

IBM System x3800 Type 8865



Problem Determination and Service Guide

IBM System x3800 Type 8865



Problem Determination and Service Guide

Note: Before using this information and the product it supports, read the general information in Appendix B, "Notices," on page 175.

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Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الأمنية

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

在安裝本产品之前，请仔细阅读 **Safety Information** (安全信息)。

安裝本產品之前，請先閱讀「安全資訊」。

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

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

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

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

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

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

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

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

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

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

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

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

Перед установкой продукта прочтите инструкции по технике безопасности.

Pred inštaláciou tohto zariadenia si pečítajte Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

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

Läs säkerhetsinformationen innan du installerar den här produkten.

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 options that are not addressed in this section. If you identify an unsafe condition, you must determine how serious the hazard is and whether you must correct the problem before you work on the product.

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

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

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

1. Make sure that the power is off and the power cord is disconnected.
2. Make sure that the exterior cover is not damaged, loose, or broken, and observe any sharp edges.
3. Check the power cord:
 - Make sure that the third-wire ground connector is in good condition. Use a meter to measure third-wire ground continuity for 0.1 ohm or less between the external ground pin and the frame ground.
 - Make sure that the power cord is the correct type, as specified in "Power cords" on page 117.
 - Make sure that the insulation is not frayed or worn.
4. Remove the cover.
5. Check for any obvious non-IBM alterations. Use good judgment as to the safety of any non-IBM alterations.
6. Check inside the server for any obvious unsafe conditions, such as metal filings, contamination, water or other liquid, or signs of fire or smoke damage.
7. Check for worn, frayed, or pinched cables.
8. Make sure that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

Guidelines for servicing electrical equipment

Observe the following guidelines when servicing electrical equipment:

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

- Do not touch the reflective surface of a dental mirror to a live electrical circuit. The surface is conductive and can cause personal injury or equipment damage if it touches a live electrical circuit.
- Some rubber floor mats contain small conductive fibers to decrease electrostatic discharge. Do not use this type of mat to protect yourself from electrical shock.
- Do not work alone under hazardous conditions or near equipment that has hazardous voltages.
- Locate the emergency power-off (EPO) switch, disconnecting switch, or electrical outlet so that you can turn off the power quickly in the event of an electrical accident.
- Disconnect all power before you perform a mechanical inspection, work near power supplies, or remove or install main units.
- Before you work on the equipment, disconnect the power cord. If you cannot disconnect the power cord, have the customer power-off the wall box that supplies power to the equipment and lock the wall box in the off position.
- Never assume that power has been disconnected from a circuit. Check it to make sure that it has been disconnected.
- If you have to work on equipment that has exposed electrical circuits, observe the following precautions:
 - Make sure that another person who is familiar with the power-off controls is near you and is available to turn off the power if necessary.
 - When you are working with powered-on electrical equipment, use only one hand. Keep the other hand in your pocket or behind your back to avoid creating a complete circuit that could cause an electrical shock.
 - When using 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 measuring 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 documentation begins 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 begins with a number 1, translations for that caution statement appear in the *Safety Information* document under statement 1.

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

Statement 1:



DANGER

Electrical current from power, telephone, and communication cables is hazardous.

To avoid a shock hazard:

- **Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.**
- **Connect all power cords to a properly wired and grounded electrical outlet.**
- **Connect to properly wired outlets any equipment that will be attached to this product.**
- **When possible, use one hand only to connect or disconnect signal cables.**
- **Never turn on any equipment when there is evidence of fire, water, or structural damage.**
- **Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.**
- **Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.**

To Connect:

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

To Disconnect:

1. Turn everything OFF.
2. First, remove power cords from outlet.
3. Remove signal cables from connectors.
4. Remove all cables from devices.

Statement 2:



CAUTION:

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

Do not:

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

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

Statement 3:



CAUTION:

When laser products (such as CD-ROMs, DVD drives, fiber optic devices, or transmitters) are installed, note the following:

- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.

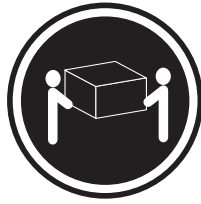


DANGER

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

Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

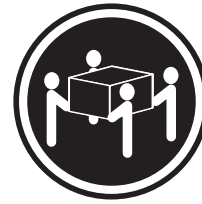
Statement 4:



≥ 18 kg (39.7 lb)



≥ 32 kg (70.5 lb)



≥ 55 kg (121.2 lb)

CAUTION:

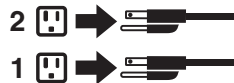
Use safe practices when lifting.

Statement 5:



CAUTION:

The power control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



Statement 8:



CAUTION:

Never remove the cover on a power supply or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

Statement 10:



CAUTION:

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



Chapter 1. Introduction

This *Problem Determination and Service Guide* contains information to help you solve problems that might occur in your IBM® System x3800 Type 8865 server. It describes the diagnostic tools that come with the server, error codes and suggested actions, and instructions for replacing failing components.

Replaceable components are of three types:

- **Tier 1 customer replaceable unit (CRU):** Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit:** You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your server.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

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

Related documentation

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

- *Installation Guide*

This printed document contains instructions for setting up the server and basic instructions for installing some options.

- *User's Guide*

This document is in Portable Document Format (PDF) on the IBM *Documentation* CD. It provides general information about the server, including information about features, and how to configure the server. It also contains detailed instructions for installing, removing, and connecting optional devices that the server supports.

- *Rack Installation Instructions*

This printed document contains instructions for installing the server in a rack.

- *Safety Information*

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

- *Warranty and Support Information*

This document is in PDF on the IBM *Documentation* CD. It contains information about the terms of the warranty and getting service and assistance.

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

The server might have features that are not described in the documentation that you received with the server. The documentation might be updated occasionally to include information about those features, or technical updates might be available to provide additional information that is not included in the server documentation.

These updates are available from the IBM Web site. Complete the following steps to check for updated documentation and technical updates.

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

1. Go to <http://www.ibm.com/support/>.
2. In the **Browse by topic** section, click **Publications**.
3. On the Publications page, in the **Brand** field, select **Servers**.
4. In the **Family** field, select **System x3800**.
5. Click **Continue**.

Notices and statements in this document

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

The following notices and statements are used in this document:

- **Note:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.
- **Attention:** These notices indicate potential damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage could occur.
- **Caution:** These statements indicate situations that can be potentially hazardous to you. A caution statement is placed just before the description of a potentially hazardous procedure step or situation.
- **Danger:** These statements indicate situations that can be potentially lethal or extremely hazardous to you. A danger statement is placed just before the description of a potentially lethal or extremely hazardous procedure step or situation.

Features and specifications

The following information is a summary of the features and specifications of the server. Depending on the server model, some features might not be available, or some specifications might not apply.

Table 1. Features and specifications

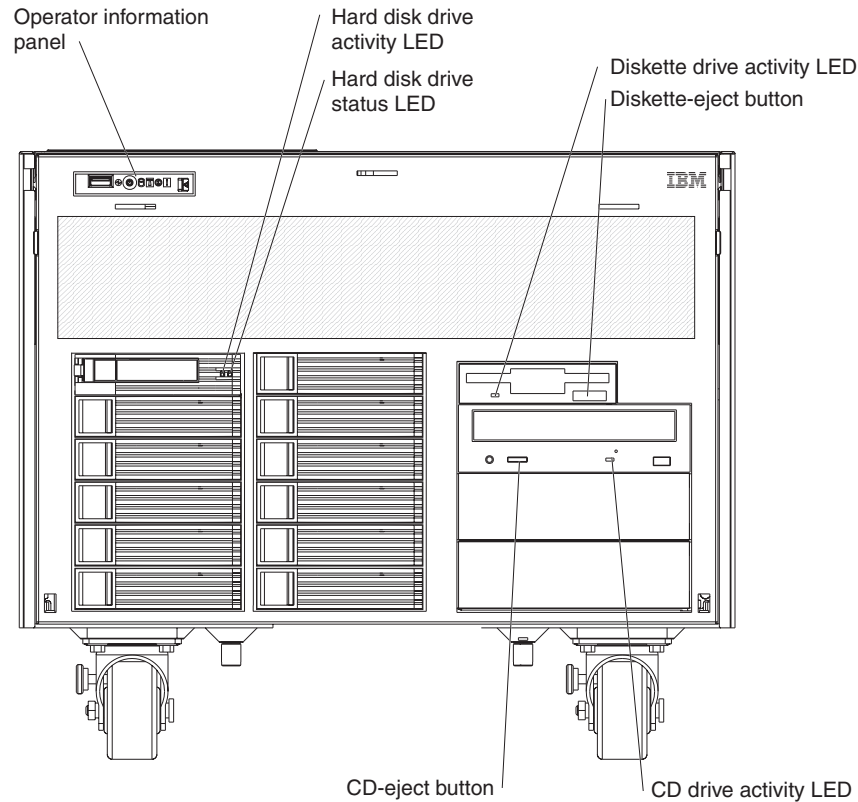
Microprocessor: - Intel® Xeon™ 1 MB Level-2 cache 667 MHz front-side bus (FSB) - Support for up to four microprocessors Note: Use the Configuration/Setup Utility program to determine the type and speed of the microprocessors. Memory: - Minimum: 1 GB depending on server model, expandable to 64 GB - Type: 333 MHz, registered, ECC, PC2-3200 double data rate (DDR) II, SDRAM - Sizes: 512 MB (some models only), 1 GB, 2 GB, or 4 GB in pairs - Connectors: Two-way interleaved, four dual inline memory module (DIMM) connectors per memory card - Maximum: Four memory cards, each card containing two pairs of PC2-3200 DDRII DIMMs Drives: - CD: IDE - Diskette: 1.44 MB - Serial Attached SCSI (SAS) hard disk drive Expansion bays: - Twelve SAS, 3.5-inch bays - Three 5.25-inch bays (CD-ROM installed) - One 3.5-inch bay (diskette drive installed) Expansion slots: Six PCI-X 2.0 hot-plug 266 MHz/64-bit slots Upgradeable microcode: System BIOS, diagnostics, service processor, BMC, and SAS microcode Power supply: - Standard: Two 775 watt 110 V or 220 V ac input dual-rated power supplies - Upgradeable to three power supplies	Size: 7 U - Height: 311 mm (12.3 in.) - Depth: 715 mm (28.15 in.) - Width: 440 mm (17.32 in.) - Weight: approximately 55 kg (121.2 lb) when fully configured or 47 kg (104 lb) minimum Racks are marked in vertical increments of 4.45 cm (1.75 inches). Each increment is referred to as a unit, or "U." A 1-U-high device is 4.45 cm (1.75 inches) tall. Integrated functions: - Baseboard management controller - IBM EXA-32 Chipset with integrated memory and I/O controller - Service processor support for Remote Supervisor Adapter II SlimLine - Light path diagnostics - Three Universal Serial Bus (USB) ports (2.0) - Two on rear of server - One on front of server - Broadcom 5704C dual 10/100/1000 Gigabit Ethernet controllers - ATI 7000-M video 16 MB video memory - SVGA compatible - Mouse connector - Keyboard connector - Serial connector Acoustical noise emissions: - Sound power, idle: 6.6 bel declared - Sound power, operating: 6.6 bel declared Environment: - Air temperature: - Server on: 10° to 35°C (50.0° to 95.0°F); altitude: 0 to 2133 m (6998.0 ft) - Server off: 10° to 43°C (50.0° to 109.4°F); maximum altitude: 2133 m (6998.0 ft) - Humidity: - Server on: 8% to 80% - Server off: 8% to 80%	Heat output: Approximate heat output in British thermal units (Btu) per hour: - Minimum configuration: 2006 Btu (588 watts) per hour - Maximum configuration: 6346 Btu (1860 watts) per hour Electrical input: - Sine-wave input (50-60 Hz) required - Input voltage low range: - Minimum: 100 V ac - Maximum: 127 V ac - Input voltage high range: - Minimum: 200 V ac - Maximum: 240 V ac - Approximate input kilovolt-amperes (kVA): - Minimum: 0.60 kVA - Maximum: 1.9 kVA Notes: - Power consumption and heat output vary depending on the number and type of optional features installed and the power-management optional features in use. - These levels were measured in controlled acoustical environments according to the procedures specified by the American National Standards Institute (ANSI) S12.10 and ISO 7779 and are reported in accordance with ISO 9296. Actual sound-pressure levels in a given location might exceed the average values stated because of room reflections and other nearby noise sources. The declared sound-power levels indicate an upper limit, below which a large number of computers will operate.
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Server controls, LEDs, and connectors

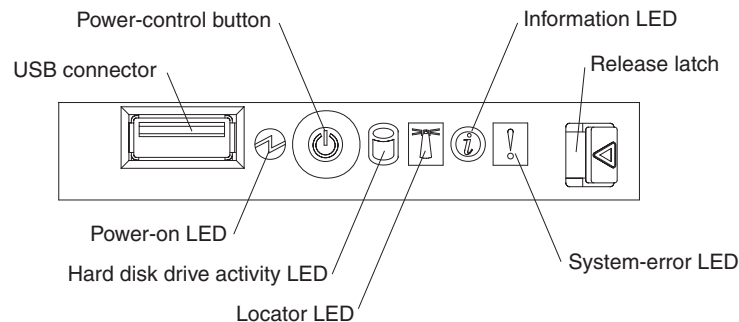
This section describes the controls, light-emitting diodes (LEDs), and connectors on the front and rear of the server.

Front view

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



Operator information panel: This panel contains controls and LEDs. The following illustration shows the controls and LEDs on the operator information panel.



The following controls, connectors, and LEDs are on the operator information panel:

- **USB connector:** Connect a USB device to this connector.
- **Power-control button:** Press this button to turn the server on and off manually. A power-control-button shield comes with the server.
- **Information LED:** When this LED is lit, it indicates that there is a suboptimal condition in the server and that light path diagnostics will light an additional LED to help isolate the condition. If the LOG LED on the light path diagnostics panel

is lit, information is available in the baseboard management controller (BMC) log or in the system-event log about the condition. The condition might be that the BMC log is full or almost full.

This LED and LEDs on the light path diagnostics panel remain lit until you resolve the condition. If the only condition is that the BMC log is full or almost full, clear the BMC log or the system-event log through the Configuration/Setup Utility program to turn off the lit LEDs. See “Using the Configuration/Setup Utility program” on page 164 for information about clearing the logs. Clear the logs after you have resolved all conditions.

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

- **Release latch:** Slide this latch to the left to access the light path diagnostics panel.
- **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.
- **Locator LED:** When this LED is lit, it has been lit remotely by the system administrator to aid in visually locating the server.
- **Hard disk drive activity LED:** When this LED is flashing, it indicates that a SAS hard disk drive is in use.
- **Power-on LED:** When this LED is lit and not flashing, it indicates that the server is turned on. When this LED is flashing, it indicates that the server is turned off and still connected to an ac power source. When this LED is off, it indicates that ac power is not present, or the power supply or the LED itself has failed.

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

Hard disk drive activity LED: On some server models, 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: If a ServeRAID-8i adapter is installed, when this LED is lit it indicates that the associated hard disk drive has failed. If the LED flashes slowly (one flash per second), the drive is being rebuilt. If the LED flashes rapidly (three flashes per second), the controller is identifying the drive.

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

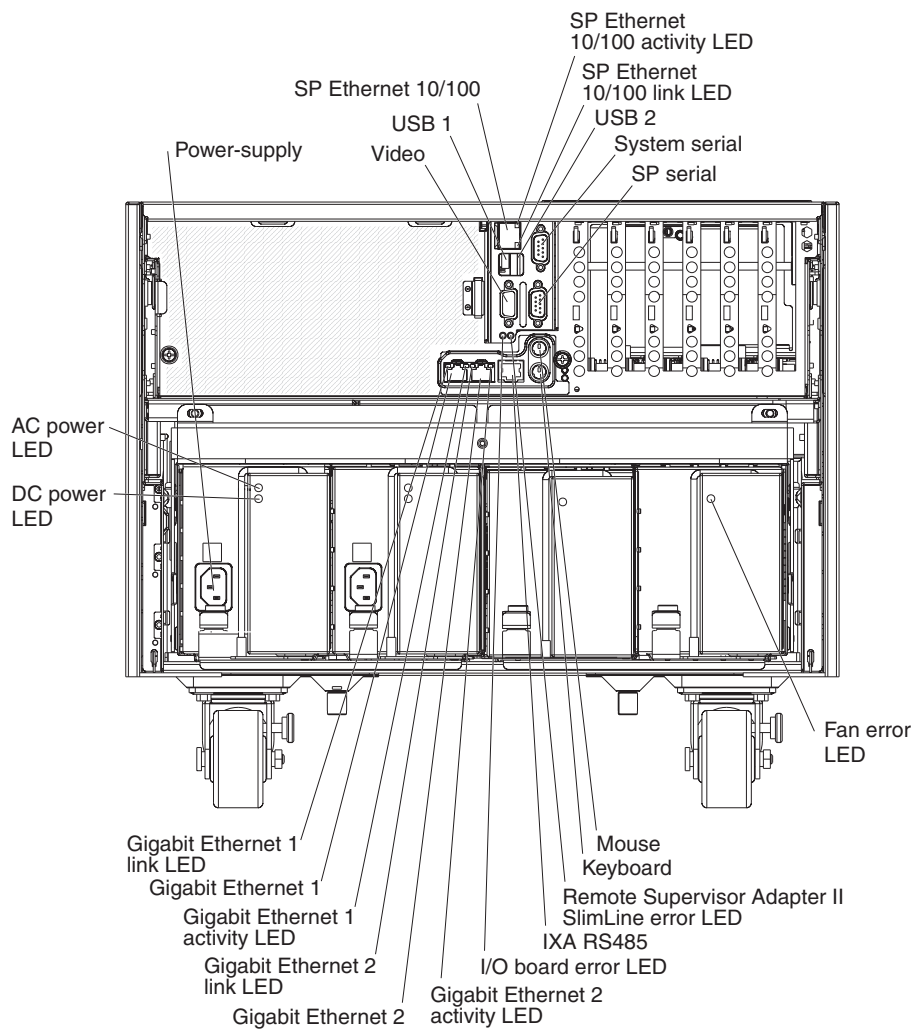
Diskette-eject button: Press this button to release a diskette from the diskette drive.

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

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

Rear view

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



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

Video connector: Connect a monitor to this connector.

USB 1 connector: Connect a USB device to this connector.

SP Ethernet 10/100 connector: Use this connector to connect the service processor to a network.

SP Ethernet 10/100 activity LED: This LED is on the SP Ethernet 10/100 connector. When this LED is lit, it indicates that there is activity between the server and the network.

SP Ethernet 10/100 link LED: This LED is on the SP Ethernet 10/100 connector. When this LED is lit, it indicates that there is an active connection on the Ethernet port.

USB 2 connector: Connect a USB device to this connector.

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

SP Serial connector: Connect a 9-pin serial device to this connector.

Fan error LED: This LED is on the power supply filler. When this LED is lit, it indicates that the fan has failed.

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

Keyboard connector: Connect a keyboard to this connector.

Remote Supervisor Adapter II SlimLine status LED: When this LED flashes, it indicates that there is activity on the Remote Supervisor Adapter II SlimLine. When this LED is lit continuously, it indicates that there is a problem with the Remote Supervisor Adapter II SlimLine.

IXA RS485 connector: Use this connector to connect to an iSeries server when an Integrated xSeries Adapter (IXA) is installed. The cable for this connection comes with the server.

I/O board error LED: This LED is on the I/O board and is visible on the rear of the server. When this LED is lit, it indicates that there is a problem with the I/O board.

Gigabit Ethernet 2 activity LED: This LED is on the Gigabit Ethernet 2 connector. When this LED flashes, it indicates that there is activity between the server and the network.

Gigabit Ethernet 2 connector: Use this connector to connect the server to a network.

Gigabit Ethernet 2 link LED: This LED is on the Gigabit Ethernet 2 connector. When this LED is lit, it indicates that there is an active connection on the Ethernet port.

Gigabit Ethernet 1 activity LED: This LED is on the Gigabit Ethernet 1 connector. When this LED flashes, it indicates that there is activity between the server and the network.

Gigabit Ethernet 1 connector: Use this connector to connect the server to a network.

Gigabit Ethernet 1 link LED: This LED is on the Gigabit Ethernet 1 connector. When this LED is lit, it indicates that there is an active connection on the Ethernet port.

DC power LED: This green LED provides status information about the power supply. During typical operation, both the ac and dc power LEDs are lit. For any other combination of LEDs, see the *Problem Determination and Service Guide* on the IBM *Documentation CD*.

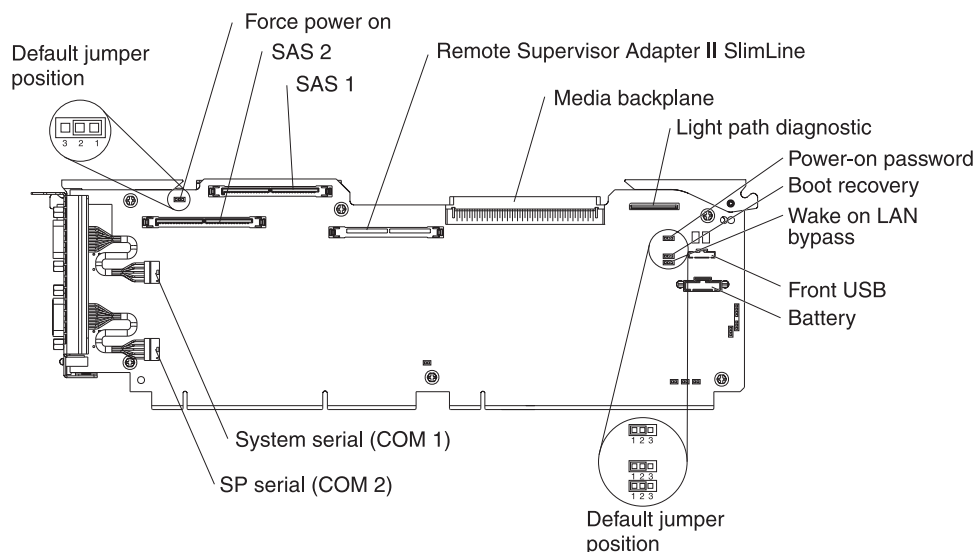
AC power LED: This green LED provides status information about the power supply. During typical operation, both the ac and dc power LEDs are lit. For any other combination of LEDs, see the *Problem Determination and Service Guide* on the IBM *Documentation CD*.

Internal LEDs, connectors, and jumpers

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

I/O board internal connectors and jumpers

The following illustration shows the internal connectors and jumpers on the I/O board.



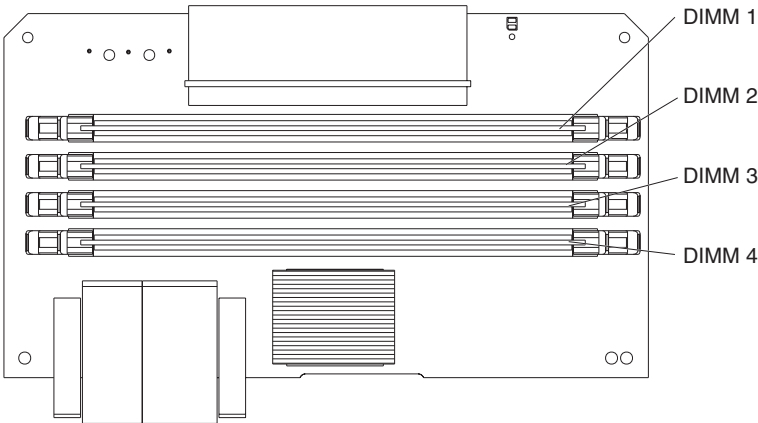
The following table describes the function of each three-pin jumper block.

Table 2. I/O board jumper blocks

Jumper name	Description
Force power on (J2)	The default position is pins 1 and 2. Change the position of this jumper to pins 2 and 3 to force the server to start up when you connect the server to ac power.
Power-on password (J9)	The default position is pins 1 and 2. Change the position of this jumper to pins 2 and 3 to bypass the power-on password check. Changing the position of this jumper does not affect the administrator password check if an administrator password is set. If the administrator password is lost, the microprocessor board must be replaced.
Boot recovery (J14)	The default position is pins 1 and 2 (use the primary page during startup). Move the jumper to pins 2 and 3 to use the secondary page during startup.
Wake on LAN [®] bypass (J15)	The default position is pins 1 and 2. Move the jumper to pins 2 and 3 to prevent a Wake on LAN packet from waking the system when the system is in the powered-off state.

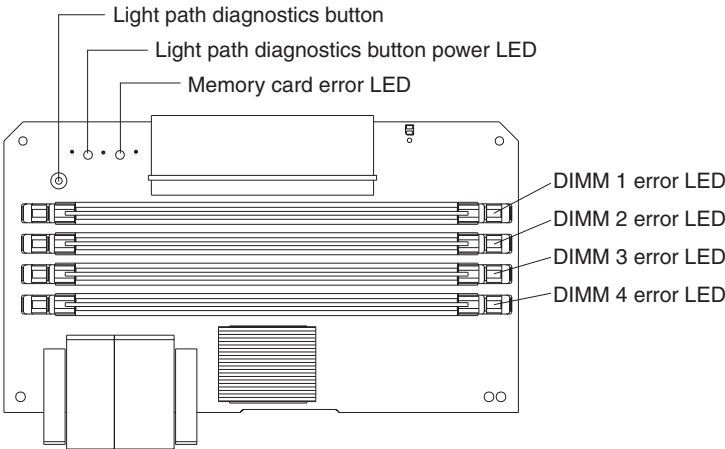
Memory-card connectors

The following illustration shows the connectors on the memory card.

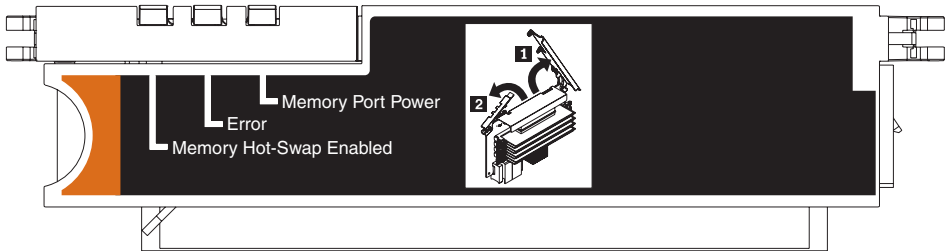


Memory-card LEDs

The following illustration shows the LEDs on the memory card.

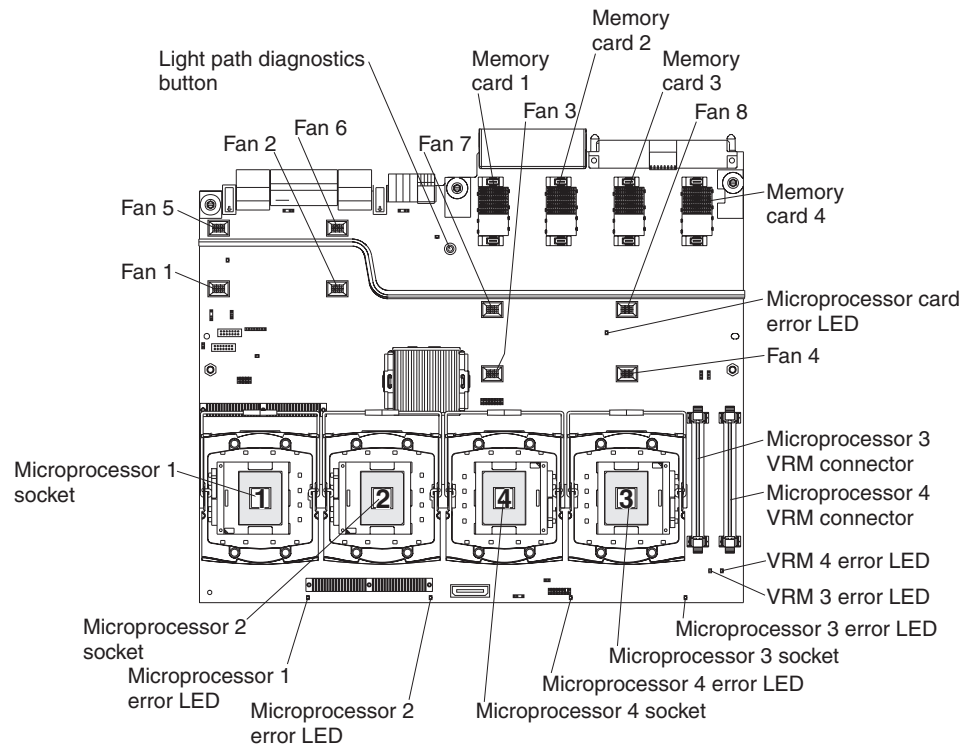


Top view of the memory card



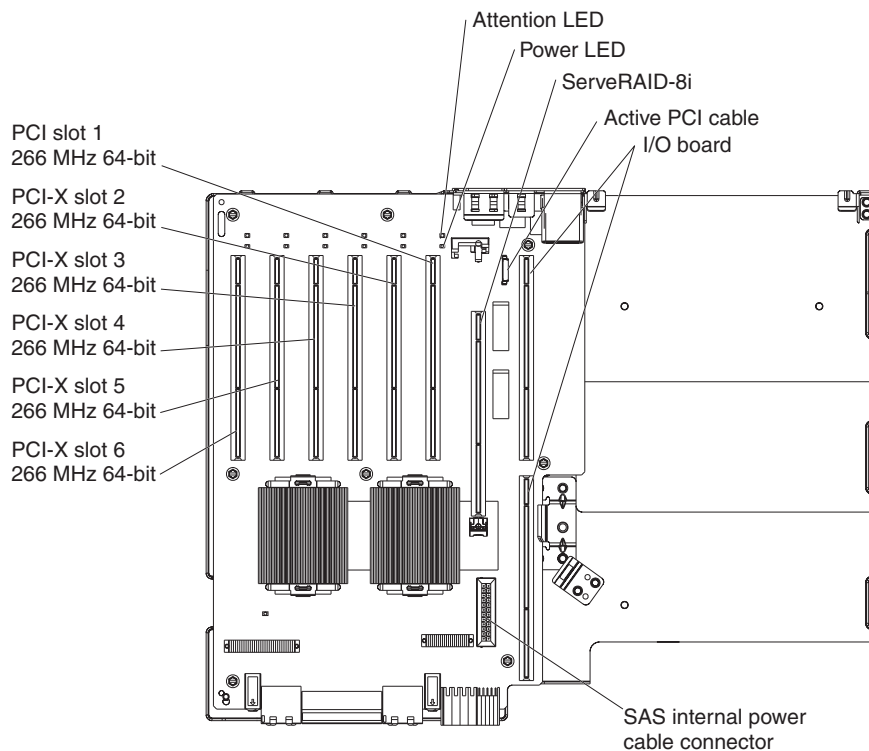
Microprocessor-board connectors and LEDs

The following illustration shows the connectors and LEDs on the microprocessor board.



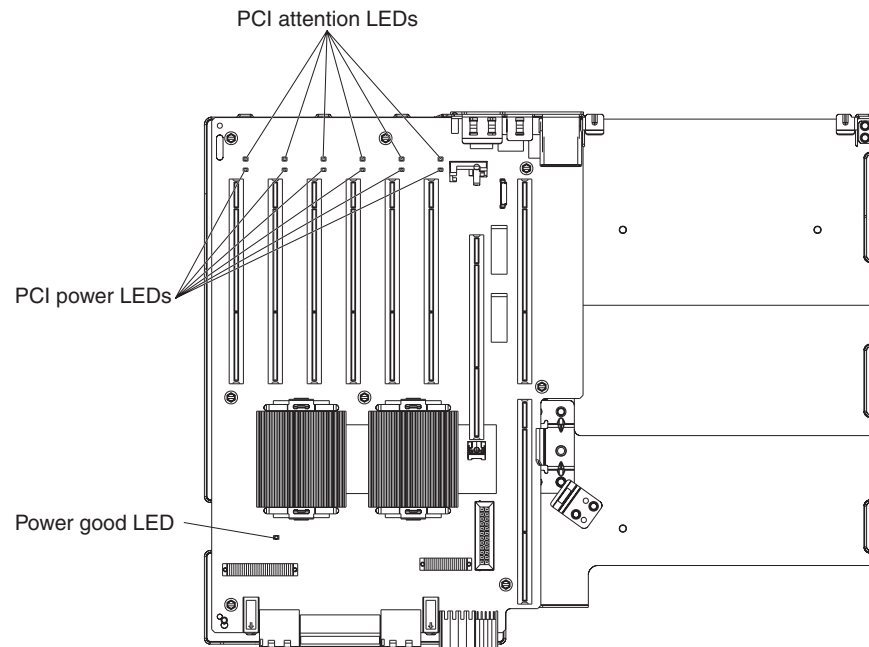
PCI-X board connectors

The following illustration shows the connectors on the PCI-X board.



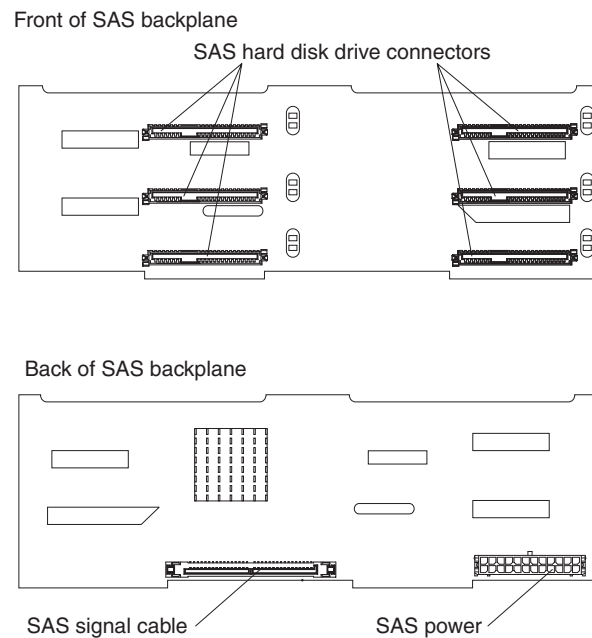
PCI-X board LEDs

The following illustration shows the LEDs on the PCI-X board.



SAS-backplane connectors

The following illustration shows the connectors on the SAS backplane.



Chapter 2. Diagnostics

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

If you cannot locate and correct the problem using the information in this chapter, see Appendix A, “Getting help and technical assistance,” on page 173 or <http://www.ibm.com/support/> for more information.

Diagnostic tools

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

- **POST beep codes, error messages, and error logs**

The power-on self-test (POST) generates beep codes and messages to indicate successful test completion or the detection of a problem. See “POST” for more information.

- **Troubleshooting tables**

These tables list problem symptoms and actions to correct the problems. See “Troubleshooting tables” on page 51.

- **Light path diagnostics**

Use the light path diagnostics to diagnose system errors quickly. See “Light path diagnostics” on page 64 for more information.

