

» Contact HP

Search: [More options](#)

Business Support Center All of HP United States



HP Support document

» **Business Support Center**

HP Passport Sign-in

User ID:

Password:

» Register
» Learn more...

Tasks for my selected product

- » Download drivers and software
- » Troubleshoot a problem
- » Setup, install, and configure
- » **Discover and use a product**
- » Perform regular maintenance
- » Upgrade and migrate
- » Recycle and dispose

» Resources for my selected product

- » Patch database
- » Manuals (guides, supplements, addendums, etc)
- » Parts information
- » Warranty information
- » Signup: driver and support alerts
- » Customer Advisories
- » See more...

» Help
» Site map

» HP Support Center

SUPPORT COMMUNICATION - CUSTOMER ADVISORY

Document ID: c00519570

Version: 1

Some rp7405/rp7410, rp7420, and rx7620 servers may contain a BPS (Bulk Power Supply) that will fail

NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

Release Date: 2005-11-09

Last Updated: 2005-11-09

DESCRIPTION

Some BPS (Bulk Power Supplies) used in rp7405/rp7410, rp7420, and rx7620 servers may fail due to a defective diode that was used during production of the BPS.

Affected BPS units will be replaced at no cost. The replacement BPS will be customer self-installed. It is recommended that the BPS be replaced during a scheduled system maintenance outage.

SCOPE

Affected BPS Serial Number Range:

73040CG00452 to 73040CI01407

Affected EDC (Engineering Date Code) range:

An EDC of 0437 or lower is impacted.

RESOLUTION

Verify the installed BPS serial number and EDC (Engineering Date Code) as follows:

1. Log into the server's MP (Management Processor).
2. Enter the command menu by executing the ' **CM** ' command.
3. Use the ' **DF** ' (Display FRU information) command to obtain the BPS serial number and EDC. An example is provided below.

NOTE: There are two BPS slots (0 & 1) which need to be verified. The example below displays information for BPS slot 1. You must perform this procedure for each slot (0 & 1).

NOTE: The ' DF ' options output below matches an rp7420 or rx7620 server. If you have an rp7405/rp7410 there may be different options but the correct option is still 'B' for Bulk Power Supply.

```
MP:CM> df
```

This command displays the FRU ID information for the selected FRU.

```
Do you want a specific FRU or a dump? ([S]/D) s
```

```
B - Bulk Power Supply
G - Management Processor (Core I/O)
S - System Backplane
P - PCI Backplane
I - PCI Power Module
M - Mass Storage Backplane
L - LAN/SCSI card
C - Cell Board
H - Cell Board Controller (PDHC)
U - Cell Board Processor Module (PIROM)
X - Cell Board Processor Module (FRU)
Y - Cell Board Processor Power Module (PPM)
D - Cell Board Memory (DIMM)
Select FRU : b
Enter the BPS slot number: 1
```

```
The Entity you have selected is BPS
FRU ID Definition Revision      : A
Artwork Revision                : 6N
Engineering Date Code           : 0219
Part Number                     : 0950-4173
Serial Number                   : 73026NE00442
FRU Name                        : BULK PS
Scan Revision                   : 0x100
FRU Specific Information        : A3600
Checksum                        : 0xfa (valid)
Manufacturing and Test History :
Field 0 0x000000000000000000
Field 1 0x000000000000000000
Field 2 0x000000000000000000
Field 3 0x000000000000000000
Field 4 0x000000000000000000
Field 5 0x000000000000000000
Field Spare 0x0000
```

4. If the system contains a BPS serial number within the affected range AND an affected EDC value provided in the Scope section, please proceed to step 5 for instructions on ordering a new BPS. If the BPS serial number or affected EDC value are not within the specified range then no action is necessary.
5. Access the HP PCC site at <http://h30090.www3.hp.com/pcc-bpsr> to order replacement BPS units.

BPS Removal and Replacement Procedure

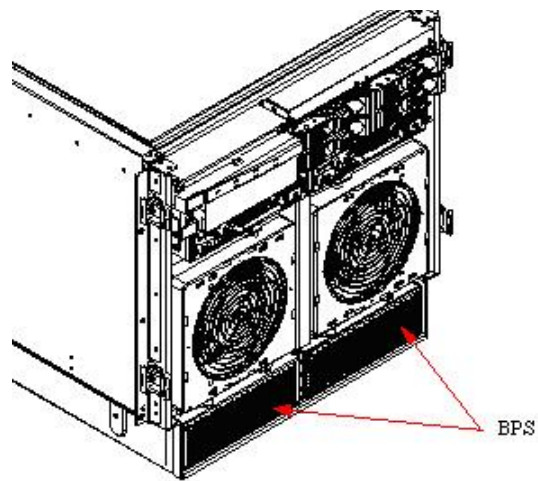
The Bulk Power Supply is located in the front of the chassis. The BPS is a hot swappable component.

NOTE: It is recommended that the BPS be replaced during a scheduled system maintenance outage.

