



System x3250 M4
Type 2583

Installation and Service Guide





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Type 2583

Installation and Service Guide

Note

Before using this information and the product it supports, read the general information in Appendix D, "Getting help and technical assistance," on page 519, "Notices" on page 523, the *Warranty Information* document, and the *Safety Information and Environmental Notices and User Guide* documents on the *IBM Documentation CD*.

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Contents

Safety	vii
Guidelines for trained service technicians	ix
Inspecting for unsafe conditions	ix
Guidelines for servicing electrical equipment	x
Safety statements	xi

Chapter 1. The IBM System x3250 M4 Type 2583 server **1**

The IBM <i>System x Documentation</i> CD	3
Hardware and software requirements	3
The Documentation Browser	3
Related documentation	4
Notices and statements in this document	5
Server features and specifications	6
What your server offers.	9
Reliability, availability, and serviceability	12
IBM Systems Director	13
Server controls, LEDs, and power	14
Front view.	14
Rear view	16
Server power features	17
Turning on the server	17
Turning off the server	18

Chapter 2. Installing optional devices **21**

Instructions for IBM Business Partners	22
Sending DSA data to IBM	22
Server components	23
System-board internal connectors	25
System-board external connectors	25
System-board switches and jumpers	26
System-board LEDs.	28
PCI riser-card assembly connectors	29
Installing a memory module.	30
Unbuffered DIMMs (UDIMMs).	31
Installing drives	32
Installing a simple-swap hard disk drive	33
Installing a hot-swap hard disk drive.	34
Installing an optional DVD drive	35
Installation guidelines	38
System reliability guidelines.	39
Working inside the server with the power on	40
Handling static-sensitive devices	40
Removing the cover	41
Removing the air baffle	42
Removing the PCI riser-card assembly	43
Installing a system fan.	44
Installing drives	45
Installing a hot-swap hard disk drive.	46
Installing a simple-swap hard disk drive	47
Installing the optional DVD drive	49
Memory module installation.	51
Unbuffered DIMMs (UDIMMs).	53
Installing a DIMM	54
Installing an adapter	56

Installing a ServeRAID adapter.	58
Installing a hot-swap power supply	61
Completing the installation	63
Replacing the PCI riser-card assembly	63
Replacing the air baffle	64
Replacing the cover.	65
Connecting the cables	66
Updating the server configuration.	68

Chapter 3. Configuration information and instructions **69**

Updating the firmware	69
Configuring the server.	70
Using the ServerGuide Setup and Installation CD	72
ServerGuide features	72
Setup and configuration overview	73
Typical operating-system installation	73
Installing your operating system without using ServerGuide	73
Using the Setup utility.	74
Starting the Setup utility	74
Setup utility menu choices	74
Passwords.	78
Using the Boot Manager	80
Starting the backup server firmware	80
The Update <i>Xpress</i> System Pack Installer	81
Changing the Power Policy option to the default settings after loading UEFI defaults	81
Using the Integrated Management Module II (IMM2).	82
Using the remote presence and blue-screen capture features	83
Obtaining the IMM host name	84
Obtaining the IP address for the IMM	84
Logging on to the web interface	85
Using the embedded hypervisor	86
Configuring the Ethernet controller	87
Enabling Features on Demand Ethernet software	87
Enabling Features on Demand RAID software.	87
Configuring RAID arrays.	87
IBM Advanced Settings Utility program	88
Updating IBM Systems Director	88
Installing a newer version	89
Installing updates with your management server is connected to the Internet.	89
Installing updates with your management server is not connected to the Internet	89
Updating the Universal Unique Identifier (UUID)	90
Updating the DMI/SMBIOS data	92

Chapter 4. Troubleshooting **97**

Start here	97
Diagnosing a problem	97
Undocumented problems.	99
Service bulletins	100