- **Diagnostic programs, messages, and error messages**

The diagnostic programs are the primary method of testing the major components of the server. The diagnostic programs are in read-only memory on the server. See “Diagnostic programs, messages, and error codes” on page 74 for more information.

- **Real Time Diagnostics**

Real Time Diagnostics can help you diagnose problems in certain devices while the operating system is running, to prevent or minimize server downtime. See “Real Time Diagnostics” on page 95 for more information.

POST

When you turn on the server, it performs a series of tests to check the operation of the server components and some optional devices in the server. This series of tests is called the power-on self-test, or POST.

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

If POST is completed without detecting any problems, a single beep sounds, and the server startup is completed.

If POST detects a problem, more than one beep might sound, or an error message is displayed. See “Beep code descriptions” on page 14 and “POST error codes” on page 20 for more information.

POST beep codes

A beep code is a combination of short or long beeps or series of short beeps that are separated by pauses. For example, a “1-2-3” beep code is one short beep, a pause, two short beeps, a pause, and three short beeps. A beep code other than one beep indicates that POST has detected a problem. To determine the meaning of a beep code, see “Beep code descriptions.” If no beep code sounds, see “No-beep symptoms” on page 18.

Beep code descriptions

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

A single problem might cause more than one error message. When this occurs, correct the cause of the first error message. The other error messages usually will not occur the next time POST runs.

Exception: If there are multiple error codes or light path diagnostics LEDs that indicate a microprocessor error, the error might be in a microprocessor or in a microprocessor socket. See “Microprocessor problems” on page 57 for information about diagnosing microprocessor problems.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
1-1-3	CMOS write/read test failed.	1. Reseat the following components: a. Battery b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
1-1-4	BIOS ROM checksum failed.	1. Reseat the microprocessor tray. 2. (Trained service technician only) Replace the microprocessor tray
1-2-1	Programmable interval timer failed.	1. Reseat the I/O board. 2. Replace the I/O board.
1-2-2	DMA initialization failed.	1. Reseat the I/O board. 2. Replace the I/O board.
1-2-3	DMA page register write/read failed.	1. Reseat the I/O board. 2. Replace the I/O board.
1-2-4	RAM refresh verification failed.	1. Reseat the following components: a. DIMM b. Memory card 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
1-3-1	1st 64K RAM test failed.	1. Reseat the following components: a. DIMM b. Memory card 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
2-1-1	Secondary DMA register failed.	1. Reseat the I/O board. 2. Replace the I/O board.
2-1-2	Primary DMA register failed.	1. Reseat the I/O board. 2. Replace the I/O board.
2-1-3	Primary interrupt mask register failed.	1. Reseat the I/O board. 2. Replace the I/O board.
2-1-4	Secondary interrupt mask register failed.	1. Reseat the I/O board. 2. Replace the I/O board.
2-2-2	Keyboard controller failed.	1. Reseat the I/O board. 2. Replace the I/O board.
3-1-1	Timer tick interrupt failed.	1. Reseat the I/O board. 2. Replace the I/O board.
3-1-2	Interval timer channel 2 failed.	1. Reseat the I/O board. 2. Replace the I/O board.
3-1-4	Time-of-day clock failed.	1. Reseat the following components: a. Battery b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
3-3-2	Critical SMBUS error occurred.	1. Disconnect power cord, wait 30 seconds, and retry. 2. Reseat the following components: a. DIMM b. Memory card c. Microprocessor tray d. I/O board 3. Replace the following components one at a time, in the order shown, restarting the server each time. a. DIMM b. Memory card c. (Trained service technician only) Microprocessor tray d. I/O board
3-3-3	No operational memory in system.	1. Make sure that all memory cards contain the correct number of DIMMs; install or reseat DIMMS; then, restart the server. 2. Reseat the following components: a. DIMM b. Memory card c. Microprocessor tray 3. Replace the following components one at a time, in the order shown, restarting the server each time. a. DIMM b. Memory card c. (Trained service technician only) Microprocessor tray
Two short beeps	Information only, configuration has changed.	1. Run the Configuration/Setup Utility program. 2. Run the diagnostic programs.
Three short beeps	Memory error.	1. Reseat the following components: a. DIMM b. Memory card c. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time. a. DIMM b. Memory card c. (Trained service technician only) Microprocessor tray

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Beep code	Description	Action
One continuous beep	Microprocessor error.	- Reseat the following components: (Trained service technician only) Microprocessor (Trained service technician only) Optional microprocessor - Microprocessor tray - Replace the following components one at a time, in the order shown, restarting the server each time. (Trained service technician only) Microprocessor (Trained service technician only) Optional microprocessor (Trained service technician only) Microprocessor tray
Repeating short beeps	Keyboard error.	- Reseat the following components: - Keyboard - I/O board - Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
Repeating long beeps	Memory error.	Reseat the DIMMs.
One long and one short beep	Card error.	- Reseat the following components: - Microprocessor tray - I/O board - Replace the following components one at a time, in the order shown, restarting the server each time. (Trained service technician only) Microprocessor tray - I/O board
One long and two short beeps	Card error.	- Reseat the following components: - Microprocessor tray - I/O board - Replace the following components one at a time, in the order shown, restarting the server each time. (Trained service technician only) Microprocessor tray - I/O board

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). - If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.		
Beep code	Description	Action
Two long and two short beeps	Card error.	- Reseat the following components: - Microprocessor tray - I/O board - Replace the following components one at a time, in the order shown, restarting the server each time: (Trained service technician only) Microprocessor tray - I/O board

No-beep symptoms

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). - If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.		
No-beep symptom	Description	Action
No beeps occur, and the system operates correctly.		- Reseat the Operator information panel ribbon cable. - Replace the operator information panel.
No beeps occur after successful completion of POST.	The power-on status is Disabled.	- Run the Configuration/Setup Utility program and select Start Options; then, set Power-On Status to Enable. - Reseat the operator information panel ribbon cable. - Replace the operator information panel.
No beeps occur, and there is no video.		See “Solving undetermined problems” on page 111.

Error logs

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

The following illustration shows an example of a BMC log entry.

BMC System Event Log

Get Next Entry
Get Previous Entry
Clear BMC SEL

Entry Number= 00005 / 00011
Record ID= 0005
Record Type= 02
Timestamp= 2005/01/25 16:15:17
Entry Details: Generator ID= 0020
Sensor Type= 04
Assertion Event
Fan
Threshold
Lower Non-critical - going high

Sensor Number= 40
Event Direction/Type= 01

Event Data= 52 00 1A

The BMC log is limited in size. When the log is full, new entries will not overwrite existing entries; therefore, you must periodically clear the BMC log through the Configuration/Setup Utility program (the menu choices are described in the *User's Guide*). When you are troubleshooting an error, be sure to clear the BMC log so that you can find current errors more easily.

Entries that are written to the BMC log during the early phase of POST show an incorrect date and time as the default time stamp; however, the date and time are corrected as POST continues.

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

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

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

If you view the BMC log through the Web interface of the optional Remote Supervisor Adapter II SlimLine, the messages can be translated.

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

When you are troubleshooting PCI-X slots, note that the error logs report the PCI-X buses numerically. The numerical assignments vary depending on the configuration. You can check the assignments by running the Configuration/Setup Utility program (see the *User's Guide* for more information).

Viewing error logs from the Configuration/Setup Utility program

For complete information about using the Configuration/Setup Utility program, see the *User's Guide*.

To view the error logs, complete the following steps:

1. Turn on the server.
2. When the prompt Press F1 for Configuration/Setup appears, press F1. If you have set both a power-on password and an administrator password, you must type the administrator password to view the error logs.
3. Use one of the following procedures:
 - To view the POST error log, select **Error Logs**, and then select **POST Error Log**.
 - To view the BMC log, select **Advanced Settings**, select **Baseboard Management Controller (BMC) settings**, and then select **BMC System Event Log**.
 - To view the system-error log (available only if an optional Remote Supervisor Adapter II SlimLine is installed), select **Event/Error Logs**, and then select **System Event/Error Log**.

Viewing the BMC log from the diagnostic programs

The BMC log contains the same information whether it is viewed from the Configuration/Setup Utility program or from the diagnostic programs.

For information about using the diagnostic programs, see “Running the diagnostic programs” on page 74.

To view the BMC log, complete the following steps:

1. If the server is running, turn off the server and all attached devices.
2. Turn on all attached devices; then, turn on the server.
3. When the prompt F2 for Diagnostics appears, press F2. If you have set both a power-on password and an administrator password, you must type the administrator password to run the diagnostic programs.
4. From the top of the screen, select **Hardware Info**.
5. From the list, select **BMC Log**.

POST error codes

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

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
062	Three consecutive boot failures using the default configuration.	1. Update the system firmware to the latest level (see “Updating the firmware” on page 163). 2. Reseat the I/O board. 3. Replace the I/O board.
101, 102	Tick timer internal interrupt, internal timer channel 2.	1. Reseat the I/O board. 2. Replace the I/O board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
114	Adapter read-only memory (ROM) error.	1. Remove all adapters and reinstall them one at a time, restarting the server each time, to identify the failing adapter; then, replace the failing adapter. 2. Reseat the microprocessor tray. 3. Reseat the I/O board. 4. (Trained service technician only) Replace the microprocessor tray. 5. Replace the I/O board.
151	Real-time clock error.	1. Reseat the following components: a. Battery b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
161	Real-time clock battery error.	1. Reseat the following components: a. Battery b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
162	Device configuration error.	1. Run the Configuration/Setup Utility program, select Load Default Settings, and save the settings. 2. Reseat the following components: a. Battery b. Failing device c. I/O board 3. Remove the battery for 60 minutes; then, reinstall the battery and restart the server. 4. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
163	Real-time clock error.	1. Run the Configuration/Setup Utility program, select Load Default Settings, make sure that the date and time are correct, and save the settings. 2. Reseat the following components: a. Battery b. I/O board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
175	Bad EEPROM CRC#1.	1. Restart the server. 2. Update the BMC firmware (see “Updating the firmware” on page 163). 3. Reseat the microprocessor tray. 4. (Trained service technician only) Replace the microprocessor tray.
178	System VPD not available.	1. Restart the server. 2. Update the BMC firmware (see “Updating the firmware” on page 163). 3. Reseat the microprocessor tray. 4. (Trained service technician only) Replace the microprocessor tray.
184	Power-on password damaged.	1. Run the Configuration/Setup Utility program, select Load Default Settings, and save the settings. 2. Reseat the following components: a. Battery b. I/O board 3. Remove the battery for 60 minutes; then, reinstall the battery and restart the server. 4. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
187	VPD serial number not set.	1. Set the serial number by updating the BIOS code level (see “Updating the firmware” on page 163). 2. Reseat the following components: a. I/O board b. Optional Remote Supervisor Adapter II SlimLine 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
188	Bad EEPROM CRC #2.	1. Restart the server. 2. Update the BMC firmware (see “Updating the firmware” on page 163). 3. Reseat the microprocessor tray. 4. (Trained service technician only) Replace the microprocessor tray.
189	An attempt was made to access the server with an incorrect password.	Restart the server and enter the administrator password; then, run the Configuration/Setup Utility program and change the power-on password.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
289	A DIMM has been disabled by the user or by the system.	1. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 2. Make sure that the DIMM is installed correctly (see “Memory card and memory module (DIMM)” on page 132). 3. Reseat the DIMM. 4. Replace the DIMM.
301	Keyboard or keyboard controller error.	1. If you have installed a USB keyboard, run the Configuration/Setup Utility program and enable keyboardless operation to prevent the POST error message 301 from being displayed during startup. 2. Reseat the following components: a. Keyboard b. I/O board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
303	Keyboard controller error.	1. Reseat the following components: a. I/O board b. Keyboard 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
1600	The baseboard management controller failed BIST (built-in self-test).	1. Update the BMC firmware (see “Updating the firmware” on page 163). 2. Reseat the following components: a. Microprocessor tray b. I/O board c. PCI or PCI-X adapters 3. (Trained service technician only) Replace the microprocessor tray.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
1601	Systems-management adapter communication error.	1. Make sure that the Remote Supervisor Adapter II SlimLine is installed correctly. 2. Update the Remote Supervisor Adapter II SlimLine firmware (see “Updating the firmware” on page 163). 3. Update the BMC firmware (see “Updating the firmware” on page 163). 4. Reseat the following components: a. Microprocessor tray b. I/O board c. Adapter 5. (Trained service technician only) Replace the microprocessor tray.
1602	Systems-management adapter communication error.	1. Make sure that the Remote Supervisor Adapter II SlimLine is installed correctly. 2. Update the Remote Supervisor Adapter II SlimLine firmware (see “Updating the firmware” on page 163). 3. Update the BMC firmware (see “Updating the firmware” on page 163). 4. Reseat the following components: a. Microprocessor tray b. I/O board c. (Trained service technician only) PCI-X board 5. Replace the Remote Supervisor Adapter II SlimLine. 6. (Trained service technician only) Replace the microprocessor tray.
1762	Fixed disk configuration error.	1. Run the Configuration/Setup Utility program and load the settings. 2. Reseat the following components: a. SAS hard disk drive backplane cables b. SAS hard disk drive c. I/O board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
178x	Fixed disk error.	1. Reseat the hard disk drive cables. 2. Replace the hard disk drive cables. 3. Run the hard disk drive diagnostic tests. 4. Reseat the following components: a. Optional ServeRAID™-8i adapter b. Hard disk drive c. I/O board 5. Replace the components listed in step 4 one at a time, in the order shown, restarting the server each time.
1800	Unavailable PCI hardware interrupt.	1. Run the Configuration/Setup Utility program and adjust the adapter settings. 2. Remove each adapter one at a time, restarting the server each time, until the problem is isolated.
1962	A drive does not contain a valid boot sector.	1. Make sure that a bootable operating system is installed. 2. Run the hard disk drive diagnostic tests. 3. Reseat the following components: a. SAS drive b. SAS hard disk drive backplane cables c. I/O board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.
5962	IDE CD or DVD drive configuration error.	1. Run the Configuration/Setup Utility program and load the default settings (see “Configuration/Setup Utility menu choices” on page 165). 2. Reseat the following components: a. CD or DVD drive cable b. CD or DVD drive c. I/O board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
8603	Pointing-device error.	1. Reseat the following components: a. Pointing device b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
0001295	ECC circuit check.	1. Reseat the following components: a. DIMM b. Memory card 2. Replace the components in step 1 one at a time, in the order shown, restarting the server each time.
00012000	Processor machine check error.	1. Reseat the following components: a. (Trained service technician only) Microprocessor b. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Microprocessor b. (Trained service technician only) Microprocessor tray
00019501	Processor 1 is not functioning; check processor LEDs.	1. Reseat the following components: a. Microprocessor tray b. (Trained service technician only) Microprocessor 1 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Microprocessor 1 b. (Trained service technician only) Microprocessor tray
00019502	Processor 2 is not functioning; check processor LEDs.	1. Reseat the following components: a. Microprocessor tray b. (Trained service technician only) Microprocessor 2 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Microprocessor 2 b. (Trained service technician only) Microprocessor tray

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
00019503	Processor 3 is not functioning; check VRM and processor LEDs.	- Reseat the following components: - Microprocessor tray - VRM 3 (Trained service technician only) Microprocessor 3 - Replace the following components one at a time, in the order shown, restarting the server each time: - VRM 3 (Trained service technician only) Microprocessor 3 (Trained service technician only) Microprocessor tray
00019504	Processor 4 is not functioning; check VRM and processor LEDs.	- Reseat the following components: - Microprocessor tray - VRM 4 (Trained service technician only) Microprocessor 4 - Replace the following components one at a time, in the order shown, restarting the server each time: - VRM 4 (Trained service technician only) Microprocessor 4 (Trained service technician only) Microprocessor tray
00019701	Processor 1 failed BIST.	- Reseat the following components: (Trained service technician only) Microprocessor 1 - Microprocessor tray - Replace the following components one at a time, in the order shown, restarting the server each time: (Trained service technician only) Microprocessor 1 (Trained service technician only) Microprocessor tray

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
00019702	Processor 2 failed BIST.	- Reseat the following components: (Trained service technician only) Microprocessor 2 - Microprocessor tray - Replace the following components one at a time, in the order shown, restarting the server each time: (Trained service technician only) Microprocessor 2 (Trained service technician only) Microprocessor tray
00019703	Processor 3 failed BIST.	- Reseat the following components: (Trained service technician only) Microprocessor 3 - VRM 3 - Microprocessor tray - Replace the following components one at a time, in the order shown, restarting the server each time: (Trained service technician only) Microprocessor 3 - VRM 3 (Trained service technician only) Microprocessor tray
00019704	Processor 4 failed BIST.	- Reseat the following components: (Trained service technician only) Microprocessor 4 - VRM 4 - Microprocessor tray - Replace the following components one at a time, in the order shown, restarting the server each time: (Trained service technician only) Microprocessor 4 - VRM 4 (Trained service technician only) Microprocessor tray

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
00180100	A PCI adapter has requested memory resources that are not available.	1. Change the order of the adapters in the PCI-X slots. Make sure that the boot device is positioned early in the scan order (see the <i>User's Guide</i> for information about the scan order). 2. Make sure that the settings for the adapter and all other adapters in the Configuration/Setup Utility program are correct. If the memory resource settings are not correct, change them. 3. If all memory resources are being used, remove an adapter to make memory available to the adapter. Disabling the BIOS on the adapter should correct the error. See the documentation that comes with the adapter.
00180200	No more I/O space is available for a PCI adapter.	1. If the error code indicates a particular PCI or PCI-X slot or device, remove that device. 2. If the error continues, reseal the following components: a. Each adapter b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
00180300	No more memory (above 1 MB for a PCI adapter).	1. If the error code indicates a particular PCI or PCI-X slot or device, remove that device. 2. Reseat the following components: a. Each adapter b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
00180400	No more memory (below 1 MB for a PCI adapter).	1. Reseat the following components: a. Each adapter b. (Trained service technician only) PCI-X board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
00180500	PCI option ROM checksum error.	1. Remove the failing adapter. 2. Reseat the following components: a. Each adapter b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
00180600	PCI built-in self-test failure.	1. If the error code indicates a particular PCI or PCI-X slot or device, remove that device. Note: Slot 0 indicates the I/O board. 2. Reseat the following components: a. Each adapter b. (Trained service technician only, if the specified board is a FRU) The board that is indicated in the error code. (See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113, to determine CRU or FRU status.) 3. Replace the components listed in step 2 one at a time, in the order shown above, restarting the server each time.
00180700, 00180800	General PCI error.	1. Make sure that no devices have been disabled in the Configuration/Setup Utility program. 2. Reseat the following components: a. Failing adapter Note: If an error LED is lit on the PCI-X board or on an adapter, reseat that adapter first; if no LEDs are lit, reseat each adapter one at a time, restarting the server each time, to isolate the failing adapter. b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
00181000	PCI error.	1. Remove the adapters from the PCI or PCI-X slots. 2. Reseat the following components: a. Failing adapter Note: If an error LED is lit on the PCI-X board or on an adapter, reseat that adapter first; if no LEDs are lit, reseat each adapter one at a time, restarting the server each time, to isolate the failing adapter. b. (Trained service technician only) PCI-X board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
01295085	ECC checking hardware test error.	1. Reseat the following components: a. (Trained service technician only) Microprocessor b. DIMM c. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Microprocessor b. DIMM c. (Trained service technician only) Microprocessor tray
01298001	No update data for processor 1.	1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 165). 2. Update the BIOS code again (see “Updating the firmware” on page 163). 3. (Trained service technician only) Reseat microprocessor 1. 4. (Trained service technician only) Replace microprocessor 1.
01298002	No update data for processor 2.	1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 165). 2. Update the BIOS code again (see “Updating the firmware” on page 163). 3. (Trained service technician only) Reseat microprocessor 2. 4. (Trained service technician only) Replace microprocessor 2.
01298004	No update data for processor 3.	1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 165). 2. Update the BIOS code again (see “Updating the firmware” on page 163). 3. (Trained service technician only) Reseat microprocessor 3. 4. (Trained service technician only) Replace microprocessor 3.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
01298005	No update data for processor 4.	1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 165). 2. Update the BIOS code again (see “Updating the firmware” on page 163). 3. (Trained service technician only) Reseat microprocessor 4. 4. (Trained service technician only) Replace microprocessor 4.
01298101	Bad update data for processor 1.	1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 165). 2. Update the BIOS code again (see “Updating the firmware” on page 163). 3. (Trained service technician only) Reseat microprocessor 1. 4. (Trained service technician only) Replace microprocessor 1.
01298102	Bad update data for processor 2.	1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 165). 2. Update the BIOS code again (see “Updating the firmware” on page 163). 3. (Trained service technician only) Reseat microprocessor 2. 4. (Trained service technician only) Replace microprocessor 2.
01298103	Bad update data for processor 3.	1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 165). 2. Update the BIOS code again (see “Updating the firmware” on page 163). 3. (Trained service technician only) Reseat microprocessor 3. 4. (Trained service technician only) Replace microprocessor 3.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
01298104	Bad update data for processor 4.	1. Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 165). 2. Update the BIOS code again (see “Updating the firmware” on page 163). 3. (Trained service technician only) Reseat microprocessor 4. 4. (Trained service technician only) Replace microprocessor 4.
01298200	Processor speed mismatch.	Make sure that all microprocessors have the same cache size (see “Configuration/Setup Utility menu choices” on page 165).
I9990301	Fixed disk sector error.	1. Reseat the following components: a. Hard disk drive b. SAS hard disk drive backplane cables c. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
I9990305	An operating system was not found.	1. Make sure that a bootable operating system is installed. 2. Run the hard disk drive diagnostic tests. 3. Reseat the following components: a. Hard disk drive b. SAS hard disk drive backplane cables c. CD drive and cables d. I/O board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.
I9990650	AC power has been restored.	1. Check the power cables. 2. Check for interruption of the power supply (see “Power-supply LEDs” on page 72). 3. Reseat the following components: a. Power supply b. Microprocessor tray 4. Replace the following components one at a time, in the order shown, restarting the server each time: a. Power supply b. (Trained service technician only) Microprocessor tray

POST and SMI error messages

BIOS can log two types of error messages in the BMC log and the system-error log: POST events, which occur during system startup, and SMI events, which are generally run time errors detected by hardware. The following table describes the possible POST and SMI error messages and suggested actions to correct the detected problems.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
POST reporting Processor Event: Invalid configuration of processor card. Chassis Number = X.	Make sure that all microprocessors have the same part number.
POST reporting Processor Event: Processor mismatch detected. Chassis Number = X. Processor Number = Y.	1. Make sure that the BIOS code is at the latest level. 2. Make sure that all microprocessors have the same part number. 3. (Trained service technician only) Replace the microprocessor.
POST reporting Processor Event: POST does not support current stepping of processor. Chassis Number = X, Processor Number = Y.	1. Make sure that the BIOS code is at the latest level. 2. Make sure that all microprocessors have the same part number. 3. (Trained service technician only) Replace the microprocessor.
POST reporting Processor Event: Unable to apply microcode (patch) update. Chassis Number = X. Processor Number = Y.	(Trained service technician only) Replace the microprocessor.
POST reporting Processor Event: Processor failed BIST. Chassis Number = X. Processor Number = Y.	(Trained service technician only) Replace the microprocessor.
POST reporting memory event: North Bridge Uncorrectable memory error occurred. Chassis Number = X. Memory Card = Y. Memory DIMM = Z.	1. Reseat the DIMM. 2. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 3. Replace the DIMM. 4. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.
POST reporting memory event: North Bridge Correctable memory threshold occurred. Chassis Number = X. Memory Card = Y. Memory DIMM = Z. Failing Symbol = 0xcb.	1. Reseat the DIMM. 2. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 3. Replace the DIMM. 4. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.
POST reporting memory event: DIMM Disabled - Failed ECC Test. Chassis Number = X. Memory Card = Y. Memory DIMM = Z.	1. Reseat the DIMM. 2. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 3. Replace the DIMM. 4. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
POST reporting memory event: DIMM Disabled - Failed POST/BIOS Memory Test. Chassis Number = X. Memory Card = Y. Memory DIMM = Z.	1. Reseat the DIMM. 2. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 3. Replace the DIMM. 4. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.
POST reporting memory event: DIMM Disabled - Failed ECC Test. Chassis Number = X. Memory Card = Y. Memory DIMM = Z.	1. Reseat the DIMM. 2. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 3. Replace the DIMM. 4. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.
POST reporting memory event: DIMM Disabled - Failed ECC Test. Chassis Number = X. Memory Card = Y. Memory DIMM = Z.	1. Reseat the DIMM. 2. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 3. Replace the DIMM. 4. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.
Unknown SERR/PERR detected on PCI bus Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Address of special cycle DPE on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Master read parity error on PCI primary Chassis#=4 Slot#=2 Bus#=3 Dev.ID=0xaa99 Vend.ID=0xccbb Status=0xeedd DevFun#=0xff	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Received target parity error on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
Master write parity error on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Device signaled SERR on PCI primary. Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Slave signaled parity error on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Signaled target abort on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Additional correctable ECC error on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	Informational only; if the message remains: 1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Received Master Abort on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Additional uncorrectable ECC error on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

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- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
Split completion discarded on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Correctable ECC error on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	Informational only; if the message remains: 1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Unexpected split completion on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Uncorrectable ECC error on PCI primary Chassis#=4 Slot#=2 Bus#=3 Dev.ID=0xaa99 Vend.ID=0xccbb Status=0xeedd DevFun#=0xff	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Received split completion error on PCI primary Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Address of special cycle DPE Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Master read parity error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
PCI-PCI bridge secondary: Received target parity error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Master write parity error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Device signaled SERR Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Slave signaled parity error. Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Signaled target abort Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Additional correctable ECC error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	Informational only; if the message remains: 1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Received master abort Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
PCI-PCI bridge secondary: Additional uncorrectable ECC error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Split completion discarded Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Correctable ECC error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	Informational only; if the message remains: 1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Unexpected split completion Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Uncorrectable ECC error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI-PCI bridge secondary: Received split completion error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI ECC Error (Corrected) Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	Informational only; if the message remains: 1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
PCI Bus Address Parity Error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Data Parity Error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
SERR# asserted Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PERR Received by PCI Bridge on a PCIX split completion Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Invalid Address Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus TCE Extent error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Page Fault Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Unauthorized Access Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
PCI Bus Parity error in DMA read data buffer Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus timeout Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus DMA delay read timeout Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Internal error on PCIX split completion Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus DMA read reply (RIO) timeout Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Internal RAM error on DMA write Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus MVE valid bit off Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus ECC Error (Corrected) Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
PCI Bus SERR# Detected Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus data parity error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus No DEVSEL# Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus timeout Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Retry count expired Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Target Abort. Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Invalid size Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Access not enabled Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
PCI Bus Internal RAM error on MMIO Store Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Split response received Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCIX split completion error status received Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
Unexpected PCIX split completion received Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCIX split completion timeout Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Recoverable error summary bit Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus CSR error summary bit Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Internal RAM error on MMIO load Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
PCI Bus Bad command Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Length field invalid Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Load greater than 8 and no write buffer enabled Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCIX Discontiguous byte enable error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus 4K address boundary crossing error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Store wrap state machine check Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Target state machine check Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.
PCI Bus Invalid transaction PM/DW Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	1. If the slot number is greater than 0, complete the following steps: a. Reseat the adapter. b. Replace the adapter. 2. If the slot number is 0, replace the PCI board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
PCI Bus Invalid transaction PM/DR Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	- If the slot number is greater than 0, complete the following steps: - Reseat the adapter. - Replace the adapter. - If the slot number is 0, replace the PCI board.
PCI Bus Invalid transaction PS/DW Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	- If the slot number is greater than 0, complete the following steps: - Reseat the adapter. - Replace the adapter. - If the slot number is 0, replace the PCI board.
PCI Bus DMA write command FIFO parity error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	- If the slot number is greater than 0, complete the following steps: - Reseat the adapter. - Replace the adapter. - If the slot number is 0, replace the PCI board.
PCI Secondary Status Register Dump Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	- If the slot number is greater than 0, complete the following steps: - Reseat the adapter. - Replace the adapter. - If the slot number is 0, replace the PCI board.
PCI Secondary Status Register Dump Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	- If the slot number is greater than 0, complete the following steps: - Reseat the adapter. - Replace the adapter. - If the slot number is 0, replace the PCI board.
PCI to PCI Bridge Discard Timer Error Chassis#=X Slot#=Y Bus#=Z Dev.ID=0xSSSS Vend.ID=0xTTTT Status=0xUUUU DevFun#=0xVV	- If the slot number is greater than 0, complete the following steps: - Reseat the adapter. - Replace the adapter. - If the slot number is 0, replace the PCI board.
SMI handler reporting Memory Mirroring Failover Occurred. Running from mirrored image. Note: This message immediately follows an uncorrectable memory error.	- Reseat the DIMM or memory card. - If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. - Replace the DIMM or memory card. - If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
SMI handler reporting Memory ProteXion enabled. Memory copying started. Failed Row = X. . Note: Failed Row = X indicates failing chip select or rank. DIMMs 1 & 3 are connected to chip select 0 & 1. DIMMs 2 & 4 are connected to chip select 2 & 3.	1. Reseat the DIMM or memory card. 2. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 3. Replace the DIMM or memory card. 4. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
SMI handler has reported a correctable memory error, DIMM = X. Note: DIMM = X indicates the number of the failing DIMM. X can be from 1 to 128. X = 0 is used when the DIMM can't be isolated (example, an uncorrectable error in mirrored mode). X = 1 to 4 indicates chassis number 1, memory card number 1, DIMM number 1 to 4. X = 5 to 8 indicates chassis number 1, memory card number 2, DIMM number 1 to 4. X = 9 to 12 indicates chassis number 1, memory card number 3, DIMM number 1 to 4. X = 13 to 16 indicates chassis number 1, memory card number 4, DIMM number 1 to 4. X = 17 to 20 indicates chassis number 2, memory card number 1, DIMM number 1 to 4. X = 21 to 24 indicates chassis number 2, memory card number 2, DIMM number 1 to 4. X = 25 to 28 indicates chassis number 2, memory card number 3, DIMM number 1 to 4. X = 29 to 32 indicates chassis number 2, memory card number 4, DIMM number 1 to 4. X = 33 to 36 indicates chassis number 3, memory card number 1, DIMM number 1 to 4. X = 37 to 40 indicates chassis number 3, memory card number 2, DIMM number 1 to 4. X = 41 to 44 indicates chassis number 3, memory card number 3, DIMM number 1 to 4. X = 45 to 48 indicates chassis number 3, memory card number 4, DIMM number 1 to 4. X = 49 to 52 indicates chassis number 4, memory card number 1, DIMM number 1 to 4. X = 53 to 56 indicates chassis number 4, memory card number 2, DIMM number 1 to 4. X = 57 to 60 indicates chassis number 4, memory card number 3, DIMM number 1 to 4. X = 61 to 64 indicates chassis number 4, memory card number 4, DIMM number 1 to 4. X = 65 to 68 indicates chassis number 5, memory card number 1, DIMM number 1 to 4. X = 69 to 72 indicates chassis number 5, memory card number 2, DIMM number 1 to 4. X = 73 to 76 indicates chassis number 5, memory card number 3, DIMM number 1 to 4. SMI handler has reported a correctable memory error information continues on the next page.	1. Reseat the DIMM or memory card. 2. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 3. Replace the DIMM or memory card. 4. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 message	Action
SMI handler has reported a correctable memory error information continued: Note: X = 77 to 80 indicates chassis number 5, memory card number 4, DIMM number 1 to 4. X = 81 to 84 indicates chassis number 6, memory card number 1, DIMM number 1 to 4. X = 85 to 88 indicates chassis number 6, memory card number 2, DIMM number 1 to 4. X = 89 to 92 indicates chassis number 6, memory card number 3, DIMM number 1 to 4. X = 93 to 96 indicates chassis number 6, memory card number 4, DIMM number 1 to 4. X = 97 to 100 indicates chassis number 7, memory card number 1, DIMM number 1 to 4. X = 101 to 104 indicates chassis number 7, memory card number 2, DIMM number 1 to 4. X = 105 to 108 indicates chassis number 7, memory card number 3, DIMM number 1 to 4. X = 109 to 112 indicates chassis number 7, memory card number 4, DIMM number 1 to 4. X = 113 to 116 indicates chassis number 8, memory card number 1, DIMM number 1 to 4. X = 117 to 120 indicates chassis number 8, memory card number 2, DIMM number 1 to 4. X = 121 to 124 indicates chassis number 8, memory card number 3, DIMM number 1 to 4. X = 125 to 128 indicates chassis number 8, memory card number 4, DIMM number 1 to 4. For more information about DIMM numbers and connectors, see “Memory-card connectors” on page 9	1. Reseat the DIMM or memory card. 2. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM. 3. Replace the DIMM or memory card. 4. If the DIMM was disabled by the user, run the Configuration/Setup Utility program and enable the DIMM.
SMI handler reporting Processor Event: Unrecoverable error. Chassis Number = X. Processor ID = Y. Notes: 1. Chassis number = X indicates the number of the failing chassis. The chassis are numbered from 1 to 8. 2. Processor ID=Y indicates the number of the failing microprocessor. The microprocessors are numbered from 1 to 4. For more information about microprocessor numbers and connectors, see “Microprocessor-board connectors and LEDs” on page 10.	(Trained service technician only) Replace the microprocessor.

Checkout procedure

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

About the checkout procedure

Before performing the checkout procedure for diagnosing hardware problems, review the following information:

- Read the safety information that begins on page vii.
- The diagnostic programs provide the primary methods of testing the major components of the server, such as the I/O board, Ethernet controller, keyboard, mouse (pointing device), serial ports, and hard disk drives. You can also use them to test some external devices. If you are not sure whether a problem is caused by the hardware or by the software, you can use the diagnostic programs to confirm that the hardware is working correctly.
- When you run the diagnostic programs, a single problem might cause more than one error message. When this happens, correct the cause of the first error message. The other error messages usually will not occur the next time you run the diagnostic programs.

Exception: If there are multiple error codes or light path diagnostics LEDs that indicate a microprocessor error, the error might be in a microprocessor or in a microprocessor socket. See “Microprocessor problems” on page 57 for information about diagnosing microprocessor problems.

- Before running the diagnostic programs, you must determine whether the failing server is part of a shared hard disk drive cluster (two or more servers sharing external storage devices). If it is part of a cluster, you can run all diagnostic programs except the ones that test the storage unit (that is, a hard disk drive in the storage unit) or the storage adapter that is attached to the storage unit. The failing server might be part of a cluster if any of the following conditions is true:
 - You have identified the failing server as part of a cluster (two or more servers sharing external storage devices).
 - One or more external storage units are attached to the failing server and at least one of the attached storage units is also attached to another server or unidentifiable device.
 - One or more servers are located near the failing server.

Important: If the server is part of a shared hard disk drive cluster, run one test at a time. Do not run any suite of tests, such as “quick” or “normal” tests, because this might enable the hard disk drive diagnostic tests.

- If the server is halted and a POST error code is displayed, see “Error logs” on page 18. If the server is halted and no error message is displayed, see “Troubleshooting tables” on page 51 and “Solving undetermined problems” on page 111.
- For information about power-supply problems, see “Solving power problems” on page 109 and “Power-supply LEDs” on page 72.
- For intermittent problems, check the error log; see “Error logs” on page 18 and “Diagnostic programs, messages, and error codes” on page 74.

