIM_IPProtocolEndpoint. GatewayIPv4Address; %2 = CIM_StaticIPAssignment SettingData.Default GatewayAddress; %3 = user ID)	Info	A user has modified the default gateway IP address of the IMM.	No action; information only.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
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.
DHCP[%1] failure, no IP address assigned. (%1 = IP address, *xxx.xxx.xxx.xxx*)	Info	A DHCP system has failed to assign an IP address to the IMM.	1. Make sure that the network cable is connected. 2. Make sure that there is a DHCP system on the network that can assign an IP address to the IMM.
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.
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 system.	No action; information only.
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.	1. Make sure that the correct login ID and password are being used. 2. Have the system administrator reset the login ID or password.
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.	1. Make sure that the correct login ID and password are being used. 2. Have the system administrator reset the login ID or password.
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.	1. Make sure that the correct login ID and password are being used. 2. Have the system administrator reset the login ID or password.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
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.	1. Make sure that the correct login ID and password are being used. 2. Have the system administrator reset the login ID or password.
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.
IMM reset was initiated by user %1. (%1 = user ID)	Info	A user has initiated a reset of the IMM.	No action; information only.
ENET[0] DHCP-HSTN=%1, DN=%2, IP@=%3, SN=%4, GW@=%5, DNS1@=%6. (%1 = CIM_DNSProtocol Endpoint.Hostname; %2 = CIM_DNSProtocol Endpoint.DomainName; %3 = CIM_IPProtocol Endpoint.IPv4Address; %4 = CIM_IPProtocolEndpoint. SubnetMask; %5 = IP address, *xxx.xxx.xxx.xxx*; %6 = IP address, *xxx.xxx.xxx.xxx*)	Info	The DHCP system has assigned an IMM IP address and configuration.	No action; information only.
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.
LAN: Ethernet[0] interface is no longer active.	Info	The IMM Ethernet interface has been disabled.	No action; information only.
LAN: Ethernet[0] interface is now active.	Info	The IMM Ethernet interface has been enabled.	No action; information only.
DHCP setting changed to by user %1. (%1 = user ID)	Info	A user has changed the DHCP mode.	No action; information only.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
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.
Watchdog %1 Screen Capture Occurred. (%1 = OS Watchdog or Loader Watchdog)	Error	An operating-system error has occurred, and the screen capture was successful.	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.
Watchdog %1 Failed to Capture Screen. (%1 = OS Watchdog or Loader Watchdog)	Error	An operating-system error has occurred, and the screen capture failed.	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.
Running the backup IMM main application.	Error	The IMM has resorted to running the backup main application.	Update the IMM firmware.
Please ensure that the IMM is flashed with the correct firmware. The IMM is unable to match its firmware to the system.	Error	The system does not support the installed IMM firmware version.	Update the IMM firmware to a version that the system supports.
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.
IMM clock has been set from NTP server %1. (%1 = IBM_NTPService. ElementName)	Info	The IMM clock has been set to the date and time that is provided by the Network Time Protocol system.	No action; information only.

Table 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
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.	1. Make sure that the certificate that you are importing is correct. 2. Try to import the certificate again.
Flash of %1 from %2 succeeded for user %3. (%1 = CIM_ManagedElement. ElementName; %2 = Web or LegacyCLI; %3 = user ID)	Info	A user has successfully updated one of the following firmware components: • IMM main application • IMM boot ROM • UEFI firmware • Diagnostics • System power backplane • Remote expansion enclosure power backplane • Integrated service processor • Remote expansion enclosure processor	No action; information only.
Flash of %1 from %2 failed for user %3. (%1 = CIM_ManagedElement. ElementName; %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.
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.
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.
%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.	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 12. Integrated management module error messages (continued)

• **Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.** • **See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).** • **If an action step is preceded by "(Trained service technician only)," that step must be performed only by a trained service technician.**			
IMM Test Alert Generated by %1. (%1 = user ID)	Info	A user has generated a test alert from the IMM.	No action; information only.
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.	1. Make sure that the correct login ID and password are being used. 2. Have the system administrator reset the login ID or password.

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 appliance and disconnect all power cords.

2. Check for loose cables in the power subsystem. Also check for short circuits, for example, if a loose screw is causing a short circuit on a circuit board.

3. If a power-channel error LED on the system board is lit, complete the following steps; otherwise, go to step 4. See "System-board LEDs" on page 22 for the location of the power-channel error LEDs. Table 13 identifies the components that are associated with each power channel and the order in which to troubleshoot the components.

   a. Disconnect the cables and power cords to all internal and external devices (see "Internal cable routing and connectors" on page 144). Leave the power-supply cords connected.

   b. Remove each component that is associated with the LED, one at a time, in the sequence indicated in Table 13, restarting the appliance each time, until the cause of the overcurrent condition is identified.

   Important: Only a trained service technician should remove or replace a FRU, such as a microprocessor or the system board. See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine whether a component is a FRU.

Table 13. Components associated with power-channel error LEDs

Power-channel error LED	Components
A	CD or DVD drive (optical drive), fans, hard disk drives, hard disk drive backplanes
B	PCI riser-card assembly in PCI connector 1 on the system board, DIMMs 1 through 16, microprocessor 2
C	Tape drive if one is installed, SAS riser card assembly, DIMMs 1 through 8, microprocessor 1
D	Microprocessor 1, system board
E	Optional PCI video graphics adapter power cable if one is installed (connector J154 on the system board), optional PCI video graphics adapter if one is installed, PCI riser card assembly in PCI connector 2 on the system board, microprocessor 2
AUX Power	All PCI adapters and PCI riser-card assemblies, SAS riser-card assembly, operator information panel assembly, optional two-port Ethernet card if installed

   c. Replace the identified component.

4. Remove the adapters and disconnect the cables and power cords to all internal and external devices until the appliance is at the minimum configuration that is required for the appliance to start (see "Solving undetermined problems" on page 130 for the minimum configuration).

5. Reconnect all power cords and turn on the appliance. If the appliance starts successfully, replace the adapters and devices one at a time until the problem is isolated.

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

Solving Ethernet controller problems

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

Try the following procedures:
- Make sure that the correct and current device drivers and firmware, which come with the appliance, are installed and that they are at the latest level.
- Make sure that the Ethernet cable is installed correctly.
  - The cable must be securely attached at all connections. If the cable is attached but the problem remains, try a different cable.
  - You must use Category 5 cabling.
- Determine whether the hub supports auto-negotiation. If it does not, try configuring the integrated Ethernet controller manually to match the speed and duplex mode of the hub.
- Check the Ethernet controller LEDs on the rear panel of the appliance. These LEDs indicate whether there is a problem with the connector, cable, or hub.
  - The Ethernet link status LED is lit when the Ethernet controller receives a link pulse from the hub. If the LED is off, there might be a defective connector or cable or a problem with the hub.
  - The Ethernet transmit/receive activity LED is lit when the Ethernet controller sends or receives data over the Ethernet network. If the Ethernet transmit/receive activity light is off, make sure that the hub and network are operating and that the correct device drivers are installed.
- Check the Ethernet activity LED on the rear of the appliance. The Ethernet activity LED is lit when data is active on the Ethernet network. If the Ethernet activity LED is off, make sure that the hub and network are operating and that the correct device drivers are installed.
- Check for operating-system-specific causes of the problem.
- Make sure that the device drivers on the client and appliance 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 appliance 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 56.

Damaged data in CMOS memory or damaged appliance firmware can cause undetermined problems. To reset the CMOS data, use the CMOS switch to clear the CMOS memory; see "System-board switches and jumpers" on page 16. If you suspect that the system firmware is damaged, see "Recovering the system firmware" on page 102.

Check the LEDs on all the power supplies (see "Power-supply LEDs" on page 63). If the LEDs indicate that the power supplies are working correctly, complete the following steps:

1. Turn off the appliance.
2. Make sure that the appliance is cabled correctly.
3. Remove or disconnect the following devices, one at a time, until you find the failure. Turn on the appliance and reconfigure it each time.
   - Any external devices.
   - Surge-suppressor device (on the appliance).
   - Modem, printer, mouse, and non-IBM devices.
   - Each adapter.
   - Hard disk drives.
   - Memory modules. The minimum configuration requirement is 1 GB DIMM per installed microprocessor.
   - Service processor (IMM).

   The following minimum configuration is required for the appliance to start:
   - One microprocessor (slot 1)
   - One 1 GB DIMM per installed microprocessor (slot 3 if only one microprocessor is installed)
   - One power supply
   - Power cord
   - ServeRAID SAS controller
4. Turn on the appliance. If the problem remains, suspect the system board.

If the problem is solved when you remove an adapter from the appliance 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 appliance passes all the system tests, suspect a network cabling problem that is external to the appliance.

If the problem remains, see "Troubleshooting tables" on page 41.

Problem determination tips

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

- Machine type and model
- Microprocessor and hard disk upgrades
- Failure symptom
  - Does the appliance fail the diagnostics tests?
  - What occurs? When? Where?
  - Does the failure occur on a single system or on multiple systems?
  - 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?
- Diagnostics program type and version level
- Hardware configuration (print screen of the system summary)
- BIOS code level

- Operating-system type and version level

You can solve some problems by comparing the configuration and software setups between working and nonworking appliances. When you compare appliances to each other for diagnostic purposes, consider them identical only if all the following factors are exactly the same in all the appliances:
- Machine type and model
- BIOS level
- Adapters and attachments, in the same locations
- Address jumpers, terminators, and cabling
- Software versions and levels
- Diagnostic program type and version level
- Setup utility settings
- Operating-system control-file setup

See Appendix A, "Getting help and technical assistance," on page 217 for information about calling IBM for service.

Chapter 4. Parts listing, Type 7838 appliance

The following replaceable components are available for all the Schooner Appliances for Memcached and MySQL Type 7838 models, except as specified otherwise in "Replaceable appliance components." To check for an updated parts listing on the Web, complete the following steps.

1. Go to http://www.ibm.com/systems/support/.
2. Under **Product support**, click **System x**.
3. Under **Popular links**, click **Parts documents lookup**.
4. From the **Product family** menu, select **Schooner Appliances** and click **Go**.

Replaceable appliance components

Replaceable components are of four types:

- **Consumable parts:** Purchase and replacement of consumable parts (components, such as some batteries and printer cartridges, that have depletable life) is your responsibility. If IBM acquires or installs a consumable part 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 system.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

For information about the terms of the warranty and getting service and assistance, see the *Warranty Information* document that came with your appliance.

The following illustration shows the major components in the appliance. The illustrations in this document might differ slightly from your hardware.
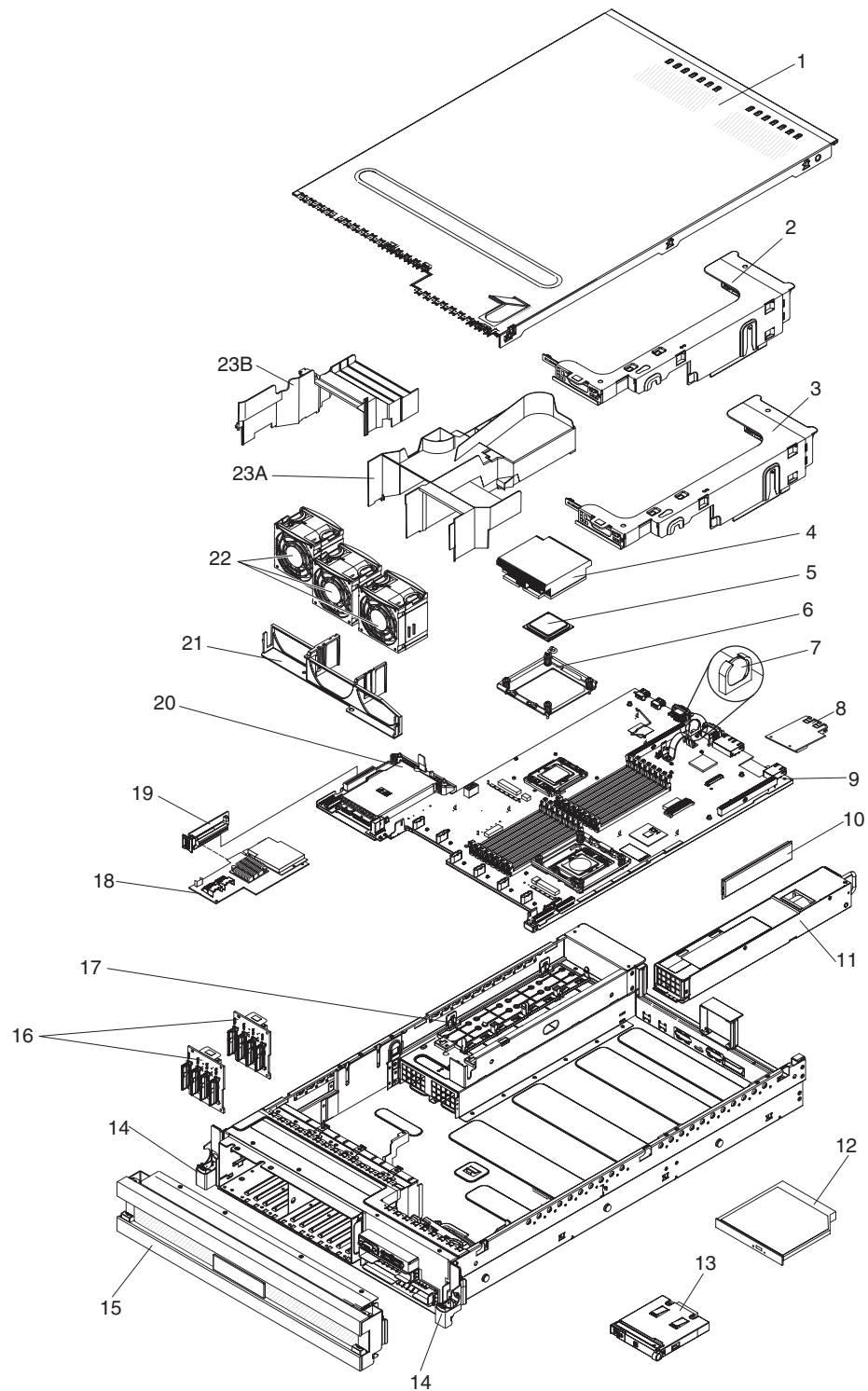
Table 14. View 1 CRUs and FRUs, Type 7838

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
1	Cover (all models)	49Y5363		
2	PCI Express riser-card assembly, 1x16 slots (optional)	43V7064		
2	PCI Express riser-card assembly, 2x8 slots (all models)	43V7063		
3	PCI-X riser-card assembly (optional)	43V7069		
4	Heat sink (all models)			49Y4820
5	Microprocessor - 2.80 GHz/4M quad core 95 W			46D1263
6	Microprocessor retention module (all models)			49Y4822
7	Battery, 3.0 volt	33F8354		
8	Ethernet adapter (optional)	43V7073		
9	System board (all models)			43V7072
10	DIMM - 4 GB/1333 MHz DDR3	44T1493		
11	Power supply, 675 W (all models)	39Y7201		
12	DVD drive, UltraSlim Enhanced SATA Multiburner	44W3256		
13	Operator information panel (all models)	44E4372		
14	Rack latch bracket kit (all models) contains: • Bracket, EIA left assembly (1) • Bracket, EIA right assembly (1) • Screw, M 3.5 steel (2)	49Y5412		
15	Cosmetic bezel (all models)		49Y5413	
16	SAS 4-hard disk drive backplane (all models)		43V7070	
17	Remote RAID battery tray (all models)	49Y5355		
18	ServeRAID MR10i adapter		43W4297	
19	SAS riser card (non-tape models)	43V7067		
20	Cover, 240 VA safety (all models)			49Y4823
21	Fan cage (all models)	49Y5362		
22	Fans (hot swap dual 60 mm) (all models)	49Y5361		
23A	DIMM air baffle (included in air baffle kit) (all models)	49Y5357		
23B	Microprocessor air baffle, included in air baffle kit (all models)	49Y5357		

Table 14. View 1 CRUs and FRUs, Type 7838 (continued)

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
	Miscellaneous parts kit (all models) contains: • Bracket, DVD retention (1) • Bracket, PCI fill blank (1) • Bracket, tooless FILLER (1) • Gasket, EMC 112mm (2) • Guide, PCI card (1) • Latch, 2U SAS controller (1) • Latch, expander clip (1) • Latch, PCI card (1) • Screw, 10x32 shoulder (3) • Screw, M3 x 0.5 L5 (10) • Screw, M 3.5 steel (10) • Screw, M6 hex head (3) • Screw, slotted M3X5 (10) • Standoff, shaft (2)		49Y5358	
	Slide kit (all models)		49Y4816	
	Chassis assembly (all models)			49Y5366
	Cable management arm (all models)	49Y4817		
	Cable, hard disk drive blackplane for 8 drives (optional)		46M6445	
	Cable, hard disk drive blackplane for 12 drives (optional)		46M6447	
	Cable, hard disk drive power, for 4 drives (optional)		46M6441	
	Cable, hard disk drive power, for 8 drive (all models)		46M6443	
	Cable, operator information panel (all models)		46C4139	
	Cable, SAS signal (345 mm)		49Y5399	
	Cable, SAS signal, 775 mm		49Y5397	
	Cable, SATA DVD (all models)		43V6914	
	Cable, USB/video (all models)		46C4146	
	Cord, 2.8 meter (all models)	39M5377		
	Solid state drive	43W7659		
	IBM 6 Gb SSD HBA controller	46M0913		
	IBM 6 Gb SAS HBA controller	46M0908		
	Intel PRO/1000 PT Quad Port Server adapter	39Y6138		
	Single-port, SFP+, 10 Gb Ethernet, PCI-E x8 adapter	46M1811		
	300 GB hard disk drive	42D0638		
	Alcohol wipes (all models)		59P4739	
	Thermal grease (all models)		41Y9292	
	Label, service (all models)	49Y5414		
	Labels, chassis (all models)	49Y5368		
	Hot-swap HDD filler	44T2248		
	Cable, USB power (optional)		39M6797	

Consumable parts are not covered by the IBM Statement of Limited Warranty. The following consumable parts are available for purchase from the retail store.

Table 15. Consumable parts, Type 7838

Index	Description	Part number
	Remote RAID battery	43W4342

To order a consumable part, complete the following steps:

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

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

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

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

IBM power cord part number	Used in these countries and regions
39M5123	Afghanistan, Albania, Algeria, Andorra, Angola, Armenia, Austria, Azerbaijan, Belarus, Belgium, Benin, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Democratic Republic of), Congo (Republic of), Cote D'Ivoire (Ivory Coast), Croatia (Republic of), Czech Republic, Dahomey, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Finland, France, French Guyana, French Polynesia, Germany, Greece, Guadeloupe, Guinea, Guinea Bissau, Hungary, Iceland, Indonesia, Iran, Kazakhstan, Kyrgyzstan, Laos (People's Democratic Republic of), Latvia, Lebanon, Lithuania, Luxembourg, Macedonia (former Yugoslav Republic of), Madagascar, Mali, Martinique, Mauritania, Mauritius, Mayotte, Moldova (Republic of), Monaco, Mongolia, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Reunion, Romania, Russian Federation, Rwanda, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia (Republic of), Somalia, Spain, Suriname, Sweden, Syrian Arab Republic, Tajikistan, Tahiti, Togo, Tunisia, Turkey, Turkmenistan, Ukraine, Upper Volta, Uzbekistan, Vanuatu, Vietnam, Wallis and Futuna, Yugoslavia (Federal Republic of), Zaire
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
39M5158	Liechtenstein, Switzerland
39M5165	Chile, Italy, Libyan Arab Jamahiriya
39M5172	Israel
39M5095	220 - 240 V Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Caicos Islands, Canada, Cayman Islands, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Japan, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Taiwan, United States of America, Venezuela
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

IBM power cord part number	Used in these countries and regions
39M5068	Argentina, Paraguay, Uruguay
39M5226	India
39M5233	Brazil

Chapter 5. Removing and replacing appliance components

Replaceable components are of four types:

- **Consumable Parts:** Purchase and replacement of consumable parts (components, such as batteries and printer cartridges, that have depletable life) is your responsibility. If IBM acquires or installs a consumable part 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 system.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

See Chapter 4, "Parts listing, Type 7838 appliance," on page 133 to determine whether a component is a Tier 1 CRU, Tier 2 CRU, or FRU.