Checkout procedure	100	Removing the cover	148
About the checkout procedure.	100	Replacing the cover	149
Performing the checkout procedure	101	Removing the bezel	150
Diagnostic tools	102	Replacing the bezel	151
Error LEDs	104	Removing the air baffle	152
Power-supply LEDs	106	Replacing the air baffle	153
System pulse LEDs	108	Removing the PCI riser-card assembly	154
Event logs	109	Replacing the PCI riser-card assembly	155
Viewing event logs through the Setup utility	110	Removing an adapter.	156
Viewing event logs without restarting the		Replacing an adapter.	157
server	110	Removing a ServeRAID adapter	160
Clearing the event logs	111	Replacing a ServeRAID adapter	161
POST	112	Removing a simple-swap hard disk drive	164
IBM Dynamic System Analysis	112	Replacing a simple-swap hard disk drive	165
DSA editions	113	Removing a hot-swap hard disk drive	167
Running DSA Preboot diagnostic programs	114	Replacing a hot-swap hard disk drive	168
Diagnostic text messages	115	Removing the optional DVD drive	170
Viewing the test log results and transferring		Replacing the optional DVD drive	172
the DSA collection.	115	Removing a DIMM	175
Automated service request (call home)	115	Memory module installation	176
IBM Electronic Service Agent	116	Unbuffered DIMMs (UDIMMs)	177
Error messages	116	Installing a DIMM.	178
Troubleshooting by symptom	116	Removing a system fan	180
General problems	117	Replacing a system fan	181
Hard disk drive problems	117	Removing the system battery	183
DVD drive problems	120	Replacing the system battery	185
Intermittent problems	121	Removing a hot-swap power supply	187
Keyboard, mouse, or USB-device problems	121	Replacing a hot-swap power supply.	188
Memory problems.	122	Removing and replacing Tier 2 CRUs	190
Microprocessor problems	123	Removing the DVD drive cable	191
Monitor problems	123	Replacing the DVD drive cable	192
Network connection problems.	126	Removing the operator information panel	
Optional-device problems	126	assembly	193
Power problems	127	Replacing the operator information panel	
Serial port problems	128	assembly	194
ServerGuide problems	129	Removing the simple-swap hard disk drive	
Software problems.	130	backplate assembly	195
Universal Serial Bus (USB) port problems	131	Replacing the simple-swap hard disk drive	
Solving power problems.	131	backplate assembly	196
Solving Ethernet controller problems	132	Replacing software RAID simple-swap hard	
Solving undetermined problems	133	disk drive backplate with hardware RAID	
Problem determination tips.	134	simple-swap hard disk drive backplate	197
Recovering the server firmware (UEFI update		Removing the hot-swap hard disk drive	
failure)	135	backplane	203
In-band manual recovery method	135	Replacing the hot-swap hard disk drive	
In-band automated boot recovery method	137	backplane	204
Out-of-band method	137	Removing and replacing structural parts	206
Automated boot recovery (ABR)	137	Removing the fixed power supply	206
Nx-boot failure	138	Replacing the fixed power supply	208
Chapter 5. Parts listing, IBM System		Removing the 240 VA safety cover	210
x3250 M4 Type 2583	139	Replacing the 240 VA safety cover	212
Replaceable server components	139	Removing the power paddle card	214
Power cords	144	Replacing the power paddle card.	215
Chapter 6. Removing and replacing		Removing a microprocessor and heat sink	217
components	147	Replacing a microprocessor and heat sink	219
Returning a device or component	147	Thermal grease.	222
Removing and replacing server components	147	Removing the system board	223
Removing and replacing Tier 1 CRUs	148	Replacing the system board	225

Appendix A. Integrated Management Module II (IMM2) error messages . . .	229
IMM Events that automatically notify Support . . .	230