Performing the checkout procedure

To perform the checkout procedure, complete the following steps:

1. Is the server part of a cluster?
 - **No:** Go to step 2.
 - **Yes:** Shut down all failing servers that are related to the cluster. Go to step 2.
2. Complete the following steps:
 - a. Turn off the server and all external devices.
 - b. Check all cables and power cords.
 - c. Set all display controls to the middle positions.
 - d. Turn on all external devices.
 - e. Turn on the server. If the server does not start, see “Troubleshooting tables” on page 51.
 - f. Check the system-error LED on the operator information panel. If it is flashing, check the light path diagnostics LEDs (see “Light path diagnostics” on page 64).
 - g. Check for the following results:
 - Successful completion of POST, indicated by a single beep
 - Successful completion of startup, indicated by a readable display of the operating-system desktop
3. Did a single beep sound and are there readable instructions on the main menu?
 - **No:** Find the failure symptom in “Troubleshooting tables” on page 51; if necessary, see “Solving undetermined problems” on page 111.
 - **Yes:** Run the diagnostic programs (see “Running the diagnostic programs” on page 74).
 - If you receive an error, see “Diagnostic error codes” on page 75.
 - If the diagnostic programs were completed successfully and you still suspect a problem, see “Solving undetermined problems” on page 111.

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

Checkpoint codes (trained service technicians only)

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

There are two types of checkpoint codes: CPLD hardware checkpoint codes and BIOS checkpoint codes. The BIOS checkpoint codes might change when the BIOS code is updated.

For a list of checkpoint codes for the System x3800 server, see <https://www-304.ibm.com/systems/support/myview/supportsite.wss/docdisplay?Indocid=MIGR-58350&brandind=5000008>.

Troubleshooting tables

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

If you cannot find the problem in these tables, see “Running the diagnostic programs” on page 74 for information about testing the server.

If you have just added new software or a new optional device and the server is not working, complete the following steps before using the troubleshooting tables:

1. Check the light path diagnostics LEDs on the operator information panel (see “Light path diagnostics” on page 64).
2. Remove the software or device that you just added.
3. Run the diagnostic tests to determine whether the server is running correctly.
4. Reinstall the new software or new device.

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 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
Symptom	Action
The CD or DVD drive is not recognized.	1. Make sure that: • The IDE channel to which the CD or DVD drive is attached (primary or secondary) is enabled in the Configuration/Setup Utility program. • All cables and jumpers are installed correctly. • The correct device driver is installed for the CD or DVD drive. 2. Run the CD or DVD drive diagnostic programs. 3. Reseat the following components: a. CD or DVD drive b. CD or DVD drive cable c. I/O board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.
A CD or DVD is not working correctly.	1. Clean the CD or DVD. 2. Run the CD or DVD drive diagnostic programs. 3. Reseat the CD or DVD drive. 4. Replace the CD or DVD drive.
The CD or DVD drive tray is not working.	1. Make sure that the server is turned on. 2. Insert the end of a straightened paper clip into the manual tray-release opening. 3. Reseat the 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 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
A cover lock is broken, an LED is not working, or a similar problem has occurred.	If the part is a CRU, replace it. If the part is a FRU, the part must be replaced by a trained service technician.

Hard disk drive problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
Not all drives are recognized by the hard disk drive diagnostic test (the Fixed Disk test).	Remove the drive indicated on the diagnostic tests; then, run the hard disk drive diagnostic test again. If the remaining drives are recognized, replace the drive that you removed with a new one.
The server stops responding during the hard disk drive diagnostic test.	Remove the hard disk drive that was being tested when the server stopped responding, and run the diagnostic test again. If the hard disk drive diagnostic test runs successfully, replace the drive that you removed with a new one.
A hard disk drive was not detected while the operating system was being started.	Reseat all hard disk drives and cables; then, run the hard disk drive diagnostic tests again.
A hard disk drive passes the diagnostic Fixed Disk Test but the problem remains.	Run the diagnostic SCSI Fixed Disk Test (see “Running the diagnostic programs” on page 74). Note: This test is not available to servers using RAID or servers with IDE or SATA hard disk drives.

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 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
A problem occurs only occasionally and is difficult to diagnose.	1. Make sure that: • All cables and cords are connected securely to the rear of the server and attached devices. • When the server is turned on, air is flowing from the fan grille. If there is no airflow, the fan is not working. This can cause the server to overheat and shut down. 2. Check the system-error log or BMC log (see “Error logs” on page 18).

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 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
All or some keys on the keyboard do not work.	1. If the server is attached to a KVM switch, bypass the KVM switch to eliminate it as a possible cause of the problem: connect the keyboard cable directly to the correct connector on the rear of the server. 2. Make sure that: • The keyboard cable is securely connected to the server and the keyboard and mouse cables are not reversed. • The server and the monitor are turned on. 3. Reseat the following components: a. Keyboard b. I/O board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
Symptom	Action
The mouse or pointing device does not work.	1. If the server is attached to a KVM switch, bypass the KVM switch to eliminate it as a possible cause of the problem: connect the mouse or pointing device cable directly to the correct connector on the rear of the server. 2. Make sure that: • The mouse or pointing-device cable is securely connected and the keyboard and mouse cables are not reversed. • The mouse device drivers are installed correctly. • The mouse is enabled in the Configuration/Setup Utility program. 3. Reseat the following components: a. Mouse or pointing device b. I/O board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.

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 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
Symptom	Action
All or some keys on the keyboard do not work.	1. If you have installed a USB keyboard, run the Configuration/Setup Utility program and enable keyboardless operation to prevent the POST error message 301 from being displayed during startup. 2. Make sure that: • The keyboard cable is securely connected and the keyboard and mouse cables are not reversed. • The server and the monitor are turned on. 3. Reseat the following components: a. Keyboard b. I/O board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
The USB mouse or USB pointing device does not work.	1. Make sure that: • The mouse or pointing-device USB cable is securely connected to the server, the keyboard and mouse or pointing-device cables are not reversed, and the device drivers are installed correctly. • The server and the monitor are turned on. • Keyboardless operation has been enabled in the Configuration/Setup Utility program. 2. If a USB hub is in use, disconnect the USB device from the hub and connect it directly to the server. 3. Reseat the following components: a. Mouse or pointing device b. I/O board 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.

Memory problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
The amount of system memory that is displayed is less than the amount of installed physical memory.	1. Make sure that: • No error LEDs are lit on the operator information panel or on the memory card. • Memory mirroring does not account for the discrepancy. • The memory modules are seated correctly. • You have installed the correct type of memory. • If you changed the memory, you updated the memory configuration in the Configuration/Setup Utility program. • All banks of memory are enabled. The server might have automatically disabled a memory bank when it detected a problem, or a memory bank might have been manually disabled. 2. Check the POST error log for error message 289: • If a DIMM was disabled by a system-management interrupt (SMI), replace the DIMM. • If a DIMM was disabled by the user or by POST, run the Configuration/Setup Utility program and enable the DIMM. 3. Run memory diagnostics (see “Running the diagnostic programs” on page 74). 4. Make sure there is no memory mismatch when the server is at the minimum memory configuration (two 1GB DIMMs; see “Minimum configuration” on page 111). 5. Add one pair of DIMMs at a time, making sure the DIMMs match for each pair added. 6. Add one memory card at a time, making sure the memory matches for each card added. 7. Reseat the following components: a. DIMM b. Memory card 8. Replace the components listed in step 7 one at a time, in the order shown, restarting the server each time.

Microprocessor problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
The server emits a continuous beep during POST, indicating that the startup (boot) microprocessor is not working correctly.	1. Correct any errors indicated by the light path diagnostics LEDs (see “Light path diagnostics” on page 64). 2. Make sure that all microprocessors are supported on this server, and that they all match in speed and cache size. 3. (Trained service technician only) Make sure that the microprocessor 1 is seated correctly. 4. Reseat the following components: a. (Trained service technician only) Microprocessor 1 b. Microprocessor VRM 3 or 4 c. Microprocessor tray 5. (Trained service technicians only) If there is no indication of which microprocessor has failed, isolate the error by testing with one microprocessor at a time. 6. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Microprocessor 1 b. Microprocessor VRM 3 or 4 c. (Trained service technician only) Microprocessor tray 7. (Trained service technician only) If there are multiple error codes or light path diagnostics LEDs that indicate a microprocessor error, reverse the locations of two microprocessors to determine whether the error is associated with a microprocessor or with a microprocessor socket. If the error codes or LEDs indicate an error that is associated with microprocessor socket 3 or 4, reverse the locations of VRM 3 and VRM 4. • If the error is associated with a microprocessor, replace the microprocessor. • If the error is associated with a VRM, replace the VRM. • If the error is associated with a microprocessor socket, replace the microprocessor tray.

Monitor problems

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

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
Testing the monitor	1. Make sure the monitor cables are firmly connected. 2. Try using a different monitor on the server, or try using the monitor that is being tested on a different server. 3. Run the diagnostic programs. If the monitor passes the diagnostic programs, the problem might be a video device driver. 4. Reseat the following components: a. Remote Supervisor Adapter II SlimLine (if one is present) b. I/O board 5. Replace the components listed in step 4 one at a time, in the order shown, restarting the server each time.
The screen is blank.	1. If the server is attached to a KVM switch, bypass the KVM switch to eliminate it as a possible cause of the problem: connect the monitor cable directly to the correct connector on the rear of the server. 2. Make sure that: • The server is turned on. If there is no power to the server, see “Power problems” on page 61. • The monitor cables are connected correctly. • The monitor is turned on and the brightness and contrast controls are adjusted correctly. • Make sure that no beep codes sounded when the server is turned on. Important: In some memory configurations, the 3-3-3 beep code might sound during POST, followed by a blank monitor screen. If this occurs and the Boot Fail Count option in the Start Options of the Configuration/Setup Utility program is enabled, you must restart the server three times to reset the configuration settings to the default configuration (the memory connector or bank of connectors enabled). 3. Make sure that the correct server is controlling the monitor, if applicable. 4. Make sure that damaged BIOS code is not affecting the video; see “Recovering from a BIOS update failure” on page 95. 5. Observe the checkpoint LEDs on the I/O board; if the codes are changing, go to the next step. If the codes are not changing, see “Checkpoint codes (trained service technicians only)” on page 50. 6. See “Solving undetermined problems” on page 111.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
The monitor works when you turn on the server, 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 74). • If the server passes the video diagnostics, the video is good; see “Solving undetermined problems” on page 111. • If the server fails the video diagnostics, reseal the I/O board. • Replace the I/O board.
The monitor has screen jitter, or the screen image is wavy, unreadable, rolling, or distorted.	1. If the monitor self-tests show 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 following components: a. Monitor b. Remote Supervisor Adapter II SlimLine (if one is present) c. I/O board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
Wrong characters appear on the screen.	1. If the wrong language is displayed, update the BIOS code (see “Updating the firmware” on page 163) with the correct language. 2. Reseat the following components: a. Monitor b. I/O board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

Optional-device problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
An IBM optional device that was just installed does not work.	1. Make sure that: • The device is designed for the server (see the ServerProven® list at http://www.ibm.com/servers/eserver/serverproven/compat/us/). • You followed the installation instructions that came with the device and the device is installed correctly. • You have not loosened any other installed devices or cables. • You updated the configuration information in the Configuration/Setup Utility program. Whenever memory or any other device is changed, you must update the configuration. 2. Reseat the device that you just installed. 3. Replace the device that you just installed.
An IBM optional device that used to work does not work now.	1. Make sure that all of the hardware and cable connections for the device are secure. 2. If the device comes with test instructions, use those instructions to test the device. 3. If the failing device is a SCSI device, make sure that: • The cables for all external SCSI devices are connected correctly. • The last device in each SCSI chain, or the end of the SCSI cable, is terminated correctly. • Any external SCSI device is turned on. You must turn on an external SCSI device before turning on the server. 4. Reseat the failing device. 5. Replace the failing device.
POST reporting PCI Event: Redundant PCI Host Bridge IB Link Failed. Slot Number = NA. Bus Number = NA. Device ID = 0xffff. Vendor ID = 0xffff	1. Check for bent pins between the microprocessor board and the PCI-X board. 2. Replace the failing device.

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 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
The power-control button does not work, and the reset button does work (the server does not start). Note: The power-control button will not function until 20 seconds after the server has been connected to ac power.	1. Make sure that: • The power cords are correctly connected to the server and to a working electrical outlet. • The power supplies are correctly latched into the server. • The LEDs on the power supply do not indicate a problem. See “Power-supply LEDs” on page 72. • The microprocessors are installed in the correct sequence. • The memory card is fully seated. 2. Reseat the following components: a. Microprocessor tray b. I/O board c. Memory card 3. If you just installed an optional device or PCI-X card, remove it, and restart the server. If the server now turns on, you might have installed more devices than the power supply supports or installed a faulty device. 4. Make sure that the operator information panel power-control button is working correctly: a. Disconnect the server power cords. b. Reconnect the power cords. c. Reseat the operator information panel cables, and then repeat steps 4a and 4b. • If the server does not start, bypass the operator information panel power-control button by using the force power-on jumper (see “I/O board internal connectors and jumpers” on page 8); if the server starts, reseat the operator information panel and if the problem remains, replace the operator information panel. • If the server does not start, by using the force power on jumper, then replace: a. Power backplane b. Microprocessor tray c. I/O board d. PCI-X board 5. Make sure that the reset button is working correctly: a. Disconnect the server power cords. b. Reconnect the power cords. c. Reseat the light path diagnostics panel cable, and then repeat steps 5a and 5b. If the server starts, replace the operator information panel assembly. 6. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time. 7. See “Solving undetermined problems” on page 111.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
Symptom	Action
The server does not turn off.	1. Determine whether you are using an Advanced Configuration and Power Management (ACPI) or a non-ACPI operating system. If you are using a non-ACPI operating system, complete the following steps: a. Press Ctrl+Alt+Delete. b. Turn off the server by holding the power-control button for 5 seconds. c. Restart the server. d. If the server fails POST and the power-control button does not work, disconnect the ac power cord for 20 seconds; then, reconnect the ac power cord and restart the server. 2. If the problem remains or if you are using an ACPI-aware operating system, suspect the I/O board.
The server unexpectedly shuts down, and the LEDs on the operator information panel are not lit.	See “Solving undetermined problems” on page 111.

Serial port problems

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
Symptom	Action
The number of serial ports that are identified by the operating system is less than the number of installed serial ports.	1. Make sure that: • Each port is assigned a unique address in the Configuration/Setup Utility program and none of the serial ports is disabled. • The serial-port adapter (if one is present) is seated correctly. 2. Reseat the I/O board. 3. Replace the I/O board.
A serial device does not work.	1. Make sure that: • The device is compatible with the server. • The serial port is enabled and is assigned a unique address. • The device is connected to the correct port (see “Internal LEDs, connectors, and jumpers” on page 8). 2. Reseat the following components: a. Failing serial device b. Serial cable c. Remote Supervisor Adapter II SlimLine (if one is present) d. I/O board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.

ServerGuide problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). - If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
Symptom	Action
The <i>ServerGuide™ Setup and Installation</i> CD will not start.	- Make sure that the server supports the ServerGuide program and has a startable (bootable) CD or DVD drive. - If the startup (boot) sequence settings have been changed, make sure that the CD or DVD drive is first in the startup sequence. - If more than one CD or DVD drive is installed, make sure that only one drive is set as the primary drive. Start the CD from the primary drive.
The ServeRAID Manager program cannot view all installed drives, or the operating system cannot be installed.	- Make sure that the hard disk drive is connected correctly. - Make sure that the SAS hard disk drive backplane cables are securely connected.
The operating-system installation program continuously loops.	Make more space available on the hard disk.
The ServerGuide program will not start the operating-system CD.	Make sure that the operating-system CD is supported by the ServerGuide program. See the <i>ServerGuide Setup and Installation</i> CD label for a list of supported operating-system versions.
The operating system cannot be installed; the option is not available.	Make sure that the server supports the operating system. If it does, either no logical drive is defined (SCSI RAID systems), or the ServerGuide System Partition is not present. Run the ServerGuide program and make sure that setup is complete.

Software problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). - If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
Symptom	Action
You suspect a software problem.	- To determine whether the problem is caused by the software, make sure that: - The server has the minimum memory that is needed to use the software. For memory requirements, see the information that comes with the software. If you have just installed an adapter or memory, the server might have a memory-address conflict. - The software is designed to operate on the server. - Other software works on the server. - The software works on another server. - 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. - Contact your place of purchase of the software.

Universal Serial Bus (USB) port problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Symptom	Action
A USB device does not work.	1. Run USB diagnostics (see “Running the diagnostic programs” on page 74). 2. Make sure that: • The correct USB device driver is installed. • The operating system supports USB devices. • A standard PS/2 keyboard or mouse is not connected to the server. If it is, a USB keyboard or mouse will not work during POST. 3. Make sure that the USB configuration options are set correctly in the Configuration/Setup Utility program menu (see the <i>User's Guide</i> for more information). 4. If you are using a USB hub, disconnect the USB device from the hub and connect it directly to the server.

Video problems

See “Monitor problems” on page 58.

Light path diagnostics

Light path diagnostics is a system of LEDs on various external and internal components of the server. When an error occurs, LEDs are lit throughout the server. By viewing the LEDs in a particular order, you can often identify the source of the error.

The server is designed so that LEDs remain lit when the server is connected to an ac power source but is not turned on, provided that the power supply is operating correctly. This feature helps you to isolate the problem when the operating system is shut down.

Any memory, microprocessor, or VRM LED can be lit again without ac power after you remove the microprocessor tray so that you can isolate a problem. After ac power has been removed from the server, power remains available to these LEDs for up to 24 hours.

To view the memory, microprocessor, or VRM LEDs, press and hold the light path diagnostics button on the memory card or on the microprocessor board briefly to light the error LEDs.

The LEDs that were lit while the server was running will be lit again while the button is pressed.

Many errors are first indicated by a lit information LED or system-error LED on the operator information panel on the front of the server. If one or both of these LEDs are lit, one or more LEDs elsewhere in the server might also be lit and can direct you to the source of the error.

Before working inside the server to view light path diagnostics LEDs, read the safety information that begins on page vii and “Handling static-sensitive devices” on page 123.

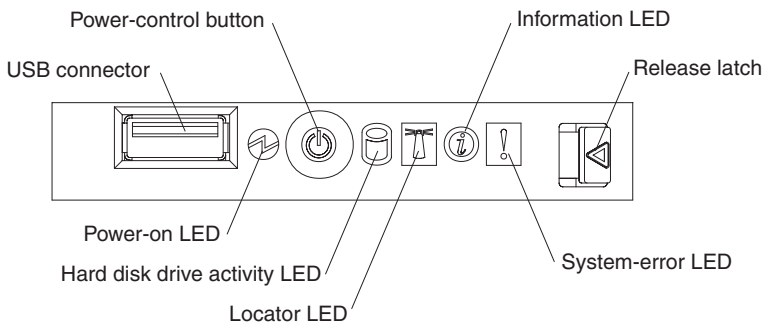
If an error occurs, view the light path diagnostics LEDs in the following order:

1. Check the operator information panel on the front of the server.
 - If the information LED is lit, it indicates that information about a suboptimal condition in the server is available in the BMC log or in the system-error log.

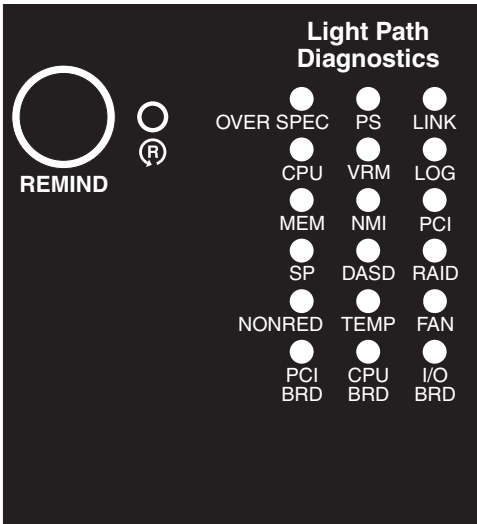
Important: If the server has a baseboard management controller, clear the BMC log and system-event log after you resolve all conditions. This will turn off the information LED and LOG LED, if all conditions are resolved.

- 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.



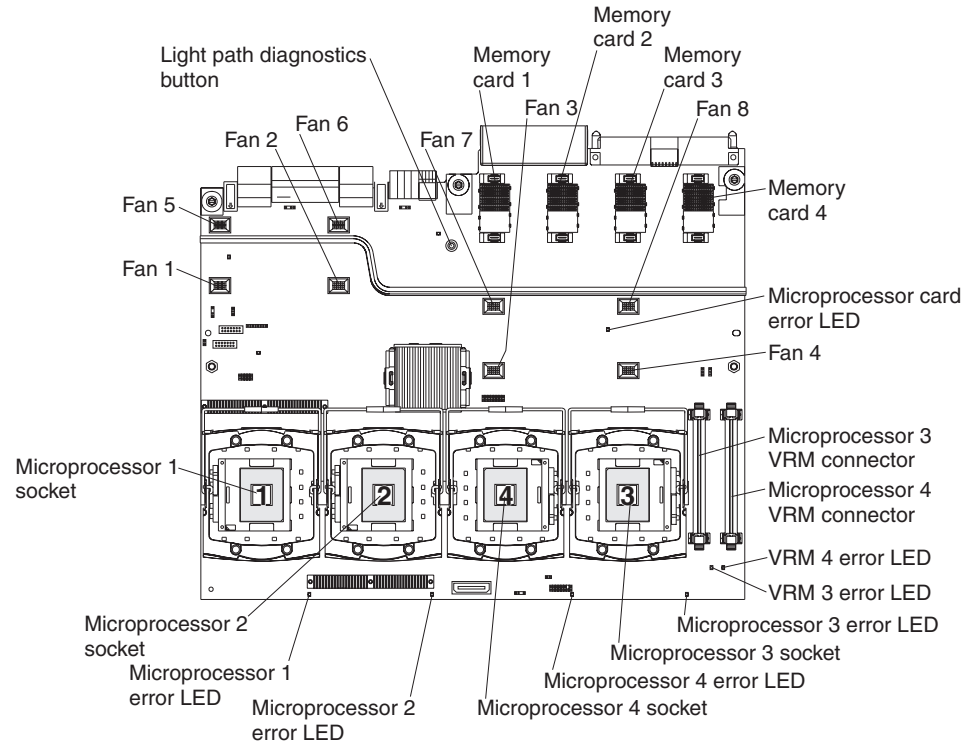
2. To view the light path diagnostics panel, press the release latch on the front of the operator information panel to the left; then, slide it forward. This reveals the light path diagnostics panel. Lit LEDs on this panel indicate the type of error that has occurred.



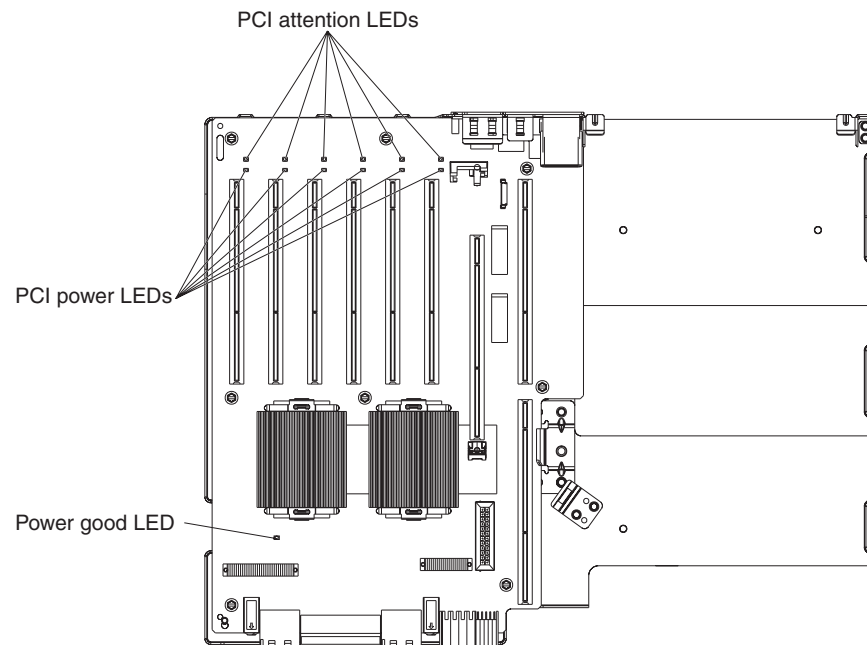
Look at the system service label on the top of the server, which gives an overview of internal components that correspond to the LEDs on the light path diagnostics panel. This information and the information in “Light path diagnostic LEDs” on page 67 can often provide enough information to correct the error.

3. Remove the server cover and look inside the server for lit LEDs. Certain components inside the server have LEDs that will be lit to indicate the location of a problem. For example, a VRM error will light the LED next to the failing VRM on the microprocessor tray.

The following illustration shows the LEDs and connectors on the microprocessor tray.



The following illustration shows the LEDs on the PCI-X board.



Remind button

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

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

Light path diagnostic LEDs

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

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.		
Lit light path diagnostics LED with the system-error or system-information LED also lit	Description	Action
All LEDs off (the power LED is lit).		No action necessary.
OVERSPEC	There is insufficient power to power the system. The NON RED and LOG LEDs might also be lit.	1. Check that ac power is available to all power supplies. 2. Replace any failed power supply. 3. Reseat the following components: a. Power supply b. Microprocessor tray 4. Remove optional devices. 5. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.
PS	A power supply or power supply filler has failed or has been removed; also see “Power-supply LEDs” on page 72. Note: In a redundant power configuration, the dc power LED on one power supply might be off.	1. Reinstall the removed power supply or power supply filler. 2. Check the individual power-supply LEDs to find the failing power supply or power supply filler. 3. Reseat the following components: a. Failing power supply or power supply filler b. Microprocessor tray 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time. 5. If a 12 V fault has occurred, remove ac power before restoring dc power.
LINK	Reserved for future use	

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Lit light path diagnostics LED with the system-error or system-information LED also lit	Description	Action
CPU	A microprocessor has failed, is missing, or has been improperly installed. Note: Make sure that the microprocessors are installed in the correct sequence; see “Removing and installing a microprocessor” on page 153.	1. Check the BMC log or the system-error log to determine the reason for the lit LED. 2. Find the failing, missing, or mismatched microprocessor by checking the LEDs on the microprocessor tray. 3. Reseat the following components: a. (Trained service technician only) Failing microprocessor b. Microprocessor tray 4. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Failing microprocessor b. (Trained service technician only) Microprocessor tray
VRM	A dc-dc regulator has failed or is missing.	1. Check the BMC log or the system-error log to determine the reason for the lit LED (for a VRM). 2. Find the failing or missing VRM by checking the LEDs on the microprocessor tray. 3. Install any missing VRMs. 4. Reseat the following components: a. Failing VRM b. (Trained service technician only) Microprocessor associated with the VRM c. Microprocessor tray 5. Replace the following components one at a time, in the order shown, restarting the server each time: a. Failing VRM b. (Trained service technician only) Microprocessor associated with the VRM c. (Trained service technician only) Microprocessor tray
LOG	Information is present in the BMC log and system-error log. One or both logs might be full or almost full.	1. Save the log if necessary and clear it (see Error Logs at “Configuration/Setup Utility menu choices” on page 165). 2. Check the log for possible errors (see “Error logs” on page 18).

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Lit light path diagnostics LED with the system-error or system-information LED also lit	Description	Action
MEM	Memory failure. Note: The error LED on the memory card is also lit.	1. Remove the memory card with the lit error LED on the top of the card; then, press the light path diagnostics button on the memory card to identify the failed DIMM. 2. Reseat the DIMM. 3. Replace the following components one at a time, in the order shown, restarting the server each time: a. DIMM b. Memory card c. (Trained service technician only) Microprocessor tray
NMI	A hardware error has been reported to the operating system. Note: The PCI or MEM LED might also be lit.	1. See the BMC log and the system-error log (see “Error logs” on page 18). 2. If the PCI LED is lit, follow the instructions for that LED. 3. If the MEM LED is lit, follow the instructions for that LED. 4. Restart the server.
PCI	A PCI adapter has failed. Note: The error LED next to the failing adapter on the PCI-X board is also lit.	1. See the BMC log or the system-error log (see “Error logs” on page 18). 2. Reseat the following components: a. Failing adapter b. I/O board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
SP	There is a fault in the Remote Supervisor Adapter II SlimLine.	1. Reseat the Remote Supervisor Adapter II SlimLine. 2. Update the firmware for the Remote Supervisor Adapter II SlimLine (see “Updating the firmware” on page 163). 3. Replace the Remote Supervisor Adapter II SlimLine.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Lit light path diagnostics LED with the system-error or system-information LED also lit	Description	Action
DASD	A hard disk drive has failed or has been removed. Note: The error LED on the failing hard disk drive might also be lit.	1. Reinstall the removed drive. 2. Reseat the following components: a. Failing hard disk drive b. SAS hard disk drive backplane cables c. I/O board 3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Failing hard disk drive b. SAS hard disk drive backplane cables c. SAS backplane d. I/O board
RAID	The RAID adapter (ServeRAID-8i) has indicated a fault.	1. See the BMC log or the system-error log (see “Error logs” on page 18). 2. Reseat the following components: a. RAID adapter b. Hard disk drives c. I/O board 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
NONRED	The server is operating with nonredundant power. If a power supply or its ac power source fails, the system will be over spec. Note: The LOG LED might also be lit.	1. If the PS LED on the light path diagnostics panel is lit, follow the instructions for that LED. 2. Replace the failing power supply. 3. Remove optional devices.
TEMP	A system temperature or component has exceeded specifications. Note: A fan LED might also be lit.	1. See the BMC log or the system-error log (see “Error logs” on page 18) for the source of the fault. 2. Make sure that the airflow in the server is not blocked. 3. If a fan LED is lit, reseal the fan. 4. Replace the fan for which the LED is lit. 5. Make sure that the room is neither too hot nor too cold (see “Environment” in “Features and specifications” on page 3). 6. If one of the VRDs indicates “hot,” remove ac power before restoring dc power.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

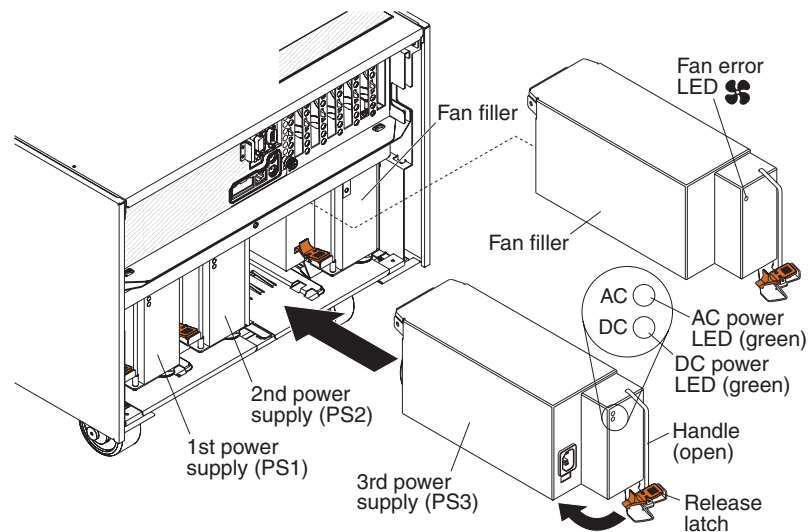
Lit light path diagnostics LED with the system-error or system-information LED also lit	Description	Action
FAN	A fan has failed or has been removed. Note: A failing fan can also cause the TEMP LED to be lit.	1. Reinstall the removed fan. 2. If an individual fan LED is lit, replace the fan. 3. Reseat the microprocessor tray. 4. (Trained service technician only) Replace the microprocessor tray.
PCI BRD	The PCI-X board has failed.	1. (Trained service technician only) Reseat the PCI-X board assembly. 2. Run the diagnostic program 3. (Trained service technician only) Replace the PCI-X board assembly.
CPU BRD	The microprocessor tray has failed.	1. Reseat the microprocessor tray. 2. Run the diagnostic program 3. (Trained service technician only) Replace the microprocessor tray.
I/O BRD	The I/O board has failed.	1. Reseat the I/O board. 2. Replace the I/O board.

Power-supply LEDs

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

- Power supply
- Power backplane
- Power cord

The following 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. The table also provides suggested actions to correct the detected problems.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Power-supply LEDs		Operator information panel power-on LED	Description	Action
AC	DC			
Off	Off	Off	No power to the server, or a problem with the ac power source.	1. Check the ac power to the server. 2. Make sure that the power cord is connected to a functioning power source. 3. Remove one power supply at a time.
Lit	Off	Off	DC source power problem	1. Make sure that the microprocessor tray is connected to the power backplane. 2. Replace the failing power supply. 3. (Trained service technician only) Replace the power backplane 4. View the system-error log (see “Error logs” on page 18).
Lit	Lit	Off	Standby power problem	1. View the system-error log (see “Error logs” on page 18). 2. (Trained service technician only) Use the force-power-on jumper as a debugging aid (see “I/O board internal connectors and jumpers” on page 8) to determine whether the information panel switch and cable are faulty. 3. (Trained service technician only) Replace the power backplane.
Lit	Lit	Flashing	System power-on problem	1. View the system-error log (see “Error logs” on page 18). 2. Press the power-control button on the operator information panel. 3. (Trained service technician only) Use the force-power-on jumper as a debugging aid (see “I/O board internal connectors and jumpers” on page 8) to determine whether the information panel switch and cable are faulty. 4. Remove the optional Remote Supervisor Adapter II SlimLine, and try to turn on the server. 5. Reseat the microprocessor tray. 6. (Trained service technician only) Replace the microprocessor tray.
Lit	Lit	Lit	The power is good.	No action.

Diagnostic programs, messages, and error codes

The diagnostic programs are the primary method of testing the major components of the server. As you run the diagnostic programs, text messages and error codes are displayed on the screen and are saved in the test log. A diagnostic text message or error code indicates that a problem has been detected; to determine what action you should take as a result of a message or error code, see the table in “Diagnostic error codes” on page 75.

Running the diagnostic programs

To run the diagnostic programs, complete the following steps:

1. If the server is running, turn off the server and all attached devices.
2. Turn on all attached devices; then, turn on the server.
3. When the prompt F2 for Diagnostics appears, press F2. If you have set both a power-on password and an administrator password, you must type the administrator password to run the diagnostic programs.
4. From the top of the screen, select either **Extended** or **Basic**.
5. From the diagnostic programs screen, select the test that you want to run, and follow the instructions on the screen.

When you are diagnosing hard disk drives, select **SCSI Fixed Disk Test** for the most thorough test. Select **Fixed Disk Test** for any of the following situations:

- You want to run a faster test.
- The server contains RAID arrays.
- The server contains SATA or IDE hard disk drives.