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

Installation guidelines

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

- Read the safety information that begins on page vii, the guidelines in "Working inside the appliance with the power on" on page 143, and "Handling static-sensitive devices" on page 143. This information will help you work safely.
- When you install your new appliance, 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 appliance is ready to function at maximum levels of performance. To download firmware updates for your appliance, complete the following steps:
  1. Go to http://www.ibm.com/systems/support/.
  2. Under **Product support**, click **System x**.
  3. Under **Popular links**, click **Software and device drivers**.
  4. Click **Schooner Appliances** to display the matrix of downloadable files for the appliance.

  For additional information about tools for updating, managing, and deploying firmware, see the System x and xSeries Tools Center at http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp.
- Before you install optional hardware, make sure that the appliance is working correctly. Start the appliance, 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 appliance is otherwise working correctly. If the appliance is not working correctly, see Chapter 3, "Diagnostics," on page 27 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 appliance while the cover is removed, make sure that no one is near the appliance and that no tools or other objects have been left inside the appliance.
- Do not attempt to lift an object that you think is too heavy for you. If you have to lift a heavy object, observe the following precautions:
  - Make sure that you can stand safely without slipping.
  - Distribute the weight of the object equally between your feet.
  - Use a slow lifting force. Never move suddenly or twist when you lift a heavy object.
  - To avoid straining the muscles in your back, lift by standing or by pushing up with your leg muscles.
- Make sure that you have an adequate number of properly grounded electrical outlets for the appliance, monitor, and other devices.
- Back up all important data before you make changes to disk drives.
- Have a small flat-blade screwdriver available.
- To view the error LEDs on the system board and internal components, leave the appliance connected to power.
- You do not have to turn off the appliance to install or replace hot-swap fans, redundant hot-swap ac power supplies, or hot-plug Universal Serial Bus (USB) devices. However, you must turn off the appliance before you perform any steps that involve removing or installing adapter cables or non-hot-swap optional devices or components.
- Blue on a component indicates touch points, where you can grip the component to remove it from or install it in the appliance, 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 appliance and operating system support hot-swap capability, you can remove or install the component while the appliance 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 appliance, reinstall all safety shields, guards, labels, and ground wires.
- For a list of supported optional-devices for the appliance, see http://www.ibm.com/servers/eserver/serverproven/compat/us/.

System reliability guidelines

To help ensure proper cooling and system reliability, make sure that:
- Each of the drive bays has a drive or a filler panel and electromagnetic compatibility (EMC) shield installed in it.
- If the appliance has redundant power, each of the power-supply bays has a power supply installed in it.
- There is adequate space around the appliance to allow the appliance cooling system to work properly. Leave approximately 50 mm (2.0 in.) of open space around the front and rear of the appliance. Do not place objects in front of the fans. For proper cooling and airflow, replace the appliance cover before turning on the appliance. Operating the appliance for extended periods of time (more than 30 minutes) with the appliance cover removed might damage appliance 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 do not operate the appliance without the air baffles installed. Operating the appliance without the air baffles might cause the microprocessor to overheat.

Working inside the appliance with the power on

Attention: Static electricity that is released to internal system components when the appliance is powered-on might cause the appliance 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 appliance with the power on.

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

- Avoid wearing loose-fitting clothing on your forearms. Button long-sleeved shirts before working inside the system; do not wear cuff links while you are working inside the system.
- Do not allow your necktie or scarf to hang inside the system.
- 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 system as you lean over it.
- Avoid dropping any metallic objects, such as paper clips, hairpins, and screws, into the system.

Handling static-sensitive devices

Attention: Static electricity can damage the system 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 system with the power on
- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed circuitry.
- Do not leave the device where others can handle and damage it.
- While the device is still in its static-protective package, touch it to an unpainted metal surface on the outside of the ststem 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 system 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 system 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.

Internal cable routing and connectors

The following illustration shows the internal cable routing from the SAS controllers to the backplanes in the Schooner Appliance for Memcached.

**Schooner Appliance
for Memcached**

The following illustration shows the internal cable routing from the SAS controllers to the backplanes in the Schooner Appliance for MySQL.

IBM 6 Gb SSD
HBA controller

Signal cable
connected to
backplane 3

ServeRAID
MR-10i SAS
controller
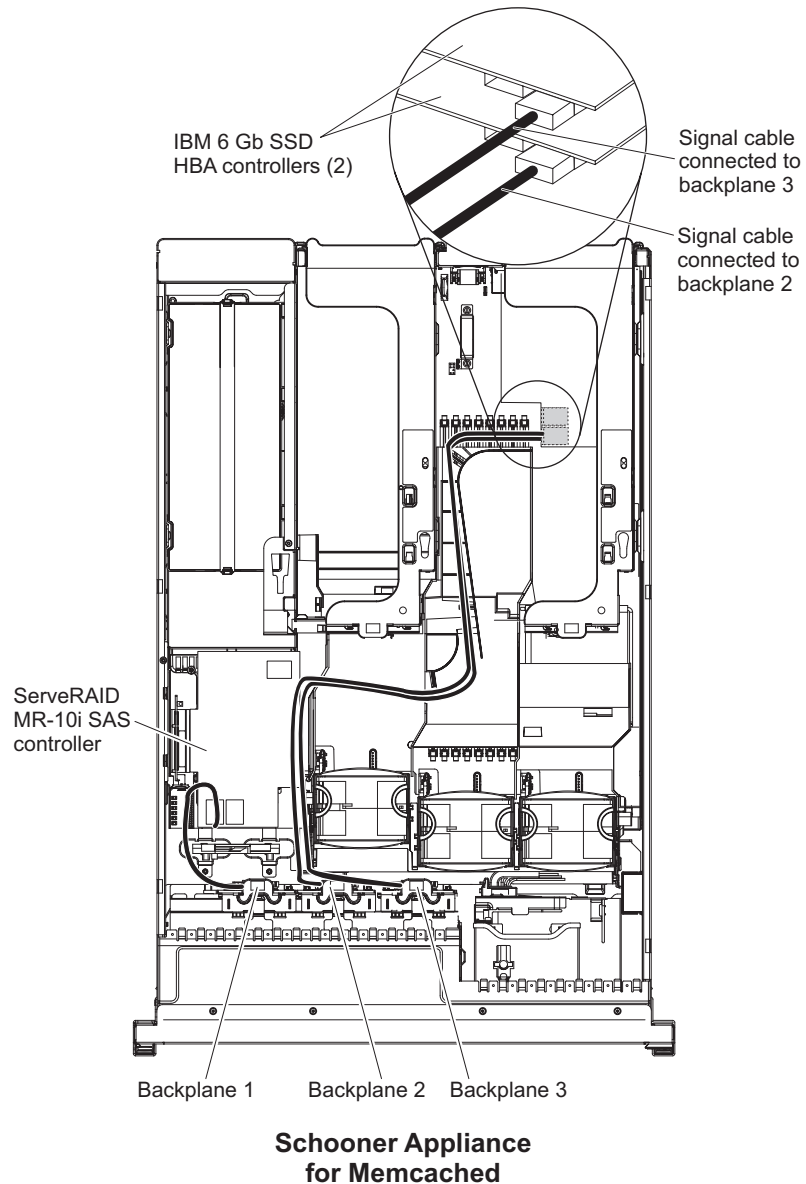
Backplane 1   Backplane 2   Backplane 3
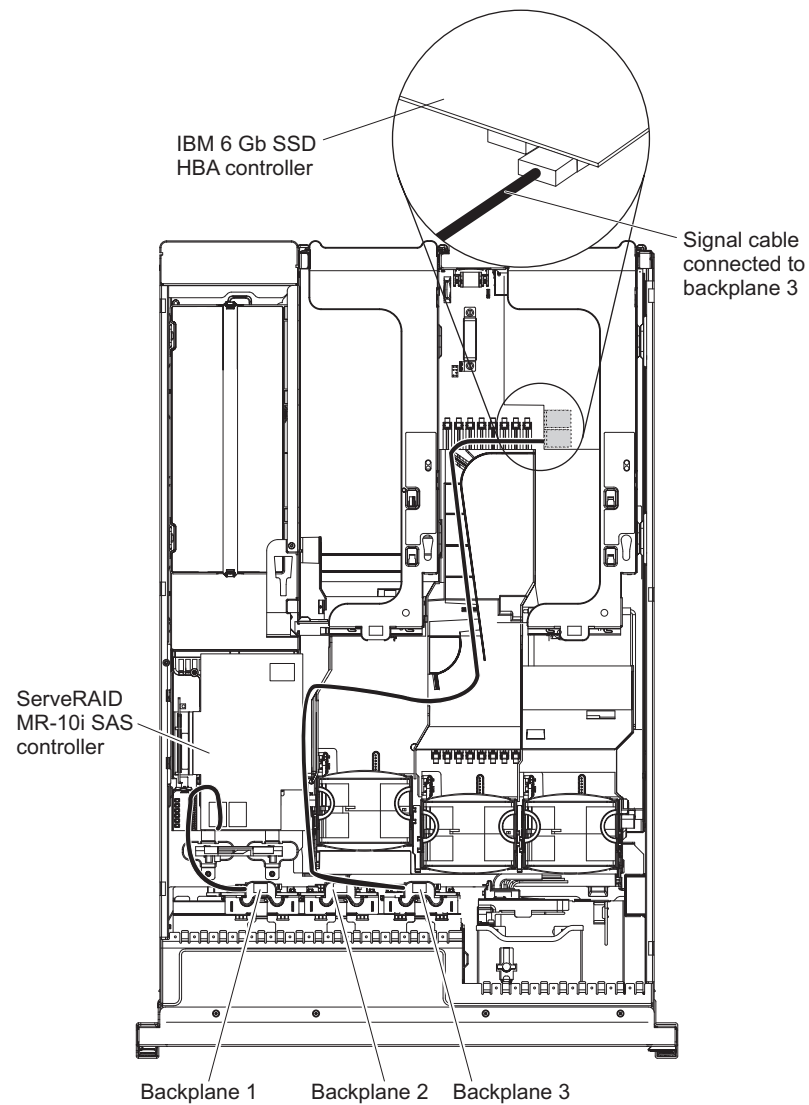
**Schooner Appliance
for MySQL Enterprise**

The SATA cable is a combination power and signal cable with a shared connector on both ends. The following illustration shows the internal routing and connector for the SATA cable.

CD/DVD SATA cable
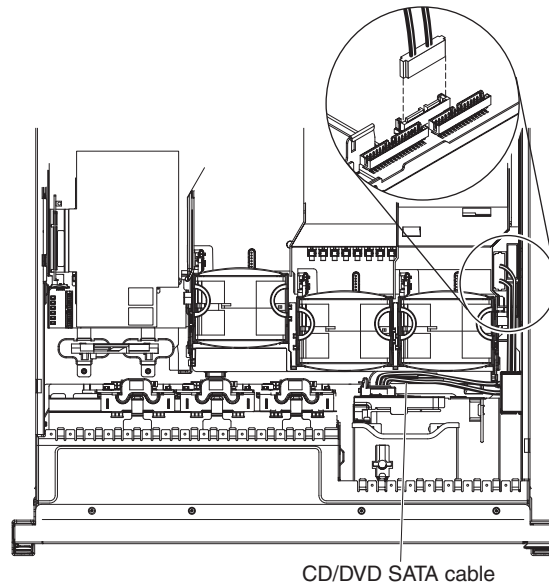
The following illustration shows the internal routing and connector for the operator information panel cable.

Top cover latch receptacle

Operator panel cable
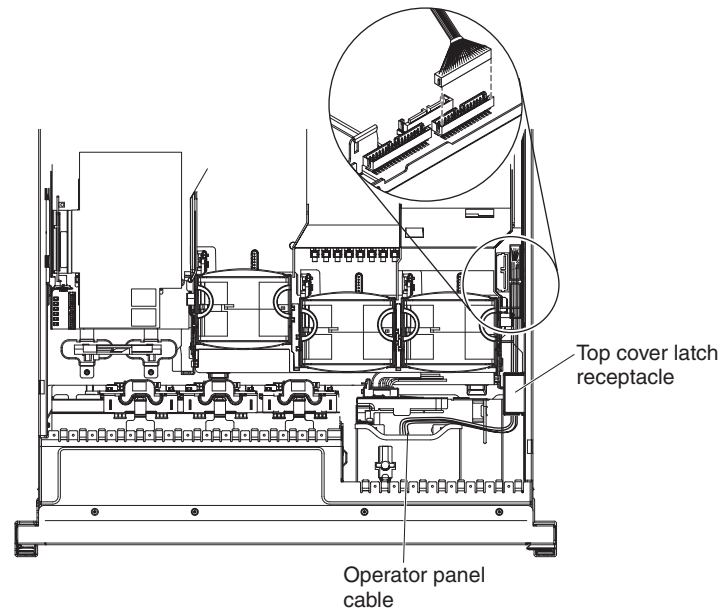
The following illustration shows the internal routing and connector for the USB/video cable.

Top cover latch
receptacle

Cable retention
tab

USB cable   Video cable
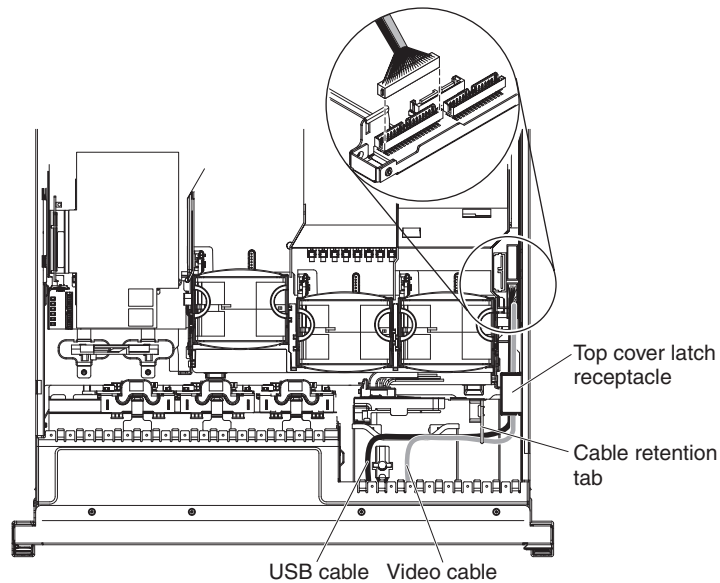
The following illustration shows the internal routing for the configuration cable.

Configuration cable
(3 backplane connectors)
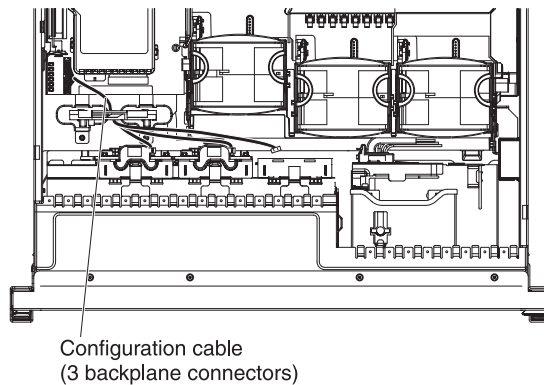
Removing and replacing consumable parts and Tier 1 CRUs

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

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

Removing the cover

To remove the cover, complete the following steps.
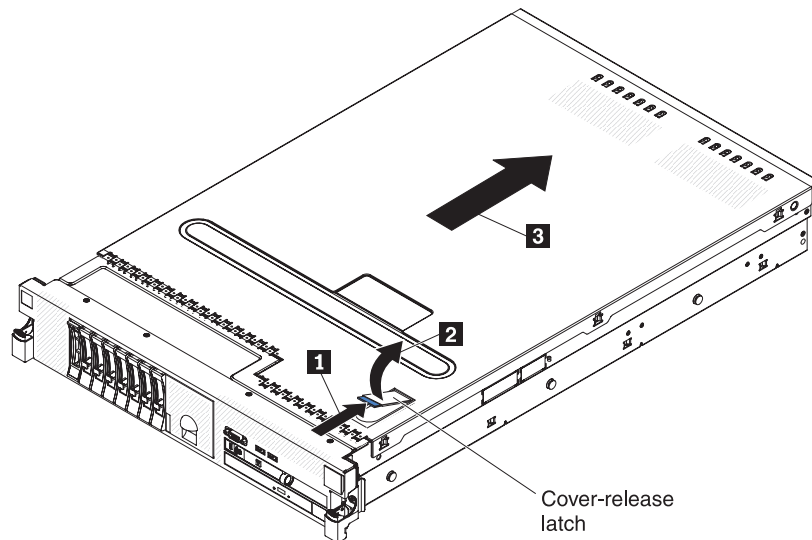
Cover-release
latch

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.

2. If you are planning to view the error LEDs that are on the system board and components, leave the appliance connected to power and go directly to step 4.

3. If you are planning to install or remove a microprocessor, memory module, PCI adapter, battery, or other non-hot-swap optional device, turn off the appliance and all attached devices and disconnect all external cables and power cords.

4. Press down on the left and right side latches and slide the appliance out of the rack enclosure until both slide rails lock.

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

5. Push the cover-release latch back **1** , then lift it up **2** . Slide the cover back **3** , and then lift off the appliance. Set the cover aside.

   Attention: For proper cooling and airflow, replace the cover before you turn on the appliance. Operating the appliance for extended periods of time (over 30 minutes) with the cover removed might damage appliance components.

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

Installing the cover

To install the cover, complete the following steps.

Cover-release
latch
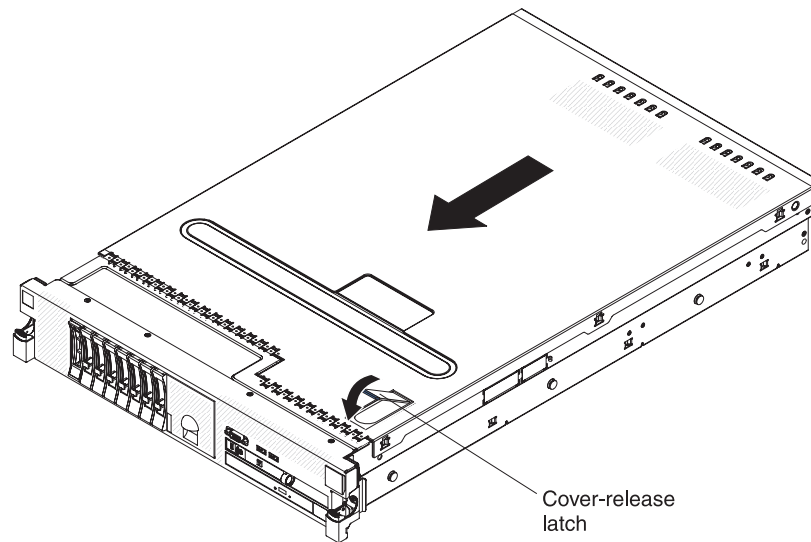
1. Make sure that all internal cables are correctly routed (see "Internal cable routing and connectors" on page 144.)
2. Place the cover-release latch in the open (up) position.
3. Insert the bottom tabs of the top cover into the matching slots in the appliance chassis.
4. Press down on the cover-release latch to lock the cover in place.
5. Slide the appliance into the rack.

Removing the microprocessor 2 air baffle

When you work with some optional devices, you must first remove the microprocessor 2 air baffle to access certain components on the system board.