Appendix B. UEFI (POST) error codes 369

**Appendix C. DSA diagnostic test
results 383**

DSA Broadcom network test results	383
DSA Brocade test results.	392
DSA checkpoint panel test results	400
DSA CPU stress test results.	401
DSA Emulex adapter test results	404
DSA EXA port ping test results	407
DSA hard drive test results	409
DSA Intel network test results	411
DSA LSI hard drive test results	416
DSA Mellanox adapter test results	417
DSA memory isolation test results	420
DSA memory stress test results	490
DSA Nvidia GPU test results	493
DSA optical drive test results	499
DSA system management test results	503
DSA tape drive test results	513

**Appendix D. Getting help and
technical assistance 519**

Before you call	519
Using the documentation	520
Getting help and information from the World Wide Web	520
How to send DSA data to IBM	520
Creating a personalized support web page	521

Software service and support	521
Hardware service and support	521
IBM Taiwan product service	521

Notices 523

Trademarks	524
Important notes	524
Particulate contamination	525
Documentation format	526
Telecommunication regulatory statement	526
Electronic emission notices	527
Federal Communications Commission (FCC) statement.	527
Industry Canada Class A emission compliance statement.	527
Avis de conformité à la réglementation d'Industrie Canada	527
Australia and New Zealand Class A statement	527
European Union EMC Directive conformance statement.	528
Germany Class A statement	528
Japan VCCI Class A statement.	529
Japan Electronics and Information Technology Industries Association (JEITA) statement	530
Korea Communications Commission (KCC) statement.	530
Russia Electromagnetic Interference (EMI) Class A statement	530
People's Republic of China Class A electronic emission statement	530
Taiwan Class A compliance statement	531

Index 533

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.

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

安裝本產品之前，請先閱讀「安全資訊」。

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

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

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

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

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

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

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

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

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

Guidelines for trained service technicians

This section contains information for trained service technicians.

Inspecting for unsafe conditions

Use this information to help you identify potential unsafe conditions in an IBM® product that you are working on.

Each IBM product, as it was designed and manufactured, has required safety items to protect users and service technicians from injury. The information in this section addresses only those items. Use good judgment to identify potential unsafe conditions that might be caused by non-IBM alterations or attachment of non-IBM features or optional devices that are not addressed in this section. If you identify an unsafe condition, you must determine how serious the hazard is and whether you must correct the problem before you work on the product.

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

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

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

1. Make sure that the power is off and the power cords are disconnected.
2. Make sure that the exterior cover is not damaged, loose, or broken, and observe any sharp edges.
3. Check the power cords:
 - 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 cords are the correct type.
 - Make sure that the insulation is not frayed or worn.
4. Remove the cover.
5. Check for any obvious non-IBM alterations. Use good judgment as to the safety of any non-IBM alterations.
6. Check inside the system for any obvious unsafe conditions, such as metal filings, contamination, water or other liquid, or signs of fire or smoke damage.
7. Check for worn, frayed, or pinched cables.
8. Make sure that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

Guidelines for servicing electrical equipment

Observe these guidelines when you service electrical equipment.

- Check the area for electrical hazards such as moist floors, nongrounded power extension cords, and missing safety grounds.
- Use only approved tools and test equipment. Some hand tools have handles that are covered with a soft material that does not provide insulation from live electrical current.
- 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 work with powered-on electrical equipment, use only one hand. Keep the other hand in your pocket or behind your back to avoid creating a complete circuit that could cause an electrical shock.
 - When you use a tester, set the controls correctly and use the approved probe leads and accessories for that tester.
 - Stand on a suitable rubber mat to insulate you from grounds such as metal floor strips and equipment frames.
- Use extreme care when you measure high voltages.
- To ensure proper grounding of components such as power supplies, pumps, blowers, fans, and motor generators, do not service these components outside of their normal operating locations.
- If an electrical accident occurs, use caution, turn off the power, and send another person to get medical aid.

Safety statements

These statements provide the caution and danger information that is used in this documentation.

Important:

Each caution and danger statement in this documentation is labeled with a number. This number is used to cross reference an English-language caution or danger statement with translated versions of the caution or danger statement in the *Safety Information* document.