To determine what action you should take as a result of a diagnostic text message or error code, see the table in “Diagnostic error codes” on page 75.

If the diagnostic programs do not detect any hardware errors but the problem remains during normal server operations, a software error might be the cause. If you suspect a software problem, see the information that comes with your software.

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

Exception: If there are multiple error codes or light path diagnostics LEDs that indicate a microprocessor error, the error might be in a microprocessor or in a microprocessor socket. See “Microprocessor problems” on page 57 for information about diagnosing microprocessor problems.

If the server stops during testing and you cannot continue, restart the server and try running the diagnostic programs again. If the problem remains, replace the component that was being tested when the server stopped.

The keyboard and mouse (pointing device) tests assume that a keyboard and mouse are attached to the server. If no mouse or a USB mouse is attached to the server, you cannot use the **Next Cat** and **Prev Cat** buttons to select categories. All other mouse-selectable functions are available through function keys. You can use the regular keyboard test to test a USB keyboard, and you can use the regular mouse test to test a USB mouse. You can run the USB interface test only if no USB devices are attached. The USB test will not run if a Remote Supervisor Adapter II SlimLine is installed.

To view server configuration information (such as system configuration, memory contents, interrupt request (IRQ) use, direct memory access (DMA) use, device drivers, and so on), select **Hardware Info** from the top of the screen.

Diagnostic text messages

Diagnostic text messages are displayed while the tests are running. A diagnostic text message contains one of the following results:

Passed: The test was completed without any errors.

Failed: The test detected an error.

User Aborted: You stopped the test before it was completed.

Not Applicable: You attempted to test a device that is not present in the server.

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

Warning: The test could not be run. There was no failure of the hardware that was being tested, but there might be a hardware failure elsewhere, or another problem prevented the test from running; for example, there might be a configuration problem, or the hardware might be missing or is not being recognized.

The result is followed by an error code or other additional information about the error.

Viewing the test log

To view the test log when the tests are completed, select **Utility** from the top of the screen and then select **View Test Log**. The test-log data is maintained only while you are running the diagnostic programs. When you exit from the diagnostic programs, the test log is cleared.

To save the test log to a file on a diskette or to the hard disk, click **Save Log** on the diagnostic programs screen and specify a location and name for the saved log file.

Notes:

1. To create and use a diskette, you must add an optional external diskette drive to the server.
2. To save the test log to a diskette, you must use a diskette that you have formatted yourself; this function does not work with preformatted diskettes. If the diskette has sufficient space for the test log, the diskette can contain other data.

Diagnostic error codes

The following table describes the error codes that the diagnostic programs might generate and suggested actions to correct the detected problems.

If the diagnostic programs generate error codes that are not listed in the table, make sure that the latest levels of BIOS, Remote Supervisor Adapter II SlimLine, and ServeRAID code are installed.

In the error codes, x can be any numeral or letter. However, if the three-digit number in the central position of the code is 000, 195, or 197, *do not* replace a CRU or FRU. These numbers appearing in the central position of the code have the following meanings:

- 000** The server passed the test. Do not replace a CRU or FRU.
- 195** The Esc key was pressed to end the test. Do not replace a CRU or FRU.
- 197** This is a warning error, but it does not indicate a hardware failure; do not replace a CRU or FRU. Take the action that is indicated in the Action column but *do not replace a CRU or a FRU*. See the description of **Warning** in “Diagnostic text messages” on page 75 for more information.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). - If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.		
Error code	Description	Action
001-198-000	Test aborted.	- Check the system-error log and the BMC log for messages that indicate the cause of the error, and take the indicated action. - From the diagnostic programs, run Quick Memory Test All Banks; then, if an error is detected, take the indicated action. - Reinstall and, if necessary, update the BIOS code on the server; then, rerun the test (see “Updating the firmware” on page 163).
001-250-00x	Test failed, where - x of 0 = ECC logic on I/O board - x of 1 = ECC logic on memory card	- Check the system-error log and the BMC log for messages that indicate the cause of the error, and take the indicated action. - From the diagnostic programs, run Quick Memory Test All Banks; then, if an error is detected, take the indicated action. - From the diagnostic programs, run the ECC test again; then, if an error is detected, take the indicated action. - Reseat the following components: - Memory card - I/O board - Replace the components listed in step 4 one at a time, in the order shown, restarting the server each time.
001-292-000	Core system: failed/CMOS checksum failed.	Load the BIOS default settings by using the Configuration/Setup Utility program and run the test again (see “Configuration/Setup Utility menu choices” on page 165).
001-xxx-000	Failed core tests.	- Reseat the I/O board. - Replace the I/O board.
001-xxx-001	Failed core tests.	- Reseat the I/O board. - Replace the I/O board.
005-xxx-000	Failed video test.	- Reseat the I/O board. - Replace the I/O board.
011-xxx-000	Failed COM1 serial port test.	- Reseat the I/O board. - Replace the I/O board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
015-xxx-001	Failed USB test.	- Reseat the I/O board. - Replace the I/O board.
015-xxx-015	Failed USB external loopback test.	- Reseat the I/O board. - Replace the I/O board.
015-xxx-198	Remote Supervisor Adapter II SlimLine installed <i>or</i> USB device connected during USB test.	- If a Remote Supervisor Adapter II SlimLine is installed as an option, remove it and run the test again. - Remove all USB devices and run the test again. - Reseat the I/O board. - Replace the I/O board.
020-xxx-000	Failed PCI Interface test.	- Reseat the following components: (Trained service technician only) PCI-X switch card assembly - I/O board - Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
020-xxx-001	Failed hot-swap slot 1 PCI latch test.	(Trained service technician only) Reseat the PCI-X switch card assembly. (Trained service technician only) Replace the PCI-X switch card assembly.
020-xxx-002	Failed hot-swap slot 2 PCI latch test.	(Trained service technician only) Reseat the PCI-X switch card assembly. (Trained service technician only) Replace the PCI-X switch card assembly.
020-xxx-003	Failed hot-swap slot 3 PCI latch test.	(Trained service technician only) Reseat the PCI-X switch card assembly. (Trained service technician only) Replace the PCI-X switch card assembly.
020-xxx-004	Failed hot-swap slot 4 PCI latch test.	(Trained service technician only) Reseat the PCI-X switch card assembly. (Trained service technician only) Replace the PCI-X switch card assembly.
020-xxx-005	Failed hot-swap slot 5 PCI latch test.	(Trained service technician only) Reseat the PCI-X switch card assembly. (Trained service technician only) Replace the PCI-X switch card assembly.
020-xxx-006	Failed hot-swap slot 6 PCI latch test.	(Trained service technician only) Reseat the PCI-X switch card assembly. (Trained service technician only) Replace the PCI-X switch 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 3, “Parts listing, System x3800 Type 8865,” on page 113 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
030-265-001	Communication Error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
030-266-001	Eight SAS/SATA Channel Error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
030-267-001	Central Management Seq error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
030-268-001	Link m Cntrl 0 Sequencer error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
030-269-001	Link m Cntrl 1 Sequencer error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
030-270-001	On Chip Memory access error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
030-271-001	SRAM access error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
030-272-001	NVRAM access error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
030-273-001	FLASH access error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
030-274-001	Base Addr Register Key error.	1. Update the microcode for the Serial Attached SCSI (SAS) controller (see “Updating the firmware” on page 163). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
030-xxx-00n	Failed SCSI test on PCI slot n where n represents the slot number of the failing adapter.	1. Check the BMC log or system-error log before replacing a CRU or FRU (see “Error logs” on page 18). 2. Reseat the adapter in slot n. 3. Replace the adapter in slot n.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
035-002-0nn	ServeRAID interface timeout.	1. Make sure that the ServeRAID controller is configured correctly. Obtain the basic and extended configuration status bytes and see the <i>ServeRAID Hardware Maintenance Manual</i> for more information. 2. Reseat the following components: a. SAS hard disk drive backplane cables b. ServeRAID controller 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
035-253-0nn	ServeRAID controller 0nn initialization failure; 0nn = the controller number.	1. Make sure that the ServeRAID controller is configured correctly. See the <i>ServeRAID Hardware Maintenance Manual</i> for more information. 2. Reseat the following components: a. SAS hard disk drive backplane cables b. ServeRAID controller 3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.
035-253-s99	RAID adapter initialization failure.	1. Reseat the following components: a. ServeRAID adapter b. SAS hard disk drive backplane cable 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
035-254-0nn	Setup error; unable to allocate memory to run test.	Check the system resources and make more memory available (see “Configuration/Setup Utility menu choices” on page 165); then, run the test again.
035-255-0nn	Internal error.	1. Reseat the SAS hard disk drive backplane cable. 2. Replace the SAS hard disk drive backplane.
035-260-0nn	System to controller interface failure.	1. Reseat the following components: a. ServeRAID adapter b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
035-265-0nn	Adapter Communication error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
035-266-0nn	Adapter CPU test error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-267-0nn	Adapter Local RAM test error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-268-0nn	Adapter NVSRAM test error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-269-0nn	Adapter Cache test error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-271-0nn	Adapter XOR engine test error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-272-0nn	Adapter Drive test error.	Replace the attached drive.
035-273-0nn	Adapter Drive error.	Replace the attached drive.
035-274-0nn	Adapter Parameters set error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-275-001	Adapter Communication error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-276-001	Adapter CPU test error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-277-001	Adapter Local RAM test error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.

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- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
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Error code	Description	Action
035-278-001	Adapter NVSRAM test error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-279-001	Adapter Cache test error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-280-001	Adapter Drive test error.	Replace the attached drive.
035-281-001	Adapter Drive error.	Replace the attached drive.
035-282-001	Adapter Parameters set error.	1. Update the RAID controller firmware (see “Updating the firmware” on page 163). 2. Reseat the RAID controller. 3. Replace the RAID controller.
035-283-001	Adapter Battery error.	Replace the battery module on the RAID controller.
035-xxx-cnn	c = ServeRAID channel number, nn = SCSI ID of failing fixed disk drive.	1. Check the BMC log or system-error log before replacing a FRU. 2. Reseat the hard disk drive on channel C, SCSI ID nn. 3. Replace the RAID controller.
035-xxx-snn	nn = SCSI ID of failing fixed disk.	1. Check the BMC log or system-error log before replacing a FRU. 2. Reseat the SCSI disk with ID nn on adapter in slot s. 3. Replace the RAID controller.
075-xxx-000	Failed power supply test.	1. Reseat the following components: a. Power supply b. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Power supply b. (Trained service technician only) Microprocessor tray

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
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Error code	Description	Action										
089-xxx-0nn	Failed microprocessor test, where nn=APIC ID. <table><tr><th>APIC ID</th><th>Microprocessor</th></tr><tr><td>00, 01</td><td>1</td></tr><tr><td>06, 07</td><td>2</td></tr><tr><td>10, 11</td><td>3</td></tr><tr><td>16, 17</td><td>4</td></tr></table>	APIC ID	Microprocessor	00, 01	1	06, 07	2	10, 11	3	16, 17	4	1. Reseat the following components: a. (Trained service technician only) Microprocessor nn b. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Microprocessor nn b. (Trained service technician only) Microprocessor tray
APIC ID	Microprocessor											
00, 01	1											
06, 07	2											
10, 11	3											
16, 17	4											
155-xxx-xxx	Failed Active Memory™ latch test.	1. Reseat the memory card. 2. Replace the memory card.										
166-051-000	System Management: Failed. Unable to communicate with ASM. It may be busy. Run the test again.	1. Update the firmware (BIOS, service processor, and diagnostics; see “Updating the firmware” on page 163). 2. Run the diagnostic test again. 3. Correct other error conditions (including failed systems-management tests and items that are logged in the Remote Supervisor Adapter II SlimLine system-error log) and retry. 4. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 5. Reseat the Remote Supervisor Adapter II SlimLine. 6. Replace the Remote Supervisor Adapter II SlimLine.										
166-060-000	System Management: Failed. Unable to communicate with ASM. It may be busy. Run the test again.	1. Update the firmware (BIOS, service processor, and diagnostics; see “Updating the firmware” on page 163). 2. Run the diagnostic test again. 3. Correct other error conditions (including failed systems-management tests and items that are logged in the Remote Supervisor Adapter II SlimLine system-error log) and retry. 4. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 5. Reseat the Remote Supervisor Adapter II SlimLine. 6. Replace the Remote Supervisor Adapter II SlimLine.										

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
166-070-000	System Management: Failed. Unable to communicate with ASM. It may be busy. Run the test again.	1. Update the firmware (BIOS, service processor, and diagnostics; see “Updating the firmware” on page 163). 2. Run the diagnostic test again. 3. Correct other error conditions (including failed systems-management tests and items that are logged in the Remote Supervisor Adapter II SlimLine system-error log) and retry. 4. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 5. Reseat the Remote Supervisor Adapter II SlimLine. 6. Replace the Remote Supervisor Adapter II SlimLine.
166-198-000	BIOS cannot detect ASM. Reseat ASM adapter in correct slot; ASM restart failure. Unplug and cold boot server to reset ASM.	1. Run the diagnostic test again. 2. Correct other error conditions (including other failed systems-management tests and items that are logged in the Remote Supervisor Adapter II SlimLine system-error log) and retry. 3. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 4. Reseat the following components: a. Remote Supervisor Adapter II SlimLine b. I/O board 5. Replace the components listed in step 4 one at a time, in the order shown, restarting the server each time.
166-201-000	ISMP indicates I2C errors on bus X.	1. Reseat the I/O board. 2. Replace the I/O board.
166-201-001	ISMP indicates I2C errors on bus P.	1. Reseat the following components: a. Microprocessor tray b. I/O board 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. I/O board b. (Trained service technician only) Microprocessor tray
166-201-002	ISMP indicates I2C errors on bus I.	1. Reseat the I/O board. 2. Replace the I/O board.

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Error code	Description	Action
166-201-003	ISMP indicates I2C errors on bus C.	1. Reseat the following components: a. Microprocessor tray b. I/O board 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Microprocessor tray b. I/O board
166-201-004	ISMP indicates I2C errors on bus M.	1. Reseat the following components: a. I/O board b. Memory card c. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. I/O board b. Memory card c. (Trained service technician only) Microprocessor tray
166-201-005	ISMP indicates I2C errors on bus S.	1. Reseat the following components: a. SAS hard disk drive backplane cables b. I/O board 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. SAS hard disk drive backplane b. I/O board
166-201-006	ISMP indicates I2C errors on bus O.	1. Reseat the I/O board. 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.

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- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
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Error code	Description	Action
166-201-007	ISMP indicates I2C errors on bus M0.	1. Reseat the following components: a. Memory card b. I/O board c. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Memory card b. I/O board c. (Trained service technician only) Microprocessor tray
166-201-008	ISMP indicates I2C errors on bus M1.	1. Reseat the following components: a. Memory card b. I/O board c. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Memory card b. I/O board c. (Trained service technician only) Microprocessor tray
166-260-000	System Management: Failed (Restart RSA Error. After restarting, RSA communication was lost. Unplug and cold boot to reset RSA.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reseat the Remote Supervisor Adapter II SlimLine. 3. Remote Supervisor Adapter II SlimLine.
166-340-xxx	System Management: Failed (RSA adapter BIST indicate failed tests.)	1. Ensure the latest firmware levels for Remote Supervisor Adapter II SlimLine and BIOS are installed 2. Disconnect all server and option power cords from server, wait 30 seconds, reconnect, and retry. 3. Remote Supervisor Adapter II SlimLine.
166-342-000	System management BIST indicates failed tests.	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 2. Reseat the Remote Supervisor Adapter II SlimLine. 3. Replace the Remote Supervisor Adapter II SlimLine.

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Error code	Description	Action
166-400-000	ISMP Self Test Result failed tests: xxx where xxx=flash, ROM, or RAM.	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 2. Update the BMC firmware (see “Updating the firmware” on page 163). 3. Reseat the I/O board. 4. Replace the I/O board.
166-400-100	DMC Self Test Result failed tests: xxx where xxx=flash, ROM, or RAM.	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect the power cords, and retry. 2. Update the BIOS code, BMC, service processor, and diagnostics firmware (see “Updating the firmware” on page 163).
166-401-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. 3. Reflash or update firmware for BMC.
166-402-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Replace memory cards one by one and try the test after each replacement. 4. Processor board.
166-403-001	Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Reflash or update firmware for onboard ethernet. 4. PCI-X card.
166-404-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Power backplane. 4. Processor board.

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Error code	Description	Action
166-405-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Replace microprocessors one by one and try the test after each replacement. 4. Processor board.
166-406-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. SCSI cable. 4. SCSI backplane. 5. Processor board.
166-407-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Operator information panel cable. 4. Operator information panel. 5. Processor board.
166-408-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Processor board.
166-409-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. 3. Reflash or update firmware for BMC.
166-410-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Replace memory cards one by one and try the test after each replacement. 4. Processor board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
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Error code	Description	Action
166-411-001	Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Reflash or update firmware for onboard ethernet. 4. PCIX card.
166-412-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Power backplane. 4. Processor board.
166-413-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Replace microprocessors one by one and try the test after each replacement. 4. Processor board.
166-414-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. SCSI cable. 4. SCSI backplane. 5. Processor board.
166-415-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Operator information panel cable. 4. Operator information panel. 5. Processor board.
166-416-001	System Management: Failed (BMC indicates failure in I2C bus test.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. Processor board.

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Error code	Description	Action
166-NNN-001	System Management: Failed (BMC indicates failure in self test where NNN=300 to 320.)	1. Disconnect all server and option power cords from the server, wait 30 seconds, reconnect, and retry. 2. Reflash or update firmware for BMC. 3. (Trained service technician only) Replace the processor board.
180-197-000	SCSI ASPI driver not installed.	1. Remove the RAID adapter, if one is installed, and run the test again. 2. Reseat the following components: a. SAS hard disk drive backplane cables b. I/O board c. Microprocessor tray 3. Replace the following components one at a time, in the order shown, restarting the server each time: a. SAS hard disk drive backplane b. I/O board c. (Trained service technician only) Microprocessor tray
180-361-003	Failed fan LED test.	1. Reseat the following components: a. Fan b. I/O board 2. Replace the components listed above one at a time, in the order listed above, restarting the server each time.
180-xxx-000	Diagnostics LED failure.	Run the diagnostic LED test for the failing LED.
180-xxx-001	Failed front LED panel test.	1. Reseat the following components: a. Operator information panel b. I/O board c. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Operator information panel b. I/O board c. (Trained service technician only) Microprocessor tray

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
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Error code	Description	Action
180-xxx-002	Failed diagnostics LED panel test.	1. Reseat the following components: a. Operator information panel b. I/O board c. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Operator information panel b. I/O board c. (Trained service technician only) Microprocessor tray
180-xxx-005	Failed SCSI backplane LED test.	1. Reseat the following components: a. SAS hard disk drive backplane cable b. I/O board c. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. SAS hard disk drive backplane cable b. SAS hard disk drive backplane c. I/O board d. (Trained service technician only) Microprocessor tray
180-xxx-006	Failed memory card LED test.	1. Reseat the following components: a. Memory card b. Microprocessor tray c. I/O board 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Memory card b. (Trained service technician only) Microprocessor tray c. I/O board
180-xxx-007	Failed power supply fan LED test.	1. Reseat the following components: a. Power supply or power supply filler b. Microprocessor tray 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.

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- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action										
180-xxx-008	Failed I/O board LED test.	1. Reseat the I/O board. 2. Replace the I/O board.										
180-xxx-009	Failed Active™ PCI LED test.	1. Reseat the following components: a. (Trained service technician only) PCI-X switch card assembly b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.										
201-198-000	Memory Test Aborted: Could not run the test; suspect microprocessor tray error.	1. Restart the server. 2. Run the diagnostic test again. 3. Reinstall the diagnostic programs (see “Updating the firmware” on page 163). 4. (Trained service technician only) Replace the microprocessor tray.										
201-198-00n	Memory Test Aborted: Could not run the test. Note: n = 1-9 (programming error).	1. Restart the server. 2. Run the diagnostic test again. 3. Reinstall the diagnostic programs (see “Updating the firmware” on page 163).										
201-xxx-CBN	Failed Memory Test: See “Memory card and memory module (DIMM)” on page 132. • C = memory card [1-4] • B = physical bank [1-2] Note: Bank 1 = DIMMs 1 and 3; Bank 2 = DIMMs 2 and 4 • N = failing DIMM [1-4]	1. Reseat the following components: a. DIMM N b. Memory card C 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time. Note: N = 9 indicates both DIMMs in physical bank B and memory card C.										
202-xxx-0nn	Failed system cache test, where nn=APIC ID. <table><thead><tr><th>APIC ID</th><th>Microprocessor</th></tr></thead><tbody><tr><td>00, 01</td><td>1</td></tr><tr><td>06, 07</td><td>2</td></tr><tr><td>10, 11</td><td>3</td></tr><tr><td>16, 17</td><td>4</td></tr></tbody></table>	APIC ID	Microprocessor	00, 01	1	06, 07	2	10, 11	3	16, 17	4	1. Reseat the following components: a. (Trained service technician only) Microprocessor nn b. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Microprocessor nn b. (Trained service technician only) Microprocessor tray
APIC ID	Microprocessor											
00, 01	1											
06, 07	2											
10, 11	3											
16, 17	4											

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
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Error code	Description	Action
204-198-000	Test aborted.	1. Run the Quick Memory Test Diagnostic All Banks (see “Running the diagnostic programs” on page 74). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Look at the test log (see “Viewing the test log” on page 75) and correct any other errors.
204-210-000	Test failed.	1. Run the Quick Memory Test Diagnostic All Banks (see “Running the diagnostic programs” on page 74). 2. Update the BIOS code (see “Updating the firmware” on page 163). 3. Look at the test log (see “Viewing the test log” on page 75) and correct any other errors.
215-xxx-000	Failed CD or DVD test.	1. Run the test again with a different CD or DVD. 2. Reseat the following components: a. CD or DVD drive b. Operator information panel 3. Replace the following components one at a time, in the order shown, restarting the server each time: a. CD or DVD drive b. Operator information panel assembly
217-xxx-000	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 1. 2. Replace hard disk drive 1.
217-xxx-001	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 2. 2. Replace hard disk drive 2.
217-xxx-002	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 3. 2. Replace hard disk drive 3.
217-xxx-003	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 4. 2. Replace hard disk drive 4.
217-xxx-004	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 5. 2. Replace hard disk drive 5.
217-xxx-005	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 6. 2. Replace hard disk drive 6.
217-xxx-006	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 7. 2. Replace hard disk drive 7.

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- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

Error code	Description	Action
217-xxx-007	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 8. 2. Replace hard disk drive 8.
217-xxx-008	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 9. 2. Replace hard disk drive 9.
217-xxx-009	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 10. 2. Replace hard disk drive 10.
217-xxx-010	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 11. 2. Replace hard disk drive 11.
217-xxx-011	Failed BIOS fixed disk test. Note: If RAID is configured, the fixed disk number refers to the RAID logical array.	1. Reseat hard disk drive 12. 2. Replace hard disk drive 12.
217-198-xxx	Could not establish drive parameters.	1. Check the drive cables and terminators. 2. Reseat the hard disk drive. 3. Replace the hard disk drive.
301-xxx-000	Failed keyboard test. Note: After installing a USB keyboard, you might have to use the Configuration/Setup Utility program to enable keyboardless operation and prevent the POST error message 301 from being displayed during startup.	1. Reseat the following components: a. Keyboard b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
302-xxx-xxx	Failed mouse test.	1. Reseat the following components: a. Mouse b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
305-xxx-xxx	Failed video monitor test.	1. Reseat the following components: a. Monitor b. I/O board 2. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
405-xxx-000	Failed Ethernet test on controller on I/O board.	1. Make sure that Ethernet is not disabled in the Configuration/Setup Utility program and that the BIOS code is at the latest level. 2. Run the loopback diagnostic. 3. Reseat the I/O board. 4. Replace the I/O board.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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
405-xxx-00n	No good link! Check loopback plug.	1. Make sure that the loopback plug is a gigabit loopback plug (see “Solving Ethernet controller problems” on page 109). 2. Check for any loose connections between the loopback plug and the Ethernet connector.

Real Time Diagnostics

Real Time Diagnostics can help you diagnose problems in certain devices while the operating system is running, to prevent and minimize server downtime.

For more information and to download Real Time Diagnostics, go to <http://www-1.ibm.com/support/docview.wss?uid=psg1MIGR-50681>.

Recovering from a BIOS update failure

The server has an advanced recovery feature that will automatically switch to a backup BIOS page if the BIOS code in the server has become damaged, such as from a power failure during an update.

The flash memory of the server consists of a primary page and a backup page. If the BIOS code in the primary page is damaged, the baseboard management controller will detect the error and automatically switch to the backup page to start the server. If this happens, a POST message Booted from backup POST/BIOS image is displayed. The backup page version might not be the same version as the primary page version.

You can then recover or restore the original primary page BIOS by using a BIOS flash diskette.

To recover the BIOS code and restore the server operation to the primary page, complete the following steps:

1. Download the latest version of the BIOS code from <http://www.ibm.com/support/>.
2. Update the BIOS code, following the instructions that come with the update file that you downloaded. This will automatically restore and update the primary page.
3. Restart the server.

If that procedure fails, the server might not restart correctly or might not display video. To manually restore the BIOS code, complete the following steps:

1. Read the safety information that begins on page vii and “Handling static-sensitive devices” on page 123.
2. Turn off the server and peripheral devices and disconnect all external cables and power cords; then, remove the cover.

3. Locate the boot recovery jumper (J14 on the I/O board) (see “I/O board internal connectors and jumpers” on page 8).
4. Disconnect the server from the ac power source.
5. Move the J14 jumper to pins 2 and 3 to enable the backup page.
6. Wait 30 seconds; then, connect the server to the ac power source.
7. Insert the BIOS flash diskette into the diskette drive.
8. Restart the server.
9. When POST starts, select **1 - Update POST/BIOS** from the menu that contains various flash (update) options.
10. When you are asked whether you want to save the current code to a diskette, type N.
11. Type 1 and press Enter to continue.
Attention: Do not restart or turn off the server until the update is completed.
12. When the update is completed, turn off the server.
13. Disconnect the server from the ac power source.
14. Move the J14 jumper back to pins 1 and 2 to return to startup from the primary page.
15. Wait 30 seconds; then, connect the server to the ac power source.
16. Replace the cover; then, restart the server.

System-error log messages

A system-error log is generated only if a Remote Supervisor Adapter II SlimLine is installed. The system-error log can contain messages of three types:

- | | |
|--------------------|--|
| Information | Information messages do not require action; they record significant system-level events, such as when the server is started. |
| Warning | Warning messages do not require immediate action; they indicate possible problems, such as when the recommended maximum ambient temperature is exceeded. |
| Error | Error messages might require action; they indicate system errors, such as when a fan is not detected. |

Each message contains date and time information, and it indicates the source of the message (POST/BIOS or the service processor).

Note: The BMC log, which you can view through the Configuration/Setup Utility program, also contains many information, error, and warning messages.

In the following example, the system-error log message indicates that the server was turned on at the recorded time.

```
-----  
Date/Time: 2002/05/07 15:52:03  
DMI Type:  
Source: SERVPROC  
Error Code: System Complex Powered Up  
Error Code:  
Error Data:  
Error Data:  
-----
```

The following table describes the possible system-error log messages and suggested actions to correct the detected problems.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
System-error log message	Action
1.5V PLL Power Good Fault	1. Reseat the I/O board. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the PCI-X board.
1.5V Power Good Fault	1. Reseat the I/O board 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the PCI-X board.
1.8V 1 HSSIB Power Good Fault	1. Reseat the I/O board. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the PCI-X board.
1.8V 2 HSSIB Power Good Fault	1. Reseat the I/O board. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the PCI-X board.
1.8V Fault	1. If the light path diagnostics VRM LED is lit, replace the failing VRM 3 or 4. 2. Reseat the following components: a. Microprocessor tray b. Power supply c. Power backplane 3. Replace the following components one at a time, in the order shown, restarting the server each time: a. (Trained service technician only) Microprocessor tray b. Power supply c. (Trained service technician only) Power backplane
2.5V HSSIB Power Good Fault	1. Reseat the I/O board. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the PCI-X board.
2.5V PLL Power Good Fault	1. Reseat the I/O board. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the PCI-X board.
3.3V Power Good Fault	1. Reseat the Remote Supervisor Adapter II SlimLine, if one is present. 2. Reseat the I/O board. 3. (Trained service technician only) Replace the PCI-X board.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System-error log message	Action
5V Aux Power Good Fault	1. Reseat the I/O board. 2. Disconnect the cable that connects the operator information panel to the I/O board. 3. Replace the I/O board. 4. (Trained service technician only) Replace the PCI-X board.
5V Power Good Fault	Disconnect the monitor and all USB devices from the server; then: 1. Reseat the I/O board. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the PCI-X board.
12V A Bus Fault	1. Reseat the microprocessor tray. 2. (Trained service technician only) Replace the PCI-X board. 3. (Trained service technician only) Replace the power backplane.
12V B Bus Fault	1. Reseat the following components: a. Disk drives b. SAS hard disk drive backplane cables 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Disk drives b. SAS hard disk drive backplane c. (Trained service technician only) Power backplane d. (Trained service technician only) PCI-X board
12V C Bus Fault	1. Reseat the following components: a. Adapters b. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Adapters b. (Trained service technician only) PCI-X board c. (Trained service technician only) Power backplane
12V D Bus Fault	1. Reseat the following components: a. Memory cards 3 and 4 b. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Memory cards 3 and 4 b. (Trained service technician only) Power backplane c. (Trained service technician only) Microprocessor tray

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
System-error log message	Action
12V E Bus Fault	1. Reseat the following components: a. Memory cards 1 and 2 b. Microprocessor tray 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Memory cards 1 and 2 b. (Trained service technician only) Power backplane c. (Trained service technician only) Microprocessor tray
12V Planar Fault	1. Reseat the microprocessor tray. 2. (Trained service technician only) Replace the power backplane.
12V Power Good Fault	1. Reseat the memory cards. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the power backplane. 4. (Trained service technician only) Replace the microprocessor tray.
Application Posted Alert to ASM	Information only
Backplane Power Good Fault	1. Reseat the microprocessor tray. 2. Reseat the memory cards. 3. (Trained service technician only) Replace the power backplane. 4. (Trained service technician only) Replace the microprocessor tray.
Board 2.5V Power Good Fault	1. Reseat the I/O board. 2. Replace the I/O board.
Core 1.5V Power Good Fault	1. Reseat the I/O board. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the PCI-X board.
CEC Card Power Good Fault	1. Reseat the microprocessor tray. 2. Reseat the I/O board. 3. (Trained service technician only) Replace the PCI-X board.
CPU %d IERR detected, the system has been restarted	Information only; if the message remains: 1. (Trained service technician only) Reseat the microprocessors. 2. Reseat the microprocessor VRMs, if any are present. 3. (Trained service technician only) Replace the microprocessor.
CPU %d IERR, the CPU has been disabled	Information only; if the message remains: 1. (Trained service technician only) Reseat the microprocessors. 2. Reseat the microprocessor VRMs, if any are present. 3. (Trained service technician only) Replace the microprocessor.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
System-error log message	Action
CPU %d non-critical over temperature warning	1. Make sure that the fans have good airflow and are not obstructed. 2. (Trained service technician only) Reseat the microprocessor heat sink.
CPU %d non-recoverable over temperature fault	1. Make sure that the fans have good airflow and are not obstructed. 2. (Trained service technician only) Reseat the microprocessor heat sink.
CPU removal detected	Informational only; if the message remains: 1. (Trained service technician only) Reseat the microprocessors. 2. Reseat the microprocessor VRMs, if any are present.
CPU X Over Temperature	1. Check all fans and remove any obstacles from the path of the airflow. 2. Make sure that the room temperature is within the recommended range. 3. Make sure that the microprocessor heat sinks are correctly seated.
Eth[0] Link Config: No Link after 10 seconds. PHY Reg 5 = 0x0000. PHY Reg 6 = 0x0004. PHY Reg 24 = 0x0038. Note: The ethernet port on the RSA2 adapter is having problems connecting to the network.	1. Resolve any RSA ethernet connection problems. 2. Replace the Remote Supervisor Adapter II SlimLine.
Eth[0] Link Config: No Link after 10 seconds. PHY Reg 0 = 0x1000. PHY Reg 1 Note: The ethernet port on the RSA2 adapter is having problems connecting to the network.	1. Resolve any RSA ethernet connection problems. 2. Replace the Remote Supervisor Adapter II SlimLine.
ENET[0] IP-Cfg:HstName=3950, IP@=192.168.70.125,GW@=0.0.0.0, NetMsk=255.255.255.0 Note: Successful DHCP or Static RSA2 ethernet connection.	Information only
Ethernet Data Rate modified from <value1> to <value2> by user <USERID>	Information only
Ethernet Duplex setting modified from <value1> to <value1> by user <USERID>	Information only
Ethernet interface <value> by user <USERID>	Information only
Ethernet locally administered MAC address modified from x:x:x:x:x:x	Information only
Ethernet MTU setting modified from x to y by user <USERID>	Information only