To remove the microprocessor 2 air baffle, complete the following steps.
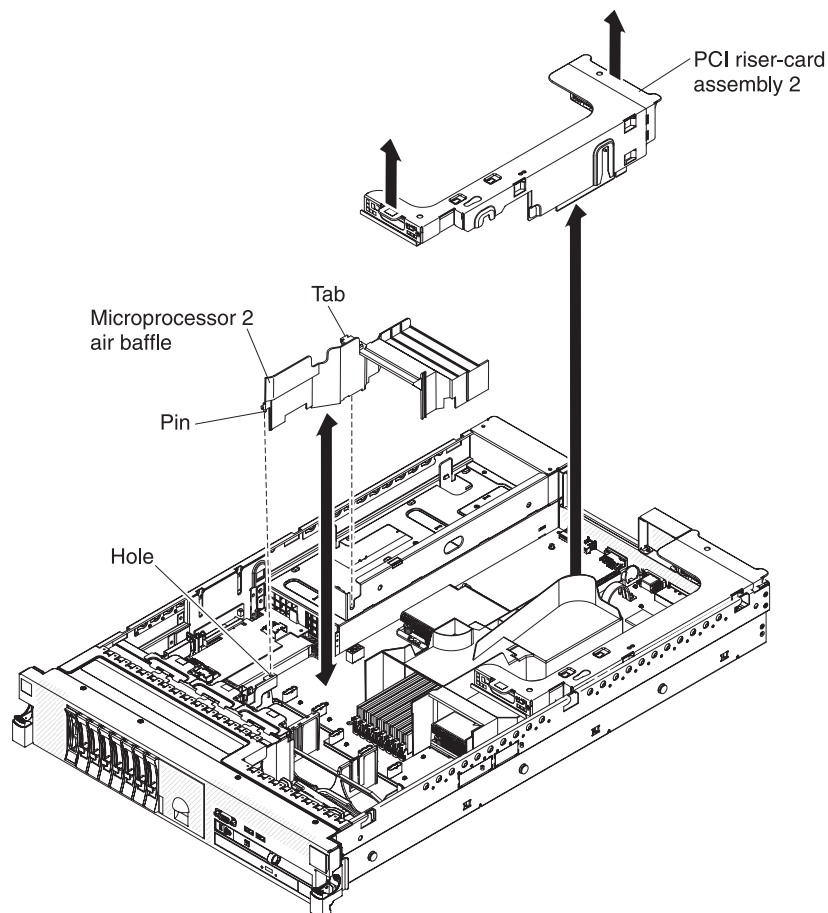
1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.
3. Remove the cover (see "Removing the cover" on page 149).
4. Remove PCI riser-card assembly 2 (see "Removing a PCI riser-card assembly" on page 156).
5. Grasp the top of the air baffle and lift the air baffle out of the appliance.

   Attention: For proper cooling and airflow, replace all air baffles, making sure all cables are out of the way, before you turn on the appliance. Operating the appliance with any air baffle removed might damage appliance components.
6. If you are instructed to return the microprocessor air baffle, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the microprocessor 2 air baffle

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

PCI riser-card
assembly 2

Tab

Microprocessor 2
air baffle

Pin
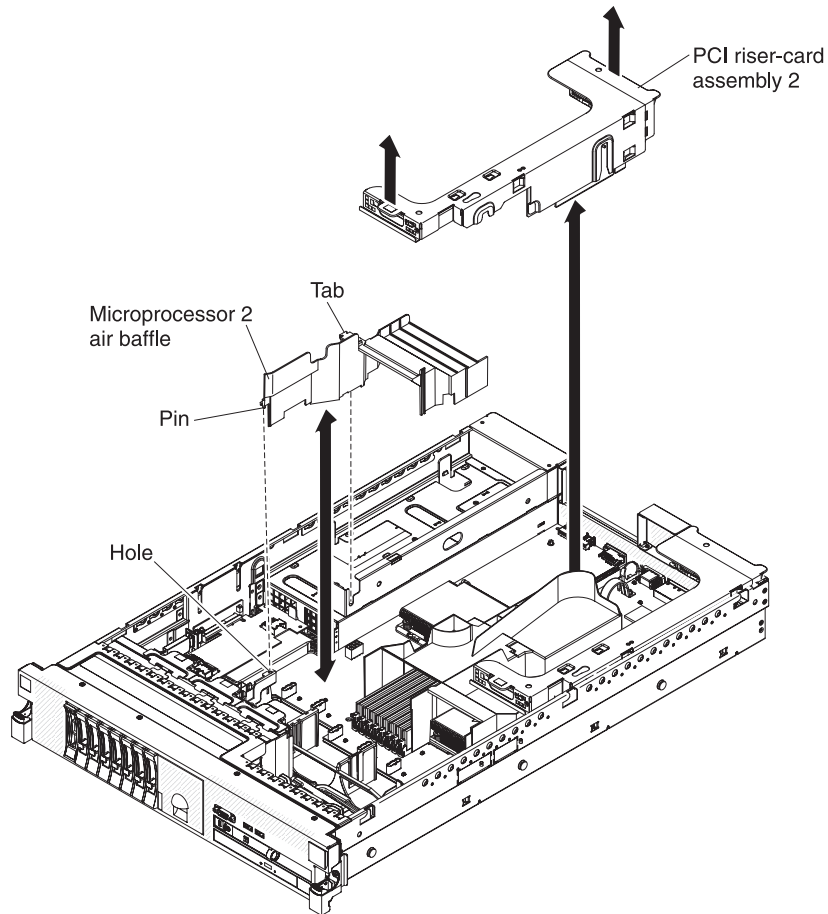
Hole

1. Align the tab on the left side of the microprocessor 2 air baffle with the slot in the right side of the power-supply cage.
2. Align the pin on the bottom of the microprocessor air baffle with the hole on the system board retention bracket.
3. Lower the microprocessor 2 air baffle into the appliance, making sure all cables are out of the way.

   Attention: For proper cooling and airflow, replace all air baffles before you turn on the appliance. Operating the appliance with any air baffle removed might damage appliance components.
4. Install PCI riser-card assembly 2.
5. Install the cover (see "Installing the cover" on page 150).
6. Slide the appliance into the rack.
7. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Removing the DIMM air baffle

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

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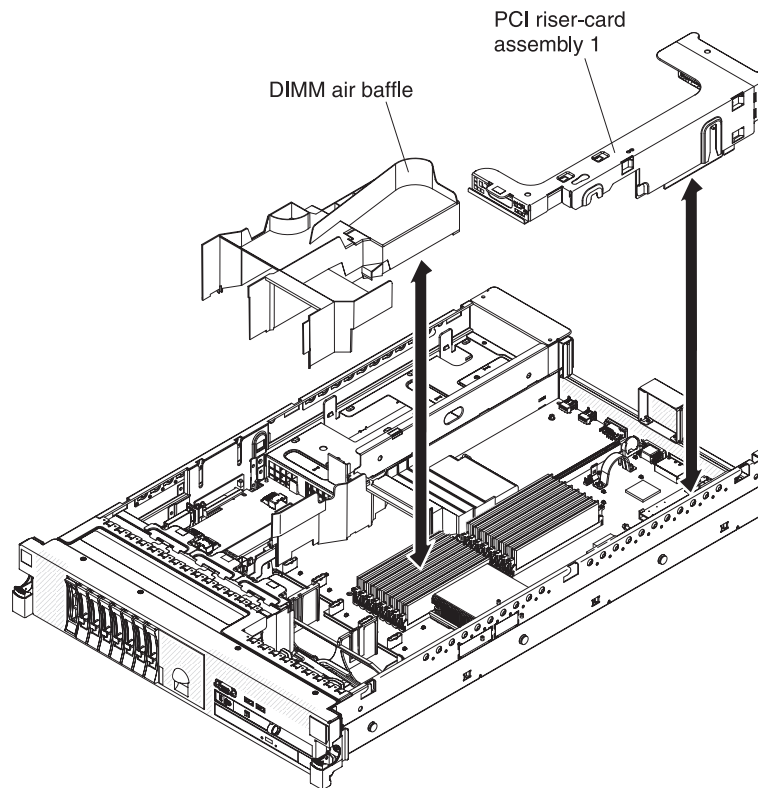
DIMM air baffle

PCI riser-card
assembly 1

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.
3. Remove the cover (see "Removing the cover" on page 149).
4. If necessary, remove riser-card assembly 1 (see "Removing a PCI riser-card assembly" on page 156).
5. Place your fingers under the front and back of the top of the air baffle; then, lift the air baffle out of the appliance.

   Attention: For proper cooling and airflow, replace all the air baffles before you turn on the appliance. Operating the appliance with any air baffle removed might damage appliance components.

Installing the DIMM air baffle

To install the DIMM air baffle, complete the following steps.
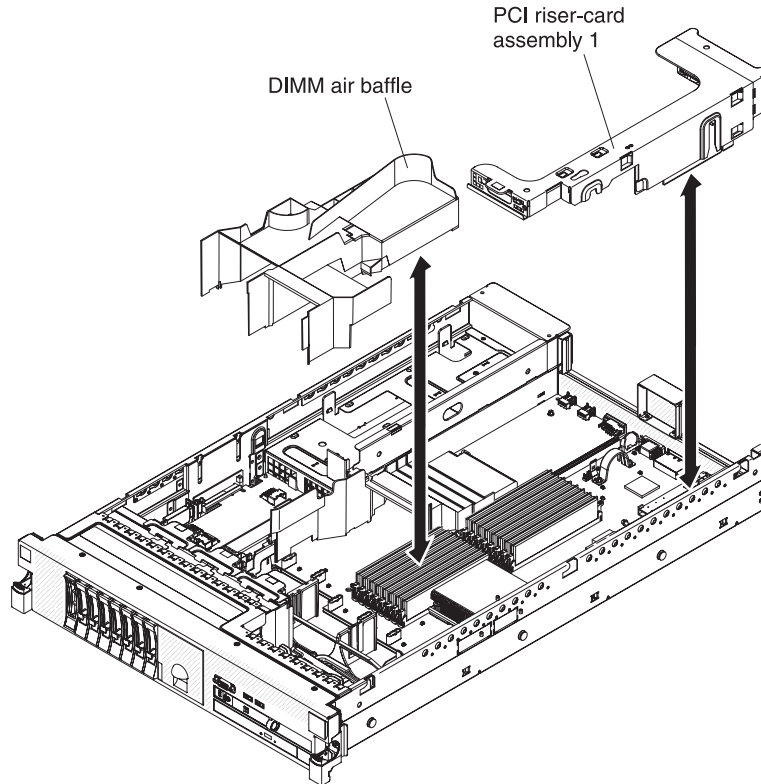
1. Align the DIMM air baffle with the DIMMs and the back of the fans.
2. Lower the air baffle into place, making sure all cables are out of the way.
3. Replace PCI riser-card assembly 1, if necessary.
4. Install the cover (see "Installing the cover" on page 150).
5. Slide the appliance into the rack.
6. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Attention: For proper cooling and airflow, replace all air baffles before you turn on the appliance. Operating the appliance with any air baffle removed might damage appliance components.

Removing the fan bracket

To replace some components or to create working room, you might have to remove the fan-bracket assembly.

Note: To remove or install a fan, it is not necessary to remove the fan bracket. See "Removing a hot-swap fan" on page 171 and "Installing a hot-swap fan" on page 172.

To remove the fan bracket, complete the following steps.
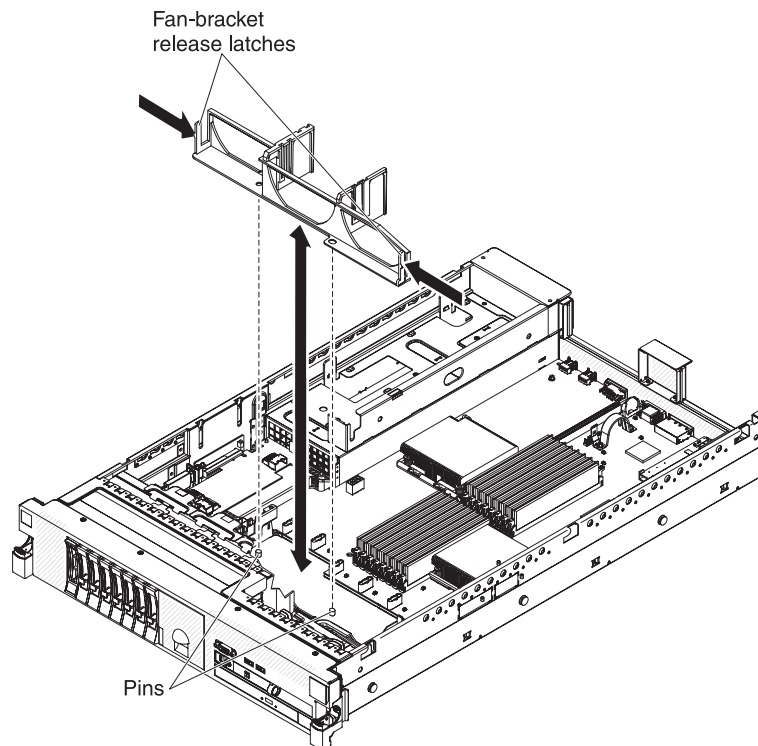
Fan-bracket
release latches

Pins

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.

2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.

3. Remove the cover (see "Removing the cover" on page 149).

4. Remove the fans (see "Removing a hot-swap fan" on page 171).

5. Remove the PCI riser-card assemblies and the DIMM air baffle (see "Removing a PCI riser-card assembly" on page 156 and "Removing the DIMM air baffle" on page 152).

6. Press the fan-bracket release latches toward each other and lift the fan bracket out of the appliance.

Installing the fan bracket

To install the fan bracket, complete the following steps.

Fan-bracket
release latches
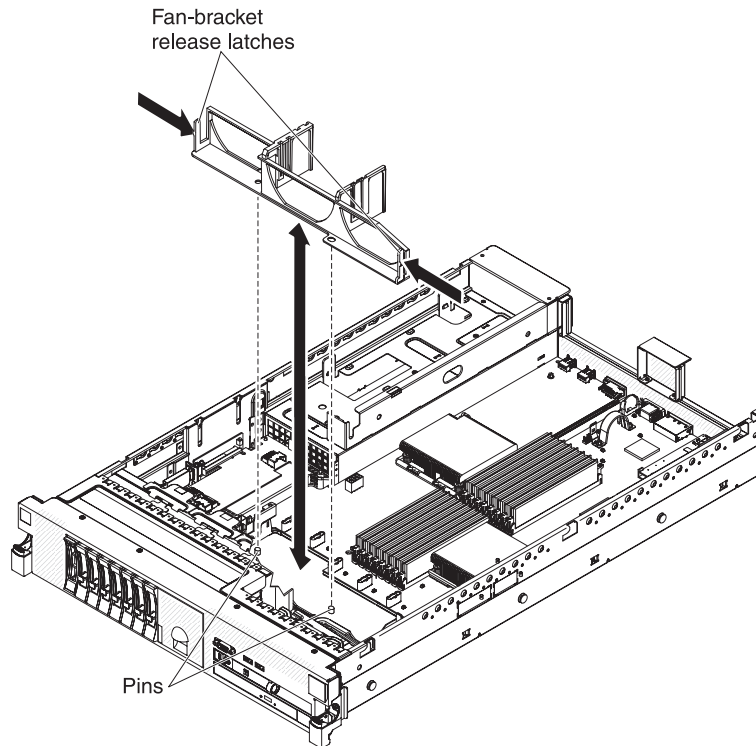
Pins

1. Lower the fan bracket into the chassis.
2. Align the holes in the bottom of the bracket with the pins in the bottom of the chassis.
3. Press the bracket into position until the fan-bracket release levers click into place.
4. Replace the fans (see "Installing a hot-swap fan" on page 172).
5. Replace the PCI riser-card assemblies and the DIMM air baffle (see "Installing a PCI riser-card assembly" on page 158 and "Installing the DIMM air baffle" on page 154).
6. Install the cover (see "Installing the cover" on page 150).
7. Slide the appliance into the rack.
8. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Removing a PCI riser-card assembly

The appliance comes with two riser-card assemblies that each contain two PCI Express x8 Gen 2 connectors. You can replace a PCI Express riser-card assembly with a riser-card assembly that contains one PCI Express Gen 2 x16 connector or that contains two PCI-X 64-bit 133 MHz connectors. See http://www.ibm.com/servers/eserver/serverproven/compat/us/ for a list of riser-card assemblies that you can use with the appliance.

To remove a riser-card assembly, complete the following steps.
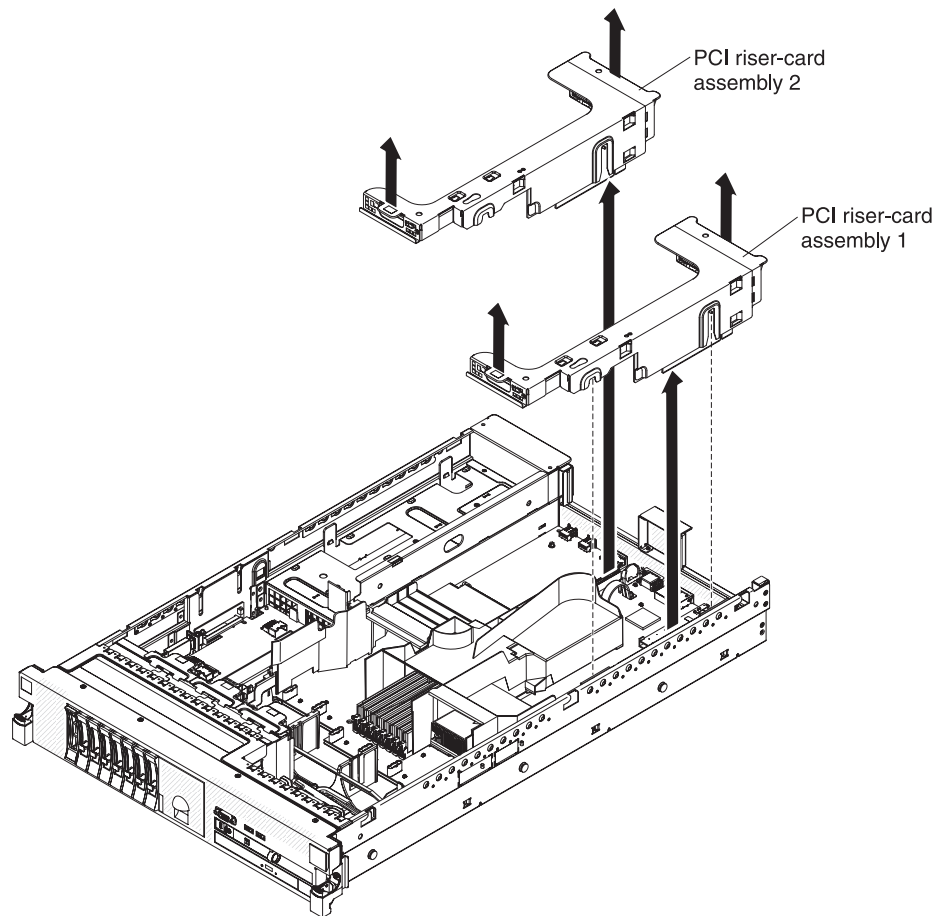
PCI riser-card
assembly 2

PCI riser-card
assembly 1

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.

2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.

3. Slide the appliance out of the rack.

4. Remove the appliance cover (see "Removing the cover" on page 149).

5. Grasp the riser-card assembly at the front tab and rear edge and lift it to remove it from the appliance. Place the riser-card assembly on a flat, static-protective surface.