For example, if a caution statement is labeled Statement 1, translations for that caution statement are in the *Safety Information* document under Statement 1.

Be sure to read all caution and danger statements in this documentation before you perform the procedures. Read any additional safety information that comes with your system 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.

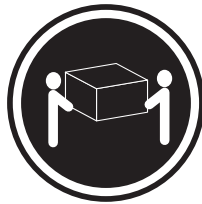
Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

Class 1 Laser Product
Laser Klasse 1
Laser Klass 1
Luokan 1 Laserlaite
Appareil À Laser de Classe 1

Statement 4



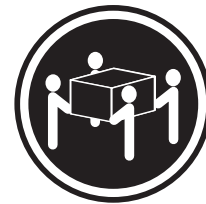
CAUTION:
Use safe practices when lifting.



≥ 18 kg (39.7 lb)



≥ 32 kg (70.5 lb)

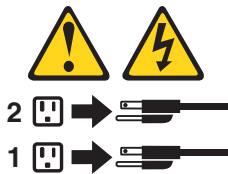


≥ 55 kg (121.2 lb)

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 6



CAUTION:

If you install a strain-relief bracket option over the end of the power cord that is connected to the device, you must connect the other end of the power cord to an easily accessible 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 11



CAUTION:

The following label indicates sharp edges, corners, or joints nearby.



Statement 12



CAUTION:
The following label indicates a hot surface nearby.



Statement 13



DANGER

Overloading a branch circuit is potentially a fire hazard and a shock hazard under certain conditions. To avoid these hazards, ensure that your system electrical requirements do not exceed branch circuit protection requirements. Refer to the information that is provided with your device for electrical specifications.

Statement 15



CAUTION:
Make sure that the rack is secured properly to avoid tipping when the server unit is extended.

Statement 17



CAUTION:
The following label indicates moving parts nearby.



Statement 26



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



Statement 27



CAUTION:
Hazardous moving parts are nearby.



Chapter 1. The IBM System x3250 M4 Type 2583 server

This *Installation and Service Guide* contains information and instructions for setting up your IBM System x3250 M4 Type 2583 server, instructions for installing some optional devices, cabling and configuring the server, removing and replacing devices, and diagnostics and troubleshooting information.

In addition to the instructions in Chapter 2, “Installing optional devices,” on page 21 for installing optional hardware devices, updating firmware and device drivers, and completing the installation, IBM Business Partners must also complete the steps in “Instructions for IBM Business Partners” on page 22.

The IBM System x3250 M4 Type 2583 server is a 1-U¹-high rack model server for high-volume network transaction processing. This high-performance, dual-core or quad-core server is ideally suited for networking environments that require superior microprocessor performance, input/output (I/O) flexibility, and high manageability.

Performance, ease of use, reliability, and expansion capabilities were key considerations in the design of the server. These design features make it possible for you to customize the system hardware to meet your needs today and provide flexible expansion capabilities for the future.

The server comes with a limited warranty. For information about the terms of the warranty and getting service and assistance, see the *IBM Warranty Information* document that comes with the server.

The server contains IBM X-Architecture[®] next generation technologies, which help increase performance and reliability. For more information, see “What your server offers” on page 9 and “Reliability, availability, and serviceability” on page 12.

You can obtain up-to-date information about the server and other IBM server products at <http://www.ibm.com/systems/x>. At <http://www.ibm.com/supportportal>, you can create a personalized support page by identifying IBM products that are of interest to you. From this personalized page, you can subscribe to weekly email notifications about new technical documents, search for information and downloads, and access various administrative services.

If you participate in the IBM client reference program, you can share information about your use of technology, best practices, and innovative solutions; build a professional network; and gain visibility for your business. For more information about the IBM client reference program, see <http://www.ibm.com/ibm/clientreference/>.