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
System-error log message	Action
Fan X Failure (X of 1-8)	1. Make sure that nothing is blocking the fan. 2. Check the physical connection and make sure that the fan is correctly seated. 3. Replace fan X.
Fan X not detected (X of 1-8)	1. Make sure that nothing is blocking the fan or power supply. 2. Check the physical connection and make sure that the fan is correctly seated. 3. Replace fan X.
Operator information panel is not plugged in	1. Make sure that the operator information panel cables are correctly connected (verify LED activity). 2. Replace the operator information panel.
Hard Drive X Fault	1. Run diagnostics. 2. Reseat the following components: a. Hard disk drive b. SAS backplane 3. Replace the components listed in step 1 one at a time, in the order shown, restarting the server each time.
Hard drive X removal detected	Reseat hard disk drive X and restart the server.
Hostname set to <value> by user <USERID>	Information only
Hot plug card is not plugged in	1. Make sure that the PCI or PCI-X cables are correctly connected. 2. Reseat the failing hot-plug cable or adapter. 3. Replace the failing hot-plug cable or adapter.
SMI 1.2V Power Good Fault	1. Reseat the memory cards. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the microprocessor tray.
Vtt MR 1.5V Power Good Fault	1. Reseat the memory cards. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the microprocessor tray.
Hvtt IB 1.8V Power Good Fault	1. Reseat the memory cards. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the microprocessor tray.
Hvtr IB 2.5V Power Good Fault	1. Reseat the memory cards. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the microprocessor tray.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System-error log message	Action
I/O Card Power Good Fault	1. Reseat the Remote Supervisor Adapter II SlimLine, if one is present. 2. Reseat the I/O board. 3. Replace the I/O board. 4. (Trained service technician only) Replace the PCI-X board.
IB MR Reg 1.8V Power Good Fault	1. Reseat the memory cards. 2. Reseat the microprocessor tray. 3. (Trained service technician only) Replace the microprocessor tray.
Invalid CPU configuration	Make sure that the microprocessors have been installed in the correct order (see “Removing and installing a microprocessor” on page 153).
Invalid Fan configuration	Replace any missing or failed fans.
IP address of default gateway modified from x.x.x.x	Information only
IP address of network interface modified from x.x.x.x	Information only
IP subnet mask of network interface modified from x.x.x.x	Information only
Loader Watchdog Triggered	1. Reconfigure the loader watchdog timer to be a higher value (twice the normal operating-system boot time). See the <i>Remote Supervisor Adapter II SlimLine and Remote Supervisor Adapter II User's Guide</i> for information. 2. Install the Remote Supervisor Adapter II SlimLine device driver for the operating system. 3. Disable the loader watchdog. See the <i>Remote Supervisor Adapter II SlimLine and Remote Supervisor Adapter II User's Guide</i>. 4. Check the integrity of the installed operating system. 5. Reinstall the operating system with the applicable device drivers.
Machine check asserted	1. Reseat the memory card. 2. Replace the memory card.
Machine check asserted - SPINT, North Bridge	Information only. Just an indication of who reported the SPINT first.
Machine check asserted - SPINT, PCI Bridge A	Information only. Just an indication of who reported the SPINT first.
Machine check asserted - SPINT, PCI Bridge B	Information only. Just an indication of who reported the SPINT first.
Machine check asserted - SPINT, Remote CheckStop	Information only. Just an indication of who reported the SPINT first.
Machine check asserted for Card or Link - SPINT, Remote Node, Link 1	Information only. The machine check was reported by the node connected to scalability port 1.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
System-error log message	Action
Machine check asserted for Card or Link - SPINT, Remote Node, Link 2	Information only. The machine check was reported by the node connected to scalability port 2.
Machine check asserted for Card or Link - SPINT, Remote Node, Link 3	Information only. The machine check was reported by the node connected to scalability port 3.
Machine check asserted for Card or Link - SPINT, Scalability	1. Reseat the scalability cables and microprocessor board. 2. Replace the scalability cables 3. Replace the scalability cartridge assembly. 4. Replace the microprocessor board.
Machine check asserted for Card or Link - SPINT, Quad Bus A	1. Reseat microprocessor 1 and 2. 2. Replace microprocessor 1 or 2. 3. Replace the microprocessor board.
Machine check asserted for Card or Link - SPINT, Quad Bus B	1. Reseat microprocessor 3 and 4. 2. Replace microprocessor 3 or 4. 3. Replace the microprocessor board.
Machine check asserted for Card or Link - SPINT, CPU Card	1. Reseat the microprocessors and microprocessor board. 2. Replace the microprocessor board.
Machine check asserted for Card or Link - SPINT, System, PCI-X Card, Super I/O Card	1. Reseat the Super I/O board. 2. Replace the Super I/O board. 3. Replace the PCI-X board.
Machine check asserted for Card or Link - SPINT, I/O Bus Interface	1. Reseat the adapter cards. 2. Reseat the microprocessor board. 3. Replace the adapters. 4. Replace the PCIX board. 5. Replace the microprocessor board.
Memory Card x inserted	Information only; if the message remains: 1. Make sure that the memory card lever is securely latched. 2. Reseat the memory card.
Memory Card x removed	Information only; if the message remains: 1. Make sure that the memory card lever is securely latched. 2. Reseat the memory card.
MMIO operation error	Note: This is an invalid Memory access caught by the hardware. 1. Verify the OS install instructions were followed. 2. Verify the latest OD service pack is installed. 3. Verify the latest device drivers are installed.
Multiple fan failures	Replace any missing or failed fans or power supplies.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System-error log message	Action
OS Watchdog Triggered	1. Reconfigure the O/S watchdog timer to be a higher value. See the <i>Remote Supervisor Adapter II SlimLine and Remote Supervisor Adapter II User's Guide</i> for information. 2. Reinstall the Remote Supervisor Adapter II SlimLine device driver for the operating system. 3. Disable the O/S watchdog. See the <i>Remote Supervisor Adapter II SlimLine and Remote Supervisor Adapter II User's Guide</i> for information. 4. Check the integrity of the installed operating system. 5. Reinstall the operating system with applicable device drivers.
PCI-X Card Power Good Fault	1. Reseat the Remote Supervisor Adapter II SlimLine, if one is present. 2. Reseat the I/O board. 3. Replace the I/O board. 4. (Trained service technician only) Replace the PCI-X board.
Please ensure that the RSA II is flashed with the correct firmware.	Information only
POST Watchdog Triggered	1. Reconfigure the POST watchdog timer to be a higher value (consistent with the time it takes to complete POST). See the <i>Remote Supervisor Adapter II SlimLine and Remote Supervisor Adapter II User's Guide</i> for information. 2. Disable the POST watchdog. See the <i>Remote Supervisor Adapter II SlimLine and Remote Supervisor Adapter II User's Guide</i> for information.
Power Good Fault detected by memory card %d.	1. Reseat the memory cards. 2. Reseat the DIMMs. 3. Reseat the microprocessor tray. 4. (Trained service technician only) Replace the power backplane. 5. (Trained service technician only) Replace the microprocessor tray.
Power Supply %d Temperature Warning	1. Make sure the room temperature is within the recommended range (see “Environment” at “Features and specifications” on page 3). 2. Replace the power supply.
Power supply current exceeded max spec value	1. Install another power supply (if possible) and make sure that the ac power cords are correctly connected. 2. Remove devices that consume an extraordinary amount of power. 3. (Trained service technician only) Replace the power backplane.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System-error log message	Action
Power Supply X 12V Over Current Fault	1. Reseat the following components: a. Power supply b. Power backplane 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Power supply b. (Trained service technician only) Power backplane
Power Supply X 12V Over Voltage Fault	1. Reseat the following components: a. Power supply b. Power backplane 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Power supply b. (Trained service technician only) Power backplane
Power Supply X 12V Under Voltage Fault	1. Reseat the following components: a. Power supply b. Power backplane 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Power supply b. (Trained service technician only) Power backplane
Power Supply X AC Power Removed	1. Connect the ac power cord to power supply X. 2. Replace power supply X. 3. (Trained service technician only) Replace the power backplane.
Power Supply X Current Fault	1. Reseat the following components: a. Power supply b. Power backplane 2. Replace the following components one at a time, in the order shown, restarting the server each time: a. Power supply b. (Trained service technician only) Power backplane

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System-error log message	Action
Power Supply X DC Good Fault	1. If the power-on LED is lit, reduce the server to the minimum configuration (see page 111) and replace components one at a time to isolate the fault. 2. Reseat the following components: a. Power supply b. Power backplane 3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Power supply b. (Trained service technician only) Power backplane
Power Supply X Removed	1. Reseat power supply X. 2. Replace power supply X. 3. (Trained service technician only) Replace the power backplane.
Power Supply X Temperature Fault	1. Make sure that the fan air intake areas are clear and well ventilated. 2. Make sure that all fans are installed and functioning. 3. Reseat power supply X. 4. Replace power supply X.
QA Cache 1.8V Power Good Fault	1. Reseat the microprocessor tray. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (Trained service technician only) Replace the microprocessor tray.
QA Vcc PLL Power Good Fault	1. Reseat the microprocessor tray. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (Trained service technician only) Replace the microprocessor tray.
QB Cache Power Good Fault	1. Reseat the microprocessor tray. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (Trained service technician only) Replace the microprocessor tray.
QB Vcc PLL Power Good Fault	1. Reseat the microprocessor tray. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (Trained service technician only) Replace the microprocessor tray.
Remote Login Successful. Login ID:	Information only

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU). • If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.	
System-error log message	Action
Resetting system due to an unrecoverable error	Check the following light path diagnostics LEDs for faults: 1. Microprocessors 2. DIMMs 3. Memory card 4. Microprocessor tray 5. I/O board assembly
SCSI 1.8V Power Good Fault	1. Reseat the I/O board. 2. Replace the I/O board.
Single fan failure	Replace any missing or failed fans or power supplies.
SMI reported a Machine Check on Memory Card = %d	1. Reseat the memory card. 2. Replace the memory card.
SMI reported a Machine Check on Memory Card %d, Dimm %d	1. Reseat the DIMM. 2. Reseat the memory card. 3. Replace the DIMM.
Software NMI	Make sure that the system software is operating correctly and does not conflict with other software; the system software has created a software NMI.
System Approaching Maximum Power Consumption	1. Install another power supply (if possible) and make sure that the ac power cords are connected to properly grounded electrical outlets. 2. Remove devices that consume an extraordinary amount of power. 3. (Trained service technician only) Replace the power backplane.
System Boot Failed	1. Check the POST/BIOS boot checkpoint indicator and see the applicable documentation. 2. Make sure that the memory card and DIMMs are correctly connected and seated and that they are functional. 3. Attempt to start the server from the backup BIOS page.
System Complex Powered Down	Information only
System Complex Powered Up	Information only
System-error log full	Clear the event log.
System log 75%% full	Information only
System Memory Error	1. Reseat the memory card and DIMMs. 2. Replace the DIMMs. 3. Replace the memory card.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.

System-error log message	Action
System Running Nonredundant Power	1. Install another power supply (if possible) and make sure that the ac power cords are connected to properly grounded electrical outlets. 2. Remove devices that consume an extraordinary amount of power. 3. (Trained service technician only) Replace the power backplane.
User <USERID> attempting to power/reset server	Information only
Video 1.8V Power Good Fault	1. Reseat the I/O board. 2. Replace the I/O board.
Video 2.5V Power Good Fault	1. Reseat the Remote Supervisor Adapter II SlimLine, if one is present. 2. Reseat the I/O board. 3. Replace the I/O board.
Video Core 1.8V Power Good Fault	1. Reseat the I/O board. 2. Replace the I/O board.
VRM X Power Good Fault	1. Reseat VRM 3 or 4. 2. Reseat the microprocessor tray. 3. Replace VRM 3 or 4. 4. (Trained service technician only) Replace the microprocessor tray.
Vtt Power Good Fault	1. Reseat the microprocessor tray. 2. (Trained service technician only) Reseat the microprocessors. 3. Reseat the microprocessor VRMs, if any are present. 4. (Trained service technician only) Replace the microprocessor tray.

Solving SCSI problems

Note: This information also applies to Serial Attached SCSI (SAS) problems.

For any SCSI error message, one or more of the following devices might be causing the problem:

- A failing SCSI device (adapter, drive, or controller)
- An incorrect SCSI termination jumper setting
- Duplicate SCSI IDs in the same SCSI chain
- A missing or incorrectly installed SCSI terminator
- A defective SCSI terminator
- An incorrectly installed cable
- A defective cable

For any SCSI error message, follow these suggested actions in the order in which they are listed until the problem is solved:

1. Make sure that external SCSI devices are turned on before you turn on the server.
2. Make sure that the cables for all external SCSI devices are connected correctly.
3. If an external SCSI device is attached, make sure that the external SCSI termination is set to automatic.
4. Make sure that the last device in each SCSI chain is terminated correctly.
5. Make sure that the SCSI devices are configured correctly.

Solving power problems

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

1. Turn off the server and disconnect all ac power cords.
2. Check for loose cables in the power subsystem. Also check for short circuits, for example, if a loose screw is causing a short circuit on a circuit board.
3. Remove the adapters and disconnect the cables and power cords to all internal and external devices until the server is at the minimum configuration that is required for the server to start (see “Solving undetermined problems” on page 111 for the minimum configuration).
4. Reconnect all ac power cords and turn on the server. If the server starts successfully, replace the adapters and devices one at a time until the problem is isolated.

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

Solving Ethernet controller problems

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

Try the following procedures:

- Make sure that the correct device drivers are installed and that they are at the latest level.
- Make sure that the Ethernet cable is installed correctly.
 - The cable must be securely attached at all connections. If the cable is attached but the problem remains, try a different cable.
 - If you set the Ethernet controller to operate at 100 Mbps, you must use Category 5 cabling.
 - If you directly connect two servers (without a hub), or if you are not using a hub with X ports, use a crossover cable. To determine whether a hub has an X port, check the port label. If the label contains an X, the hub has an X port.
- Determine whether the hub supports auto-negotiation. If it does not, try configuring the integrated Ethernet controller manually to match the speed and duplex mode of the hub.
- Check the Ethernet controller LEDs on the rear panel of the server. These LEDs indicate whether there is a problem with the connector, cable, or hub.
 - The Ethernet link status LED is lit when the Ethernet controller receives a link pulse from the hub. If the LED is off, there might be a defective connector or cable or a problem with the hub.
 - The Ethernet transmit/receive activity LED is lit when the Ethernet controller sends or receives data over the Ethernet network. If the Ethernet transmit/receive activity light is off, make sure that the hub and network are operating and that the correct device drivers are installed.
- Check the LAN activity LED on the rear of the server. The LAN activity LED is lit when data is active on the Ethernet network. If the LAN activity LED is off, make sure that the hub and network are operating and that the correct device drivers are installed.
- Check for operating-system-specific causes of the problem.
- Make sure that the device drivers on the client and server are using the same protocol.

If the Ethernet controller still cannot connect to the network but the hardware appears to be working, the network administrator must investigate other possible causes of the error.

Solving undetermined problems

If the diagnostic tests did not diagnose the failure or if the server is inoperative, use the information in this section.

If you suspect that a software problem is causing failures (continuous or intermittent), see “Software problems” on page 63.

Damaged data in CMOS memory or damaged BIOS code can cause undetermined problems. To reset the CMOS data, use the password override jumper to override the power-on password and clear the CMOS memory; see “I/O board internal connectors and jumpers” on page 8. If you suspect that the BIOS code is damaged, see “Recovering from a BIOS update failure” on page 95.

Damaged memory card connector pins or improperly installed memory cards can prevent the server from starting or might cause a POST checkpoint halt. For example, a memory card that is not completely installed or has bent connector pins might cause the server to continually restart or display an F2 checkpoint halt. Remove and inspect all memory card connector pins for bent or damaged interface pins. Replace all memory cards that have damaged pins and ensure that the card is completely latched into place.

Check the LEDs on all the power supplies (see “Power-supply LEDs” on page 72). If the LEDs indicate that the power supplies are working correctly, complete the following steps:

1. Check the operator information panel and light path diagnostic LEDs.
2. View error logs.
3. Turn off the server.
4. Make sure that the server is cabled correctly.
5. Remove or disconnect the following devices, one at a time, until you find the failure. Turn on the server and reconfigure it each time.
 - Any external devices.
 - Surge-suppressor device (on the server).
 - Modem, printer, mouse, and non-IBM devices.
 - Each adapter.
 - Hard disk drives.
 - Memory modules. The minimum configuration requirement is 2 GB (two 1 GB DIMMs).
 - Baseboard management controller.

The following minimum configuration is required for the server to power on:

- One microprocessor in microprocessor connector 1
 - Two 1 GB DIMMs on memory card 1
 - One power supply
 - Power backplane
 - One power cord
 - I/O board
 - PCI-X board
6. Turn on the server. If the problem remains, suspect the following components in the following order:
 - a. Power backplane
 - b. I/O board
 - c. Memory card
 - d. Microprocessor tray

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

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

Calling IBM for service

See Appendix A, “Getting help and technical assistance,” on page 173 for information about calling IBM for service.

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

- Machine type and model
- Microprocessor and hard disk drive upgrades
- Failure symptoms
 - Does the server fail the diagnostic programs? If so, what are the error codes?
 - What occurs? When? Where?
 - Is the failure repeatable?
 - Has the current server configuration ever worked?
 - What changes, if any, were made before it failed?
 - Is this the original reported failure, or has this failure been reported before?
- Diagnostic program type and version level
- Hardware configuration (print screen of the system summary)
- BIOS code level
- Operating-system type and version level

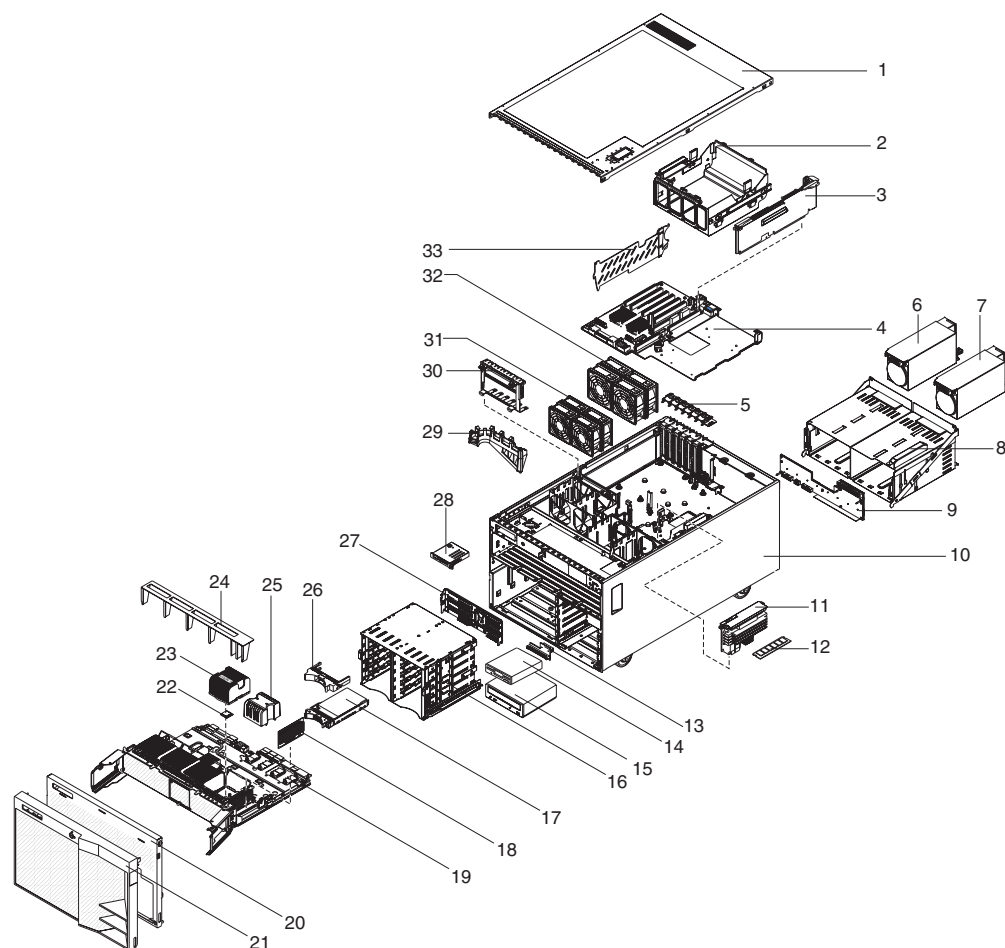
You can solve some problems by comparing the configuration and software setups between working and nonworking servers. When you compare servers to each other for diagnostic purposes, consider them identical only if all the following factors are exactly the same in all the servers:

- Machine type and model
- BIOS level
- Adapters and attachments, in the same locations
- Address jumpers, terminators, and cabling
- Software versions and levels
- Diagnostic program type and version level
- Configuration option settings
- Operating-system control-file setup

Chapter 3. Parts listing, System x3800 Type 8865

The following replacement parts are available for the System x3800 Type 8865 server. To check for an updated parts listing on the Web, complete the following steps:

1. Go to <http://www.ibm.com/support/>.
2. Under **Search technical support**, type 8865 and click **Search**.
3. Under Document type, select **Parts information** and click **Go**.



Replaceable server components

Replaceable components are of three types:

- **Tier 1 customer replaceable unit (CRU):** Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit:** You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your server.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

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

Table 3. Parts listing, Type 8865

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
1	Top cover	26R0771		
2	Support structure	26R0772		
3	I/O board (all models)		41Y3152	
4	PCI-X board assembly (models 11X, 12X, 1Rx, 1Sx, 21x, 2Rx, E1x, E2x)			41Y3155
4	PCI-X board assembly (models E3x, E4x, 13x, 1Tx, 22x, 2Tx, 32x, 3Tx, 42x, 4Tx)			42C7558
5	PCI-X switch card assembly (all models)			39M2699
9	Power backplane (all models)			41Y3159
9	Power backplane, tower (all models)			42D8316
6	Power supply filler with fan	39Y9989		
7	Power supply, 775 Watt (all models)	39Y7177		
8	Power supply cage			26R0770
11	Memory card (all models)	41Y3153		
12	Memory, 512 MB PC3200 ECC (models 12x, 13x, 1Sx, 1Tx)	39M5820		
12	Memory, 1 GB PC3200 ECC (models 22x, 2Tx, 32x, 3Tx, 42x, 4Tx)	39M5808		
12	Memory, 2 GB PC3200 ECC (option)	39M5811		
12	Memory, 4 GB PC3200 ECC (option)	41Y2815		
10	Chassis assembly			39Y9992
13	Media signal cable with interposer card (all models)			39Y9991
14	Diskette drive, 3.5 inch		24P3889	
15	CD/RW drive, 48X (models 11x, 1Rx, 2Rx, 21x, 12x, 1Sx)		39M3509	
15	DVD drive 16/48X (models 13x, 1Tx, 22x, 2Tx, 32x, 3Tx, 3Wx, 42x, 4Tx)		39M3569	
16	Hard disk drive cage ¹ (all models)		26R0773	
17	Hard disk drive, 36 GB 15K SAS (option)	39R7346		

Table 3. Parts listing, Type 8865 (continued)

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
17	Hard disk drive, 73 GB 10K SAS (option)	39R7340		
17	Hard disk drive, 73 GB 15K SAS (model 3Wx)	39R7348		
17	Hard disk drive, 146 GB 10K SAS (option)	39R7342		
17	Hard disk drive, 146 GB 15K SAS (option)	39R7350		
17	Hard disk drive, 300 GB 10K SAS (option)	39R7344		
18	Microprocessor VRM, 2U/105A (option)		24R2750	
18	Microprocessor VRM, 2U/130A (option)		39Y7256	
19	Microprocessor tray (all models except 11x, 12x, 1Rx, 1Sx, 21x, 2Rx)			41Y3157
19	Microprocessor tray (models 11x, 12x, 1Rx, 1Sx, 21x, 2Rx)			40K0243
20	Bezel ¹ (all models)	26R0775		
20	Bezel (models 11x 12x 1Rx 1Sx 21x 2Rx)	39Y9995		
20	Bezel, tower upper (models 11x, 12x, 13x, 21x)	39Y9999		
21	Tower front cover (models 11x, 12x, 21x)	26R0776		
22	Microprocessor, 2.66 GHZ (models 32x, 3Tx)			25R7846
22	Microprocessor, 3.0 GHZ (models 42x, 4Tx)			25R7847
22	Microprocessor, 3.16 GHZ (models 11x, 13x, 1Rx, 1Tx)			13M7878
22	Microprocessor, 3.6 GHZ (models 21x, 22x, 2Rx, 2Tx)			13M7879
23	Heat sink (all models)			26K8805
24	Air baffle (all models)		01R1479	
25	Heat sink filler (all models)		26K9020	
26	Hard disk drive filler (all models)	39M4375		
27	SAS hard disk drive backplane (all models)		41Y3154	
28	Operator information panel assembly, with bracket and cables (all models)	40K6686		
29	Cable management arm, internal (models 11x, 12x, 1Rx, 21x, 2Rx)			26R0774
29	Cable management arm, internal (models 1Rx, 1Sx, 1Tx, 2Rx, 2Tx, 3Tx, 4Tx)			26R0777
30	PCI-X adapter guide assembly (all models)		26K8951	
31	Fan (80 mm) (all models)	39M2693		
32	Fan (92 mm) (all models)	39M2694		
33	PCI divider (all models)	03K9050		
	Alcohol wipe (see, "Alcohol wipes" on page 117)			varies
	Battery, 3.0 volt (all models)		33F8354	
	CD/DASD slide (all models)		00N6412	
	Cable, active PCI (all models)		39M2509	
	Cable, power assembly (all models)			26R0765
	Cable, SAS signal (all models)		26R0783	

Table 3. Parts listing, Type 8865 (continued)

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
	Cable, serial (all models)			39M2641
	Diskette drive slide (all models)			00N6413
	DVD/CD bay filler (all models)	00N6407		
	FRU list label (all models)	39Y9993		
	Grease (all models)			41Y8755
	Line cord (all models)			39M5377
	Misc parts kit (all models) • Key, SAS limited (6) • Screw, M3.5x8mm (6) • Bracket, cable clamp (1) • Screw, slotted M3.5 (6)		26R0780	
	Rack kit (models 1Rx, 1Tx, 2Rx, 1Sx) • Assembly, left EIA (1) • Assembly, right EIA (1) • Screw, M3.5 slotted (4)			26R0788
	Rack mount kit (models 1Rx, 1Tx, 1Sx, 2Rx) • Clip, C (16) • Packaging (1) • Screw, M6 hex head (16) • Bracket, cable management (1) • Screw, M3.5x8mm (8) • Nut, M6 caged (16) • Bracket, CMA (1) • Latch, bracket (2) • Bracket, latch (2) • Latch, cover (2) • Slide assembly (2)			26R0790
	Retention module (all models)			26K8836
	ServeRAID-8i card (optional model 3Wx)		39R8731	
	ServeRAID-8i battery pack (optional)		25R8118	
	Slide assembly (models 1Rx, 2Rx)		90P4538	
	System service label			26R0778
	Tower side cover (models 11x, 12x, 13x, 21x)			26R0789
	¹ If you are replacing this FRU in a PAE model, order 26R0773 and 26R0775.			

Alcohol wipes

IBM alcohol wipes 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
02K0546	Canada
41Y8747	Brazil/Mexico
41Y8748	Taiwan/Japan
41Y8749	China/Malaysia
41Y8750	Australia/United Kingdom
41Y8751	Korea (Democratic People's Republic of), Korea (Republic of)
41Y8752	Denmark, Germany, Netherlands, Slovenia, Macedonia, Czech, Republic, Slovakia, Poland, Norway, Sweden, Finland, Turkey, Greece, Italy, France, Spain, Portugal, Russia, Ukraine, Lithuania, Thailand, USA, UK
41Y8753	Hungary
41Y8754	Latin America
41Y8757	China
41Y8758	Hong Kong
41Y8759	India
41Y8760	Singapore

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
02K0546	China
13F9940	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea
13F9979	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
13F9997	Denmark
14F0015	Bangladesh, Lesotho, Macao, Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda
14F0033	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
14F0051	Liechtenstein, Switzerland
14F0069	Chile, Italy, Libyan Arab Jamahiriya
14F0087	Israel
1838574	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Caicos Islands, Canada, Cayman Islands, Costa Rica, Colombia, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Japan, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Taiwan, United States of America, Venezuela
24P6858	Korea (Democratic People's Republic of), Korea (Republic of)
34G0232	Japan
36L8880	Argentina, Paraguay, Uruguay
49P2078	India
49P2110	Brazil

IBM power cord part number	Used in these countries and regions
6952300	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Caicos Islands, Canada, Cayman Islands, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Thailand, Taiwan, United States of America, Venezuela

Chapter 4. Removing and replacing server components

Replaceable components are of three types:

- **Tier 1 customer replaceable unit (CRU):** Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit:** You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your server.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

See Chapter 3, “Parts listing, System x3800 Type 8865,” on page 113 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 and Support Information* document.

Installation guidelines

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

- Read the safety information that begins on page vii, “Working inside the server with the power on” on page 122, and the guidelines in “Handling static-sensitive devices” on page 123. This information will help you work safely.
- Observe good housekeeping in the area where you are working. Place removed covers and other parts in a safe place.
- If you must start the server while the cover is removed, make sure that no one is near the server and that no other objects have been left inside the server.
- Do not attempt to lift an object that you think is too heavy for you. If you have to lift a heavy object, observe the following precautions:
 - Make sure that you stand safely without slipping.
 - Distribute the weight of the object equally between your feet.
 - Use a slow lifting force. Never move suddenly or twist when you lift a heavy object.
 - To avoid straining the muscles in your back, lift by standing or by pushing up with your leg muscles
- Make sure that you have an adequate number of properly grounded electrical outlets for the server, monitor, and other devices.
- Back up all important data before you make changes to disk drives.
- Have a small flat-blade screwdriver available.
- You do not have to turn off the server to install or replace hot-swap power supplies, hot-swap fans, hot-plug adapters, or hot-plug Universal Serial Bus (USB) devices. However, you must turn off the server before performing any steps that involve removing or installing adapter cables.
- Blue on a component indicates touch points, where you can grip the component to remove it from or install it in the server, open or close a latch, and so on.
- Orange on a component or an orange label on or near a component indicates that the component can be hot-swapped, which means that if the server and operating system support hot-swap capability, you can remove or install the component while the server is running. (Orange can also indicate touch points on

hot-swap components.) See the instructions for removing or installing a specific hot-swap component for any additional procedures that you might have to perform before you remove or install the component.

- When you are finished working on the server, reinstall all safety shields, guards, labels, and ground wires.
- For a list of supported options for the server, see <http://www.ibm.com/servers/eserver/serverproven/compat/us/>.

System reliability guidelines

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

- Each of the drive bays has a drive or a filler panel installed in it.
- If the server has redundant power, at least three power-supply bays have a power supply installed.
- There is adequate space around the server to allow the server cooling system to work properly. Leave approximately 50 mm (2 in.) of open space around the front and rear of the server. Do not place objects in front of the fans. For proper cooling and airflow, replace the server cover before turning on the server. Operating the server for extended periods of time (more than 30 minutes) with the server cover removed might damage server components.
- You have followed the cabling instructions that come with optional adapters.
- You have replaced a failed fan within 48 hours.
- You have replaced a hot-swap drive within 2 minutes of removal.
- You do not operate the server without the air baffle installed. Operating the server without the air baffle might cause the microprocessor or microprocessors to overheat.
- The air baffle lies flat and within the grooves on top of the microprocessor heat sinks and microprocessor baffles.
- Microprocessor sockets 2, 3, and 4 each always contain either a microprocessor baffle or a microprocessor and heat sink.

Working inside the server with the power on

Attention: Static electricity that is released to internal server components when the server is powered-on might cause the server to halt, which could result in the loss of data. To avoid this potential problem, always use an electrostatic-discharge wrist strap or other grounding system when working inside the server with the power on.

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

- Avoid wearing loose-fitting clothing on your forearms. Button long-sleeved shirts before working inside the server; do not wear cuff links while you are working inside the server.
- Do not allow your necktie or scarf to hang inside the server.
- Remove jewelry, such as bracelets, necklaces, rings, and loose-fitting wrist watches.
- Remove items from your shirt pocket, such as pens and pencils, that could fall into the server as you lean over it.
- Avoid dropping any metallic objects, such as paper clips, hairpins, and screws, into the server.

Handling static-sensitive devices

Attention: Static electricity can damage the server and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

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

- Limit your movement. Movement can cause static electricity to build up around you.
- The use of a grounding system is recommended. For example, wear an electrostatic-discharge wrist strap, if one is available. Always use an electrostatic-discharge wrist strap or other grounding system when working inside the server with the power on.
- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed circuitry.
- Do not leave the device where others can handle and damage it.
- While the device is still in its static-protective package, touch it to an unpainted metal part on the outside of the server for at least 2 seconds. This drains static electricity from the package and from your body.
- Remove the device from its package and install it directly into the server without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the server cover or on a metal surface.
- Take additional care when handling devices during cold weather. Heating reduces indoor humidity and increases static electricity.

Returning a device or component

If you are instructed to return a device or component, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Connecting the cables

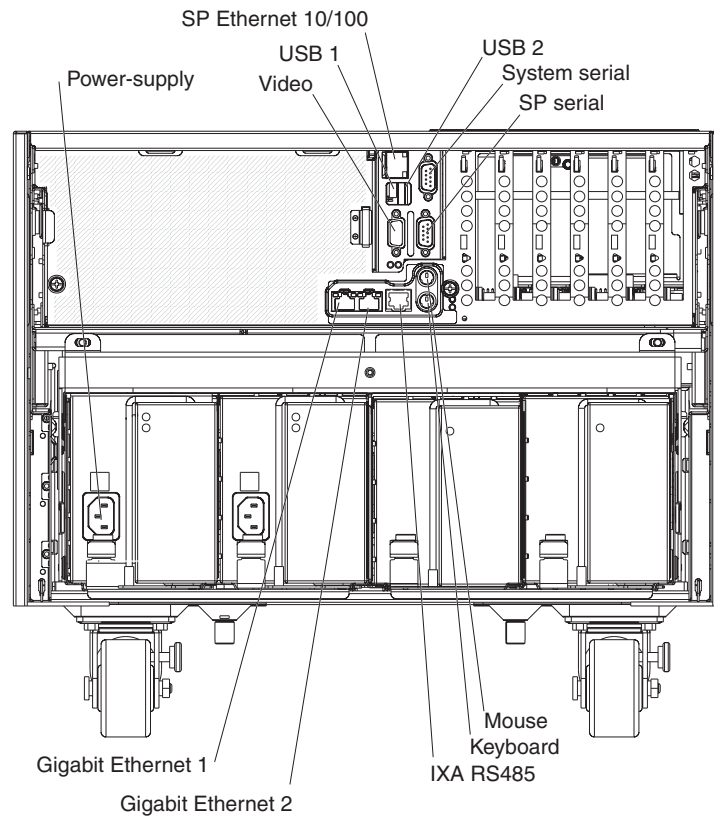
You must turn off the server before connecting any cables to or disconnecting any cables from the server.

See the documentation that comes with optional devices for additional cabling instructions. It might be easier for you to route cables before you install certain options.

For details about the location and function of the input and output connectors, see “Server controls, LEDs, and connectors” on page 4.

The following illustrations show the locations of the input and output connectors on the server. Detailed cabling instructions for installing the server in a rack (rack models only) are in the *Rack Installation Instructions* that come with the server.

Rear view



Removing and replacing Tier 1 CRUs

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

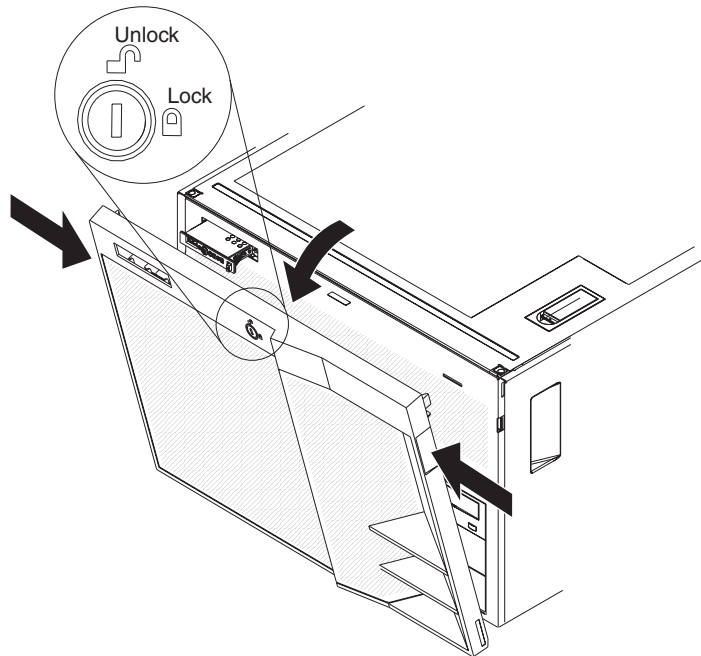
The illustrations in this document might differ slightly from your hardware.