Installing a PCI riser-card assembly

To install a riser-card assembly, complete the following steps.
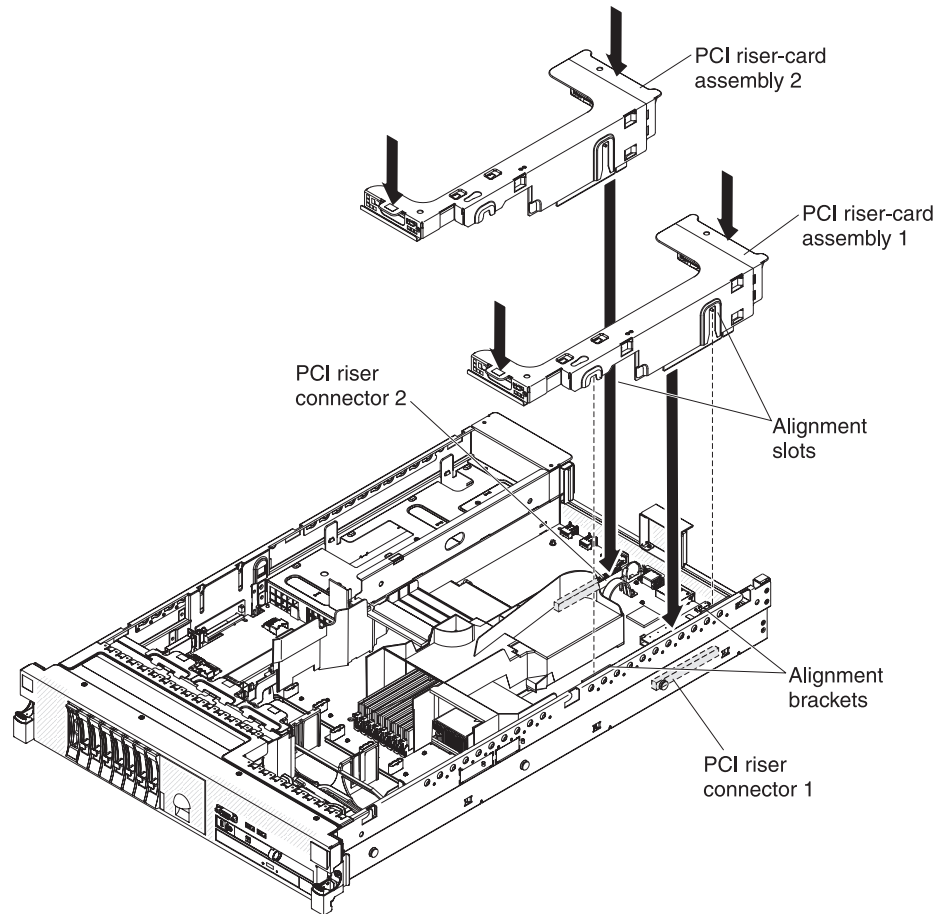
1. Reinstall any adapters and reconnect any internal cables you might have removed in other procedures (see "Internal cable routing and connectors" on page 144.)
2. Align the PCI riser-card assembly with the selected PCI connector on the system board:
   • PCI connector 1: Carefully fit the two alignment slots on the side of the assembly onto the two alignment brackets in the side of the chassis.
   • PCI connector 2: Carefully align the bottom edge (the contact edge) of the riser-card assembly with the riser-card connector on the system board.
3. Press down on the assembly. Make sure that the riser-card assembly is fully seated in the riser-card connector on the system board.
4. Install the appliance cover (see "Installing the cover" on page 150).
5. Slide the appliance into the rack.
6. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Removing a PCI adapter from a PCI riser-card assembly

This topic describes removing an adapter from a PCI expansion slot in a PCI riser-card assembly. These instructions apply to PCI adapters such as video graphic

adapters and network adapters. To remove a ServeRAID SAS controller from the SAS riser card, go to "Removing a ServeRAID SAS controller from the SAS riser card" on page 164.

The following illustration shows the locations of the adapter expansion slots from the rear of the appliance.

PCI slot 1   PCI slot 2   PCI slot 3   PCI slot 4
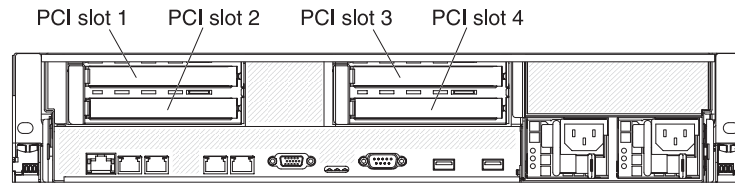
Notes:

1. If a PCI Express Gen 2x16 adapter is installed in a PCI riser-card assembly, the second expansion slot is not available.
2. If you are replacing a high power graphics adapter, you might need to disconnect the internal power cable from the system board before removing the adapter.

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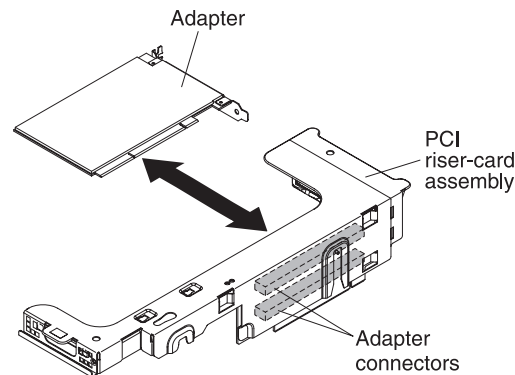
Adapter

PCI
riser-card
assembly

Adapter
connectors

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.
3. Press down on the left and right side latches and slide the appliance out of the rack enclosure until both slide rails lock; then, remove the cover (see "Removing the cover" on page 149).
4. Remove the PCI riser-card assembly that contains the adapter (see "Removing a PCI riser-card assembly" on page 156).
   • If you are removing an adapter from PCI expansion slot 1 or 2, remove PCI riser-card assembly 1.
   • If you are removing an adapter from PCI expansion slot 3 or 4, remove PCI riser-card assembly 2.
5. Disconnect any cables from the adapter (make note of the cable routing, in case you reinstall the adapter later).
6. Carefully grasp the adapter by its top edge or upper corners, and pull the adapter from the PCI expansion slot.

7. If the adapter is a full-length adapter in the upper expansion slot of the PCI riser-card assembly and you do not intend to replace it with another full-length adapter, remove the full-length-adapter bracket and store it on the underside of the top of the PCI riser-card assembly.

8. 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 a PCI adapter in a PCI riser-card assembly

Some high end video adapters are supported by your appliance. See http://www.ibm.com/servers/eserver/serverproven/compat/us/ for more information.

Notes:

1. If you are installing a video adapter in your appliance, do not set the maximum digital video resolution above 1600 x 1200 at 60 Hz for an LCD monitor. This is the highest resolution supported for any video adapter in this appliance.

2. Any high-definition video-out connector or stereo connector on the video adapter is not supported.

This topic describes installing an adapter in a PCI expansion slot in a PCI riser-card assembly. These instructions apply to PCI adapters such as video graphics adapters and network adapters. To install a ServeRAID SAS controller, go to "Installing a ServeRAID SAS controller in the SAS riser card" on page 165.

The following illustration shows the locations of the adapter expansion slots from the rear of the appliance.

PCI slot 1   PCI slot 2   PCI slot 3   PCI slot 4
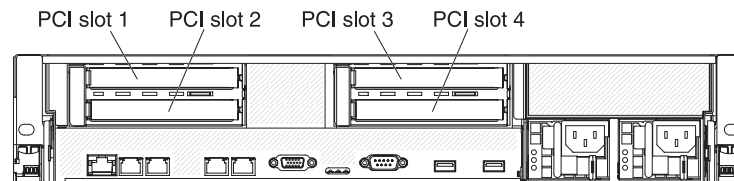
To install an adapter, complete the following steps.

Adapter   Expansion-slot cover

PCI riser-card assembly
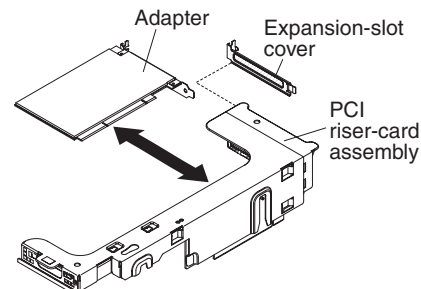
1. Install the adapter in the expansion slot.
   a. If the adapter is a full-length adapter for the upper expansion slot (1 or 3) in the riser card, remove the full-length-adapter bracket **1** from underneath the top of the riser-card assembly **3** and insert it in the end of the upper expansion slot **2** of the riser-card assembly.
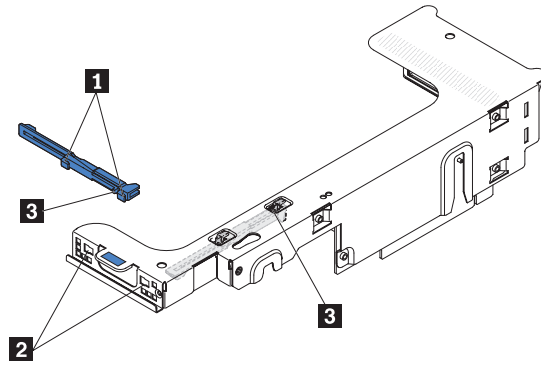
b. Align the adapter with the PCI connector on the riser card and the guide on the external end of the riser-card assembly.

c. Press the adapter firmly into the PCI connector on the riser card.

2. Connect any required cables to the adapter (see "Internal cable routing and connectors" on page 144.)

   Attention:

   • When you route cables, do not block any connectors or the ventilated space around any of the fans.

   • Make sure that cables are not routed on top of components under the PCI riser-card assembly.

   • Make sure that cables are not pinched by the appliance components.

3. Align the PCI riser-card assembly with the selected PCI connector on the system board:

   • PCI-riser connector 1: Carefully fit the two alignment slots on the side of the assembly onto the two alignment brackets on the side of the chassis; align the rear of the assembly with the guides on the rear of the appliance.

   • PCI-riser connector 2: Carefully align the bottom edge (the contact edge) of the riser-card assembly with the riser-card connector on the system board; align the rear of the assembly with the guides on the rear of the appliance.

4. Press down on the assembly. Make sure that the riser-card assembly is fully seated in the riser-card connector on the system board.

5. Perform any configuration tasks that are required for the adapter.

6. Install the appliance cover (see "Installing the cover" on page 150).

7. Slide the appliance into the rack.

8. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Removing an Ethernet adapter

To remove an Ethernet adapter, complete the following steps:

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.

2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.

3. Remove the cover (see "Removing the cover" on page 149).

4. Remove the PCI riser card 1.

5. Push the tabs on the adapter bracket outwards, then lift the front end of the card to disconnect it from the system board. Then lift it out of the appliance.

Ethernet
adapter
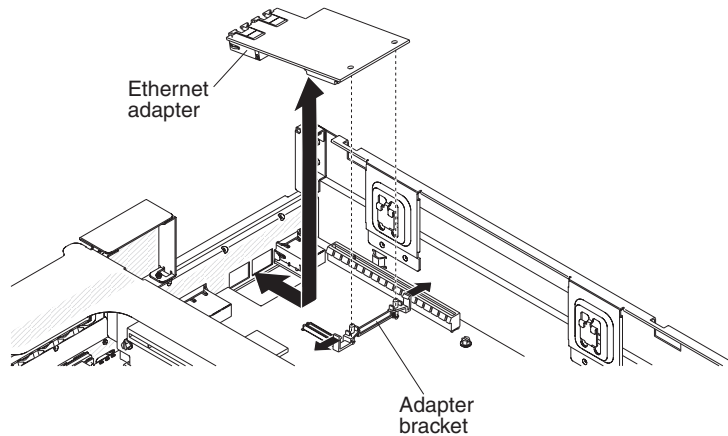
Adapter
bracket

6. Install the cover.

7. Turn on the appliance and reconnect the peripheral devices, power cords, and external cables.

Installing an Ethernet adapter

To install an Ethernet adapter, complete the following steps:

1. Remove the adapter bracket from the new Ethernet adapter.

2. Extend the Ethernet ports through the openings in the rear of the chassis.

Ethernet
adapter
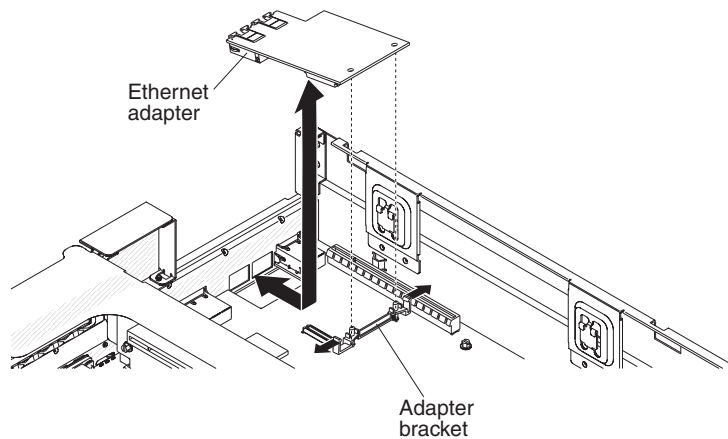
Adapter
bracket

3. Press down on the adapter above the connector and adapter bracket.

4. Install PCI riser 1.

5. Install the cover.

6. Turn on the appliance and reconnect the peripheral devices, power cords, and external cables.

Removing the SAS riser-card and controller assembly

To remove the SAS riser-card and controller assembly from the appliance, complete the steps.
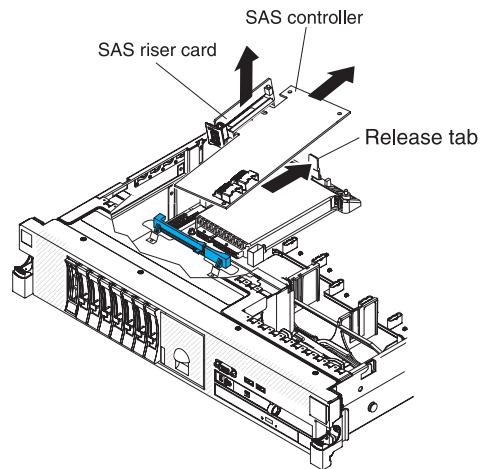
Labels: SAS riser card, SAS controller, Release tab

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.
3. Remove the cover (see "Removing the cover" on page 149).
4. Disconnect the internal cables from the SAS riser card.
5. Press the release tab toward the rear of the appliance and lift the back end of the SAS controller card slightly.
6. Place your fingers underneath the upper portion of the SAS riser card and lift the assembly from the system board.
7. Slide the front end of the SAS controller card out of the retention bracket and lift the assembly out of the appliance.

Installing the SAS riser-card and controller assembly

To install the SAS riser-card and controller assembly in the appliance, complete the steps for the applicable appliance model.

Labels: SAS riser card, SAS controller, SAS controller front retention bracket, Alignment post
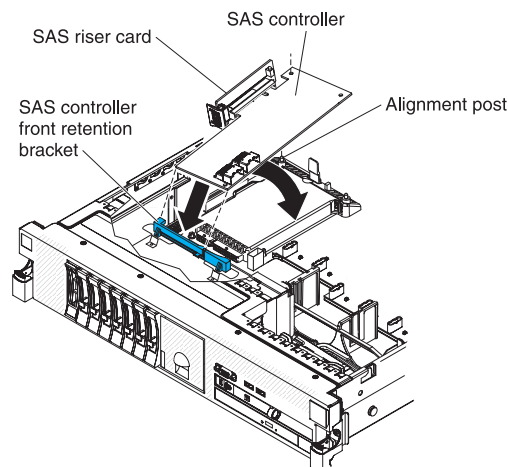
1. Place the front end of the SAS controller in the retention bracket and align the SAS riser card with the SAS riser-card connector on the system board.
2. Press down on the SAS riser card and the rear edge of the SAS controller until the SAS riser card is firmly seated and the SAS controller card retention latch

clicks into place. One or two pins (depending on the size of the card) clicks into the corner holes of the SAS controller card when the controller card is correctly seated.

Removing a ServeRAID SAS controller from the SAS riser card

SAS riser card

ServeRAID adapter
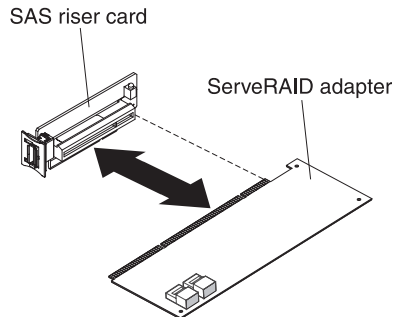
Note: For brevity, in this documentation the ServeRAID SAS controller is often referred to simply as the *SAS controller*.

A ServeRAID SAS controller is installed in a dedicated slot on the SAS riser card.

Important: If you have installed a 4-disk-drive optional expansion device in a 12-drive-capable appliance, the SAS controller is installed in a PCI riser-card assembly and is installed and removed the same way as any other PCI adapter. Do not use the instructions in this topic; use the instructions in "Removing a PCI adapter from a PCI riser-card assembly" on page 158.

To remove a ServeRAID SAS controller from a SAS riser card, complete the following steps:

1. Read the safety information that begins on page "Safety" on page vii and "Installation guidelines" on page 141.
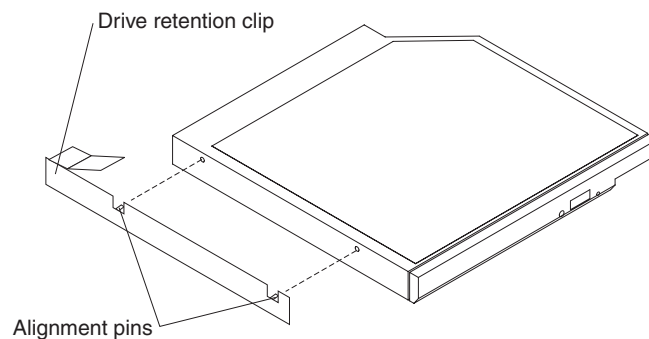2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.
3. Remove the cover (see "Removing the cover" on page 149).
4. Locate the SAS riser-card and controller assembly near the left-front corner of the appliance.
5. Disconnect the SAS signal cables from the connectors on the SAS controller (see "Internal cable routing and connectors" on page 144).
6. Remove the SAS controller assembly, which includes the SAS riser card, from the appliance (see "Removing the SAS riser-card and controller assembly" on page 162).
7. If the appliance is a tape-enabled-model, press the tab on the SAS-controller retention bracket away from the SAS riser card and lift the right edge of the SAS controller card out of the bracket.
8. Pull the SAS controller horizontally out of the connector on the SAS riser card.
9. If you are replacing the SAS controller card, then remove the battery but keep the cables connected.
10. If you are instructed to return the ServeRAID SAS controller, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a ServeRAID SAS controller in the SAS riser card
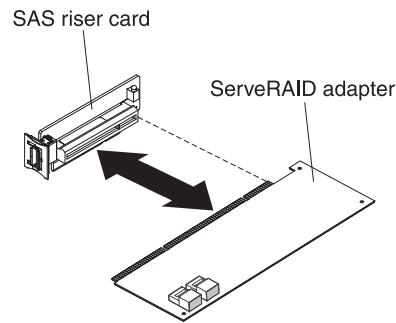
SAS riser card

ServeRAID adapter

Important: If you have installed a 4-disk-drive optional expansion device in a 12-drive-capable appliance, the SAS controller is installed in a PCI riser-card assembly and is installed and removed the same way as any other PCI adapter. Do not use the instructions in this topic; use the instructions in "Installing a PCI adapter in a PCI riser-card assembly" on page 160.

To install a SAS controller on the SAS riser card, complete the following steps.

SAS riser card

ServeRAID adapter
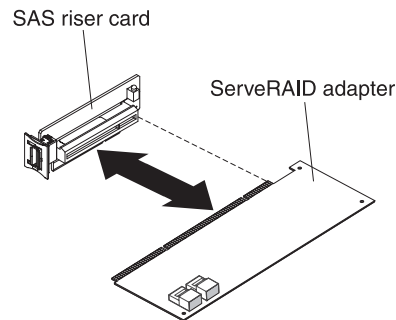
1. Touch the static-protective package that contains the new ServeRAID SAS controller to any unpainted metal surface on the appliance. Then, remove the ServeRAID SAS controller from the package.
2. If you are replacing a SAS controller that uses a battery, you can continue to use that battery with your new SAS controller.
3. If the new SAS controller is a different physical size than the SAS controller that you removed, you might have to move the controller retention bracket (tape-enabled model only) to the correct location for the new SAS controller.
4. Turn the SAS controller so that the keys on the bottom edge align correctly with the connector on the SAS riser card in the SAS controller assembly.
5. Firmly press the SAS controller horizontally into the connector on the SAS riser card.
6. (Tape-enabled model only) Gently press the opposite edge of the SAS controller into the controller retention bracket.
7. Install the SAS riser-card and controller assembly (see "Installing the SAS riser-card and controller assembly" on page 163).
8. Install the appliance cover (see "Installing the cover" on page 150).
9. Slide the appliance into the rack.
10. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Notes:

1. When you restart the appliance for the first time after you install a SAS controller with a battery, the monitor screen remains blank while the controller initializes the battery. This might take a few minutes, after which the startup process continues. This is a one-time occurrence.

    Important: You must allow the initialization process to be completed. If you do not, the battery pack will not work, and the appliance might not start.

    The battery comes partially charged, at 30% or less of capacity. Run the appliance for 4 to 6 hours to fully charge the controller battery. The LED just above the battery on the controller remains lit until the battery is fully charged.