CAUTION: Observe all ESD safety precautions before attempting this procedure. Failure to follow ESD safety precautions could result in damage to the server

CAUTION: Ensure your power cables are plugged in correctly to allow for redundant operation

Figure 1, BPS Location

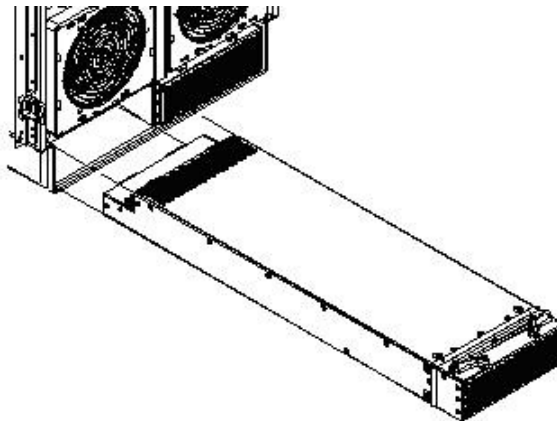


CAUTION: When a BPS is pulled from the server and then immediately re-inserted, the server might report an overcurrent condition and shut down.

NOTE: Facing the front of the server, slot 0 is on the left and slot 1 is on the right.

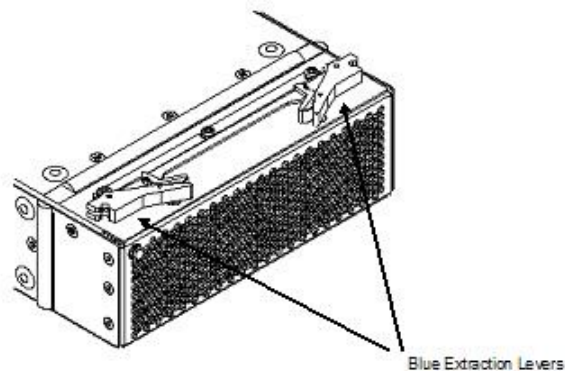
Removing a BPS

Figure 2, BPS Detail



1. Remove the front bezel and identify the BPS to be replaced.
2. Open the blue extraction levers on the BPS to be replaced by pulling them outward.

Figure 3, Extraction Levers



3. Slide the BPS forward using the extraction levers to remove it from the chassis.

CAUTION: Use caution when handling the BPS. A BPS

weighs 18 lbs.

Replacing a BPS

1. Verify that the blue extraction levers on the replacement BPS are in the open position, then insert the BPS into the empty slot.
2. The BPS easily slides into the chassis. Use a slow, firm pressure to properly seat the connection.
3. Ensure the BPS has seated by closing the extraction levers.

NOTE: The BPS LED should show BPS operational and no fault. The BPS LED should be GREEN.

4. Replace the other BPS if necessary.
5. Replace the front bezel.

Hardware Platforms Affected: A9916A(HP 9000 rp7410 6-way Server: Standard HP Product), AB205A(HP 9000 rp7420 4-way Fast Solution: Standard HP Product), A9915A(HP 9000 rp7410 4-way Server: Standard HP Product), AB344A(HP Integrity rx7620-16 Server: Standard HP Product), AB202A(HP Integrity rx7620-16 Server: Standard HP Product), A7027A(HP Integrity rx7620 Server: Standard HP Product), A9914A(HP 9000 rp7410 2-way Server: Standard HP Product), AB207A(HP 9000 rp7420 12-way Fast Solution: Standard HP Product), AB204A(HP Integrity rx7620-16 Server: Standard HP Product), A7025A(HP Server rp7420: Standard HP Product), A7113A(HP Server rp7405 8-way: Standard HP Product), AB343A(HP Integrity rx7620-16 Server: Standard HP Product), A7111A(HP Server rp7405 2-way: Standard HP Product), A9917A(HP 9000 rp7410 8-way Server: Standard HP Product), A6752A(HP Server rp7410: Standard HP Product), A6752AR(HP rp7410 Remarketed Enterprise Tower Server: Refurbished/Remarketed), AB203A(HP Integrity rx7620-16 Server: Standard HP Product), AB201A(HP Integrity rx7620-16 Server: Standard HP Product), A7112A(HP Server rp7405 4-way: Standard HP Product), AB206A(HP 9000 rp7420 8-way Fast Solution: Standard HP Product)

Components Affected: Not Applicable

Operating Systems Affected: Not Applicable

Software Affected: Not Applicable

Third Party Products Affected: Not Applicable

Support Communication Cross Reference ID: IA00519570

©Copyright 2005 Hewlett-Packard Development Company, L.P.

Hewlett-Packard Company shall not be liable for technical or editorial errors or omissions contained herein. The information provided is provided "as is" without warranty of any kind. To the extent permitted by law, neither HP or its affiliates, subcontractors or suppliers will be liable for incidental, special or consequential damages including downtime cost; lost profits; damages relating to the procurement of substitute products or services; or damages for loss of data, or software restoration. The information in this document is subject to change without notice. Hewlett-Packard Company and the names of Hewlett-Packard products referenced herein are trademarks of Hewlett-Packard Company in the United States and other countries. Other product and company names mentioned herein may be trademarks of their respective owners.

Content feedback

To help us improve our content, please provide your feedback below.

1. How does the information on this page help you?

very helpful somewhat helpful not helpful

2. Was it easy to find this document?

easy not easy

3. If you selected not easy for question 2, in which section did you expect to find it?

- select one -

4. Comments:

Submit »

- Your feedback will be used to improve our content. Please note this form is for feedback only, so you will not receive a response.

- [Contact HP](#) if you need technical assistance.

 [Printable version](#)

[Privacy statement](#)

[Using this site means you accept its terms](#)
© 2012 Hewlett-Packard Development Company, L.P.

[Feedback to webmaster](#)