Removing the top cover, bezel, and front cover

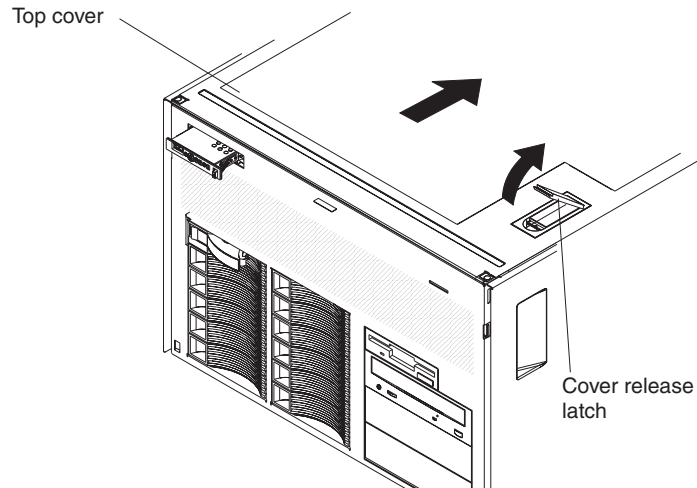
Attention: For proper cooling and airflow, replace the top cover before turning on the server. Operating the server for more than 2 minutes with the top cover removed might damage server components.

To remove the top cover, bezel, and front cover, complete the following steps:

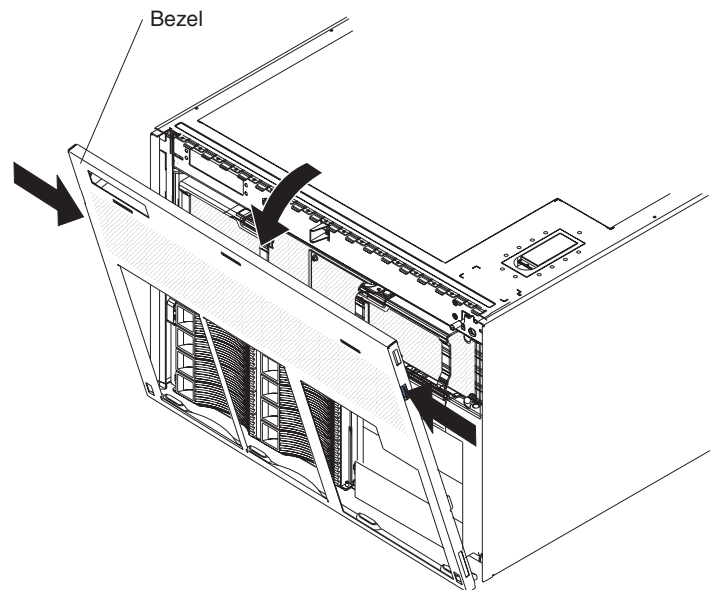
1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. If you are installing or replacing a non-hot-swap component, turn off the server and all peripheral devices. Disconnect the power cords; then, disconnect all external cables from the server.



3. (Tower model only) Unlock the front cover and grasp the top corners of the front cover and pull it away from the server.
4. (Tower model only) Lift the front cover to release the two tabs at the bottom edge of the cover.



5. Lift the cover-release latch. The cover slides to the rear approximately 13 mm (0.5 inch). Lift the top cover off the server.



6. Press on the bezel retention tabs on both sides of the bezel, and pull the top of the bezel slightly away from the server.
7. Lift up the bezel to release the tabs at the bottom edge of the bezel.
8. If you are instructed to return the top cover, front cover, and bezel, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

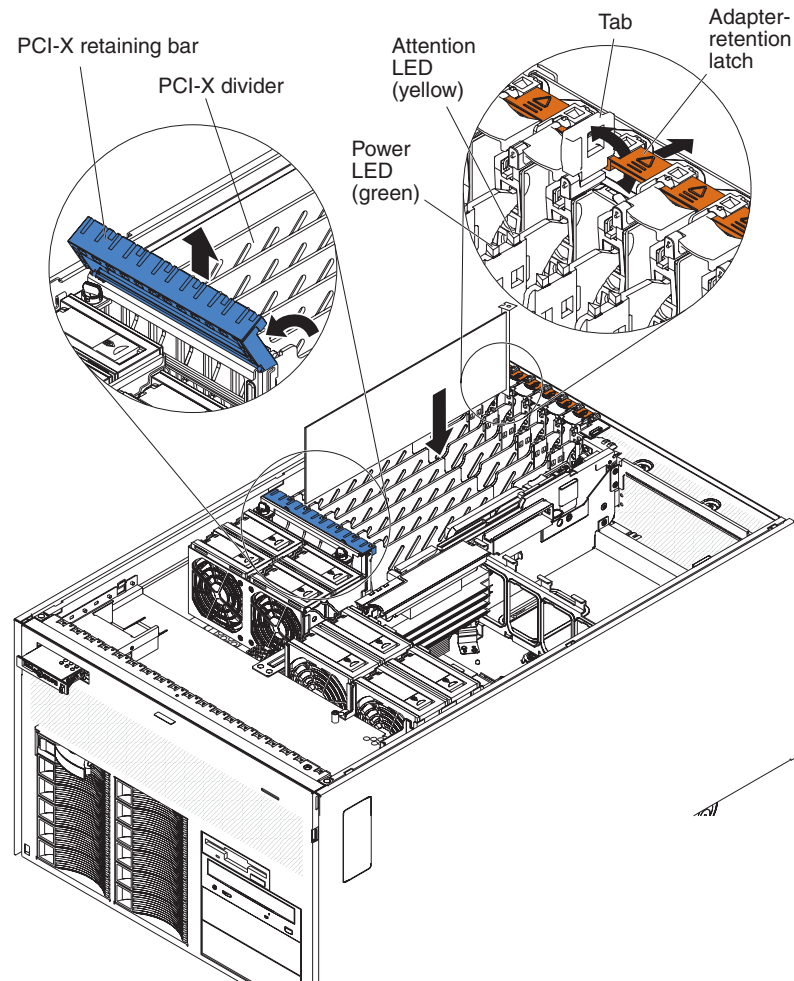
Replacing the top cover, bezel, and front cover

To install the top cover, bezel, and front cover, complete the following steps:

1. Make sure that all internal cables are correctly routed.
2. Set the cover on top of the server so that approximately 13 mm (0.5 inch) extends from the rear.
3. Make sure that the cover-release latch is up.
4. Slide the top cover forward and into position, pressing the release latch closed.
5. To install the bezel, tilt the bezel and insert the bottom tabs of the bezel into the matching slots in the server chassis and push the top of the bezel toward the server until the retention tabs snap into place.
6. (Tower model only) To install the front cover, tilt the front cover and insert the bottom tabs of the front cover into the matching slots in the bezel and push the top of the cover toward the server until the locking tabs snap into place; then, lock the front cover.

Removing the adapter

To remove a PCI or PCI-X adapter, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.

2. If the adapter is not hot-pluggable, turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to remove or install the adapter.
3. Unlock the front cover (tower model only) and remove the top cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Disconnect any cables from the adapter.
5. Open the blue PCI-X retaining bar by lifting the front edge.
6. Push the orange adapter retention latch toward the rear of the server and open the tab. The power LED for the slot turns off if an adapter is installed in the slot.
7. Carefully grasp the adapter by its top edge or upper corners, and pull the adapter from the server.
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.

Replacing the adapter

To install the replacement PCI or PCI-X adapter, complete the following steps:

1. See the documentation that comes with the adapter for instructions for setting jumpers or switches and for cabling.

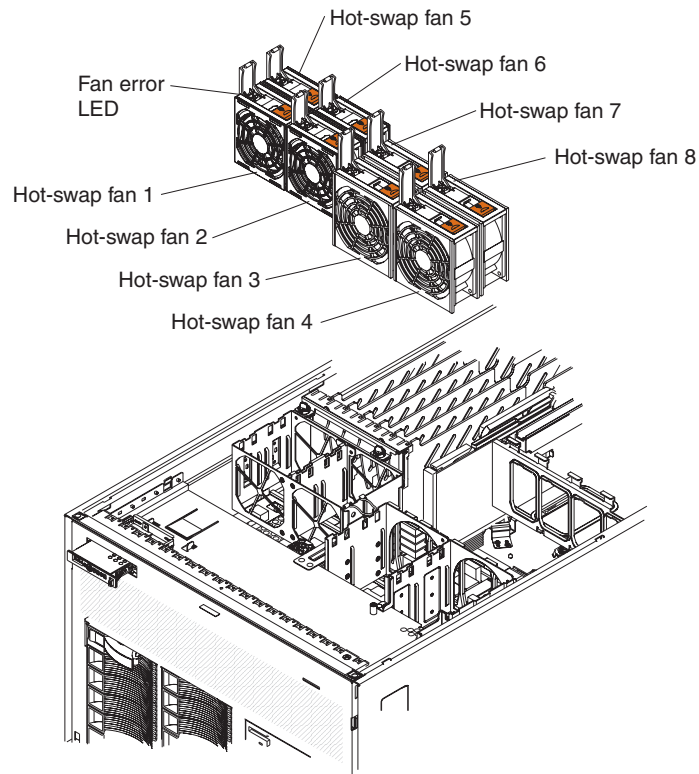
Note: Route adapter cables before you install the adapter.

2. Carefully grasp the adapter by its top edge or upper corners, and align it with the connector on the PCI-X board.
3. If necessary, remove the adapter guide before installing a full-length adapter.
4. Press the adapter *firmly* into the adapter connector.
5. Push down on the blue PCI-X retaining bar to stabilize the adapter.
6. Close the tab; then, push down on the orange adapter retention latch until it clicks into place, securing the adapter.
7. Connect any required cables to the adapter.
8. Install the top cover and lock the front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
9. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
10. Turn on all attached devices and the server.

Removing the hot-swap fan

The server comes with 80-mm hot-swap fans in front of the PCI-X slots and 92-mm hot-swap fans in front of the memory cards. The following removal and installation procedures apply to either size fan. When a fan fails or is removed, the other fans in the server speed up to maintain a safe operating temperature in the server until the fan is reinstalled or replaced. When the fan is installed correctly, the fans will slow down.

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



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Unlock the front cover (tower model only) and remove the top cover (see “Removing the top cover, bezel, and front cover” on page 125).
3. Open the fan-locking handle by sliding the orange release latch in the direction of the arrow.
4. Pull upward on the free end of the handle to lift the fan out of the server.
5. If you are instructed to return the fan, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

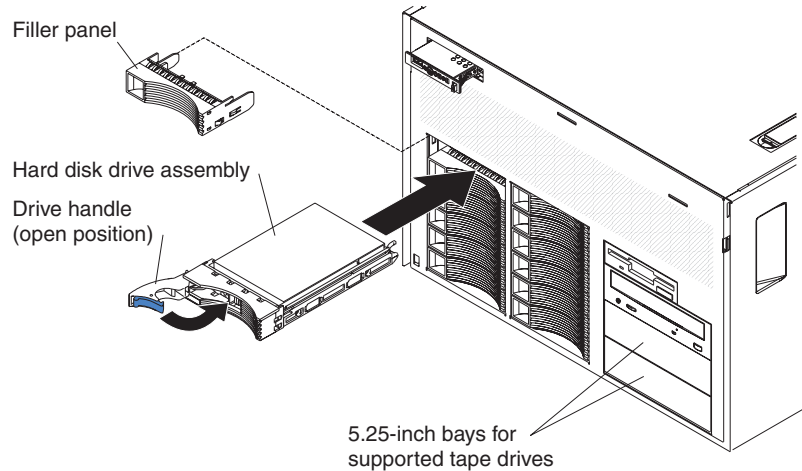
Replacing the hot-swap fan

To install the replacement hot-swap fan, complete the following steps:

1. Open the fan-locking handle on the replacement fan.
2. Lower the fan into the socket, and close the handle to the locked position.
3. Install the top cover and lock the front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).

Removing the hot-swap hard disk drive

To remove a hot-swap hard disk drive, complete the following steps:



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. If you are removing drives from a tower model, remove the front cover (see “Removing the top cover, bezel, and front cover” on page 125).
3. Open the drive handle and pull the hard disk drive out of the server.

Replacing the hot-swap hard disk drive

To install a hot-swap hard disk drive, complete the following steps:

1. Touch the static-protective package that contains the hard disk drive to any unpainted surface on the outside of the server; then, remove the hard disk drive from the package.
2. Make sure that the tray handle is open; then, install the hard disk drive into the hot-swap bay.
3. Check the hard disk drive status LEDs to make sure that the hard disk drive is operating correctly.

If the amber hard disk drive status LED for a drive is lit continuously, that drive is faulty and must be replaced. If the green hard disk drive activity LED is flashing, the drive is being accessed.

Removing the hot-swap power supply and power supply filler

When you remove or install a hot-swap power supply, observe the following precautions.

Statement 8:



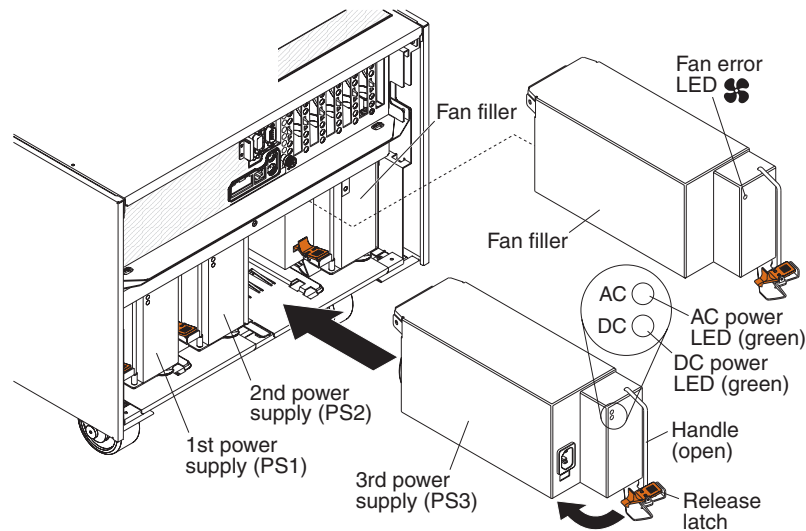
CAUTION:

Never remove the cover on a power supply or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

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



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Disconnect the power cord from the connector on the back of the power supply.
3. Press the orange release latch on the handle and pull the handle to the open position.
4. Pull the power supply out of the bay.
5. If you are instructed to return the hot-swap power supply, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

To remove a power supply filler, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Press the orange release latch on the handle and pull the handle to the open position.
3. Pull the power supply filler out of the bay.
4. If you are instructed to return the power supply filler, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the hot-swap power supply and power supply filler

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

1. Press the orange release latch on the handle and pull the handle to the open position.
2. Place the power supply into the bay and fully close the handle.
3. Connect one end of the power cord for the new power supply into the connector on the back of the power supply, and connect the other end of the power cord into a properly grounded electrical outlet.
4. Make sure that both the ac and dc power LEDs on the rear of the power supply are lit, indicating that the power supply is operating correctly

To install the replacement power supply filler, complete the following steps:

1. Press the orange release latch on the handle and pull the handle to the open position.
2. Place the power supply filler into the bay and fully close the handle.

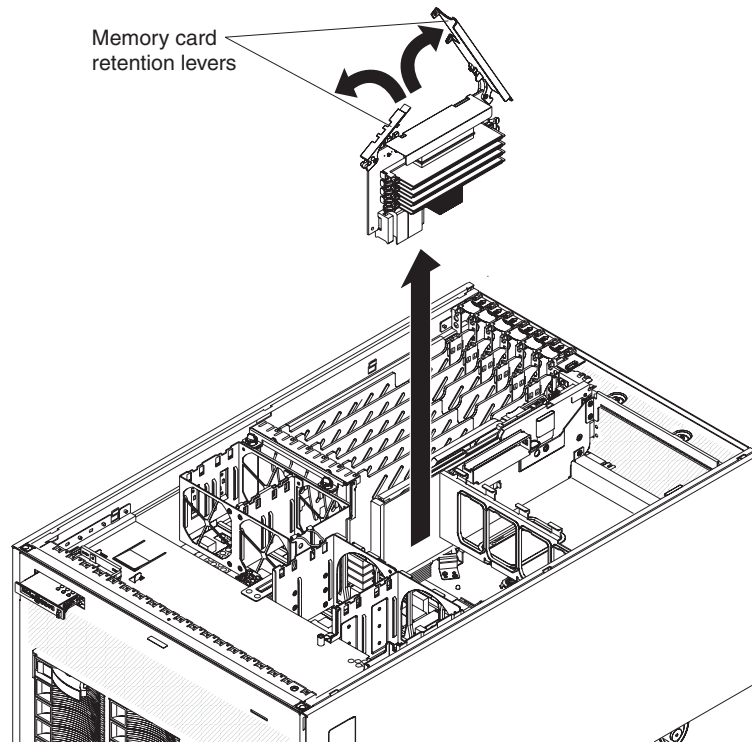
Memory card and memory module (DIMM)

The server supports 333 MHz, 1.8 V, 240-pin, PC2-3200 single-ranked double-data-rate (DDR) II, registered synchronous dynamic random-access memory (SDRAM) with error correcting code (ECC) DIMMs. These DIMMs must be compatible with the latest PC2-3200 SDRAM Registered DIMM specifications. For a list of the supported options for the server, see <http://www.ibm.com/servers/eserver/serverproven/compat/us/>.

Removing and replacing a memory card

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

To remove a memory card, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock the front cover (tower model only) and remove the top cover (see “Removing the top cover, bezel, and front cover” on page 125).
Attention: To ensure proper cooling and airflow, do not operate the server for more than 2 minutes with the top cover removed.
4. Open the retention levers on the edge of the memory card; then, lift the memory card out of the server. You must open the large retention lever first.
5. If you are instructed to return the memory card, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

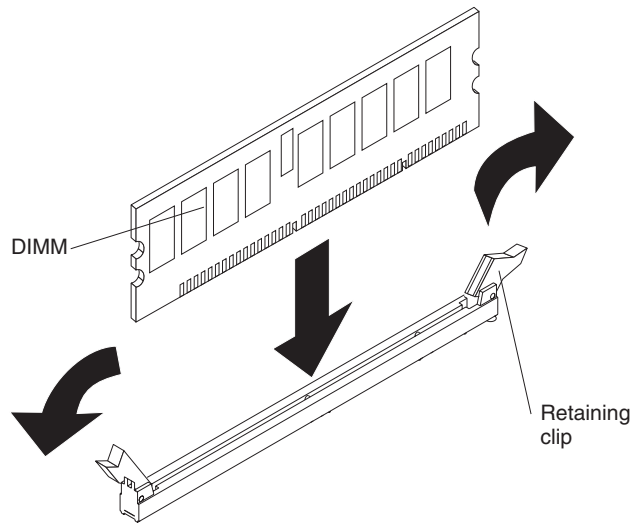
To install the replacement memory card, complete the following steps:

1. Open the retention levers on the memory card; then, while holding the memory card by the retention levers insert the memory card into the memory card connector.
2. Press the memory card into the connector and close the retention levers. You must close the small retention lever first.
3. Install the top cover (tower model only) and lock the front cover (see “Replacing the top cover, bezel, and front cover” on page 127).
4. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
5. Turn on all attached devices and the server.

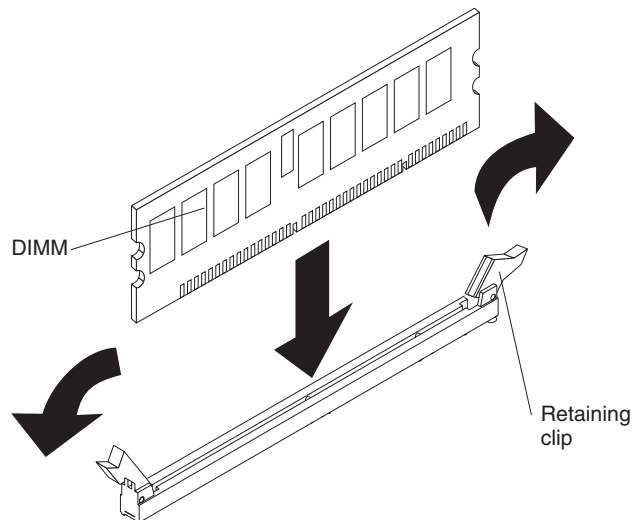
Removing and replacing a DIMM

DIMMs must be installed in pairs of the same type and speed. To use the memory mirroring feature, all the DIMMs that are installed in the server must be of the same type and speed, and the operating system must support memory mirroring.

To remove a DIMM, complete the following steps.



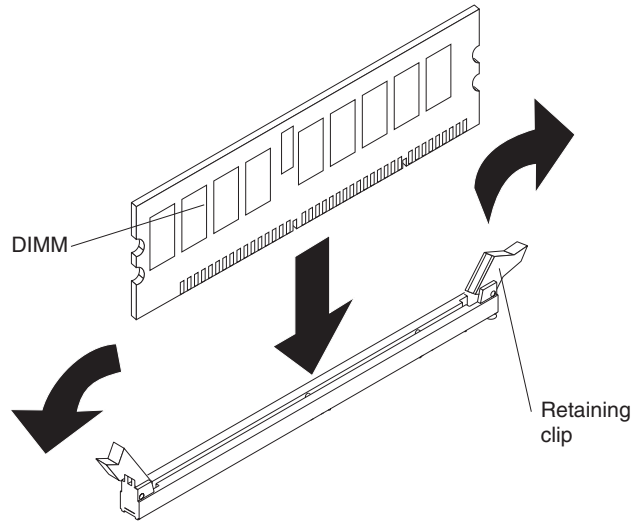
1. Read the safety information that begins on page vii and "Installation guidelines" on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock the front cover (tower model only) and remove the top cover (see "Removing the top cover, bezel, and front cover" on page 125).
Attention: To ensure proper cooling and airflow, do not operate the server for more than 2 minutes with the top cover removed.
4. Remove the memory card (see "Removing and replacing a memory card" on page 132).
5. Place the memory card on a flat surface with the DIMM connectors facing up.
Attention: To avoid breaking the DIMM retaining clips or damaging the DIMM connectors, open and close the clips gently.
6. Open the retaining clip on each end of the DIMM connector and remove the DIMM from the connector.



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

To install the replacement DIMM, complete the following steps:

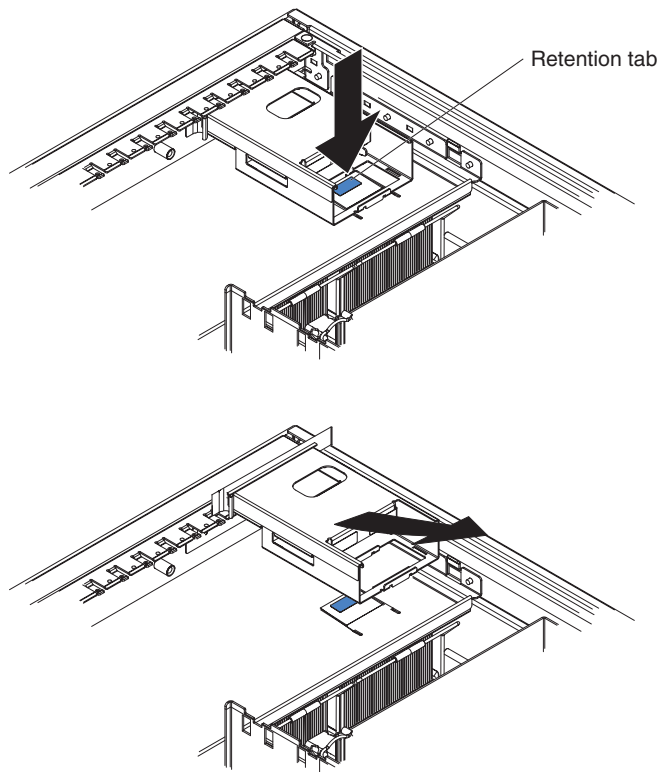
1. Open the retaining clip on each end of the DIMM connector.
2. Touch the static-protective package that contains the DIMM to any unpainted metal surface on the server. Then, remove the DIMM from the package.
3. Turn the DIMM so that the DIMM keys align correctly with the slot.



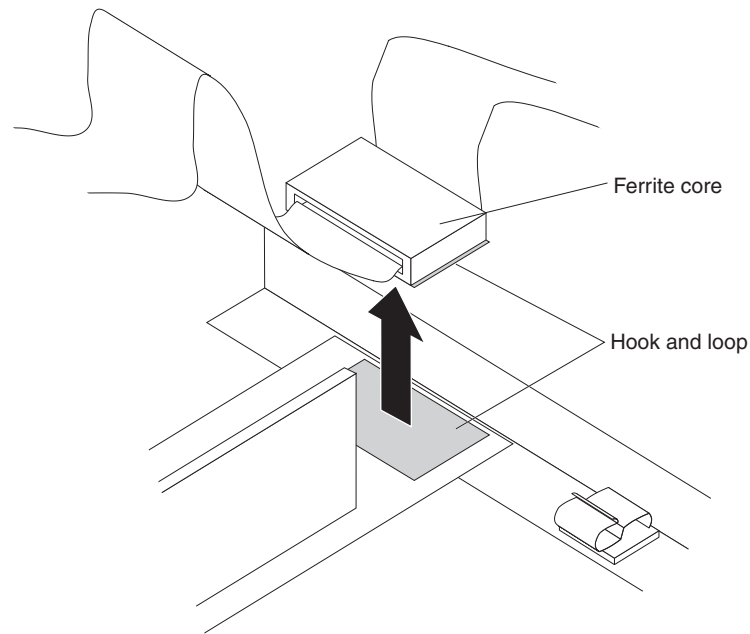
4. Insert the DIMM into the connector by aligning the edges of the DIMM with the slots at the ends of the DIMM connector. Firmly press the DIMM straight down into the connector by applying pressure on both ends of the DIMM simultaneously. The retaining clips snap into the locked position when the DIMM is seated in the connector. If there is a gap between the DIMM and the retaining clips, the DIMM has not been correctly inserted; open the retaining clips, remove the DIMM, and then reinsert it.
5. Replace the memory card (see “Removing and replacing a memory card” on page 132).
6. Install the top cover and lock the front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
7. If you disconnected any cables or power cords to replace the DIMM, connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
8. Turn on all attached devices and the server.

Removing the operator information panel assembly

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



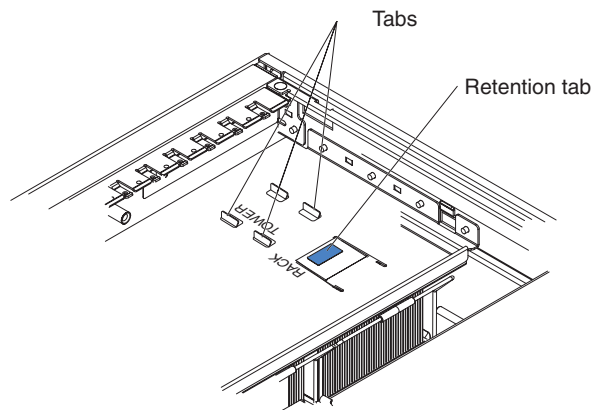
1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the front cover (tower model only), bezel, and top cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Detach the ferrite core on the light path diagnostics ribbon cable from the chassis.



5. Note where the light path diagnostics ribbon cable and front USB cable are connected, and disconnect both cables from the I/O board.
6. Note the position of the operator information panel assembly. "RACK" and "TOWER" are visible through an opening at the rear of the operator information panel assembly to indicate the position of the assembly.
7. Press on the retention tab and pull the operator information panel assembly through the chassis; then, pull the assembly up and out of the server.
8. 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.

Replacing the operator information panel assembly

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



1. Press the ferrite core into place.
2. Connect the light path diagnostics ribbon cable and front USB cable to the I/O board.
3. Slide the front of the operator information panel assembly into the opening in the chassis.
4. Insert the tabs into the guide slots on the operator information panel assembly; then, push the assembly toward the front of the server until it stops.

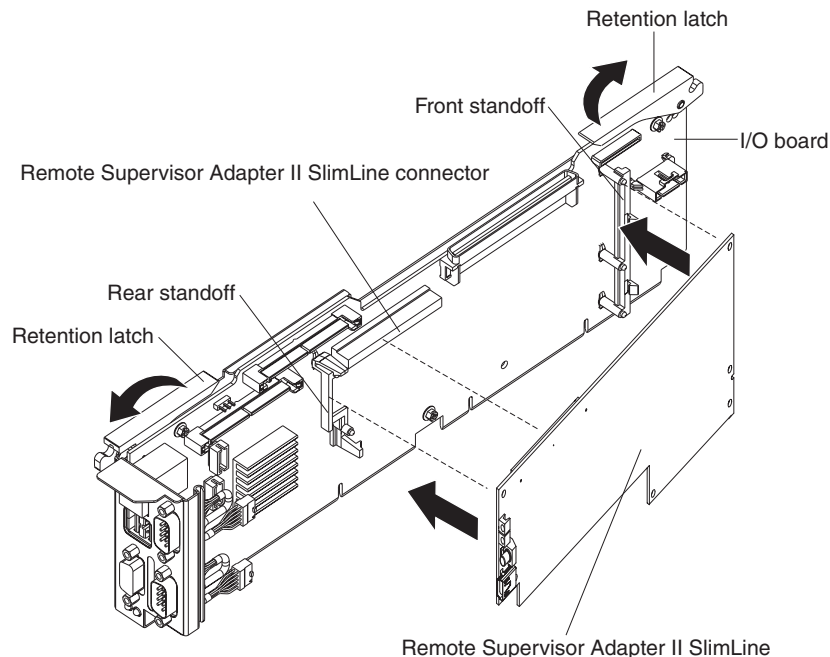
Note: To install the operator information panel assembly in the tower position the tabs must be inserted into the middle and rear guide slots. To install the operator information panel assembly in the rack position the tabs must be inserted into the front and middle guide slots. When the assembly is in position, "RACK" or "TOWER" will be visible through the opening at the rear of the assembly.

5. Connect the light path diagnostics ribbon cable and front USB cable to the I/O board.
6. Install the top cover, front cover (tower model only), and bezel (see "Replacing the top cover, bezel, and front cover" on page 127).
7. Connect the cables and power cords (see "Connecting the cables" on page 124 for cabling instructions).
8. Turn on all attached devices and the server.

Removing the IBM Remote Supervisor Adapter II SlimLine

The Remote Supervisor Adapter II SlimLine must be installed in its dedicated connector on the I/O board.

To remove the Remote Supervisor Adapter II SlimLine, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock the front cover (tower model only) and remove the top cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Note the location of the cables connected to the I/O board; then, remove the cables from the I/O board.
5. Remove the I/O board (see “Removing the I/O board” on page 145) and place the board on a static-protective surface with the battery facing up.
6. Release the retention latch on the rear standoff and pull the adapter from the I/O board.
7. If you are instructed to return the Remote Supervisor Adapter II SlimLine, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the IBM Remote Supervisor Adapter II SlimLine

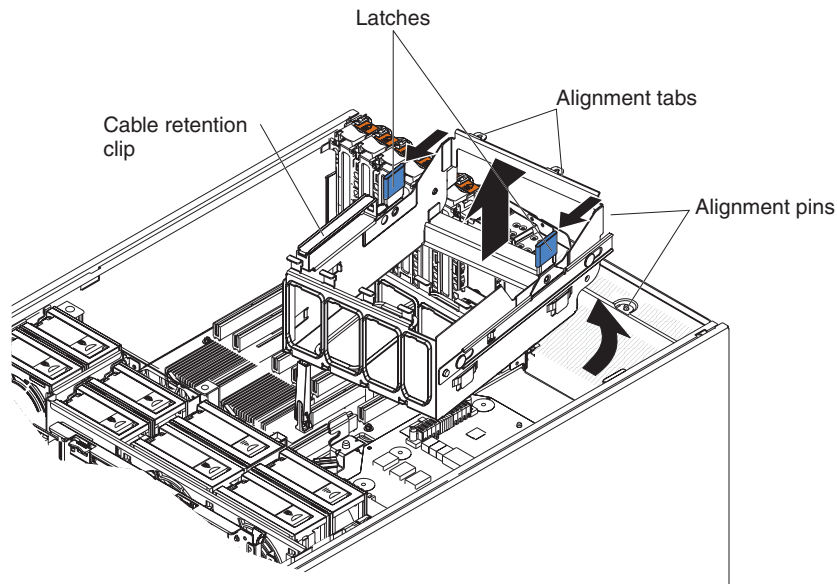
To install the replacement Remote Supervisor Adapter II SlimLine, complete the following steps:

1. Insert the rear of the adapter into the rear standoff; then, rotate the front of the adapter into the front standoff.
2. Press the Remote Supervisor Adapter II SlimLine firmly into the connector.
3. Install the I/O board (see “Replacing the I/O board” on page 146).
4. Install the top cover and lock the front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).

5. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
6. Turn on all attached devices and the server.

Removing the support structure

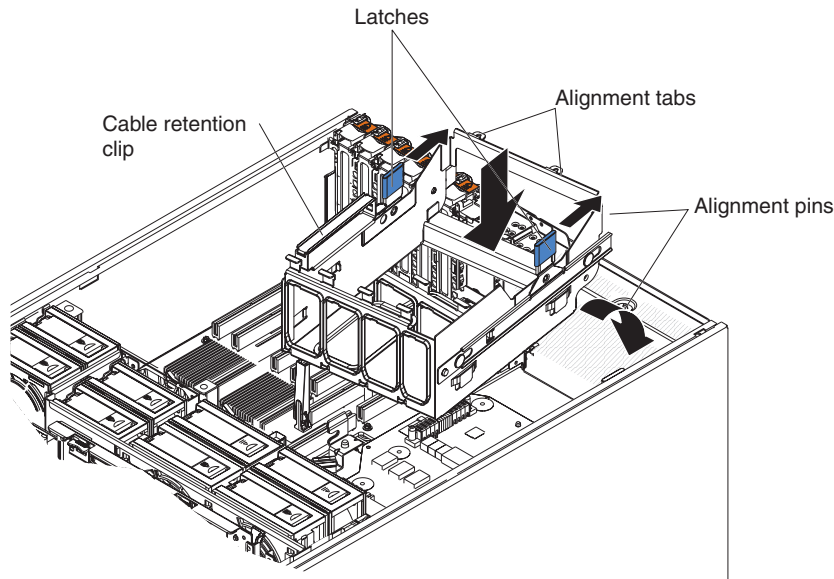
To remove the support structure, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock the front cover (tower model only) and remove the top cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Remove the memory cards (see “Removing and replacing a memory card” on page 132).
5. Disconnect the cables from the I/O board that pass through the support structure; then, open the cable retention clip and place the cable in the structure.
6. Pull the two blue latches on the support structure toward the front of the server; the structure will disengage from the chassis.
7. Grasp the handle in the middle of the structure and rotate the structure up, allowing the structure to pivot at the chassis front. Guide the cables through the slot in the bottom of the structure.
8. Lift the structure out of the server, and make sure that the alignment tabs clear the chassis.
9. If you are instructed to return the support structure, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the support structure

To install the replacement support structure, complete the following steps.



