

HP P00924-B21

HPE 32GB DDR4 2933 MHz SmartMemory Module (P00924-B21) Instruction Manual

Model: P00924-B21

INTRODUCTION

This manual provides essential information for the installation, operation, and maintenance of your HPE 32GB DDR4 2933 MHz SmartMemory Module (Model P00924-B21). This module is specifically designed for HPE Gen10 Intel Servers to enhance system performance and capacity. HPE SmartMemory is engineered for high reliability and optimal throughput, ensuring stable and efficient server operation.

SAFETY INFORMATION

Always observe the following safety precautions to prevent injury and damage to your equipment:

- **Electrostatic Discharge (ESD) Precautions:** Always wear an ESD wrist strap or frequently touch a grounded metal object before handling memory modules to prevent damage from static electricity.
- **Power Off:** Ensure the server is completely powered off and disconnected from all power sources before opening the chassis or installing any components.
- **Handle with Care:** Hold memory modules by their edges. Avoid touching the gold contacts or the components on the module.
- **Ventilation:** Ensure proper airflow around the server to prevent overheating.

INSTALLATION GUIDE

Before Installation

- **Compatibility Check:** Verify that your HPE Gen10 Intel Server supports 32GB DDR4 2933 MHz Registered DIMMs (RDIMMs). Refer to your server's documentation for specific memory configuration guidelines.
- **Tools Required:** You may need a Phillips head screwdriver for opening the server chassis.
- **Work Area:** Prepare a clean, well-lit, and static-free work surface.

Installation Steps

- Power Down Server:** Shut down the operating system, then power off the server and disconnect all power cords.
- Open Chassis:** Open the server chassis according to your server's service manual.
- Locate DIMM Slots:** Identify the available DIMM slots on the motherboard. Consult your server's manual for the correct slot population order, especially when installing multiple modules.
- Prepare Slot:** Gently push open the ejector clips at both ends of the DIMM slot.
- Insert Module:** Align the memory module with the slot, ensuring the notch on the module matches the key in the slot. Apply even pressure to both ends of the module until it seats firmly and the ejector clips snap into place.
- Secure Chassis:** Close and secure the server chassis.
- Reconnect Power:** Reconnect all power cords and power on the server.



Image: HPE 32GB DDR4 2933 MHz SmartMemory Module. This image shows the physical appearance of the memory module, highlighting its form factor and general design.

OPERATION AND VERIFICATION

After installation, verify that the memory module is correctly recognized by the server:

- BIOS/UEFI Check:** During server startup, access the BIOS/UEFI setup utility. Navigate to the memory information section to confirm that the newly installed 32GB module is detected and its specifications (e.g., 2933 MHz) are displayed correctly.
- Operating System Check:** Once the operating system loads, check the system information. For Windows, use Task Manager or System Information. For Linux, use commands like `free -h` or `dmidecode -t memory`. Confirm the total installed memory reflects the addition of the new module.

CARE AND MAINTENANCE

HPE SmartMemory modules are designed for reliability and require minimal maintenance. Follow these guidelines for

optimal performance and longevity:

- **Environmental Conditions:** Operate the server within recommended temperature and humidity ranges to prevent component degradation.
- **Cleanliness:** Keep the server environment free from dust and debris, which can impede airflow and cause overheating.
- **Physical Handling:** When handling memory modules, always use proper ESD precautions and avoid touching the gold contacts. Store unused modules in anti-static bags.
- **Firmware Updates:** Ensure your server's BIOS/UEFI firmware is up to date, as updates can improve memory compatibility and stability.

TROUBLESHOOTING

If you encounter issues after installing the memory module, consider the following:

- **Server Not Booting / No Display:**

- Ensure the memory module is fully seated in its slot and the ejector clips are locked.
- Verify the module is installed in the correct slot according to your server's memory population rules.
- Try reseating the module or testing it in a different, known-good slot.
- If multiple modules are installed, try booting with only one module at a time to isolate a faulty one.

- **Memory Not Recognized / Incorrect Capacity:**

- Check BIOS/UEFI settings to confirm the memory is detected.
- Ensure your server's firmware is updated to the latest version, as older firmware might not support newer memory modules or capacities.
- Verify the module is compatible with your specific server model.

- **System Instability / Blue Screens (BSOD) / Kernel Panics:**

- Run a memory diagnostic tool (e.g., MemTest86, built-in OS memory diagnostics) to check for errors.
- Ensure the module is properly seated.
- Check for any bent pins on the DIMM slot or damage to the module.

PRODUCT SPECIFICATIONS

Feature	Specification
Brand	HP (Hewlett Packard Enterprise)
Model Number	P00924-B21
Memory Size	32 GB
Memory Technology	DDR4 SDRAM
Memory Speed	2933 MHz (MT/s)
Memory Voltage	1.20 V
Number of Modules	1 x 32GB
Pin Count	288-pin

Feature	Specification
Signal Processing	Registered (RDIMM)
CAS Latency	CL21
Compatible Devices	HPE Gen10 Intel Servers
Item Weight	1.4 ounces
Product Dimensions (LxWxH)	2 x 4 x 8 inches

WARRANTY AND SUPPORT

This HPE SmartMemory module is covered by Hewlett Packard Enterprise's standard warranty. For specific warranty terms, duration, and conditions, please refer to the documentation included with your server or visit the official HPE website. For technical support, troubleshooting assistance, or to inquire about service options, please contact HPE Customer Support. You can find contact information and additional resources on the official HPE support website: www.hpe.com/support