If firmware and documentation updates are available, you can download them from the IBM website. The server might have features that are not described in the documentation that comes with the server, and the documentation might be updated occasionally to include information about those features, or technical

1. Racks are measured in vertical increments of 4.45 cm (1.75 inches) each. Each increment is called a "U." A 1-U-high device is 1.75 inches tall

updates might be available to provide additional information that is not included in the server documentation. To check for updates, go to <http://www.ibm.com/supportportal>.

Record information about the server in the following table.

Product name	IBM System x3250 M4 Type 2583 server
Machine type	Type 2583
Model number	_____
Serial number	_____

The model number and serial number are on the ID label on the front of the server, as shown in the following illustration.

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

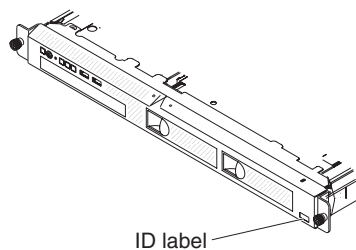


Figure 1. ID label on the front of the server

In addition, the system service label, which is on the cover of the server, provides a QR code for mobile access to service information. You can scan the QR code using a QR code reader and scanner with a mobile device and get quick access to the IBM Service Information website. The IBM Service Information website provides additional information for parts installation and replacement videos, and error codes for server support.

The following illustration shows the QR code (ibm.co/1bdLt6K):



Figure 2. QR code

You can download the *IBM ServerGuide Setup and Installation* CD to help you configure the hardware, install device drivers, and install the operating system.

For a list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

See the *Rack Installation Instructions* document on the *IBM System x Documentation* CD for complete rack installation and removal instructions.

The IBM System x Documentation CD

The IBM *System x Documentation* CD contains documentation for the server in Portable Document Format (PDF) and includes the IBM Documentation Browser to help you find information quickly.

Hardware and software requirements

The hardware and software requirements of the IBM *System x Documentation* CD.

The IBM *System x Documentation* CD requires the following minimum hardware and software:

- Microsoft Windows XP, Windows 2000, or Red Hat Linux
- 100 MHz microprocessor
- 32 MB of RAM
- Adobe Acrobat Reader 3.0 (or later) or xpdf, which comes with Linux operating systems

The Documentation Browser

Use the Documentation Browser to browse the contents of the CD, read brief descriptions of the documents, and view documents, using Adobe Acrobat Reader or xpdf.

The Documentation Browser automatically detects the regional settings in use in your server and displays the documents in the language for that region (if available). If a document is not available in the language for that region, the English-language version is displayed.

Use one of the following procedures to start the Documentation Browser:

- If Autostart is enabled, insert the CD into the CD or DVD drive. The Documentation Browser starts automatically.
- If Autostart is disabled or is not enabled for all users, use one of the following procedures:
 - If you are using a Windows operating system, insert the CD into the CD or DVD drive and click **Start > Run**. In the **Open** field, type:

```
e:\win32.bat
```

where *e* is the drive letter of the CD or DVD drive, and click **OK**.

- If you are using Red Hat Linux, insert the CD into the CD or DVD drive; then, run the following command from the `/mnt/cdrom` directory:

```
sh runlinux.sh
```

Select the server from the **Product** menu. The **Available Topics** list displays all the documents for the server. Some documents might be in folders. A plus sign (+) indicates each folder or document that has additional documents under it. Click the plus sign to display the additional documents.

When you select a document, a description of the document is displayed under **Topic Description**. To select more than one document, press and hold the **Ctrl** key while you select the documents. Click **View** to view the selected document or documents in Acrobat Reader or xpdf. If you selected more than one document, all the selected documents are opened in Acrobat Reader or xpdf.

To search all the documents, type a word or word string in the **Search** field and click **Search**. The documents in which the word or word string appears are listed in order of the most occurrences. Click a document to view it, and press Ctrl+F to use the Acrobat search function, or press Alt+F to use the xpdf search function within the document.