Attention: Do not allow any cables to be pinched or caught on metal protrusions.

1. Align the tabs on the support structure with the notches on the rear of the chassis; then, gently lower the structure into the server and guide the cables through the slot in the bottom of the structure. Make sure that the structure is firmly seated in the chassis.
2. Push the two blue latches of the support structure toward the rear of the server until they lock the structure into position.
3. Connect the signal cables to the I/O board and close the retention latch.
4. Replace the memory cards.
5. Install the top cover (tower model only) and lock the front cover (see “Replacing the top cover, bezel, and front cover” on page 127).
6. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
7. Turn on all attached devices and the server.

Removing and replacing Tier 2 CRUs

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

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

Removing the battery

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

- When replacing the battery, you must replace it with a lithium battery of the same type from the same manufacturer.
- To order replacement batteries, call 1-800-426-7378 within the United States, and 1-800-465-7999 or 1-800-465-6666 within Canada. Outside the U.S. and Canada, call your IBM marketing representative or authorized reseller.

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

Statement 2:



CAUTION:

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

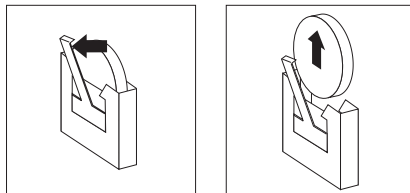
Do not:

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

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

To remove the battery, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock the front cover (tower model only) and remove the top cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Note the location of the cables connected to the I/O board; then, remove the cables from the I/O board.
5. Remove the I/O board (see “Removing the I/O board” on page 145) and place the board on a static-protective surface with the battery facing up.
6. Remove the battery:
 - a. Use one finger to press the top of the battery clip away from the battery.
 - b. Lift and remove the battery from the socket.

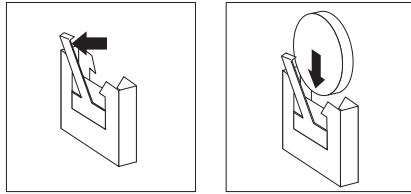


Replacing the battery

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 replacement battery:

- a. Position the battery so that the positive (+) symbol is facing away from you.
- b. Use one finger to press the top of the battery clip away from the battery.
- c. Press the battery into the socket until it clicks into place. Make sure that the battery clip holds the battery securely.



3. Install the I/O board (see “Replacing the I/O board” on page 146).
4. Install the top cover (tower model only) and lock the front cover (see “Replacing the top cover, bezel, and front cover” on page 127).
5. Reconnect the external cables; then, reconnect the power cords and turn on the peripheral devices and the server.

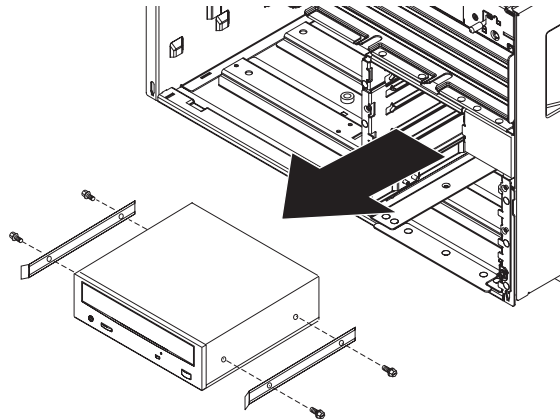
Note: You must wait approximately 20 seconds after you connect the power cord of the server to an electrical outlet before the power-control button becomes active.

6. Start the Configuration/Setup Utility program and reset the configuration:
 - Set the system date and time.
 - Set the power-on password.
 - Reconfigure the server.

See “Using the Configuration/Setup Utility program” on page 164 for details.

Removing the CD drive

To remove a CD drive, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. (Tower model only) Remove the front cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Press on the blue retention latches on each side of the drive and pull the CD drive out of the server.

5. Disconnect the signal and power cable from the back of the CD drive.
6. Remove the blue plastic side rails from the CD drive and set them aside for future use.
7. If you are instructed to return the CD drive, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

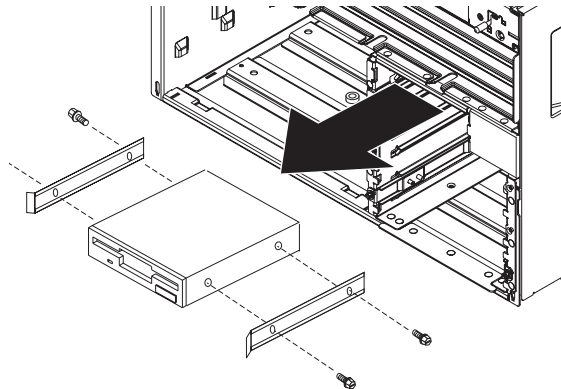
Replacing the CD drive

To install the replacement CD drive, complete the following steps:

1. Install the blue plastic side rails on the CD drive.
2. Connect the signal and power cables to the back of the CD drive.
3. Slide the CD drive into the server until it snaps into place.
4. (Tower model only) Install the front cover (see “Replacing the top cover, bezel, and front cover” on page 127).
5. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
6. Turn on all attached devices and the server.

Removing the diskette drive

To remove a diskette drive, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the front cover (tower model only) and bezel (see “Removing the top cover, bezel, and front cover” on page 125).
4. Press on the blue retention latches on each side of the drive and pull the diskette drive out of the server.
5. Disconnect the signal and power cable from the back of the diskette drive.
6. Remove the blue plastic side rails from the diskette drive and set them aside for future use.
7. If you are instructed to return the diskette drive, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the diskette drive

To install the replacement diskette drive, complete the following steps:

1. Install the blue plastic side rails on the diskette drive.

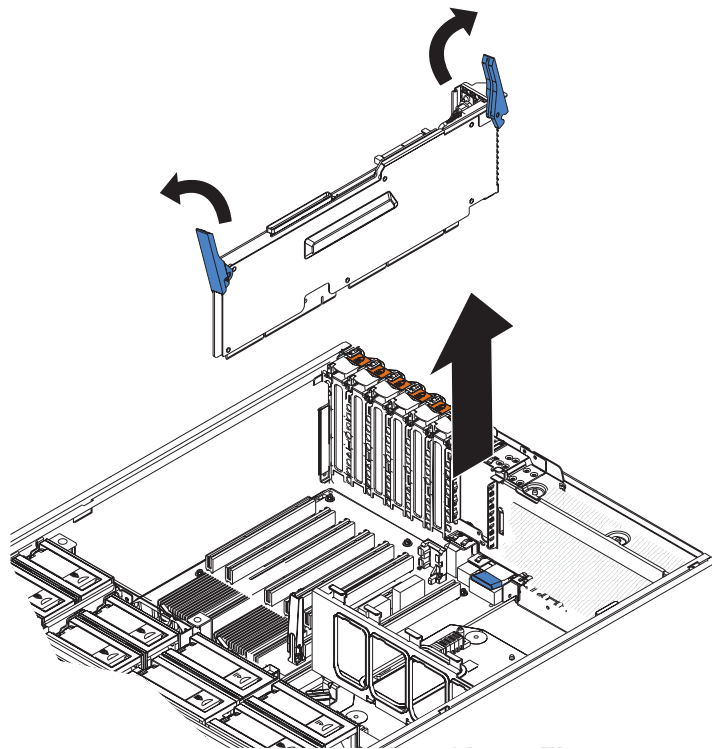
2. Connect the signal and power cables to the back of the diskette drive.
3. Slide the diskette drive into the server until it snaps into place.
4. Install the bezel and front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
5. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
6. Turn on all attached devices and the server.

Removing the I/O board

When replacing the I/O board, you must either update the server with the latest SAS firmware or restore the pre-existing firmware from a diskette or CD image.

The I/O board contains three-pin jumper blocks. See “I/O board internal connectors and jumpers” on page 8 for the location and description of each jumper block.

To remove the I/O board, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock the front cover (tower model only) and remove the top cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Note where each cable is connected, and disconnect all internal and external cables from the I/O board.
5. Remove the cable retaining clip that secures the SAS cables and other cables and move the cables out of the way.
6. Open the retention latches on both ends of the I/O board and pull the board from the server slightly.

7. Remove the IBM Remote Supervisor Adapter II SlimLine from the I/O board if one is installed.
8. If you are instructed to return the I/O board, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the I/O board

To install the replacement I/O board, complete the following steps:

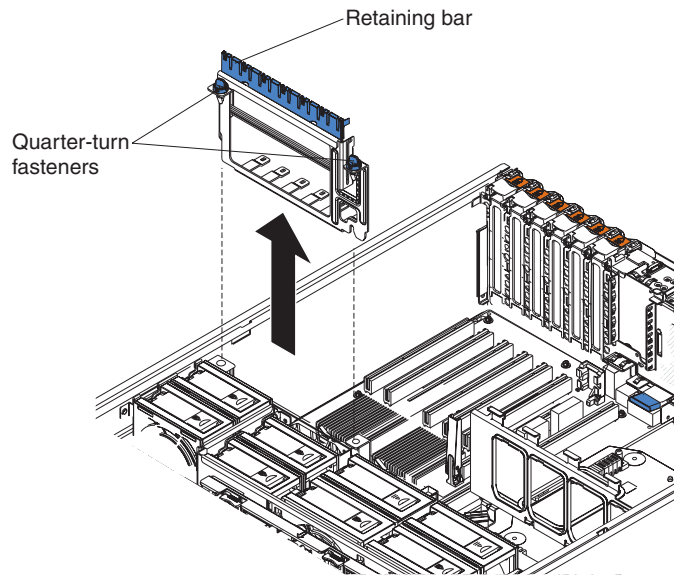
1. Align the board with the card guides and insert the board in the connector.
2. Close the release latches to seat the board in the connector.
3. Connect all cables to the internal connectors on the I/O board.

Note: Make sure that all cables are securely and fully connected.

4. Install the cable retaining clip.
5. Install the top cover and lock the front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
6. Connect all the external cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
7. Turn on all attached devices and the server.

Removing the PCI-X adapter guide

To remove the PCI-X adapter guide, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Unlock the front cover (tower model only) and remove the top cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Lift the retaining bar.
5. Remove all adapters and adapter dividers, and place the adapters on a static-protective surface.

Note: You might find it helpful to note where each adapter is installed before removing the adapters.

6. Turn the blue quarter-turn fasteners to release the PCI-X adapter guide.
7. Lift the guide out of the server.
8. If you are instructed to return the PCI-X adapter guide, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the PCI-X adapter guide

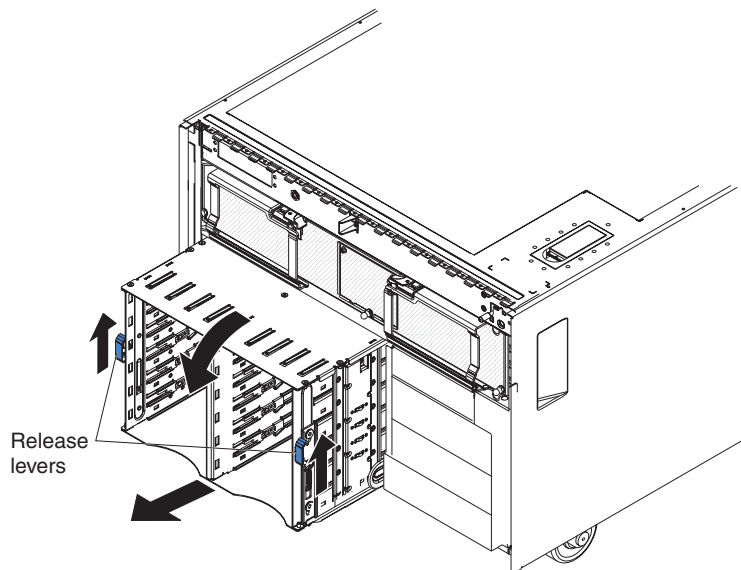
To install the replacement PCI-X adapter guide, complete the following steps:

1. Align the two tabs on the PCI-X adapter guide with the two slots on the chassis.
2. Set the guide firmly into place and turn the quarter-turn fasteners to secure the guide.
3. Reconnect the cables that pass through the PCI-X adapter guide and route the cables through the routing feature of the guide.
4. Install the adapters and dividers. When replacing the dividers, make sure that the tabs on the bottom of the dividers rest in the holes in the bottom of the metal section of the guide and the tabs on the top of the dividers engage the plastic retainer section of the guide.
5. Lower the retaining bar.
6. Install the top cover and lock the front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
7. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
8. Turn on all attached devices and the server.

Removing the SAS backplane

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

1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the front cover (tower model only), top cover, and bezel (see “Removing the top cover, bezel, and front cover” on page 125).
4. Pull the hard disk drives out of the server.

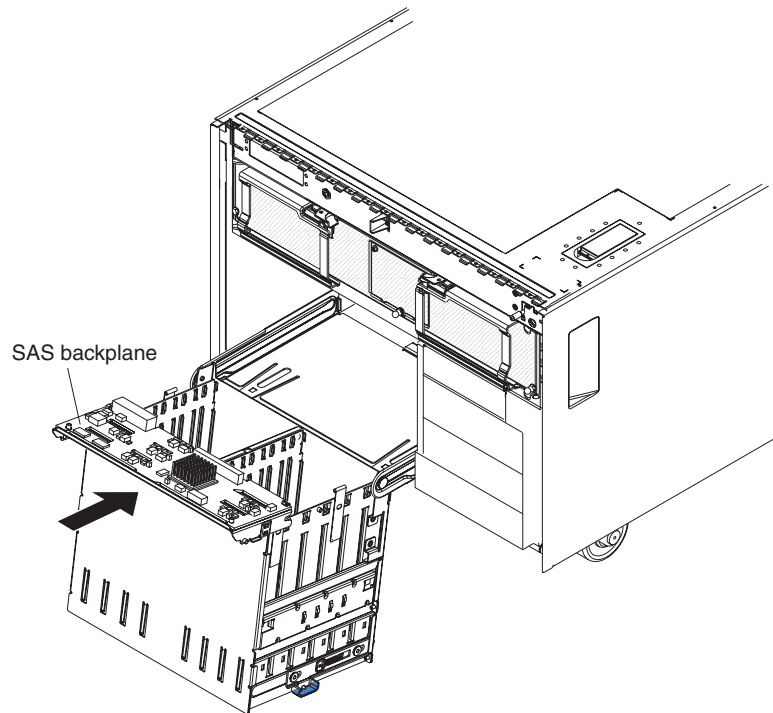


5. Lift the release levers on each side of the SAS cage and pull it out of the server until it stops.
6. Note where the SAS signal cables are connected on the backplane, and disconnect the cables.
7. Grasp the top edge of the SAS backplane and pull it up slightly while lifting the backplane away from the SAS hard disk drive cage.
8. If you are instructed to return the SAS backplane, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the SAS backplane

To install the replacement SAS backplane, complete the following steps:

1. Connect the signal cables to the replacement backplane.

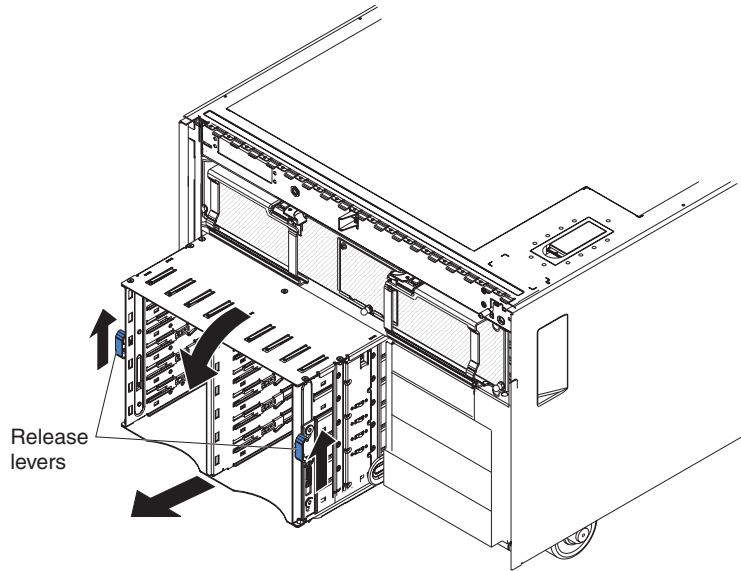


2. Slide the backplane into the card guides on the rear of the SAS hard disk drive cage and press the backplane into place.
3. Connect one end of the new SAS signal cable to the SAS backplane; then, following the existing SAS signal cable, route the new SAS signal cable through the server and over the divider next to the I/O board.
4. Raise the front of the SAS hard disk drive cage and slide it back into the server.
5. Install the hard disk drives.
6. Install the top cover (tower model only), bezel, and front cover (see “Replacing the top cover, bezel, and front cover” on page 127).
7. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
8. Turn on all attached devices and the server.

Removing the SAS hard disk drive cage

To remove the SAS hard disk drive cage, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the front cover (tower model only) and bezel (see “Removing the top cover, bezel, and front cover” on page 125).
4. Pull the hard disk drives out of the server.



5. Lift the release levers on each side of the SAS hard disk drive cage and pull it out of the server until it stops.
6. Note where the SAS signal and power cables are connected on the backplane, and disconnect the cables from the SAS backplane.
7. Remove the SAS backplane from the SAS hard disk drive cage (see “Removing the SAS backplane” on page 147).
8. Lift the two retention clips directly behind the SAS hard disk drive cage with one hand while pulling the structure out of the server.
9. If you are instructed to return the SAS hard disk drive cage, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

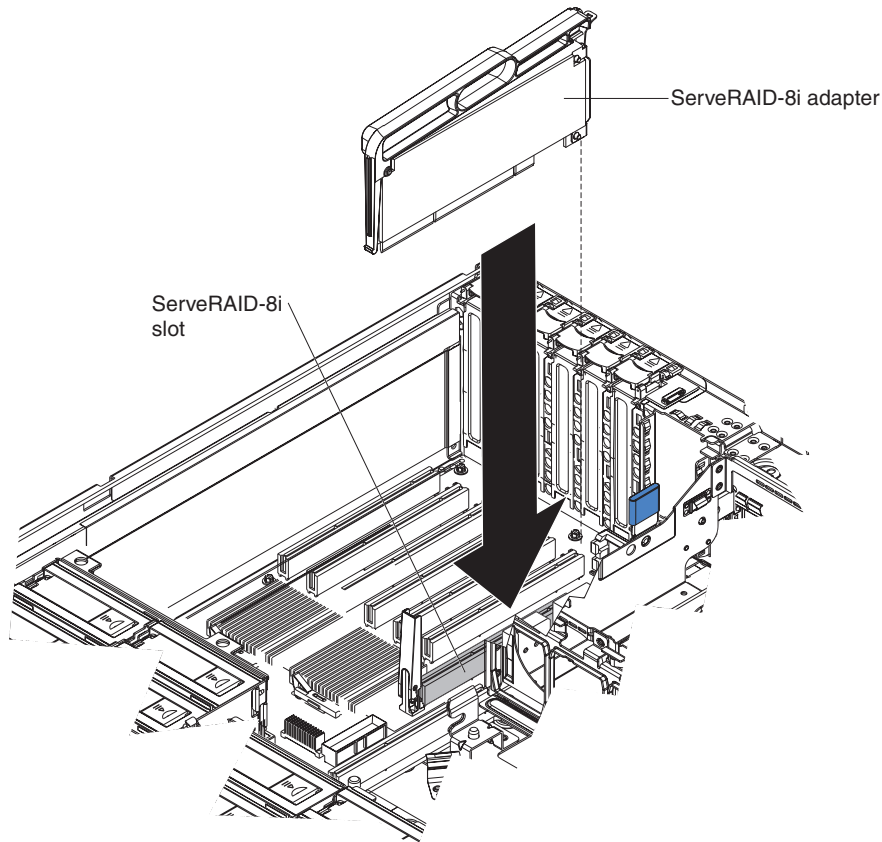
Replacing the SAS hard disk drive cage

To install the replacement SAS hard disk drive cage, complete the following steps:

1. Install the SAS backplane on the SAS hard disk drive cage (see “Replacing the SAS backplane” on page 148).
2. Extend the SAS tray out from under the SAS hard disk drive cage.
3. Push the SAS tray into the server until it stops; then, push the SAS hard disk drive cage into the server.
4. Slide the SAS cage into the server until the release levers click into place.
5. Install the hard disk drives.
6. Install the bezel and front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
7. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
8. Turn on all attached devices and the server.

Removing the ServeRAID-8i adapter

To remove the ServeRAID-8i adapter, complete the following steps.



1. Read the safety information that begins on page v and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords.
3. Unlock the front cover (tower model only), and remove the top cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Remove the two SAS signal cables from the connectors on the I/O board.
5. Open the metal locking clasp on the adapter; then, grasp the plastic handle and pull the ServeRAID-8i adapter out of the server.
6. If you are instructed to return the ServeRAID-8i adapter, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the ServeRAID-8i adapter

To install the replacement ServeRAID-8i adapter, complete the following steps:

1. Touch the static-protective package that contains the adapter to any unpainted surface on the outside of the server; then, grasp the adapter by the top edge or upper corners of the adapter and remove it from the package.
2. Remove the ServeRAID-8i adapter from the package, using the plastic handle.
Attention: Incomplete insertion might cause damage to the server or the ServeRAID-8i adapter.
3. Make sure that the metal locking clasp on the adapter is in the open position.
4. Position the ServeRAID-8i adapter so that the metal locking clasp is at the rear of the server; then, press the ServeRAID-8i adapter firmly into the connector.

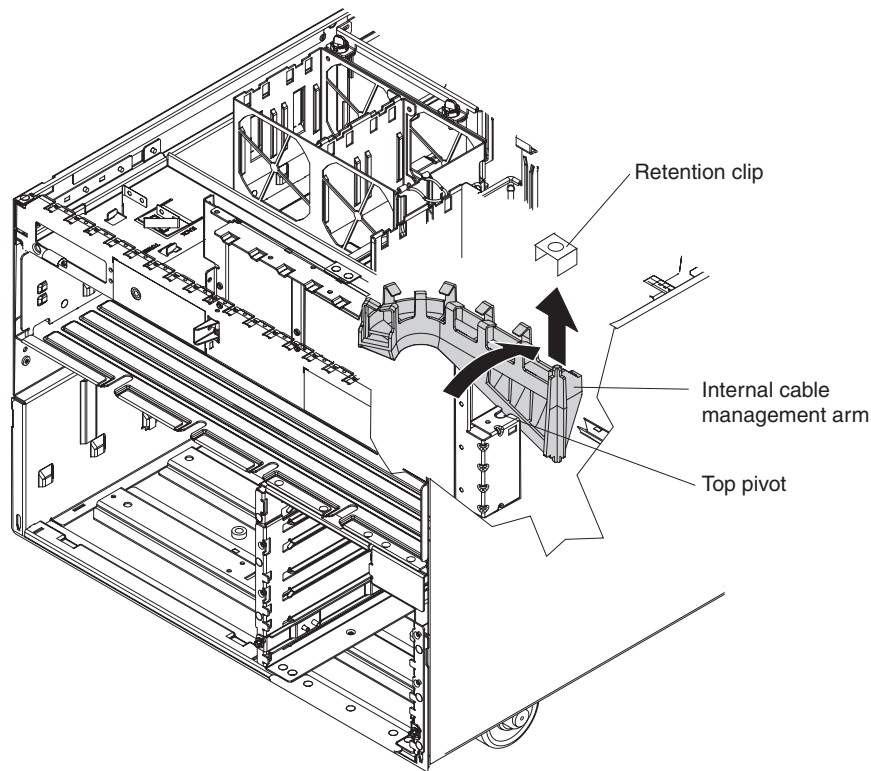
5. Reconnect the SAS cables to the I/O board.
6. Install the bezel and front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
7. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
8. Turn on all attached devices and the server.

Removing and replacing FRUs

FRUs must be installed only by trained service technicians.

Removing the internal-cable-management arm

To remove the internal-cable-management arm, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the front cover (tower model only) and bezel (see “Removing the top cover, bezel, and front cover” on page 125).
4. Remove the SAS hard disk drive cage (see “Removing the SAS hard disk drive cage” on page 148).
5. Remove the retention clip at the pivot point from the top of the internal-cable-management arm.
6. Rotate the top of the internal-cable-management arm toward the rear of the server while lifting the bottom of the internal-cable-management arm out of the lower pivot point.

7. If you are instructed to return the internal-cable-management arm, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the internal-cable-management arm

To install the replacement internal-cable-management arm, complete the following steps:

1. Insert the bottom tab of the internal-cable-management arm into the lower pivot point.
2. Rotate the top of the arm toward the front of the server, insert it into the top pivot point, and install the retention clip.
3. Route the SAS signal cable or cables through the internal-cable-management arm.
4. Install the bezel and front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
5. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
6. Turn on all attached devices and the server.

Microprocessor tray and microprocessor

The following notes describe information that you must consider when replacing a microprocessor.

- The voltage regulators for microprocessors 1 and 2 are integrated on the microprocessor board; the VRMs for microprocessors 3 and 4 come with the microprocessor options and must be installed on the microprocessor board.
- When installing additional microprocessors, populate the microprocessor connectors in numeric order, starting with connector 2.
- When installing the microprocessor tray, ensure that the air baffle lies flat and within the grooves on top of the microprocessor heat sinks and microprocessor baffles and that the air baffle remains in place while you close the microprocessor tray. You might find it helpful to hold the air baffle in place with your thumbs while closing the microprocessor tray.
- A dual-core upgrade option is available to enable the server to support dual-core microprocessors.

Important: The following minimum code levels must be installed for the server to support the dual-core upgrade:

Basic input/output system (BIOS) code level ZUJT53A

Remote Supervisor Adapter II (RSA2) firmware level ZUEP37B

Baseboard management controller (BMC) code level Z2BT05D

Complex programmable logic device (CPLD) firmware level HEUD18A

Diagnostic program (Diags) code level ZUYT26A

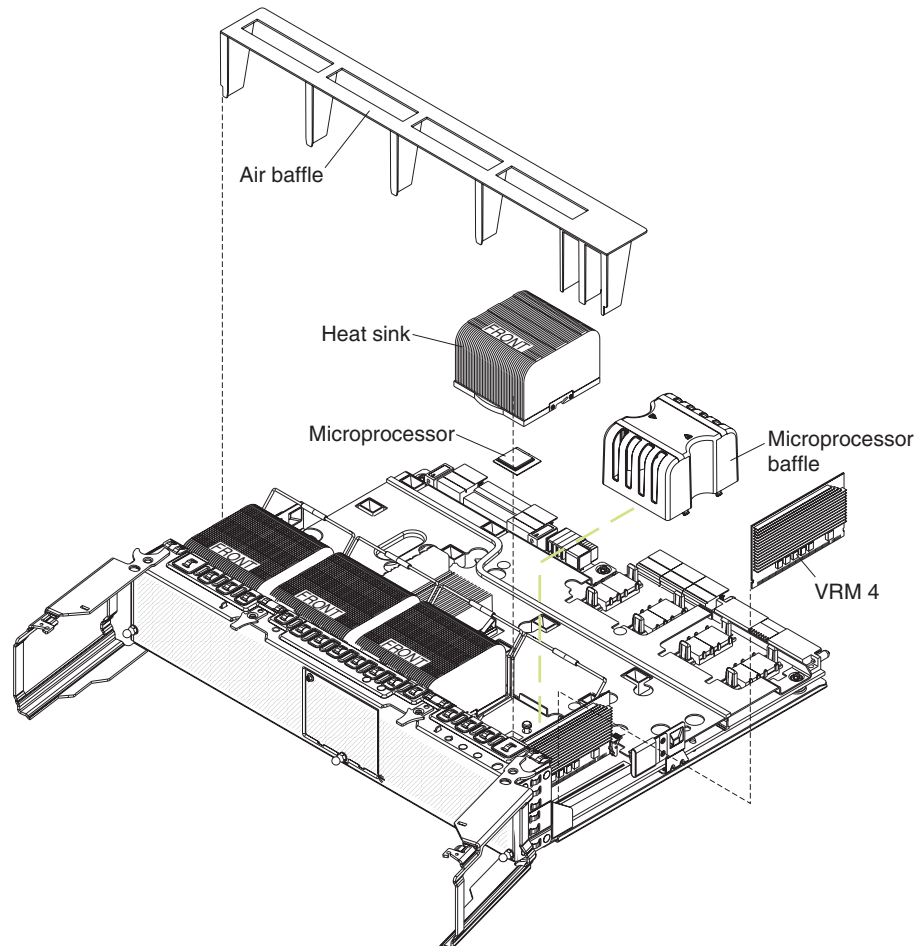
The server model number will change when you install this upgrade. A new label comes with the option kit for you to place over the existing label on the server. The following table lists the kit server model numbers before and after the dual-core upgrade is installed.

Table 4.

Model numbers before the dual-core upgrade is installed	Model numbers after the dual-core upgrade is installed
1xx	PPP
2xx	QQQ

Removing and installing a microprocessor

To remove the microprocessor tray and a microprocessor, complete the following steps:



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the front cover (tower model only), top cover, and bezel (see “Removing the top cover, bezel, and front cover” on page 125).
4. Remove all fans (see “Removing the hot-swap fan” on page 129).
5. Remove the memory cards (see “Removing and replacing a memory card” on page 132).
6. Lift the microprocessor-tray release latch.
7. Open the microprocessor-tray levers.

Attention: The microprocessor tray is heavy. Pull the tray partially out of the server, and then reposition your hands to grasp the body of the tray, before pulling out the tray the rest of the way.

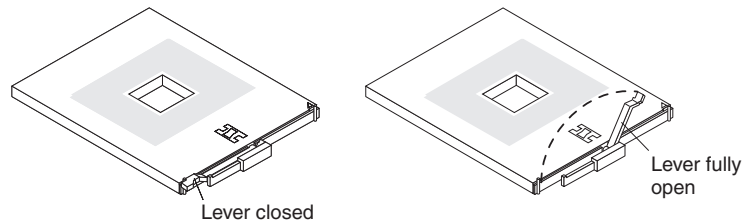
8. Remove the microprocessor tray.
9. Press on the release latches on each side of the tray; then, pull the tray out the rest of the way.
10. Lift the air baffle out of the microprocessor tray.
11. Open the heat sink-release lever and remove the heat sink.

Note: The thermal adhesive material that secures the heat sink to the microprocessor might have formed a strong bond. Gently rotate the heat sink back and forth to help break this bond. When the heat sink moves back and forth easily, the bond is broken.

12. Open the microprocessor-release lever and remove the microprocessor from the microprocessor socket.
13. If you are instructed to return the microprocessor tray and microprocessor, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

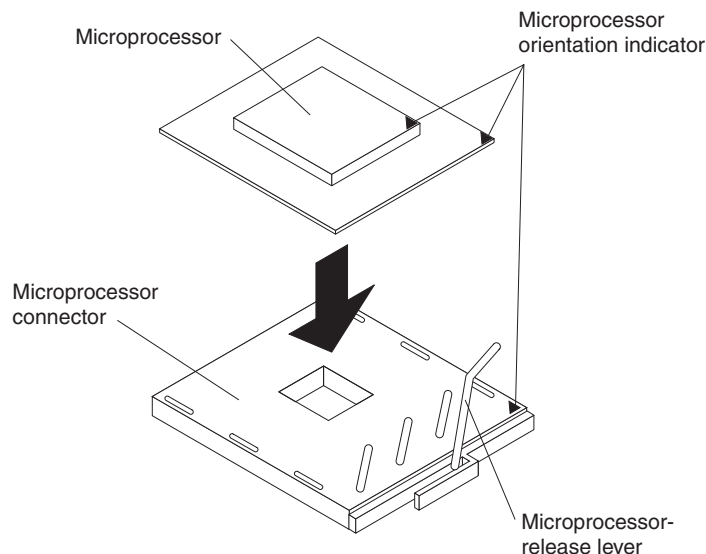
To install the replacement microprocessor tray and microprocessor, complete the following steps:

1. Lift the microprocessor-release lever to the fully open position (approximately 135° angle).



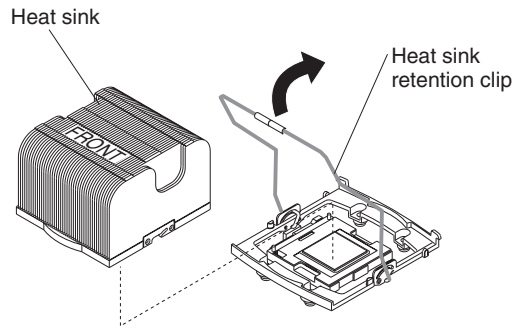
Attention: To avoid bending the pins on the microprocessor, do not use excessive force when pressing it into the socket.

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



3. Close the microprocessor-release lever to secure the microprocessor.

4. Make sure that the heat-sink retaining clip is open.
5. If you are installing a new heat sink, remove the cover from the bottom of the heat sink. If you are reinstalling a heat sink that was previously removed, see “Thermal grease” on page 156 for instructions for replacing the contaminated or missing thermal grease; then, return to this step.
6. If necessary, remove the cover from the bottom of the heat sink.
7. Position the heat sink above the microprocessor, making sure that the word “Front” is closest to the front of the server; then, press the heat sink into place and close the heat-sink release lever.



Note: If you are installing an additional microprocessor in microprocessor socket 3 or 4, you must also install a VRM.

8. If necessary, install a VRM in the connector.
 - a. Open the retaining clips on each end of the VRM connector.
 - b. Turn the VRM so the keys align with the slot.
 - c. Insert the VRM into the connector by aligning the edges of the VRM with the slots at the end of the VRM connector. Firmly press the VRM straight down into the connector by applying pressure on both ends of the VRM simultaneously. The retaining clips snap into the locked position when the VRM is seated in the connector.
9. Install the air baffle in the microprocessor tray.

Note: Make sure that the air baffle lies flat and within the grooves on top of the microprocessor heat sinks and microprocessor baffles and that the air baffle remains in place while you close the microprocessor tray. You might find it helpful to hold the air baffle in place with your thumbs while closing the microprocessor tray.

10. Install the microprocessor tray in the server:
 - a. Make sure that the microprocessor-tray release latch is open; then, push the microprocessor tray into the server.
 - b. Close the tray levers and make sure they are securely latched.
 - c. Close the microprocessor-tray release latch.
 - d. Reinstall the fans and memory cards in the server.
11. Install the bezel and front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
12. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
13. Turn on all attached devices and the server.