    Until the battery is fully charged, the controller firmware sets the controller cache to write-through mode; after the battery is fully charged, the controller firmware re-enables write-back mode.

2. When you restart the appliance, you will be given the opportunity to import the existing RAID configuration to the new ServeRAID SAS controller.

Removing a hot-swap hard disk drive or a solid state drive
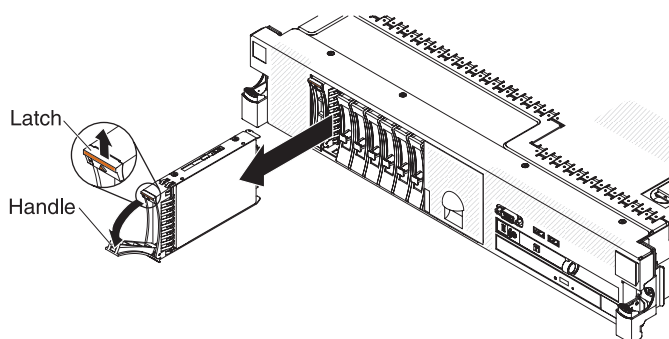
Attention: To maintain proper system cooling, do not operate the appliance for more than 10 minutes without either a drive or a filler panel installed in each bay.

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

1. Read the safety information that begins on page vii, "Handling static-sensitive devices" on page 143, and "Installation guidelines" on page 141.
2. Press up on the release latch at the top of the drive front.
3. Rotate the handle on the drive downward to the open position.
4. Pull the hot-swap drive assembly out of the bay approximately 25 mm (1 inch). Wait approximately 45 seconds while the drive spins down before you remove the drive assembly completely from the bay.
5. If you are instructed to return the hot-swap drive, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a hot-swap hard disk drive or a solid state drive

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

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

Important: Do not install a SCSI hard disk drive in this appliance.

Latch

Handle

2 **1**

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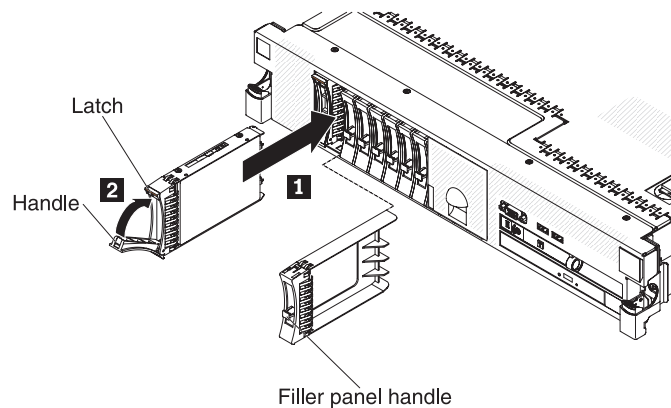
To install a drive in a hot-swap bay, complete the following steps.

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

1. Orient the drive as shown in the illustration.
2. Make sure that the tray handle is open.
3. Align the drive assembly with the guide rails in the bay.
4. Gently push the drive assembly into the bay until the drive stops.
5. Push the tray handle to the closed (locked) position.
6. If the system is turned on, check the hard disk drive status LED to verify that the hard disk drive is operating correctly.

After you replace a failed hard disk drive, the green activity LED flashes as the disk spins up. The amber LED turns off after approximately 1 minute. If the new drive starts to rebuild, the amber LED flashes slowly, and the green activity LED remains lit during the rebuild process. If the amber LED remains lit, see "Hard disk drive problems" on page 42.

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

Removing a CD-RW/DVD drive

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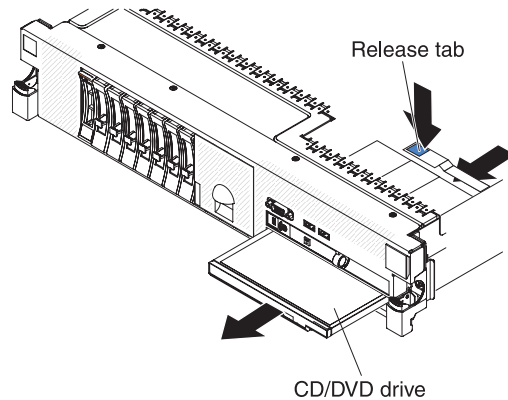
Release tab

CD/DVD drive

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.

2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.
3. Slide the appliance out of the rack; then, remove the cover (see "Removing the cover" on page 149).
4. Press the release tab down to release the drive; then, while you press the tab, push the drive toward the front of the appliance.
5. From the front of the appliance, pull the drive out of the bay.
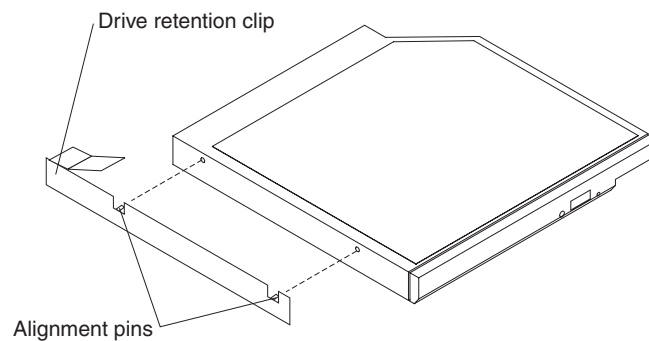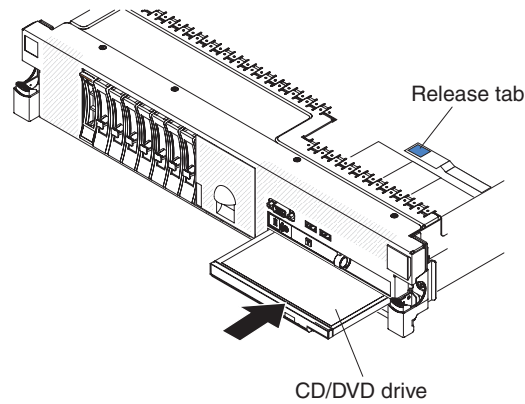
6. Remove the drive retention clip from the drive.
7. If you are instructed to return the CD-RW/DVD drive, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a CD-RW/DVD drive

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

1. Attach the drive-retention clip to the side of the drive.
2. Slide the drive into the CD/DVD drive bay until the drive clicks into place.
3. Install the cover (see "Installing the cover" on page 150).

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

Removing a memory module (DIMM)

To remove a DIMM, complete the following steps.
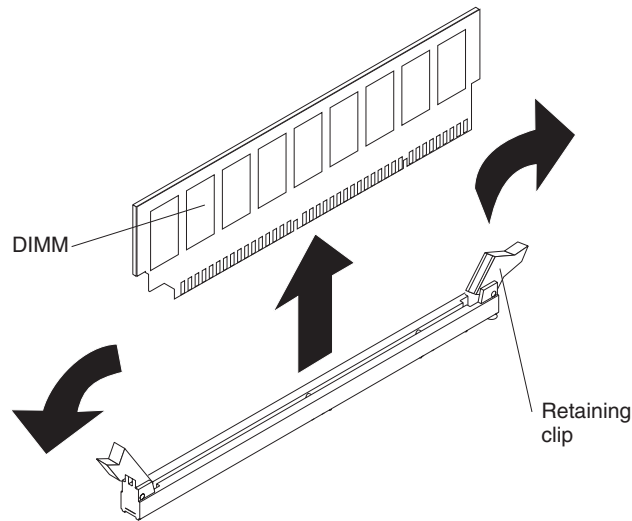
DIMM

Retaining clip

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Turn off the appliance and peripheral devices and disconnect all power cords and external cables.
3. Slide the appliance out of the rack.
4. Remove the cover (see "Removing the cover" on page 149).
5. If riser-card assembly 1 contains one or more adapters, remove it (see "Removing a PCI riser-card assembly" on page 156).
6. Remove the air baffle over the DIMMs (see "Removing the DIMM air baffle" on page 152).

   Attention: To avoid breaking the retaining clips or damaging the DIMM connectors, open and close the clips gently.
7. Open the retaining clip on each end of the DIMM connector and lift the DIMM from the connector.
8. If you are instructed to return the DIMM, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a memory module

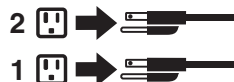For information about the types of dual inline memory modules (DIMMs) that the appliance supports and other information that you must consider when you install DIMMs, see the *Installation and User's Guide* on the IBM *Documentation* CD.
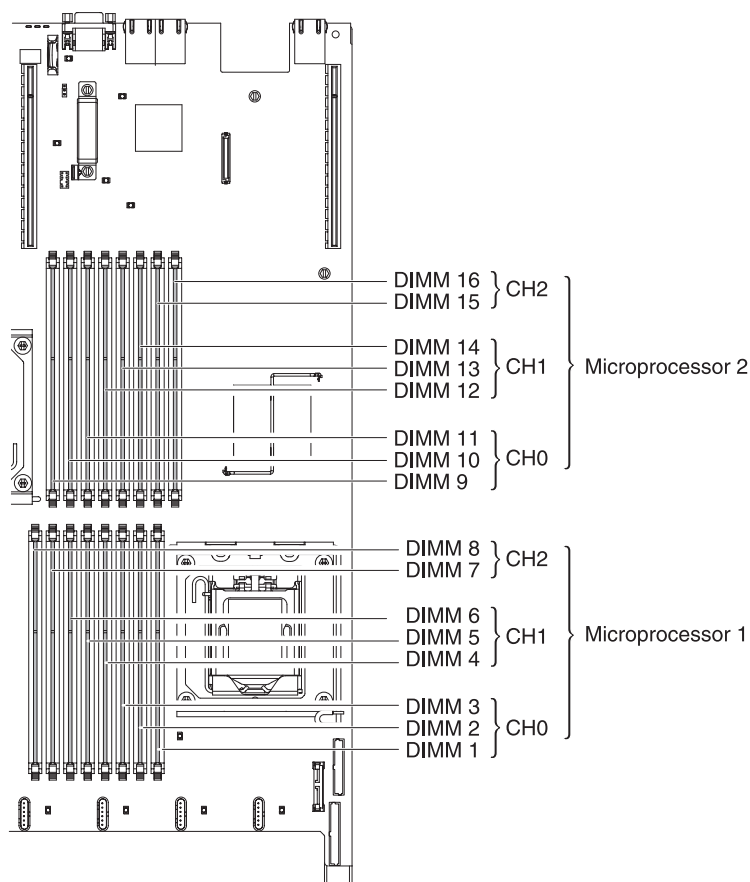
Table 16. DIMM installation sequence

DIMM type	Installed microprocessor	DIMM connector sequence
Only single-rank and double-rank	Microprocessor 1	Install the DIMMs in the following sequence: 3, 6, 8, 2, 5, 7, 1, 4
	Microprocessor 2	Install the DIMMs in the following sequence: 11, 14, 16, 10, 13, 15, 9, 12
Quad-rank only, or combination of quad-rank, single-rank, double-rank	Microprocessor 1	Install the DIMMs in the following sequence: 3, 6, 8, 2, 5, 7
	Microprocessor 2	Install the DIMMs in the following sequence: 11, 14, 16, 10, 13, 15

Note that you can install DIMMs for microprocessor 2 as soon as microprocessor 2 is installed; you are not required to fill all the DIMM connectors for microprocessor 1 first.

To install a DIMM, complete the following steps.

DIMM
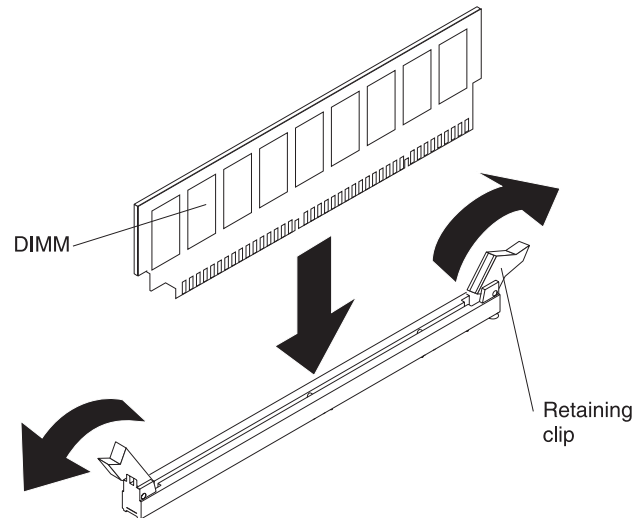
Retaining clip

1. If riser-card assembly 1 contains one or more adapters, remove riser-card assembly 1.
2. Remove the DIMM air baffle.

   Attention: To avoid breaking the retaining clips or damaging the DIMM connectors, open and close the clips gently.
3. Open the retaining clip on each end of the DIMM connector.
4. Touch the static-protective package that contains the DIMM to any unpainted metal surface on the appliance. Then, remove the DIMM from the package.
5. Turn the DIMM so that the DIMM keys align correctly with the connector.
6. Insert the DIMM into the connector by aligning the edges of the DIMM with the slots at the ends of the DIMM connector. Firmly press the DIMM straight down into the connector by applying pressure on both ends of the DIMM simultaneously. The retaining clips snap into the locked position when the DIMM is firmly seated in the connector.

   Attention: 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.
7. Repeat steps 1 through 6 until all the new or replacement DIMMs are installed.
8. Replace the air baffle over the DIMMs (see "Installing the DIMM air baffle" on page 154), making sure all cables are out of the way.
9. Replace the PCI riser-card assemblies (see "Installing a PCI riser-card assembly" on page 158), if you removed them.
10. Install the cover (see "Installing the cover" on page 150).
11. Slide the appliance into the rack.
12. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.
13. Go to the Setup utility and make sure all the installed DIMMs are present and enabled.

Removing a hot-swap fan

Attention: To ensure proper appliance operation and cooling, if you remove a fan with the system running, you must install a replacement fan within 30 seconds or the system will shut down.

To remove any of the three replaceable fans, complete the following steps.
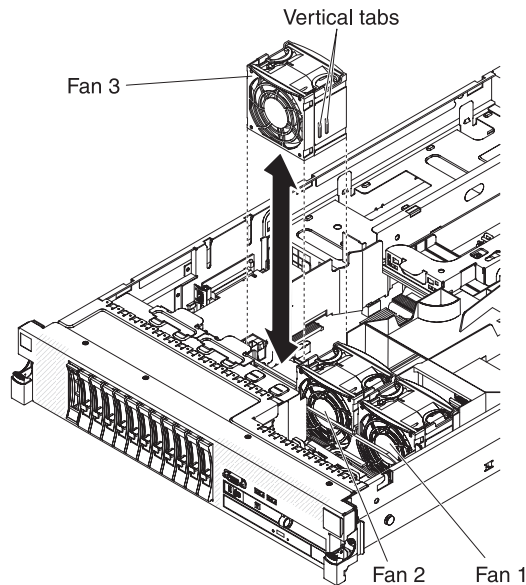
Vertical tabs

Fan 3

Fan 2   Fan 1

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.

2. Leave the appliance connected to power.

3. Slide the appliance out of the rack and remove the cover (see "Removing the cover" on page 149). The LED on the system board near the connector for the failing fan will be lit.

   Attention: To ensure proper system cooling, do not remove the top cover for more than 30 minutes during this procedure.

4. Grasp the fan by the finger grips on the sides of the fan.

5. Lift the fan out of the appliance.

6. Replace the fan within 30 seconds.

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

Installing a hot-swap fan

For proper cooling, the appliance requires that all three fans be installed at all times.

Attention: To ensure proper appliance operation, if a fan fails, replace it immediately. Have a replacement fan ready to install as soon as you remove the failed fan.

See "System-board internal connectors" on page 14 for the locations of the fan connectors.

To install any of the three replaceable fans, complete the following steps.
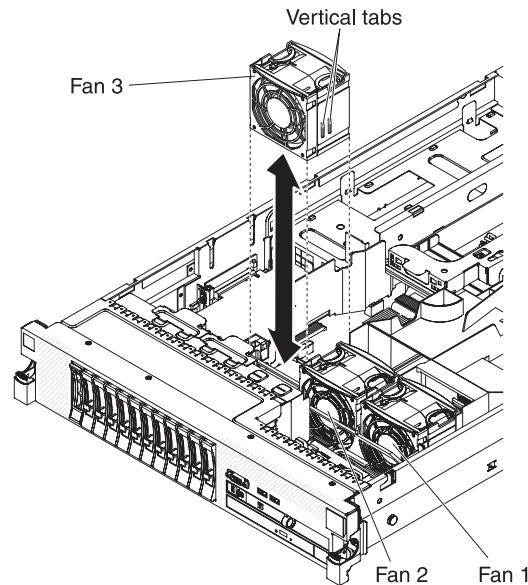
1. Orient the new fan over its position in the fan bracket so that the connector on the bottom aligns with the fan connector on the system board.
2. Align the vertical tabs on the fan with the slots on the fan cage bracket.
3. Push the new fan into the fan connector on the system board. Press down on the top surface of the fan to seat the fan fully. (Make sure that the LED has turned off.)
4. Repeat steps 1 through 3 until all the new or replacement fans are installed.
5. Install the cover (see "Installing the cover" on page 150).
6. Slide the appliance into the rack.

Removing a hot-swap power supply

Important: If the appliance has two power supplies, and if you remove either of them, the appliance will not have redundant power; if the appliance power load then exceeds 675 W, the appliance might not start or might not function correctly.

To remove a power supply, complete the following steps.
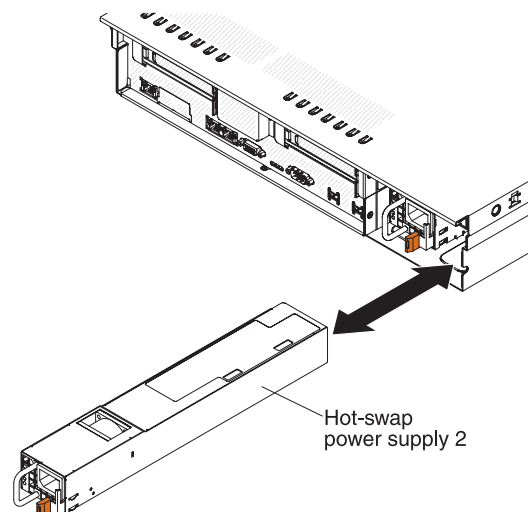
1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. If only one power supply is installed, turn off the appliance and peripheral devices.
3. Disconnect the power cord from the power supply that you are removing.
4. Grasp the power-supply handle.
5. Press the orange release latch to the left and hold it in place.
6. Pull the power supply part of the way out of the bay, then release the latch and support the power supply as you pull it the rest of the way out of the bay.
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 hot-swap power supply

The appliance supports a maximum of two hot-swap ac 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.

Hot-swap
power supply 2
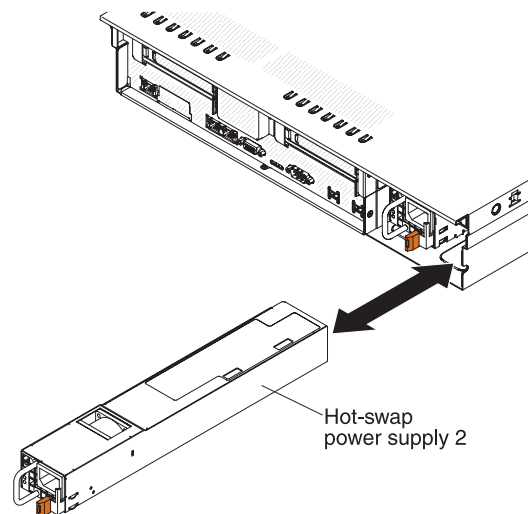
Attention: During normal operation, each power-supply bay must contain either a power supply or power-supply filler for proper cooling.

To install a power supply, complete the following steps:

1. Slide the power supply into the bay until the retention latch clicks into place.
2. Connect the power cord for the new power supply to the power-cord connector on the power supply.

    The following illustration shows the power-cord connectors on the back of the appliance.