Click **Help** for detailed information about using the Documentation Browser.

Related documentation

This *Installation and Service Guide* contains general information about the server including how to set up and cable the server, how to install supported optional devices, how to configure the server, and information to help you solve problems yourself and information for service technicians.

The following documentation also comes with the server:

- *Environmental Notices and User Guide*
This document is in PDF format on the IBM *System x Documentation CD*. It contains translated environmental notices.
- *IBM License Agreement for Machine Code*
This document is in PDF on the IBM *System x Documentation CD*. It provides translated versions of the *IBM License Agreement for Machine Code* for your server.
- *IBM Warranty Information*
This document is in printed format and comes with the server. It contains warranty terms and a pointer to the IBM Statement of Limited Warranty on the IBM website.
- *Licenses and Attributions Document*
This document is in PDF on the IBM *System x Documentation CD*. It provides the open source notices.
- *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 *System x 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.

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

The System x and BladeCenter Tools Center is an online information center that contains information about tools for updating, managing, and deploying firmware, device drivers, and operating systems. The System x and BladeCenter Tools Center is at <http://www.ibm.com/support/entry/portal/docdisplay?indocid=TOOL-CENTER>.

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 website. To check for updated documentation and technical updates, go to <http://www.ibm.com/supportportal>.

Notices and statements in this document

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

The following notices and statements are used in this document:

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

Server features and specifications

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

Table 1. Server features and specifications

<p>Microprocessor (depending on the model):</p> <ul style="list-style-type: none"> • Supports one Intel quad-core (Xeon E3-1200 series) or dual-core (Pentium G850, or Core i3 series) processor • Multi-chip Package processor architecture • Designed for LGA 1155 socket • Scalable up to four cores • 32 KB instruction L1 cache, 32 KB data L1 cache, 256 KB instruction/data L2 cache, and up to 8 MB L3 cache that is shared among the cores • Support for Intel Extended Memory 64 Technology (EM64T) <p>Note:</p> <ul style="list-style-type: none"> • Use the Setup utility to determine the type and speed of the microprocessors in the server • For a list of supported microprocessors, see http://www.ibm.com/systems/info/x86servers/serverproven/compat/us. <p>Memory:</p> <ul style="list-style-type: none"> • Minimum: 1 GB • Maximum: 32 GB • Types: PC3L-12800 (single-rank or dual-rank), 1333 or 1600 MHz, ECC, DDR3 unbuffered SDRAM DIMMs only • Connectors: Four dual inline memory module (DIMM) connectors, two-way interleaved • Sizes: 1 GB (single-rank), 2 GB (single-rank), 4 GB (dual-rank), and 8 GB (dual-rank) 	<p>Memory:</p> <ul style="list-style-type: none"> • UltraSlim DVD-ROM combo • Multi-burner <p>Hard disk drive expansion bays (depending on the model):</p> <p>One of the following configurations:</p> <ul style="list-style-type: none"> • Four 2.5-inch simple-swap SAS hard disk drive bays • Four 2.5-inch hot-swap SAS hard disk drive bays • Two 3.5-inch simple-swap SATA hard disk drive bays <p>Attention: As a general consideration, do not mix standard 512-byte and advanced 4-KB format drives in the same RAID array because it might lead to potential performance issues.</p> <p>Note: 3TB hard disk drives are not supported in OS 4690.</p> <p>PCI expansion slots:</p> <p>Supports two PCI riser slots on the riser card:</p> <ul style="list-style-type: none"> • Slot 1 is dedicated for ServeRAID-10i1 V2 SAS/SATA controller • Slot 2 supports one PCI Express Gen2 x8 half-length, full-height adapter <p>Power supply (depending on the model):</p> <ul style="list-style-type: none"> • One fixed 300-watt power supply • Up to two hot-swap 460-watt power supplies for redundancy <p>Fan:The server comes standard with four speed-controlled fans.</p>	<p>Integrated functions:</p> <ul style="list-style-type: none"> • Integrated Management Module II (IMM2), which consolidates multiple management functions in a single chip • Intel 82574L Gb Ethernet controller with TCP/IP Offload Engine (TOE) and Wake on LAN support • Six Universal Serial Bus (USB) 2.0 ports (two front and four rear) • Two Ethernet ports • Six-port integrated SATA controller • One serial port • One VGA port <p>RAID controllers (depending on the model):</p> <ul style="list-style-type: none"> • Software RAID capabilities that support RAID levels 0, 1, and 10 • ServeRAID-BR10i1 v2 SAS/SATA adapter that provides RAID levels 0, 1, and 10
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Table 1. Server features and specifications (continued)

