IBM Now Factory Sourceworks Data Collector Problem Determination and Service Guide

Service information for: 4532 125 / 1D5 / S25 / SD5

If your IBM System x Server was purchased as part of a Software Group Appliance, certain information contained in the product documentation may or may not apply to your particular product. Information that may differ is:

1. The warranty period
2. Parts replacement procedure
3. Service support call flow

The information in this document supersedes the Problem Determination and Service Guide for IBM System x3650 M4 HD. The table below maps the Software Group Appliance Part Number to the IBM Systems and Technology Group System x Part Numbers.

Appliance Name	Appliance Model Type	IBM System x Name	IBM System x Model Type
IBM Now Factory Sourceworks 2050-0108 S	4532-125	x3650 M4 HD	5460-AC1
IBM Now Factory Sourceworks 2050-0108 S DC Power	4532-1D5		
IBM Now Factory Sourceworks 2050-1004 S	4532-S25		
IBM Now Factory Sourceworks 2050-1004 S DC Power	4532-SD5		
IBM Now Factory Sourceworks 2050-1004 E	4532-S25		
IBM Now Factory Sourceworks 2050-1004 E DC Power	4532-SD5		

This Product is not intended to be connected directly or indirectly by any means whatsoever to interfaces of public telecommunications networks.

Chapter 4. Parts listing

Field Replaceable Unit (FRU): FRUs must be installed only by trained service technicians. IBM will perform On-Site install for FRUs, at no additional charge.

In addition to the list of FRUs in the table below, all consumables, structural parts, and Tier 1/Tier 2 parts listed in the Problem Determination and Service Guide for IBM System x3650 M4 HD (Type 5460) are delegated as FRUs for your IBM Now Factory Sourceworks 2050 Appliance Type 4532.

Description	FRU part number
1G Fireblaze Card	00FP930
10G Fireblaze Card	00FP931
Dual SFP - SX (1 GbE)	51J2260
Dual SFP LX (1 GbE)	51J2261
Dual SFP+ SR (10 GbE)	46N5338
Dual SFP+ LR (10 GbE)	46N5340

Chapter 5. Removing and replacing server components

IBM Service Technician should follow Problem Determination and Service Guide for IBM System x3650 M4 HD (Type 5460) to remove, replace, and/or install all parts.

Replacing the system board

IBM Service Technician should follow removing/replacing the System Board Instructions in the Problem Determination and Service Guide for IBM System x3650 M4 HD (Type 5460).

For System Board replacement IBM Service Technician should update VPD to reflect the MT of the System x Product.

Important: The IBM Service Technician is responsible for reactivating Features on Demand keys after a hardware replacement using the IBM Feature on Demand User Guide located at the following URL: http://public.dhe.ibm.com/systems/support/system_x_pdf/00d2411_english.pdf

All Sourceworks data collector appliances use the following Server-Based Feature on Demand features:

- IBM Integrated Management Module Advanced Upgrade (P/N 90Y3901)

Replacing Fiberblaze 1G Ethernet PCIe and Fiberblaze 10G Ethernet PCIe

IBM Service Technician should follow removing/installing the PCI riser-card assembly Instructions in the *Problem Determination and Service Guide* for IBM System x3650 M4 HD (Type 5460).

Procedure:

1. Remove Fiberblaze 10G Ethernet PCIe, according to the remove PCI riser-card assembly instructions in the Problem Determination and Service Guide for IBM System x3650 M4 HD (Type 5460).
2. Re-Install Fiberblaze 10G Ethernet PCIe, according to the install PCI riser-card assembly instructions in the Problem Determination and Service Guide for x3650 M4 HD (Type 5460).
3. Verify the Transceivers are properly seated in the Fiberblaze 10G Ethernet PCIe.

Appendix A. Getting help and technical assistance

Software and Hardware service and support

When calling IBM for service please select the Software Service Option as the Product type for your IBM Now Factory Sourceworks Appliance. You are required to provide your IBM Customer Number for Support.

All Service Support calls should be directed to the ISM Software Support Line. The Software support team owns the engagement with the customer and will engage the hardware support team when necessary.