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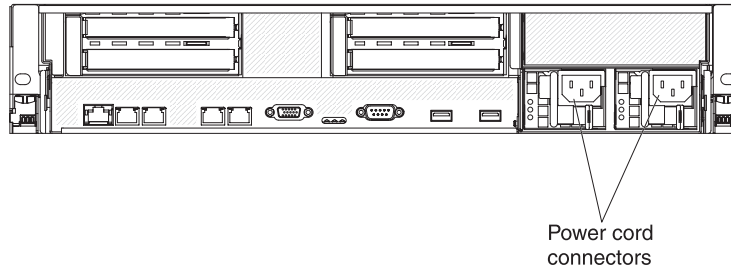
3. Route the power cord through the power-supply handle and through any cable clamps on the rear of the appliance, to prevent the power cord from being accidentally pulled out when you slide the appliance in and out of the rack.

4. Connect the power cord to a properly grounded electrical outlet.

5. Make sure that the error LED on the power supply is not lit, and that the dc power LED and ac power LED on the power supply are lit, indicating that the power supply is operating correctly.

Removing the battery

Statement 2:

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

Do not:
- **Throw or immerse into water**
- **Heat to more than 100°C (212°F)**
- **Repair or disassemble**

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

To remove the battery, complete the following steps:

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Follow any special handling and installation instructions that come with the battery.
3. Turn off the appliance and peripheral devices, and disconnect the power cord and all external cables.
4. Slide the appliance out of the rack.
5. Remove the cover (see "Removing the cover" on page 149).
6. Disconnect any internal cables, as necessary (see "Internal cable routing and connectors" on page 144).

7. Locate the battery on the system board.
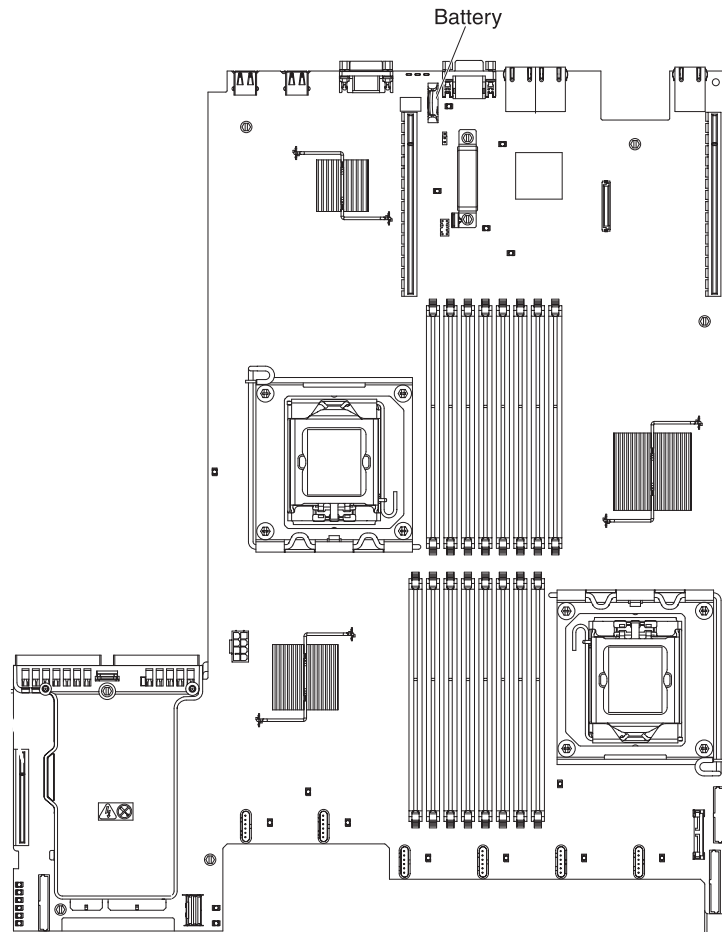
Battery

8. Remove the battery:
   a. Use one finger to push the battery horizontally out of its housing, pushing it away from the PCI riser 2.
   b. Lift the battery from the socket.
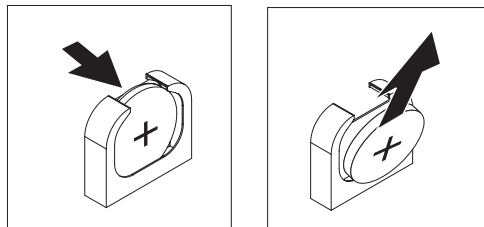
9. Dispose of the battery as required by local ordinances or regulations. See the *IBM Environmental Notices and User's Guide* on the *Documentation* CD for more information.

Installing the battery

The following notes describe information that you must consider when you replace the battery in the appliance.

- You must replace the battery with a lithium battery of the same type from the same manufacturer.

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

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.

See the *IBM Environmental Notices and User's Guide* on the *Documentation* CD for more information.

To install the replacement battery, complete the following steps:

1. Follow any special handling and installation instructions that come with the replacement battery.
2. Insert the new battery:
    a. Hold the battery in a vertical orientation so that the smaller side is facing the housing.
    b. Place the battery into its socket, and press the battery toward the housing and the PCI riser 2 until it snaps into place.
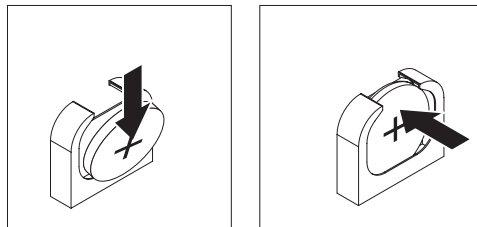
3. Reinstall any adapters that you removed.
4. Reconnect the internal cables that you disconnected (see "Internal cable routing and connectors" on page 144).
5. Install the cover (see "Installing the cover" on page 150).
6. Slide the appliance into the rack.

7. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

   Note: You must wait approximately 2.5 minutes after you connect the power cord of the appliance to an electrical outlet before the power-control button becomes active.

8. Start the Setup utility and reset the configuration.
   - Set the system date and time.
   - Set the power-on password.
   - Reconfigure the appliance.

   See Chapter 6, "Configuration utilities (for trained service technicians only)," on page 197 for details.

Removing the operator information panel assembly

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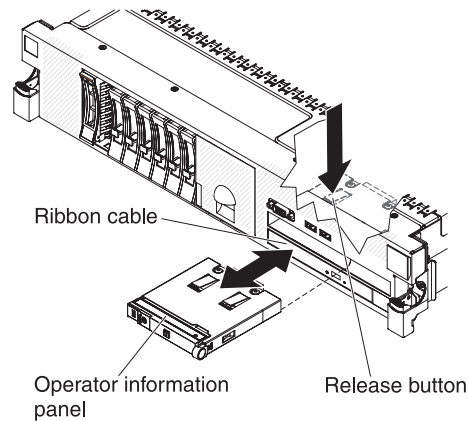
Ribbon cable

Operator information panel   Release button

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Remove the cover (see "Removing the cover" on page 149).
3. Disconnect the cable from the back of the operator information panel assembly.
4. Reach inside the appliance and press the release tab; then, while you hold the release tab down, push the assembly toward the front of the appliance.
5. From the front of the appliance, carefully pull the operator information panel assembly out of the appliance.
6. If you are instructed to return the operator information panel assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the operator information panel assembly

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

Tabs

Operator information panel

Release button
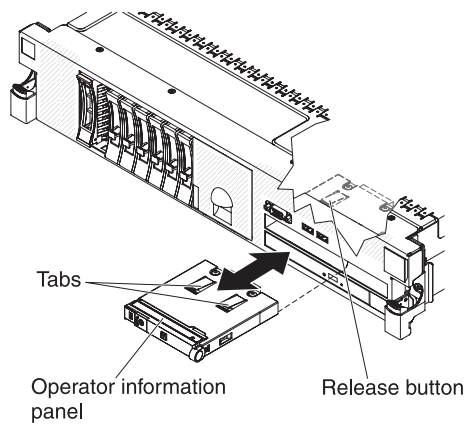
1. Position the operator information panel assembly so that the tabs face upward and slide it into the appliance until it clicks into place.
2. Inside the appliance, connect the cable to the rear of the operator information panel assembly.
3. Install the cover (see "Installing the cover" on page 150).
4. Slide the appliance into the rack.
5. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

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 appliance.

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

Removing the bezel

To remove the bezel, complete the following steps.
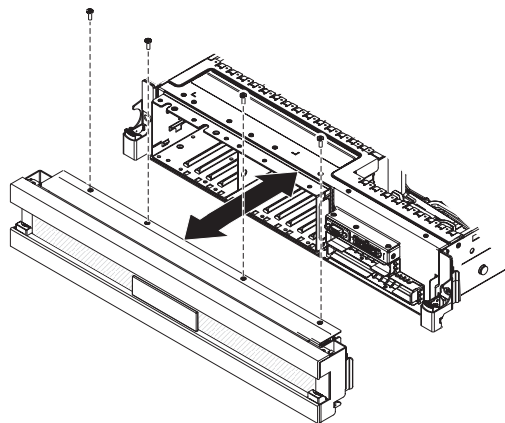
1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Remove all the cables that are connected to the front of the appliance.
3. Remove the screws from the bezel.
4. Rotate the top of the bezel away from the appliance.

Installing the bezel

To install the bezel, complete the following steps.
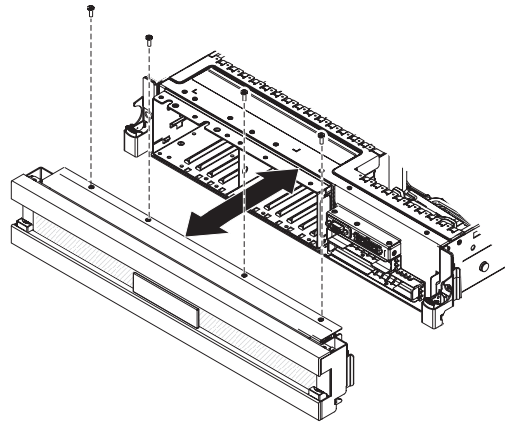
1. Insert the tabs on the bottom of the bezel into the slots on the underside of the chassis and attach it with the screws.
2. Connect any cables you previously removed from the front of the appliance.

Removing the SAS hard disk drive backplane

To remove the SAS hard disk drive backplane, complete the following steps.
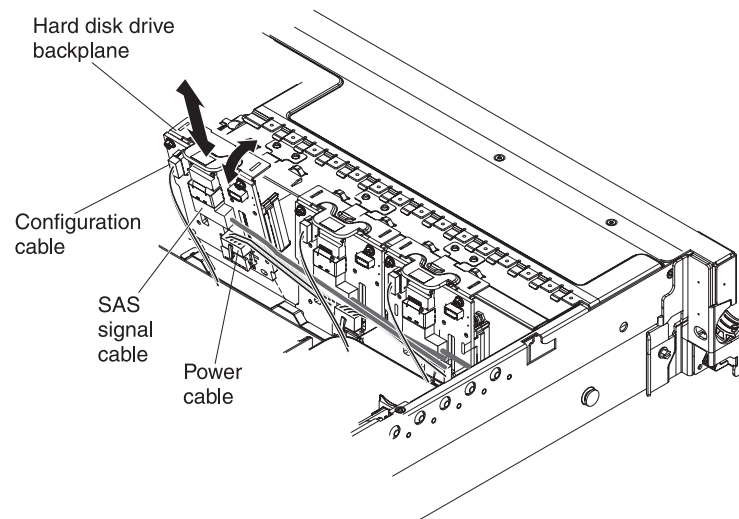
Hard disk drive backplane

Configuration cable

SAS signal cable

Power cable

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Turn off the appliance and peripheral devices, and disconnect the power cord and all external cables.
3. Slide the appliance out of the rack.
4. Remove the cover (see "Removing the cover" on page 149).
5. Pull the hard disk drives or fillers out of the appliance slightly to disengage them from the backplane. See "Removing a hot-swap hard disk drive or a solid state drive" on page 166 for details.
6. To obtain more working room, remove the fans (see "Removing a hot-swap fan" on page 171).
7. Lift the backplane out of the appliance by pulling it toward the rear of the appliance and then lifting it up.

8. Disconnect the backplane power, signal, and configuration cables (see "Internal cable routing and connectors" on page 144).

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

Installing the SAS hard disk drive backplane

To install the replacement SAS hard disk drive backplane, complete the following steps.
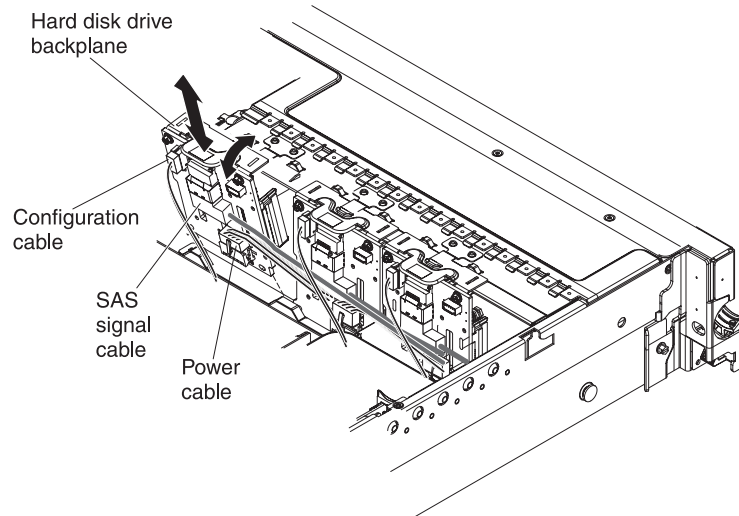
1. Connect the power and signal cables to the replacement backplane (see "Internal cable routing and connectors" on page 144).

2. Align the backplane with the backplane slot in the chassis and the small slots on top of the hard disk drive cage.

3. Lower the backplane into the slots on the chassis.

4. Rotate the top of the backplane until the front tab clicks into place into the latches on the chassis.

5. Insert the hard disk drives and the fillers the rest of the way into the bays.

6. Replace the fan bracket and fans if you removed them (see "Installing the fan bracket" on page 156 and "Installing a hot-swap fan" on page 172).

7. Install the cover (see "Installing the cover" on page 150).

8. Slide the appliance into the rack.

9. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Removing and replacing FRUs

FRUs must be installed only by trained service technicians.

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

Removing a microprocessor and heat sink

Attention:
- Do not allow the thermal grease on the microprocessor and heat sink to come in contact with anything. Contact with any surface can compromise the thermal grease and the microprocessor socket.
- 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, "Handling static-sensitive devices" on page 143, and "Installation guidelines" on page 141.
2. Turn off the appliance and peripheral devices and disconnect the power cord and all external cables.
3. Remove the cover (see "Removing the cover" on page 149).
4. Depending on which microprocessor you are removing, remove the following components, if necessary:
   - Microprocessor 1: PCI riser-card assembly 1 and DIMM air baffle (see "Removing a PCI riser-card assembly" on page 156 and "Removing the DIMM air baffle" on page 152)
   - Microprocessor 2: PCI riser-card assembly 2 and microprocessor 2 air baffle (see "Removing a PCI riser-card assembly" on page 156 and "Removing the microprocessor 2 air baffle" on page 151).
5. Open the heat-sink release lever to the fully open position.
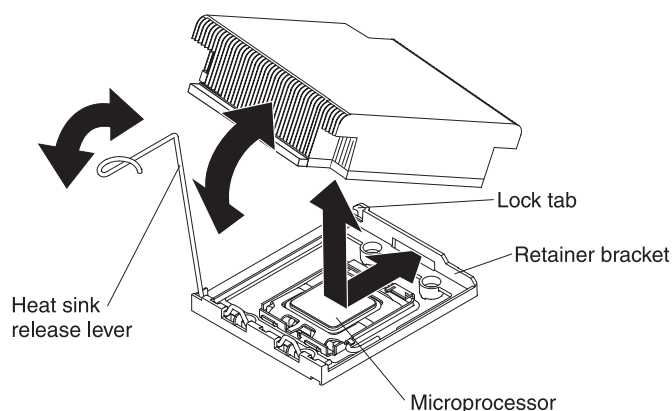
6. Lift the heat sink out of the appliance. If the heat sink sticks to the microprocessor, slightly twist the heat sink back and forth to break the seal. After removal, place the heat sink on its side on a clean, flat surface.
7. Release the microprocessor retention latch by pressing down on the end, moving it to the side, and releasing it to the open (up) position.

Microprocessor
bracket frame

Microprocessor

Microprocessor
release latch
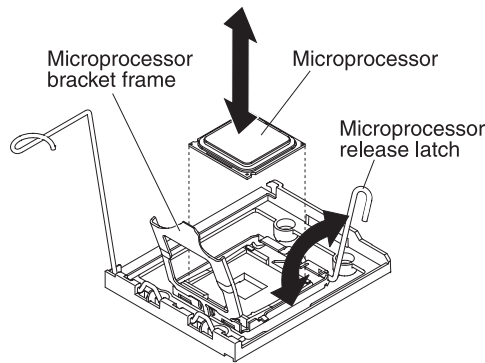
8. Open the microprocessor bracket frame by lifting up the tab on the top edge. Keep the bracket frame in the open position.

9. Carefully lift the microprocessor straight up and out of the socket, and place it on a static-protective surface.

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

Installing a microprocessor and heat sink

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

Read the documentation that comes with the microprocessor to determine whether you must update the system firmware. See the *Application and Administration Guide* for your appliance on the *Documentation* CD for information about updating firmware.

Important:

- A startup (boot) microprocessor must always be installed in microprocessor connector 1 on the system board.

- To ensure correct appliance operation, make sure that you use microprocessors that are compatible and you have installed an additional DIMM for microprocessor 2. Compatible microprocessors must have the same QuickPath Interconnect (QPI) link speed, integrated memory controller frequency, core frequency, power segment, cache size, and type.

- Microprocessors with different stepping levels are supported in this appliance. If you install microprocessors with different stepping levels, it does not matter which microprocessor is installed in microprocessor connector 1 or connector 2.

- If you are installing a microprocessor that has been removed, make sure that it is paired with its original heat sink or a new replacement heat sink. Do not reuse a heat sink from another microprocessor; the thermal grease distribution might be different and might affect conductivity.

- If you are installing a new heat sink, remove the protective backing from the thermal material that is on the underside of the new heat sink.

- If you are installing a new heat-sink assembly that did not come with thermal grease, see "Thermal grease" on page 188 for instructions for applying thermal grease; then, continue with step 1 on page 187 of this procedure.

- If you are installing a heat sink that has contaminated thermal grease, see "Thermal grease" on page 188 for instructions for replacing the thermal grease; then, continue with step 1 on page 187 of this procedure.

To install a new or replacement microprocessor, complete the following steps. The following illustration shows how to install a microprocessor on the system board.

1. Touch the static-protective package that contains the microprocessor to any unpainted metal surface on the appliance. Then, remove the microprocessor from the package.

2. Rotate the microprocessor release lever on the socket from its closed and locked position until it stops in the fully open position.

   Attention:

   - Do not touch the microprocessor contact; 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.

   - Handle the microprocessor carefully. Dropping the microprocessor during installation or removal can damage the contacts.

   - Do not use excessive force when you press the microprocessor into the socket.

   - Make sure that the microprocessor is oriented and aligned and positioned in the socket before you try to close the lever.
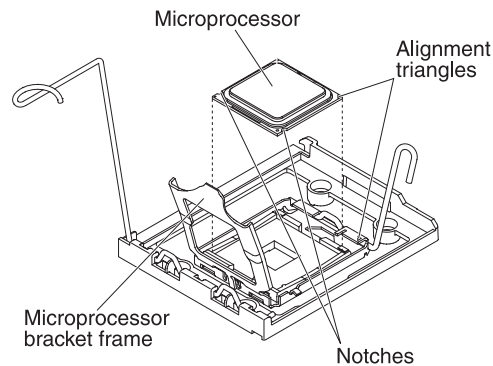
3. Align the microprocessor with the socket (note the alignment mark and the position of the notches); then, carefully place the microprocessor on the socket. Close the microprocessor bracket frame.

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

4. Carefully close the microprocessor release lever to secure the microprocessor in the socket.

5. Install a heat sink on the microprocessor.

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

   The following illustration shows the bottom surface of the heat sink.
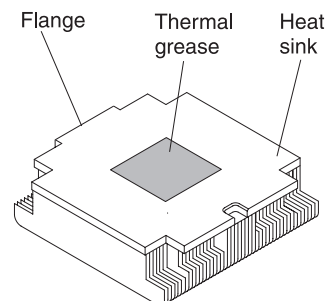
a. Make sure that the heat-sink release lever is in the open position.

b. Remove the plastic protective cover from the bottom of the heat sink.

c. If the new heat sink did not come with thermal grease, apply thermal grease on the microprocessor before you install the heat sink (see "Thermal grease").

d. Align the heat sink above the microprocessor with the thermal grease side down.