Thermal grease

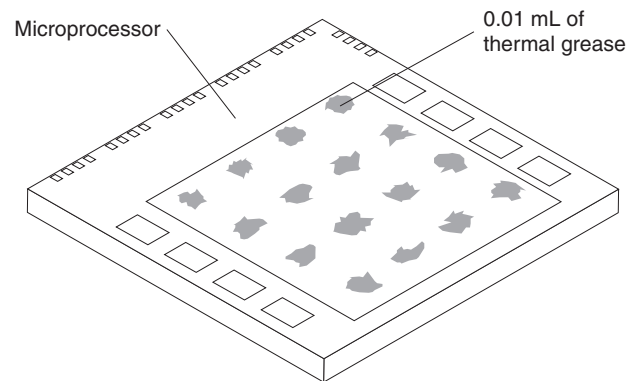
The thermal grease must be replaced whenever the heat sink has been removed from the top of the microprocessor and is going to be reused or when you find debris in the grease.

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

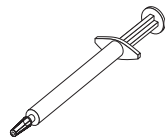
1. Place the heat sink on a clean work surface.
2. Remove the cleaning pad from its package and unfold it completely.
3. Use the cleaning pad to wipe the thermal grease from the bottom of the heat sink.

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

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



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

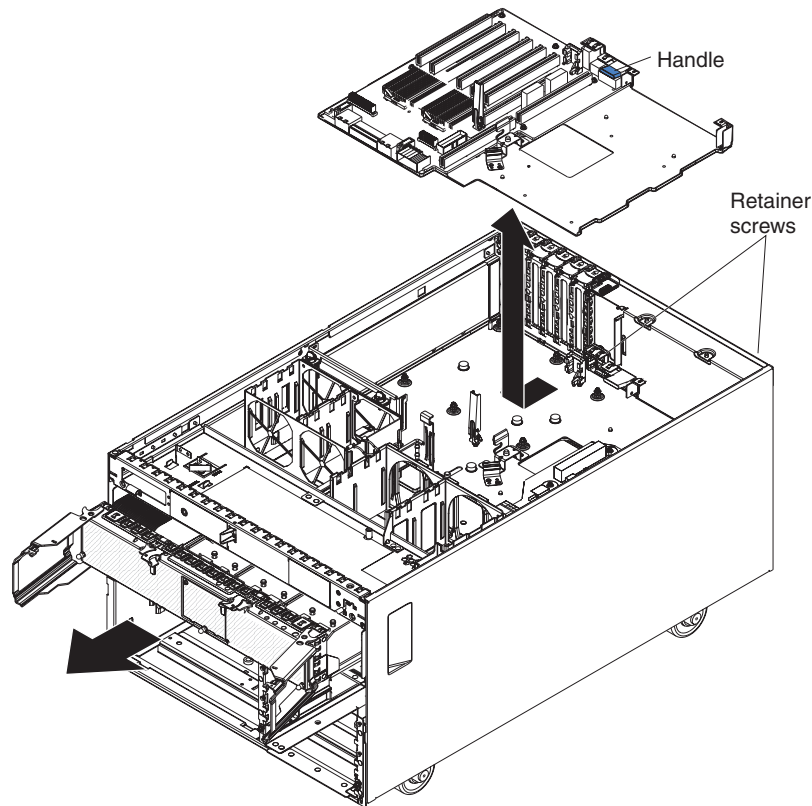


Note: 0.01 mL is one tick mark on the syringe. If the grease is properly applied, approximately half (0.22 mL) of the grease will remain in the syringe.

6. Install the heat sink onto the microprocessor as described in “Removing and installing a microprocessor” on page 153.

Removing the PCI-X board assembly

To remove the PCI-X board assembly, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the front cover (tower model only), top cover, and bezel (see “Removing the top cover, bezel, and front cover” on page 125).
4. Remove the I/O board (see “Removing the I/O board” on page 145).
5. Remove all adapters and adapter dividers, and place the adapters on a static-protective surface.

Note: You might find it helpful to note where each adapter is installed before removing the adapters.

6. Remove the card guide (see “Removing the PCI-X adapter guide” on page 146).
7. Remove the structure on the right, letting the cables pass through the opening.
8. Disconnect the PCI-X switch card cable from the PCI-X board (see “Removing the PCI-X switch-card assembly” on page 159).
9. Remove all fans (see “Removing the hot-swap fan” on page 129).
10. Remove the memory cards (see “Removing and replacing a memory card” on page 132).
11. Remove the support structure (see “Removing the support structure” on page 140).

12. Lift the microprocessor-tray release latch, open the microprocessor-tray levers, and pull the microprocessor tray out of the server slightly (see “Removing and installing a microprocessor” on page 153).
13. Remove all power supplies and if necessary, power supply fillers (see “Removing the hot-swap power supply and power supply filler” on page 131).
14. Lower the power backplane (see “Removing the power backplane” on page 161).
15. Loosen the blue retainer screws on the rear of the server.
16. Slide the PCI-X board assembly toward the front of the server and grasp the blue handle to pull the assembly out of the server.
17. If you are instructed to return the PCI-X board assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

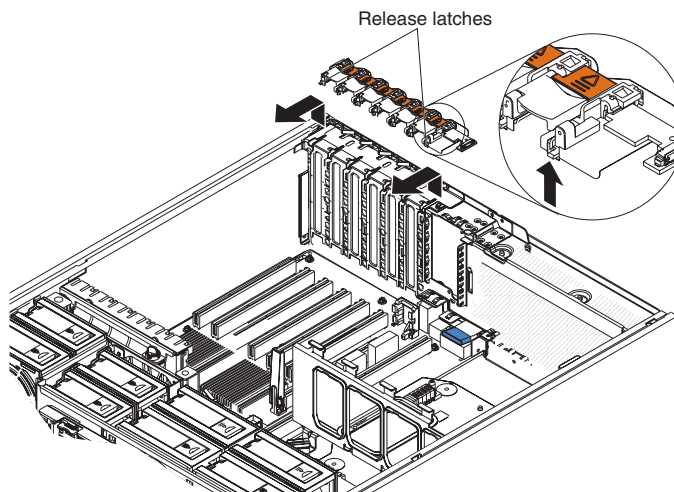
Replacing the PCI-X board assembly

To install the replacement PCI-X board assembly, complete the following steps:

1. Grasp the blue handle on the PCI-X board assembly and place the assembly in the chassis. Slide the assembly toward the rear of the chassis and align it with the blue retainer screws.
2. Tighten the retainer screws to secure the assembly.
3. Install the support structure.
4. Raise the power backplane.
5. Slide the microprocessor-tray assembly back into the server.
6. Install the memory cards.
7. Install all fans.
8. Install the power supplies and if necessary, power supply fillers.
9. Connect the PCI-X switch card cable to the connector on the PCI-X board.
10. Install the PCI-X adapter guide and the adapter dividers.
11. Install the I/O board.
12. Route the SAS and other media drive signal cables through the hole in the bottom of the structure and install the structure assembly on the right side.
13. Install the top cover, front cover (tower model only), and bezel (see “Replacing the top cover, bezel, and front cover” on page 127).
14. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
15. Turn on all attached devices and the server.

Removing the PCI-X switch-card assembly

To remove the PCI-X switch-card assembly, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the front cover (tower model only) and top cover (see “Removing the top cover, bezel, and front cover” on page 125).
4. Remove all adapters and place the adapters on a static-protective surface.

Note: You might find it helpful to note where each adapter is installed before removing the adapters.

5. Pull the two blue latches on the structure toward the front of the server; the structure disengages.
6. Grasp the structure and rotate the structure up, allowing the structure to pivot at the chassis front.
7. Lift the structure out of the server, and make sure that the alignment tabs clear the chassis.

Note: While lifting the structure out of the server, guide the signal cables through the slot in the bottom of the structure.

8. Disconnect the PCI-X switch-card ribbon cable from the card.
9. Lift the release latches and slide the card away from the chassis; then, remove the card from the server.
10. If you are instructed to return the PCI-X switch-card assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the PCI-X switch-card assembly

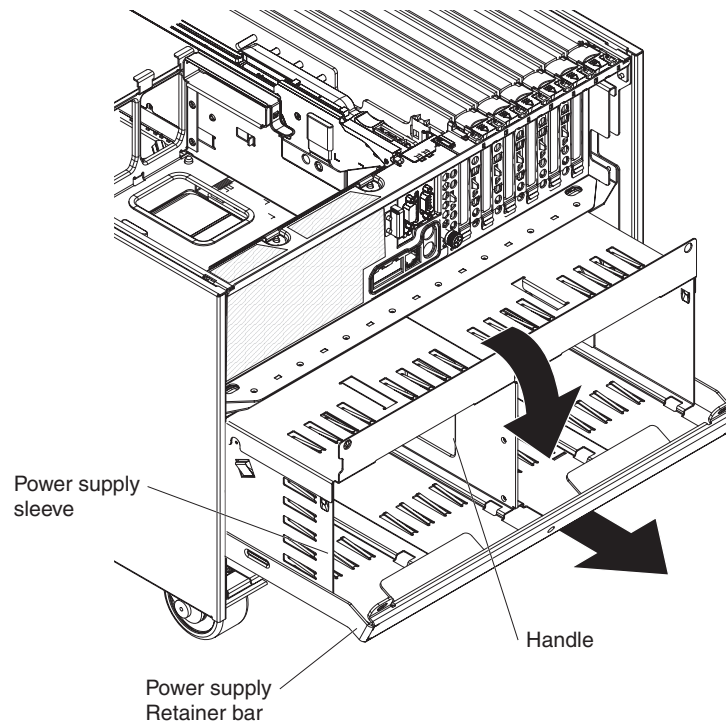
To install the replacement PCI-X switch-card assembly, complete the following steps:

1. Lower the card into place so that the lips on the bottom of the EMI shielding material fit into the chassis, and slide the card into place until the two release latches snap securely.
2. Connect the ribbon cable to the PCI-X switch-card assembly.

3. Install the adapters.
4. Install the top cover and front cover (tower model only) (see “Replacing the top cover, bezel, and front cover” on page 127).
5. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
6. Turn on all attached devices and the server.

Removing the power-supply sleeve

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



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.
3. Remove the front cover (tower model only), top cover, and bezel (see “Removing the top cover, bezel, and front cover” on page 125).
4. Remove the power supplies (see “Removing the hot-swap power supply and power supply filler” on page 131).
5. Remove all fans (see “Removing the hot-swap fan” on page 129).
6. Remove the memory cards (see “Removing and replacing a memory card” on page 132).
7. Lift the microprocessor-tray release latch, open the microprocessor-tray levers, and pull the microprocessor tray out of the server slightly (see “Removing and installing a microprocessor” on page 153).
8. The power backplane retention lever on the rear of the server will fall, allowing the power backplane to lower into the bottom half of the server chassis.
9. Remove the power backplane from the rear of the sleeve.
10. Grasp the handle in the middle of the power-supply sleeve and pull the sleeve out of the server.

11. If you are instructed to return the power-supply sleeve, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

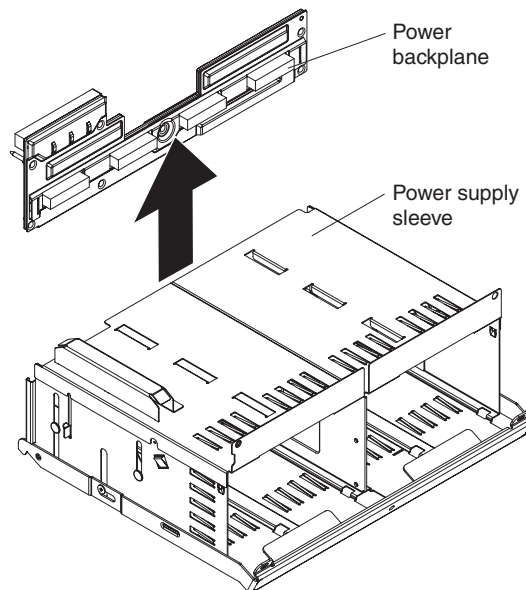
Replacing the power-supply sleeve

To install the replacement power-supply sleeve, complete the following steps.

1. Install the power backplane on the power-supply sleeve (see “Replacing the power backplane” on page 162).
2. Grasp the handle in the middle of the sleeve and push the sleeve into the rear of the server.
3. Slide the microprocessor tray partially into the server. Do not push the tray all the way in.
4. Lift the power backplane retention lever on the rear of the power-supply sleeve and hold it in place with one hand while sliding the microprocessor tray the rest of the way in. Then, close the microprocessor tray levers and close the microprocessor-tray release latch.
5. Install the power supplies.
6. Install the memory cards.
7. Install the fans.
8. Install the top cover, front cover (tower model only) and bezel (see “Replacing the top cover, bezel, and front cover” on page 127).
9. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
10. Turn on all attached devices and the server.

Removing the power backplane

To remove the power backplane, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 121.
2. Turn off the server and peripheral devices, and disconnect the power cords and all external cables necessary to replace the device.

3. Remove the front cover (tower model only), top cover, and bezel (see “Removing the top cover, bezel, and front cover” on page 125).
4. Remove the power-supply sleeve (see “Removing the power-supply sleeve” on page 160).
5. Lift the power backplane off the rear of the power-supply sleeve.
6. If you are instructed to return the power backplane, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the power backplane

To install the replacement power backplane, complete the following steps:

1. Align the power backplane with the guides on the rear of the power-supply sleeve.
2. Install the power-supply sleeve and the power supplies in the server (see “Removing the power-supply sleeve” on page 160).
3. Install the top cover, front cover (tower model only), and bezel (see “Replacing the top cover, bezel, and front cover” on page 127).
4. Connect the cables and power cords (see “Connecting the cables” on page 124 for cabling instructions).
5. Turn on all attached devices and the server.

Chapter 5. Configuration information and instructions

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

Updating the firmware

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

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

- BIOS code and the diagnostics programs are stored in ROM on the microprocessor board.
- BMC firmware is stored in ROM on the baseboard management controller on the microprocessor board.
- Ethernet firmware is stored in ROM on the Ethernet controller on the PCI-X board.
- ServeRAID firmware is stored in ROM on the ServeRAID adapter.
- SAS firmware is stored in ROM on the SAS controller on the I/O board.
- Major components contain vital product data (VPD) code. You can select to update the VPD code during the BIOS code update procedure.

Configuring the server

The *ServerGuide Setup and Installation* CD provides software setup tools and installation tools that are specifically designed for your IBM server. Use this CD during the initial installation of the server to configure basic hardware features and to simplify the operating-system installation.

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

- UpdateXpress program
- Configuration/Setup Utility program
- Baseboard management controller utility programs
- Preboot Execution Environment (PXE) boot agent utility program
- SAS/SATA Configuration Utility program
- ServeRAID Manager

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

Using the ServerGuide Setup and Installation CD

The *ServerGuide Setup and Installation* CD provides programs to detect the server model and installed hardware options, configure the server hardware, provide device drivers, and help you install the operating system. For information about the supported operating-system versions, see the label on the CD. If the *ServerGuide*

Setup and Installation CD did not come with your server, you can download the latest version from <http://www.ibm.com/pc/qtechinfo/MIGR-4ZKPPT.html>.

To start the *ServerGuide Setup and Installation* CD, complete the following steps:

1. Insert the CD, and restart the server.
2. Follow the instructions on the screen to:
 - a. Select your language.
 - b. Select your keyboard layout and country.
 - c. View the overview to learn about ServerGuide features.
 - d. View the readme file to review installation tips about your operating system and adapter.
 - e. Start the setup and hardware configuration programs.
 - f. Start the operating-system installation. You will need your operating-system CD.

Using the UpdateXpress program

The UpdateXpress program is available for most xSeries® servers and server options. It detects supported and installed device drivers and firmware in your server and installs available updates. You can download the UpdateXpress program from the Web at no additional cost, or you can purchase it on a CD. To download the program or purchase the CD, go to http://www.ibm.com/servers/eserver/xseries/systems_management/ibm_director/extensions/xpress.html.

Using the Configuration/Setup Utility program

Use the Configuration/Setup Utility program to:

- View configuration information
- View and change assignments for devices and I/O ports
- Set the date and time
- Set and change passwords
- Set the startup characteristics of the server and the order of startup devices
- Set and change settings for advanced hardware features
- View and clear error logs
- Change interrupt request (IRQ) settings
- Enable USB legacy keyboard and mouse support
- Resolve configuration conflicts

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

Starting the Configuration/Setup Utility program

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

1. Turn on the server.
2. When the prompt Press F1 for Configuration/Setup appears, press F1. If you have set both a power-on password and an administrator password, you must type the administrator password to access the full Configuration/Setup Utility menu. If you do not type the administrator password, a limited Configuration/Setup Utility menu is available.
3. Select settings to view or change.

Configuration/Setup Utility menu choices

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

- **System Summary**

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

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

- **System Information**

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

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

- **Product Data**

Select this choice to view the machine type and model of the server, the serial number, the revision level or issue date of the BIOS and diagnostics code stored in electrically erasable programmable ROM (EEPROM), and the revision level of the firmware on the Remote Supervisor Adapter II SlimLine.

- **System Card Data**

Select this choice to view VPD for some server components.

- **Devices and I/O Ports**

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

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

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

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

- **Date and Time**

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

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

- **System Security**

Select this choice to set passwords. See “Passwords” on page 168 for more information about passwords. You can also enable the chassis-intrusion detector to alert you each time the server cover is removed.

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

- **Power-on Password**

Select this choice to set or change a power-on password. See “Power-on password” on page 168 for more information.

- **Administrator Password**

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

Select this choice to set or change an administrator password. An administrator password is intended to be used by a system administrator; it limits access to the full Configuration/Setup Utility menu. If an administrator password is set, the full Configuration/Setup Utility menu is available only if you type the administrator password at the password prompt. See “Administrator password” on page 169 for more information.

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

- **Start Options**

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

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

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

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

You can enable a virus-detection test that checks for changes in the boot record when the server starts.

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

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

- **Advanced Setup**

Select this choice to change settings for advanced hardware features.

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

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

- **System Partition Visibility**

Select this choice to specify whether the System Partition is visible or hidden.

- **Memory Settings**

Select this choice to manually enable a pair of memory connectors. If a memory error is detected during POST or memory configuration, the server automatically disables the failing pair of memory connectors and continues operating with reduced memory. After the problem is corrected, you must manually enable the memory connectors. Use the arrow keys to highlight the pair of memory connectors that you want to enable, and use the arrow keys to select **Enable**.

- **CPU Options**

Select this choice to enable or disable the Hyper-Threading Technology and to select the clustering technology settings.

– **PCI Slot/Device Information**

Select this choice to view system resources that are used by installed PCI/PCI-X devices. PCI/PCI-X devices are usually configured automatically. This information is saved when you exit. The **Save Settings**, **Restore Settings**, and **Load Default Settings** choices on the Configuration/Setup Utility main menu do not save the PCI Slot/Device Information settings.

This selection is only available when a Remote Supervisor II Adapter SlimLine is installed in the server.

– **RSA II Settings**

Select this choice to view and change Remote Supervisor Adapter II SlimLine settings. Select **Save Values and Reboot RSA II** to save the changes you have made in the settings and restart the Remote Supervisor Adapter II SlimLine.

– **Baseboard management controller (BMC) settings**

Select this choice to view information and to change baseboard management controller (BMC) settings.

- **BMC firmware Ver**

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

- **BMC POST Watchdog**

Enable or disable the BMC POST watchdog. **Disable** is the default setting.

- **BMC POST Watchdog Timeout**

Set the BMC POST watchdog timeout value. **5 minutes** is the default setting.

- **System BMC Serial Port Sharing**

Enable or disable the system BMC serial port sharing. **Enable** is the default setting.

- **BMC Serial Port Access Mode**

Share or disable the BMC serial port access mode. **Shared** is the default setting.

- **Reboot system on NMI**

If you enable this option, the server automatically restarts 60 seconds after the service processor issues a nonmaskable interrupt (NMI) to the server. If you disable this option, the server does not restart. **Enable** is the default setting.

- **BMC Network Configuration**

Select this choice to view the BMC Network Configuration information.

- **BMC System Event Log**

Select this choice to view the BMC system event log, which contains all system error and warning messages that have been generated. Use the arrow keys to move between pages in the log. If an optional IBM Remote Supervisor Adapter II SlimLine is installed, the full text of the error messages is displayed; otherwise, the log contains only numeric error codes. Run the diagnostic program to get more information about error codes that occur. See the *Problem Determination and Service Guide* on the IBM *Documentation* CD for instructions. Select **Clear error logs** to clear the BMC system event log.

• **Error Logs**

Select this choice to view or clear error logs.

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

- **POST Error Log**

Select this choice to view the three most recent error codes and messages that were generated during POST. Select **Clear error logs** to clear the POST error log.

- **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 you have made in the settings and restore the factory settings.

- **Exit Setup**

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

Passwords

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

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

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

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

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

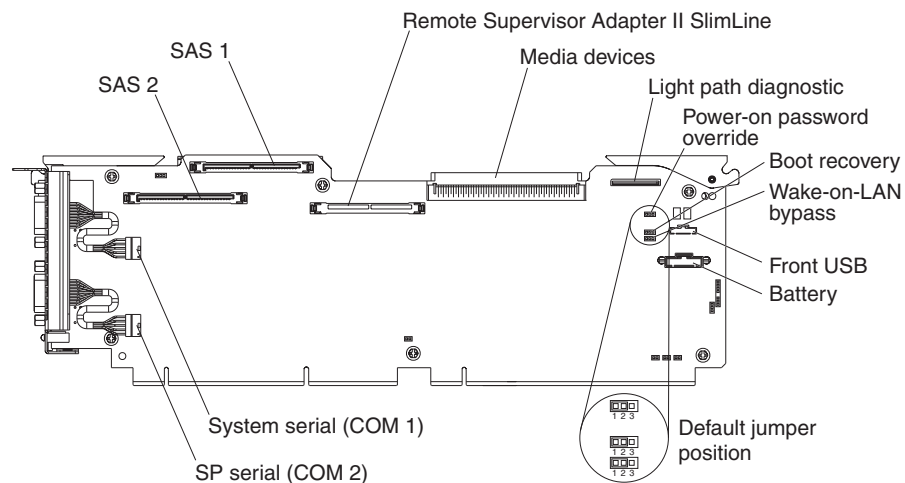
If a power-on password is set, you can enable the Unattended Start mode, in which the keyboard and mouse remain locked but the operating system can start. You can unlock the keyboard and mouse by typing the power-on password.

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

- If an administrator password is set, type the administrator password at the password prompt. Start the Configuration/Setup Utility program and reset the power-on password.
- Remove the battery from the server and then reinstall it. For instructions on removing the battery, see “Removing the battery” on page 141.
- Change the position of the power-on password override jumper on the I/O board to bypass the power-on password check.

Attention: Before changing any switch settings or moving any jumpers, turn off the server; then, disconnect all power cords and external cables. See “Safety” on page vii. Do not change settings or move jumpers on any system-board switch or jumper blocks that are not shown in this document.

The following illustration shows the location of the power-on password override, boot recovery, and Wake on LAN bypass jumpers.



While the server is turned off, move the power-on password jumper from pins 1 and 2 to pins 2 and 3. You can then start the Configuration/Setup Utility program and reset the power-on password. After you reset the password, turn off the server again and move the jumper back to pins 1 and 2.

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

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

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

Installing and using the baseboard management controller utility programs

The baseboard management controller provides environmental monitoring for the server. If environmental conditions exceed thresholds or if system components fail, the baseboard management controller lights LEDs to help you diagnose the problem and also records the error in the BMC system event log.

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

Use the baseboard management controller firmware update utility program to download a baseboard management controller firmware update. The firmware update utility program updates the baseboard management controller firmware only and does not affect any device drivers.

To download the utility program, go to <http://www.ibm.com/support/>; then, copy the Flash.exe file to a firmware update diskette.

Notes:

1. Default BMC IP address: 10.1.1.97
2. To ensure proper server operation, be sure to update the server baseboard management controller firmware before updating the BIOS code.

From a POST/BIOS standpoint, for remote control support, there is a "priority" for handling remote entities. This allows a limit on the amount of entities which can control a system remotely (and in some cases even locally) at one time. The priority is as follows:

1. No remote session, local keyboard input allowed as expected.
2. RSA II remote session, no local keyboard input allowed and only local video (during post only). OS will allow both remote and local access.
3. SOL/serial console session, both local keyboard and remote serial input allowed.
4. RSA II remote session and SOL/serial console session enabled - No local keyboard, no SOL/Console video and/or keyboard access. Only RSA II input allowed.

If a RSA II remote session is started, it takes the highest priority and will block both SOL and local keyboard input.

Using the SAS/SATA Configuration Utility program

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

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

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

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

Configuring the Ethernet controller

The Ethernet controller is integrated on the system board. It provides an interface for connecting to a 10-Mbps, 100-Mbps, or 1-Gbps network and provides full-duplex (FDX) capability, which enables simultaneous transmission and reception of data on the network. If the Ethernet ports in the server support auto-negotiation, the

controller detects the data-transfer rate (10BASE-T, 100BASE-TX, or 1000BASE-T) and duplex mode (full-duplex or half-duplex) of the network and automatically operates at that rate and mode.

You do not have to set any jumpers or configure the controller. However, you must install a device driver to enable the operating system to address the controller. For device drivers and information about configuring the Ethernet controller, see the *Broadcom NetXtreme Gigabit Ethernet Software CD* that comes with the server. For updated information about configuring the controller, go to <http://www.ibm.com/support/>.

Using the PXE boot agent utility program

Use the Preboot Execution Environment (PXE) boot agent utility program to enable or disable operating-system wake-up support.

Note: The server does not support changing the network boot protocol or specifying the startup order of devices through the PXE boot agent utility program.

To start the PXE boot agent utility program, complete the following steps:

1. Turn on the server.
2. When the Initializing Intel (R) Boot Agent Version X.X.XX PXE 2.0 Build XXX (WfM 2.0) prompt appears, press Ctrl+S. You have 2 seconds (by default) to press Ctrl+S after the prompt appears. If the prompt does not appear, use the Configuration/Setup Utility program to enable the Ethernet PXE/DHCP option.
3. To select a choice from the menu, use the arrow keys and press Enter.
4. To change the settings of the selected items, follow the instructions on the screen.

Using the ServeRAID configuration programs

A ServeRAID controller enables you to configure multiple physical hard disk drives to operate as logical drives in a disk array. The controller comes with a CD that contains the ServeRAID Manager program and the ServeRAID Mini-Configuration program, which you can use to configure the ServeRAID controller. For information about these programs, see the documentation that comes with the ServeRAID controller and the *User's Guide* on the IBM *Documentation* CD. If the server comes with an operating system installed, such as Microsoft Windows 2000 Datacenter Server, see the software documentation that comes with the server for configuration information.

Appendix A. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This appendix contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your system or optional device, and whom to call for service, if it is necessary.

Before you call

Before you call, make sure that you have taken these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system and any optional devices are turned on.
- Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system. Information about diagnostic tools is in the *Hardware Maintenance Manual and Troubleshooting Guide* or *Problem Determination and Service Guide* on the IBM Documentation CD that comes with your system.

Note: For some IntelliStation models, the *Hardware Maintenance Manual and Troubleshooting Guide* is available only from the IBM support Web site.

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

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the online help or in the documentation that is provided with your IBM product. The documentation that comes with IBM systems also describes the diagnostic tests that you can perform. Most systems, operating systems, and programs come with documentation that contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the documentation for the operating system or program.

Using the documentation

Information about your IBM system and preinstalled software, if any, or optional device is available in the documentation that comes with the product. That documentation can include printed documents, online documents, readme files, and help files. See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.ibm.com/support/> and follow the instructions. Also, some documents are available through the IBM Publications Center at <http://www.elink.ibm.link.ibm.com/public/applications/publications/cgibin/pbi.cgi>.

Getting help and information from the World Wide Web

On the World Wide Web, the IBM Web site has up-to-date information about IBM systems, optional devices, services, and support. The address for IBM System x, xSeries, and BladeCenter® information is <http://www.ibm.com/eserver/xseries/>. The address for IBM IntelliStation information is <http://www.ibm.com/intellistation/>.

You can find service information for IBM systems and optional devices at <http://www.ibm.com/support/>.

Software service and support

Through IBM Support Line, you can get telephone assistance, for a fee, with usage, configuration, and software problems with IBM System x and xSeries servers, BladeCenter products, IntelliStation workstations, and appliances. For information about which products are supported by Support Line in your country or region, see <http://www.ibm.com/services/sl/products/>.

For more information about Support Line and other IBM services, see <http://www.ibm.com/services/>, or see <http://www.ibm.com/planetwide/> for support telephone numbers. In the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

Hardware service and support

You can receive hardware service through IBM Services or through your IBM reseller, if your reseller is authorized by IBM to provide warranty service. See <http://www.ibm.com/planetwide/> for support telephone numbers, or in the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

In the U.S. and Canada, hardware service and support is available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9 a.m. to 6 p.m.

Appendix B. Notices

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Alert on LAN	Netfinity	Wake on LAN
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@server	ServerProven	XpandOnDemand
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Important notes

Processor speeds indicate the internal clock speed of the microprocessor; other factors also affect application performance.

CD drive speeds list the variable read rate. Actual speeds vary and are often less than the maximum possible.

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

When referring to hard disk drive capacity or communications volume, MB stands for 1 000 000 bytes, and GB stands for 1 000 000 000 bytes. Total user-accessible capacity may vary depending on operating environments.

Maximum internal hard disk drive capacities assume the replacement of any standard hard disk drives and population of all hard disk drive bays with the largest currently supported drives available from IBM.

Maximum memory may require replacement of the standard memory with an optional memory module.

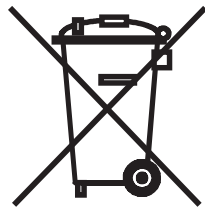
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Some software may differ from its retail version (if available), and may not include user manuals or all program functionality.

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この機器には、EU 諸国に対する廃電気電子機器指令 2002/96/EC(WEEE) のラベルが貼られています。この指令は、EU 諸国に適用する使用済み機器の回収とリサイクルの骨子を定めています。このラベルは、使用済みになった時に指令に従って適正な処理をする必要があることを知らせるために種々の製品に貼られています。

Remarque : Cette marque s'applique uniquement aux pays de l'Union Européenne et à la Norvège.

L'étiquette du système respecte la Directive européenne 2002/96/EC en matière de Déchets des Equipements Electriques et Electroniques (DEEE), qui détermine les dispositions de retour et de recyclage applicables aux systèmes utilisés à travers l'Union européenne. Conformément à la directive, ladite étiquette précise que le produit sur lequel elle est apposée ne doit pas être jeté mais être récupéré en fin de vie.

In accordance with the European WEEE Directive, electrical and electronic equipment (EEE) is to be collected separately and to be reused, recycled, or recovered at end of life. Users of EEE with the WEEE marking per Annex IV of the WEEE Directive, as shown above, must not dispose of end of life EEE as unsorted municipal waste, but use the collection framework available to customers for the return, recycling, and recovery of WEEE. Customer participation is important to minimize any potential effects of EEE on the environment and human health due to the potential presence of hazardous substances in EEE. For proper collection and treatment, contact your local IBM representative.

Battery return program

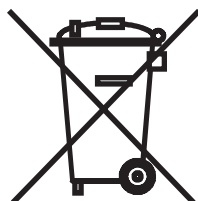
This product may contain a sealed lead acid, nickel cadmium, nickel metal hydride, lithium, or lithium ion battery. Consult your user manual or service manual for specific battery information. The battery must be recycled or disposed of properly. Recycling facilities may not be available in your area. For information on disposal of batteries outside the United States, go to <http://www.ibm.com/ibm/environment/products/index.shtml> or contact your local waste disposal facility.

In the United States, IBM has established a return process for reuse, recycling, or proper disposal of used IBM sealed lead acid, nickel cadmium, nickel metal hydride, and battery packs from IBM equipment. For information on proper disposal of these batteries, contact IBM at 1-800-426-4333. Have the IBM part number listed on the battery available prior to your call.

For Taiwan: Please recycle batteries.



For the European Union:



Notice: This mark applies only to countries within the European Union (EU).

Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC concerning batteries and accumulators and waste batteries and accumulators. The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per this Directive.

Les batteries ou emballages pour batteries sont étiquetés conformément aux directives européennes 2006/66/EC, norme relative aux batteries et accumulateurs en usage et aux batteries et accumulateurs usés. Les directives déterminent la marche à suivre en vigueur dans l'Union Européenne pour le retour et le recyclage des batteries et accumulateurs usés. Cette étiquette est appliquée sur diverses batteries pour indiquer que la batterie ne doit pas être mise au rebut mais plutôt récupérée en fin de cycle de vie selon cette norme.

バッテリーあるいはバッテリー用のパッケージには、EU 諸国に対する廃電気電子機器指令 2006/66/EC のラベルが貼られています。この指令は、バッテリーと蓄電池、および廃棄バッテリーと蓄電池に関するものです。この指令は、使用済みバッテリーと蓄電池の回収とリサイクルの骨子を定めているもので、EU 諸国にわたって適用されます。このラベルは、使用済みになったときに指令に従って適正な処理をする必要があることを知らせるために種々のバッテリーに貼られています。

In accordance with the European Directive 2006/66/EC, batteries and accumulators are labeled to indicate that they are to be collected separately and recycled at end of life. The label on the battery may also include a chemical symbol for the metal concerned in the battery (Pb for lead, Hg for mercury, and Cd for cadmium). Users of batteries and accumulators must not dispose of batteries and accumulators as unsorted municipal waste, but use the collection framework available to customers for the return, recycling, and treatment of batteries and accumulators. Customer participation is important to minimize any potential effects of batteries and accumulators on the environment and human health due to the potential presence of hazardous substances. For proper collection and treatment, contact your local IBM representative.

This notice is provided in accordance with Royal Decree 106/2008 of Spain: The retail price of batteries, accumulators, and power cells includes the cost of the environmental management of their waste.

For California:

Perchlorate material – special handling may apply. See <http://www.dtsc.ca.gov/hazardouswaste/perchlorate/>.

The foregoing notice is provided in accordance with California Code of Regulations Title 22, Division 4.5 Chapter 33. Best Management Practices for Perchlorate Materials. This product/part may include a lithium manganese dioxide battery which contains a perchlorate substance.

Electronic emission notices

Federal Communications Commission (FCC) statement

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are

designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Class A emission compliance statement

This Class A digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Australia and New Zealand Class A statement

Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

United Kingdom telecommunications safety requirement

Notice to Customers

This apparatus is approved under approval number NS/G/1234/J/100003 for indirect connection to public telecommunication systems in the United Kingdom.

European Union EMC Directive conformance statement

This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a nonrecommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Taiwanese Class A warning statement

警告使用者：
這是甲類的資訊產品，在
居住的環境中使用時，可
能會造成射頻干擾，在這
種情況下，使用者會被要
求採取某些適當的對策。

Chinese Class A warning statement

聲 明
此為 A 級產品。在生活環境中，
該產品可能會造成無線電干擾。
在這種情況下，可能需要用戶對其
干擾採取切实可行的措施。

Japanese Voluntary Control Council for Interference (VCCI) statement

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に
基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を
引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求
されることがあります。

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