Lock tab

Retainer bracket

Heat sink
release lever

Microprocessor
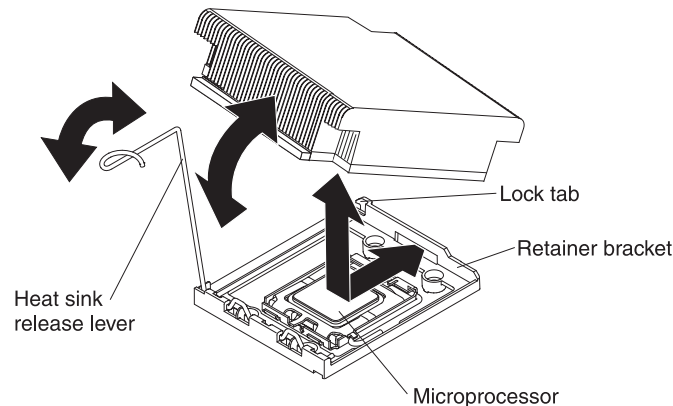
e. Slide the flange of the heat sink into the opening in the retainer bracket.

f. Press down firmly on the heat sink until it is seated securely.

g. Rotate the heat-sink release lever to the closed position and hook it underneath the lock tab.

6. Replace the components that you removed in "Removing a microprocessor and heat sink" on page 185:

- Microprocessor 1: DIMM air baffle and PCI riser-card assembly 1 (see "Installing the DIMM air baffle" on page 154 and "Installing a PCI riser-card assembly" on page 158)

- Microprocessor 2: Microprocessor 2 air baffle and PCI riser-card assembly 2 (see "Installing the microprocessor 2 air baffle" on page 152 and "Installing a PCI riser-card assembly" on page 158).

7. Install the cover (see "Installing the cover" on page 150).

8. Slide the appliance into the rack.

9. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Thermal grease

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

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

1. Place the heat-sink assembly 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 exchanger.

   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.

0.02 mL of thermal grease
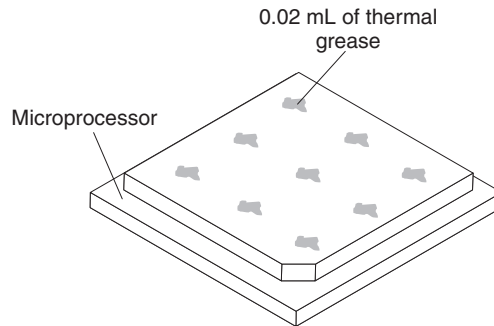
Microprocessor

5. Use the thermal-grease syringe to place nine uniformly spaced dots of 0.02 mL each on the top of the microprocessor.
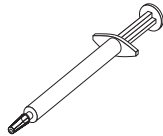
Note: 0.01mL is one tick mark on the syringe. If the grease is properly applied, approximately half (0.22 mL) of the grease will remain in the syringe.

6. Continue with step 5d on page 188 of the "Installing a microprocessor and heat sink" on page 186 procedure.

Removing a heat-sink retention module

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

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Turn off the appliance, and disconnect all power cords and external cables.
3. Remove the cover (see "Removing the cover" on page 149).

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

4. Remove the applicable air baffle; then, remove the heat sink and microprocessor. See "Removing a microprocessor and heat sink" on page 185 for instructions; then, continue with step 5.
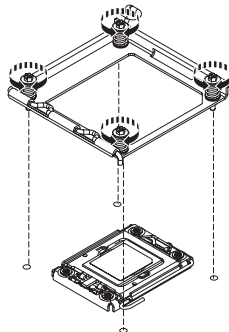
5. Remove the four screws that secure the heat-sink retention module to the system board; then, lift the heat-sink retention module from the system board.
6. If you are instructed to return the heat-sink retention module, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a heat-sink retention module

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

1. Place the heat-sink retention module in the microprocessor location on the system board.
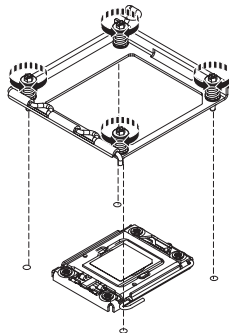
2. Install the four screws that secure the module to the system board.

   Attention: Make sure that you install each heat sink with its paired microprocessor (see steps 3 and 4).

3. Install the microprocessor, heat sink, and applicable air baffle (see "Installing a microprocessor and heat sink" on page 186).
4. Install the cover (see "Installing the cover" on page 150).
5. Slide the appliance into the rack.

6. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.
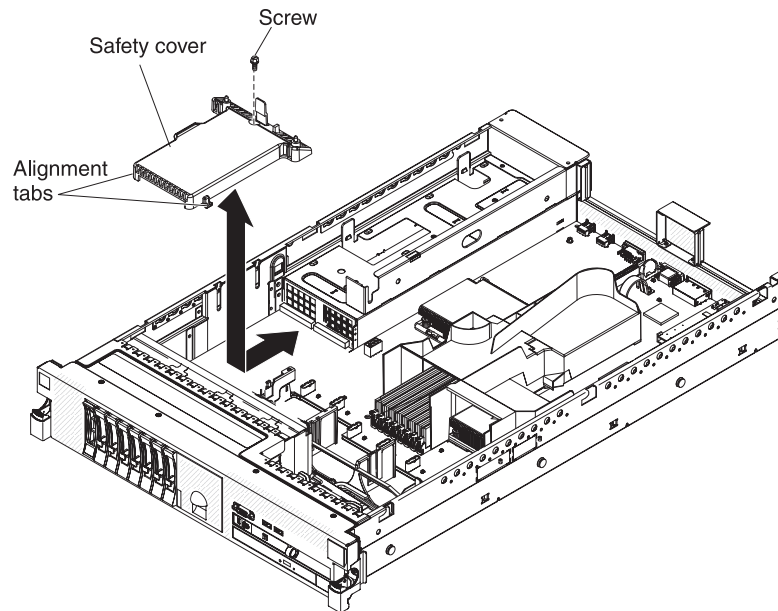
Removing the system board

To remove the system board, complete the following steps.

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Turn off the appliance, and disconnect all power cords and external cables.
3. Pull the power supplies out of the rear of the appliance, just enough to disengage them from the appliance.
4. Remove the appliance cover (see "Removing the cover" on page 149).
5. Remove the following components and place them on a static-protective surface for reinstallation:
   - The riser-card assemblies with adapters (see "Removing a PCI riser-card assembly" on page 156)
   - The SAS riser-card and controller assembly (see "Removing the SAS riser-card and controller assembly" on page 162)
6. If an Ethernet adapter is installed in the appliance, remove it.
7. Remove the air baffles (see "Removing the DIMM air baffle" on page 152 and "Removing the microprocessor 2 air baffle" on page 151).

   Important: Before you remove the DIMMs, note which DIMMs are in which connectors. You must install them in the same configuration on the replacement system board.
8. Remove all DIMMs, and place them on a static-protective surface for reinstallation (see "Removing a memory module (DIMM)" on page 169).
9. Remove the fans (see "Removing a hot-swap fan" on page 171).
10. Disconnect all cables from the system board (see "Internal cable routing and connectors" on page 144).

    Attention: In the following step, do not allow the thermal grease to come in contact with anything, and keep each heat sink paired with its microprocessor for reinstallation. Contact with any surface can compromise the thermal grease and the microprocessor socket; a mismatch between the microprocessor and its original heat sink can require the installation of a new heat sink.
11. Remove each microprocessor heat sink and microprocessor; then, place them on a static-protective surface for reinstallation (see "Removing a microprocessor and heat sink" on page 185).
12. Push in and lift up the two system-board release latches on each side of the fan cage.

System board
release latches
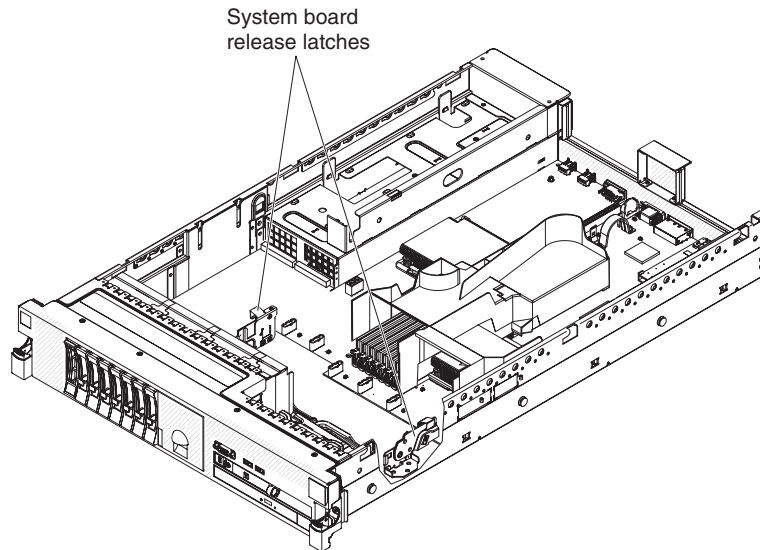
13. Slide the system board forward and tilt it away from the power supplies. Using the two lift handles on the system board, pull the system board out of the appliance.
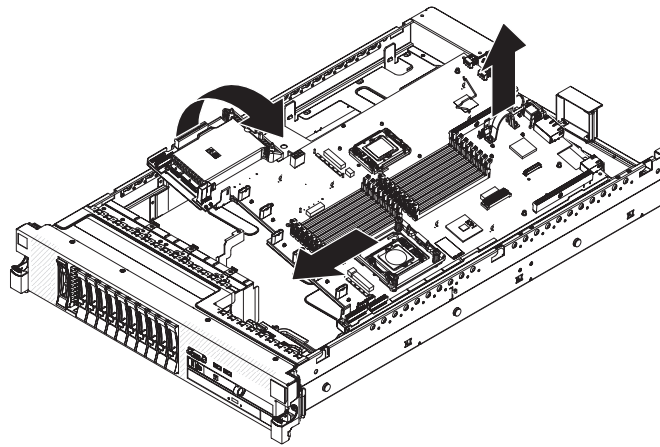
14. If you are instructed to return the system board, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

15. 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.

Installing the system board

Notes:

1. When you reassemble the components in the appliance, be sure to route all cables carefully so that they are not exposed to excessive pressure (see "Internal cable routing and connectors" on page 144).

2. When you replace the system board, you must either update the appliance 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. See

"Updating the software stack" on page 197, "Updating the Universal Unique Identifier (UUID)" on page 210, and "Updating the DMI/SMBIOS data" on page 213 for more information.

3. Update the vital product data (VPD) through the appliance firmware update procedure.

To reinstall the system board, complete the following steps.
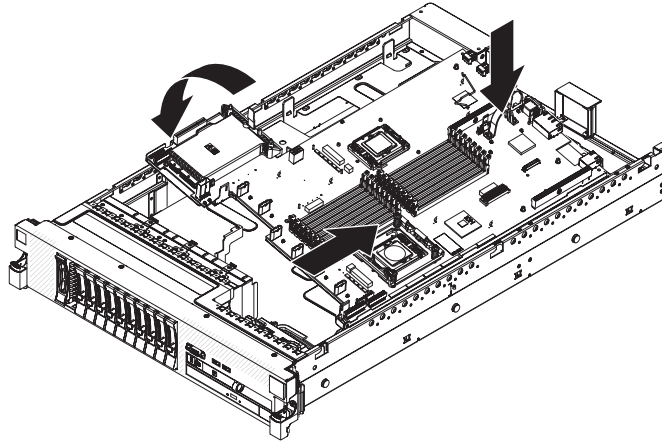
1. Align the system board at an angle, as shown in the illustration; then, rotate and lower it flat and slide it back toward the rear of the appliance. Make sure that the rear connectors extend through the rear of the chassis.

2. Reconnect to the system board the cables that you disconnected in step 10 of "Removing the system board" on page 191 (see "Internal cable routing and connectors" on page 144).

3. Rotate the system-board release latch toward the rear of the appliance until the latch clicks into place.

4. Install the fans.

5. Install each microprocessor with its matching heat sink (see "Installing a microprocessor and heat sink" on page 186).

6. Install the DIMMs (see "Installing a memory module" on page 169).

7. Install the air baffles (see "Installing the DIMM air baffle" on page 154) and "Removing the microprocessor 2 air baffle" on page 151, making sure that all cables are out of the way.

8. Install the SAS riser-card and controller assembly (see "Installing the SAS riser-card and controller assembly" on page 163).

9. If necessary, install the Ethernet adapter.

10. Install the PCI riser-card assemblies and all adapters (see "Installing a PCI riser-card assembly" on page 158).

11. Install the cover (see "Installing the cover" on page 150).

12. Push the power supplies back into the appliance.

13. Slide the appliance into the rack.

14. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Important: Either update the appliance with the latest firmware or restore the pre-existing firmware that the customer provides on a diskette or CD image. See

"Updating the software stack" on page 197, "Updating the Universal Unique Identifier (UUID)" on page 210, and "Updating the DMI/SMBIOS data" on page 213 for more information.

Removing the 240 VA safety cover

To remove the 240 VA safety cover, complete the following steps:

1. Read the safety information that begins on page vii and "Installation guidelines" on page 141.
2. Turn off the appliance, and disconnect all power cords and external cables.
3. Pull the appliance out of the rack.
4. Remove the appliance cover (see "Removing the cover" on page 149).
5. Remove the SAS riser card assembly (see "Removing the SAS riser-card and controller assembly" on page 162).

6. Remove the screw from the safety cover.
7. Disconnect the hard disk drive backplane power cables from the connector in front of the safety cover.
8. Slide the cover forward to disengage it from the system board, and then lift it out of the appliance.
9. If you are instructed to return the 240 VA safety cover, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the 240 VA safety cover

To install the 240 VA safety cover, complete the following steps.
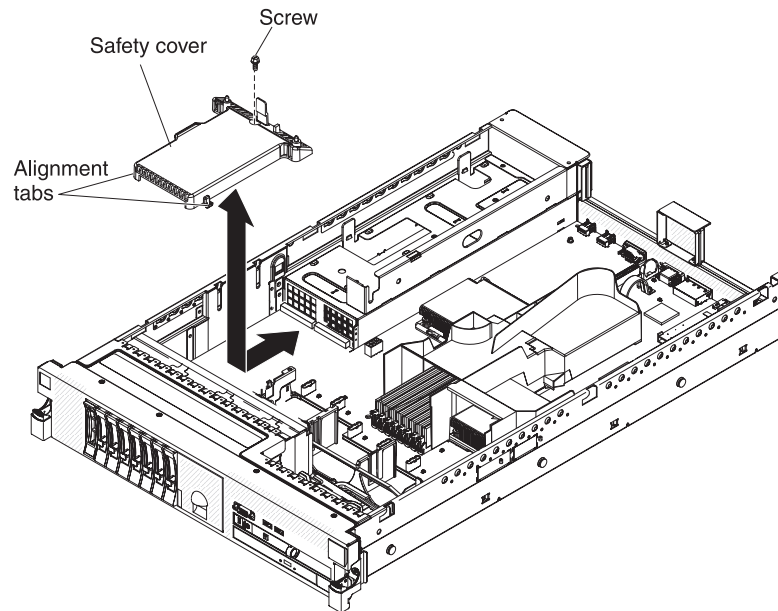
1. Line up and insert the tabs on the bottom of the safety cover into the slots on the system board.
2. Slide the safety cover toward the back of the appliance until it is secure.
3. Connect the hard disk drive backplane power cables to the connector in front of the safety cover.
4. Install the screw into the safety cover.
5. Install the SAS riser-card assembly (see "Installing the SAS riser-card and controller assembly" on page 163).
6. Install the appliance cover (see "Installing the cover" on page 150).
7. Slide the appliance into the rack.
8. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the appliance.

Chapter 6. Configuration utilities (for trained service technicians only)

This chapter provides information about using the configuration utilities. The information in this chapter is to be used by trained service technicians only.

Updating the software stack

The software for the appliance is periodically updated. To update to the latest level of software, complete the following steps:

1. Go to http://www.ibm.com/systems/support/.
2. Under **Product support**, click **System x**.
3. Under **Popular links**, click **Publications lookup**.
4. Click **Schooner Appliances** to display the publications associated with your appliance. Select the *Application and Administration Guide* for your appliance, and follow the instructions for updating your software.

Configuring the appliance

The following configuration programs come with the appliance:

- **Setup utility**

  The Setup utility is part of the 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 198.

- **Boot Menu program**

  The Boot Menu program is part of the appliance 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.

- **Integrated management module**

  Use the integrated management module (IMM) for configuration, to update the firmware and sensor data record/field replaceable unit (SDR/FRU) data, and to remotely manage a network. For information about using the IMM, see "Using the integrated management module" on page 205.

- **Remote presence capability and blue-screen capture**

  The remote presence and blue-screen capture feature are integrated into the integrated management module (IMM) and allows you to access the host graphical user interface through the Web interface.

- **Ethernet controller configuration**

  For information about configuring the Ethernet controller, see "Configuring the Gigabit Ethernet controller" on page 207.

- **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 208.

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

Table 17. Configurations and applications for configuring and managing RAID arrays

Configuration	RAID array configuration (before operating system is installed)	RAID array management (after operating system is installed)
ServeRAID-MR10i SAS/SATA Controller (LSI 1078) installed	MegaRAID Storage Manager (MSM), MegaRAID BIOS Configuration Utility (press C to start)	MegaRAID Storage Manager (MSM)

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

  Use this program as an alternative to the Setup utility for modifying system firmware settings and IMM settings. Use the ASU program online or out of band to modify system firmware settings from the command line without the need to restart the appliance to access the Setup utility. For more information about using this program, see "IBM Advanced Settings Utility program" on page 210.

Using the Setup utility

Use the Setup utility, formerly called the Configuration/Setup Utility program, 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 appliance 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
- Resolve configuration conflicts

Starting the Setup utility

To start the Setup utility, complete the following steps:

1. Turn on the appliance.

   Note: Approximately 3 minutes after the appliance is connected to ac 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 the settings to view or change.

Setup utility menu choices

The following choices are on the Setup utility main menu. 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 appliance. 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 appliance, the serial number, the system UUID, and the amount of installed memory. When you make configuration changes through other choices 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.

• **System Settings**

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

– **Processors**

Select this choice to view or change the processor settings.

– **Memory**

Select this choice to view or change the memory settings. To configure memory mirroring, select **System Settings → Memory**, and then select **Memory Channel Mode → Mirroring**.

– **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 controller, SATA optical drive channels, and PCI slots; and view the system Ethernet MAC addresses. 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.

– **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 system firmware video output standards.

- **Rehook INT**

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 the system firmware to interact with PCI mass storage devices that are not UEFI-compliant.

– **Integrated Management Module**

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.

- **Network Configuration**

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

- **Reset IMM to Defaults**

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

– **Adapters and UEFI Drivers**

  Select this choice to view information about the adapters and drivers in the system that are compliant with EFI 1.10 and UEFI 2.0.

- **Network**

  Select this choice to view or configure the network options, such as the iSCSI, PXE, and network devices. There might be additional configuration choices for optional network devices that are compliant with UEFI 2.1 and later.

- **Storage**

  Select this choice to view or configure the storage devices options. There might be additional configuration choices for optional storage devices that are compliant with UEFI 2.1 and later.

- **Video**

  Select this choice to view or configure the video device options installed in the system. There might be additional configuration choices for optional video devices that are compliant with UEFI 2.1 and later.

- **Date and Time**

  Select this choice to set the date and time in the sysem, 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 system.

  The startup sequence specifies the order in which the system checks devices to find a boot record. The system starts from the first boot record that it finds. If the appliance 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, 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.

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

– **POST Event Viewer**

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

– **System Event Log**

Select this choice to view the error messages in the system-event log.

– **Clear System Event Log**

Select this choice to clear the system-event log.

• **User Security**

Select this choice to set, change, or clear passwords. See "Passwords" on page 202 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 202.

– **Clear Power-on Password**

Select this choice to clear a power-on password. For more information, see "Power-on password" on page 202.

– **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 204.

– **Clear Administrator Password**

Select this choice to clear an administrator password. For more information, see "Administrator password" on page 204.

• **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 can type either 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 appliance, the system startup will not be completed until you type the power-on password. You can use any combination of up to seven characters (A - Z, a - z, and 0 - 9) for the password.

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

If you forget the power-on password, you can regain access to the appliance 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 appliance and then reinstall it. (See "Removing the battery" on page 177 and "Installing the battery" on page 178 for more information.)
- **For the pass 8 level system board**, change the position of the power-on password switch (enable switch 5 of the system board switch block (SW3) to bypass the power-on password check (see Table 3 on page 17 for more information).
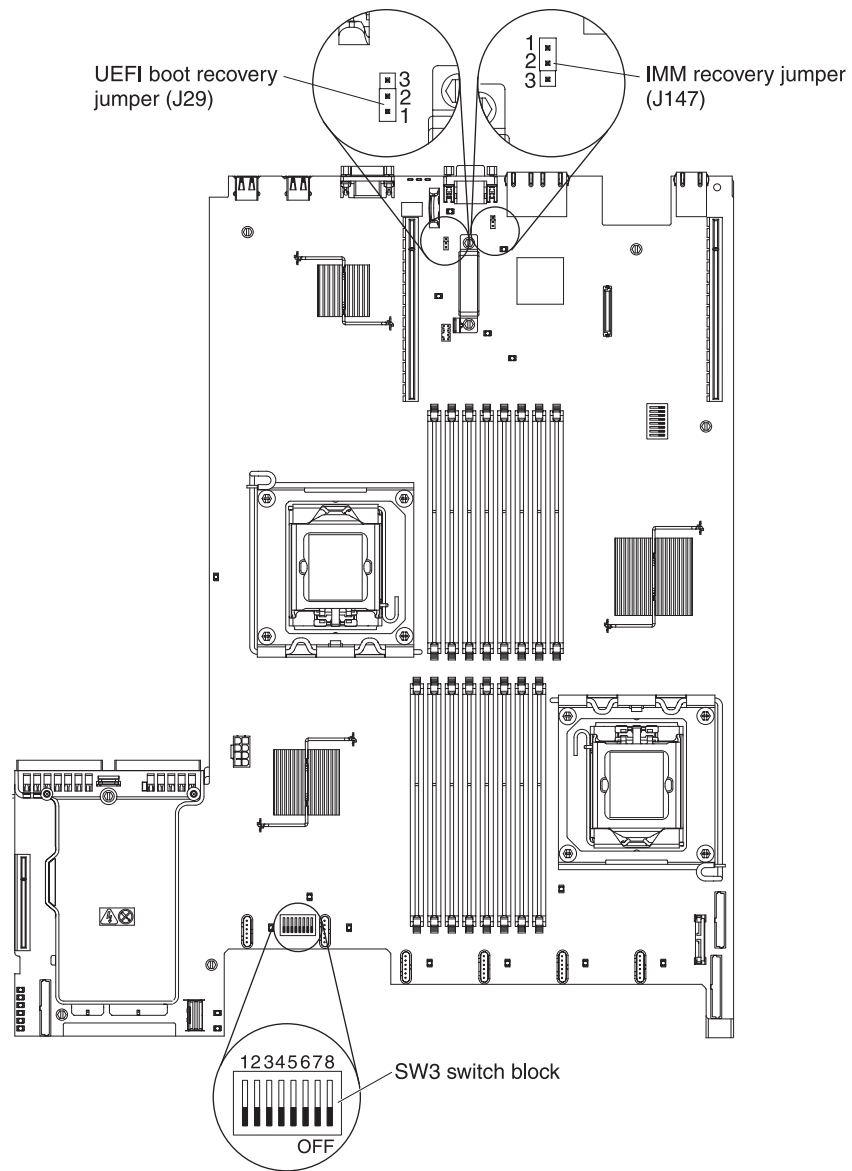
UEFI boot recovery
jumper (J29)

3
2
1

1
2
3

IMM recovery jumper
(J147)

12345678

SW3 switch block

OFF

Attention: Before you change any switch settings or move any jumpers, turn off the appliance; 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 appliance is turned off, move switch 5 of the switch block (SW3) to the On position to enable the power-on password override. 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.

- **For the pass 9 level system board**, change the position of the power-on password switch (enable switch 1 of the system board switch block (SW4)) to bypass the power-on password check (see the following illustration).

IMM recovery jumper
(J147)

UEFI boot recovery
jumper (J29)

SW3 switch block   SW4 switch block
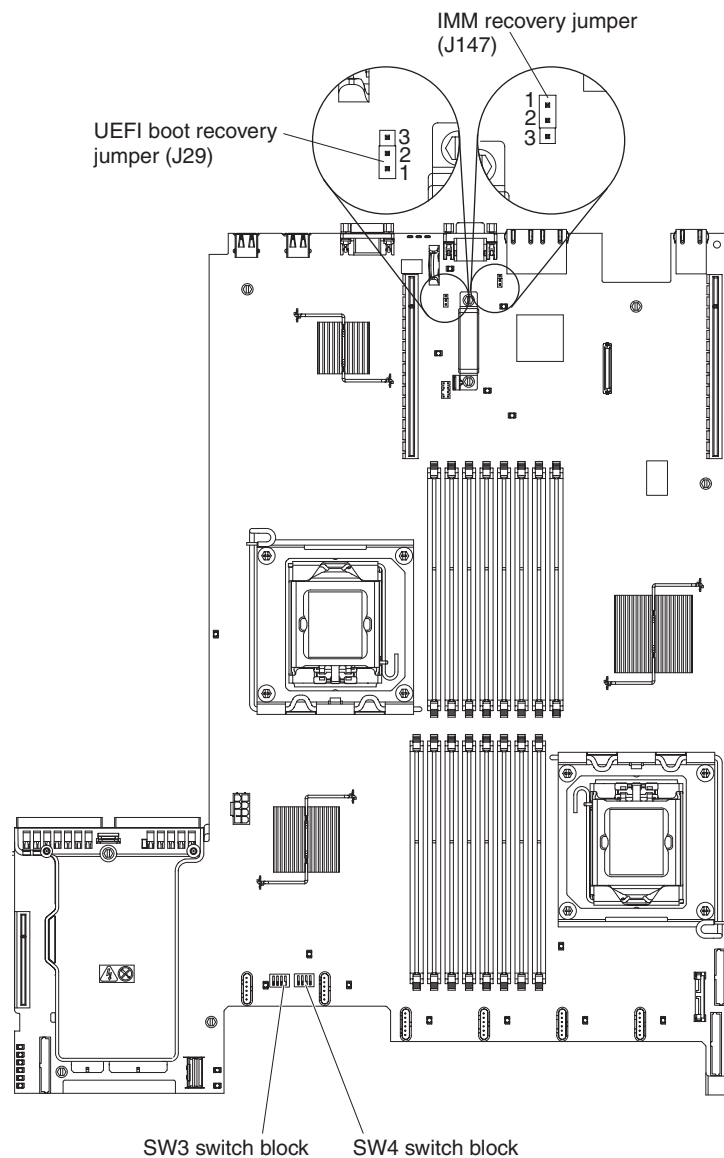
Attention: Before you change any switch settings or moving any jumpers, turn off the appliance; then, disconnect all power cords and external cables. See the safety information that begins on page vii. Do not change settings or move jumpers on any system-board switch or jumper blocks that are not shown in this document.

While the appliance is turned off, move switch 1 of the switch block (SW4) to the On position to enable the power-on password override. 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 jumper 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 up to seven characters (A - Z, a - z, and 0 - 9) 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 Selection Menu program

The Boot Selection Menu is used to temporarily redefine the first startup device without changing boot options or settings in the Setup utility.

To use the Boot Selection Menu program, complete the following steps:

1. Turn off the appliance.
2. Restart the appliance.
3. Press F12 (**Select Boot Device**). 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 appliance starts, it returns to the startup sequence that is set in the Setup utility.

Starting the backup system firmware

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

To force the system to start from the backup copy, turn off the appliance; then, place the UEFI boot recovery J29 jumper in the backup position (pins 2 and 3).

Use the backup copy of the system firmware until the primary copy is restored. After the primary copy is restored, turn off the appliance; then, move the UEFI boot recovery J29 jumper back to the primary position (pins 1 and 2).

Using the integrated management module

The integrated management module (IMM) is a second generation of the functions that were formerly provided by the baseboard management controller hardware. It combines service processor functions and video controller functions.

The IMM supports the following basic systems-management features:

- Environmental monitor with fan speed control for temperature, voltages, fan failure, and power supply failure.
- Light path diagnostics LEDs to report errors that occur with fans, power supplies, microprocessor, hard disk drives, and system errors.
- DIMM error assistance. The system firmware disables a failing DIMM that is detected during POST, and the IMM lights the associated system-error LED and the failing DIMM error LED.
- System-event log.
- ROM-based IMM firmware flash updates.
- Auto Boot Failure Recovery.
- When one of the two microprocessors reports an internal error, the appliance disables the defective microprocessor and restarts with the one good microprocessor.
- NMI detection and reporting.
- Automatic Server Restart (ASR) when POST is not complete or the operating system hangs and the OS watchdog timer times out. The IMM might be configured to watch for the OS watchdog timer and restart the appliance after a

timeout, if the ASR feature is enabled. Otherwise, the IMM allows the administrator to generate an NMI by pressing an NMI button on the information panel 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 redirect.
- Serial over LAN (SOL).
- Active Energy Manager.
- Query power-supply input power.
- 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.
- Command-line interface.
- Configuration save and restore.
- PCI configuration data.
- Boot sequence manipulation.

The IMM also provides the following remote appliance management capabilities through the OSA SMBridge management utility program:

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

  The command-line interface provides direct access to appliance management functions through the IPMI 2.0 protocol. Use the command-line interface to issue commands to control the appliance power, view system information, and identify the appliance. 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 appliance from a remote location. You can remotely view and change the system firmware settings, restart the appliance, identify the appliance, and perform other management functions. Any standard Telnet client application can access the SOL connection.

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 (IMM) and allows you to access the Web interface.

The blue-screen capture feature captures the video display contents before the IMM restarts the appliance 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.

Obtaining the IP address for the Web interface access

To access the Web interface and use the remote presence feature, you need the IP address for the IMM. You can obtain the IMM IP address through the Setup utility. To locate the IP address, complete the following steps:

1. Turn on the appliance.

Note: Approximately 3 minutes after the appliance is connected to ac power, the power-control button becomes active.

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 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 on to the Web interface to use the remote presence functions, complete the following steps:

1. Open a Web browser and in the **Address** or **URL** field, type the IP address or host name of the IMM to which you want to connect.

   Notes:

   a. If you are logging in to the IMM for the first time after installation, the IMM defaults to DHCP. If a DHCP host is not available, the IMM uses the default static IP address 192.168.70.125.

   b. You can obtain the DHCP-assigned IP address or the static IP address from the system firmware or from your network administrator.

   The Login page is displayed.

2. 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. A welcome page opens in the browser.

   Note: The IMM is set initially with a user name of USERID and password of PASSW0RD (passw0rd with a zero, not the letter O). You have read/write access. For enhanced security, change this default password during the initial configuration.

3. On the Welcome page, type a timeout value (in minutes) in the field that is provided. The IMM will log you off 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 browser opens the System Status page, which displays the appliance status and the appliance health summary.

Enabling the Broadcom Gigabit Ethernet Utility program

The Broadcom Gigabit Ethernet Utility program is part of the system firmware. You can use it to configure the network as a startable device, and you can customize where the network startup option appears in the startup sequence. Enable and disable the Broadcom Gigabit Ethernet Utility program from the Setup utility.

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 appliance 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. For device drivers and information about configuring the Ethernet controllers, see the *Broadcom NetXtreme II Gigabit Ethernet Software* CD that comes with the appliance. To find updated information about configuring the controllers, complete the following steps.

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

1. Go to http://www.ibm.com/systems/support/.
2. Under **Product support**, click **System x**.
3. Under **Popular links**, click **Software and device drivers**.
4. From the **Product family** menu, select **Schooner Appliances** and click **Go**.

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 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/systems/support/.

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 appliance.

   Note: Approximately 3 minutes after the appliance is connected to ac 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 **System Settings → Adapters and UEFI drivers**.

4. Select **Please refresh this page first** and press Enter.

5. Select the device driver that is applicable for the SAS controller in the appliance. For example, **LSI Logic Fusion MPT SAS Driver**.

6. To perform storage-management tasks, see the SAS controller documentation, which you can download from the Disk controller and RAID software matrix:

   a. Go to http://www.ibm.com/systems/support/.

   b. Under **Product support**, click **System x**.

   c. Under **Popular links**, click **Storage Support Matrix**.

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 which you want to create an array.
2. Select **RAID Properties**.
3. Select the type of array that you want to create.
4. In the RAID Disk column, use the Spacebar or Minus (-) key to select **Yes** (select) or **No** (deselect) to select or deselect a drive from a RAID disk.
5. Continue to select the next drive using the Spacebar or Minus (-) key until you have selected all the drives for your array.
6. Press C to create the disk array.
7. Select **Save changes then exit this menu** to create the array.
8. Exit the Setup utility.

IBM Advanced Settings Utility program

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

You can also use the ASU program to configure the optional remote presence features or other IMM 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 IMM 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/systems/support/.

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 appliance. 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 Web site. To download the ASU and update the UUID, complete the following steps.

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

1. Download the Advanced Settings Utility (ASU):
   a. Go to http://www.ibm.com/systems/support/.
   b. Under Product support, select **System x**.
   c. Under Popular links, select **Tools and utilities**.
   d. In the left pane, click **System x and BladeCenter Tools Center**.
   e. Scroll down and click **Tools reference**.

f. Scroll down and click the plus-sign (+) for Configuration tools to expand the list; then, select **Advanced Settings Utility (ASU)**.

g. 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 (IMM). Select one of the following methods to access the Integrated Management Module (IMM) 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)

    Note: IBM provides a method for building a bootable media. You can create a bootable media using the Bootable Media Creator (BoMC) application from the Tools Center Web site. In addition, the Windows and Linux based tool kits are also available to build a bootable media. These tool kits provide an alternate method to creating a Windows Professional Edition or Master Control Program (MCP) based bootable media, which will include the ASU application.

3. Copy and unpack the ASU package, which also includes other required files, to the appliance. 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 PASSW0RD (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 IMM 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 the *Advanced Settings Utility Users Guide* for more details. You can access the ASU Users Guide from the IBM Web site.

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

   a. Go to http://www.ibm.com/systems/support/.
   b. Under Product support, select **System x**.
   c. Under Popular links, select **Tools and utilities**.
   d. In the left pane, click **System x and BladeCenter Tools Center**.
   e. Scroll down and click **Tools reference**.
   f. Scroll down and click the plus-sign (+) for Configuration tools to expand the list; then, select **Advanced Settings Utility (ASU)**.
   g. In the next window under Related Information, click the **Advanced Settings Utility** link.

- Remote LAN access, type the command:

   Note: When using the remote LAN access method to access IMM 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 PASSW0RD (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 Web site 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 appliance.

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 appliance. 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 Web site. To download the ASU and update the DMI, complete the following steps.

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

1. Download the Advanced Settings Utility (ASU):

   a. Go to http://www.ibm.com/systems/support/.

   b. Under Product support, select **System x**.

   c. Under Popular links, select **Tools and utilities**.

   d. In the left pane, click **System x and BladeCenter Tools Center**.

   e. Scroll down and click **Tools reference**.

   f. Scroll down and click the plus-sign (+) for Configuration tools to expand the list; then, select **Advanced Settings Utility (ASU)**.

   g. 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 DMI in the Integrated Management Module (IMM). Select one of the following methods to access the Integrated Management Module (IMM) 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)

   Note: IBM provides a method for building a bootable media. You can create a bootable media using the Bootable Media Creator (BoMC) application from the Tools Center Web site. In addition, the Windows and Linux based tool kits are also available to build a bootable media. These tool kits provide an alternate method to creating a Windows Professional Edition or Master Control Program (MCP) based bootable media, which will include the ASU application.

3. Copy and unpack the ASU package, which also includes other required files, to the appliance. 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, type the following commands to set the DMI:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_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 appliance machine type and model number. Type `mtm xxxxyy`, where *xxxx* is the machine type and *yyy* is the appliance model number.

   <s/n> The serial number on the appliance. Type `sn zzzzzzz`, where *zzzzzzz* is the serial number.

   <asset_method>
   > The appliance asset tag number. Type `asset aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa`, where *aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa* 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 PASSW0RD (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 IMM 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.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.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 &lndocid=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.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 IMM 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 PASSW0RD (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.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.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 Web site 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 appliance.

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. Use this information to obtain additional information about IBM and IBM products, determine what to do if you experience a problem with your IBM system or optional device, and determine 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.
- Check for updated firmware and operating-system device drivers for your IBM product. The IBM Warranty terms and conditions state that you, the owner of the IBM product, are responsible for maintaining and updating all software and firmware for the product (unless it is covered by an additional maintenance contract). Your IBM service technician will request that you upgrade your software and firmware if the problem has a documented solution within a software upgrade.
- If you have installed new hardware or software in your environment, check http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/ to make sure that the hardware and software is supported by your IBM product.
- Go to http://www.ibm.com/supportportal/ to check for information to help you solve the problem.
- Gather the following information to provide to IBM Support. This data will help IBM Support quickly provide a solution to your problem and ensure that you receive the level of service for which you might have contracted.
  - Hardware and Software Maintenance agreement contract numbers, if applicable
  - Machine type number (IBM 4-digit machine identifier)
  - Model number
  - Serial number
  - Current system UEFI and firmware levels
  - Other pertinent information such as error messages and logs
- Go to http://www.ibm.com/support/entry/portal/Open_service_request/ to submit an Electronic Service Request. Submitting an Electronic Service Request will start the process of determining a solution to your problem by making the pertinent information available to IBM Support quickly and efficiently. IBM service technicians can start working on your solution as soon as you have completed and submitted an Electronic Service Request.

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/. 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, up-to-date information about IBM systems, optional devices, services, and support is available at http://www.ibm.com/supportportal/. The address for IBM System x® 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/systems/intellistation/.

How to send Dynamic System Analysis data to IBM

Use the IBM Enhanced Customer Data Repository to send diagnostic data to IBM. Before you send diagnostic data to IBM, read the terms of use at http://www.ibm.com/de/support/ecurep/terms.html.

You can use any of the following methods to send diagnostic data to IBM:
- **Standard upload:** http://www.ibm.com/de/support/ecurep/send_http.html
- **Standard upload with the system serial number:** http://www.ecurep.ibm.com/app/upload_hw
- **Secure upload:** http://www.ibm.com/de/support/ecurep/send_http.html#secure
- **Secure upload with the system serial number:** https://www.ecurep.ibm.com/app/upload_hw

Creating a personalized support web page

At http://www.ibm.com/support/mynotifications/, you can create a personalized support web page by identifying IBM products that are of interest to you. From this personalized page, you can subscribe to weekly email notifications about new technical documents, search for information and downloads, and access various administrative services.

Software service and support

Through IBM Support Line, you can get telephone assistance, for a fee, with usage, configuration, and software problems with your IBM products. For information about which products are supported by Support Line in your country or region, see http://www.ibm.com/services/supline/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 Business Partners** 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

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

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> *IBM Director of Licensing*
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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.

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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 18. Limits for particulates and gases

Contaminant	Limits
Particulate	• The room air must be continuously filtered with 40% atmospheric dust spot efficiency (MERV 9) according to ASHRAE Standard 52.2[1]. • 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	• Copper: Class G1 as per ANSI/ISA 71.04-1985[3] • Silver: Corrosion rate of less than 300 Å in 30 days

Table 18. Limits for particulates and gases (continued)

Contaminant	Limits
[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.	

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Generelle Informationen:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse A.

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高調波ガイドライン適合品

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People's Republic of China Class A electronic emission statement

中华人民共和国 "A类" 警告声明

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能會造成射頻干擾，在這
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求採取某些適當的對策。

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