<p>RAID controllers (depending on the model):</p> <ul style="list-style-type: none"> • Software RAID capabilities that support RAID levels 0, 1, and 10 • ServeRAID-BR10i1 v2 SAS/SATA adapter that provides RAID levels 0, 1, and 10 <p>Acoustical noise emissions:</p> <ul style="list-style-type: none"> • Sound power, idling: 6.5 bels maximum • Sound power, operating: 6.5 bels maximum <p>Environment:</p> <ul style="list-style-type: none"> • Air temperature: <ul style="list-style-type: none"> – Server on: 10°C to 35°C (50.0°F to 95.0°F); altitude: 0 to 914.4 m (3000 ft) – Server on: 10°C to 32°C (50.0°F to 89.6°F); altitude: 914.4 m (3000 ft) to 2133.6 m (7000 ft) – Server on: 10°C to 28°C (50.0°F to 83°F); altitude: 2133.6 m (7000 ft) to 3050 m (10000 ft) – Server off: 10°C to 43°C (50°F to 109.4°F) – Shipping: -40°C to 60°C (-40°F to 140°F) • Humidity: <ul style="list-style-type: none"> – Server on: 8% to 80% – Server off: 8% to 80% • Particulate contamination: <p>Attention: Airborne particulates and reactive gases acting alone or in combination with other environmental factors such as humidity or temperature might pose a risk to the server. For information about the limits for particulates and gases, see “Particulate contamination”.</p> 	<p>Video controller (integrated into IMM2):</p> <ul style="list-style-type: none"> • Matrox G200 • SVGA compatible video controller • Avocent Digital Video Compression • Video memory is not expandable <p>Note: Maximum video resolution is 1600 x 1200 at 75 Hz.</p> <p>Size:</p> <ul style="list-style-type: none"> • 1U • Height: 43 mm (1.69 inches) • Depth: 575.8 mm (22.67 inches) • Width: <ul style="list-style-type: none"> – 439 mm (17.28 inches) (without rack brackets) – 478 mm (18.82 inches) (with rack brackets) • Maximum weight: 10.67 kg (23.53 lb) depending on your configuration <p>Heat output:</p> <p>Approximate heat output:</p> <ul style="list-style-type: none"> • Minimum configuration: 130 BTU per hour (38 watts) • Maximum configuration: 1720 BTU per hour (504 watts) <p>Electrical input:</p> <ul style="list-style-type: none"> • Sine-wave input (50-60 Hz) required • Input voltage low range: <ul style="list-style-type: none"> – Minimum: 100 V AC – Maximum: 127 V AC • Input voltage high range: <ul style="list-style-type: none"> – Minimum: 200 V AC – Maximum: 240 V AC • Input kilovolt-amperes (kVA), approximately: <ul style="list-style-type: none"> – Minimum: 0.038 kVA – Maximum: 0.504 kVA 	<p>Note:</p> <ol style="list-style-type: none"> 1. Power consumption and heat output vary depending on the number and type of optional features installed and the power-management optional features in use. 2. The sound levels were measured in controlled acoustical environments according to the procedures specified by the American National Standards Institute (ANSI) S12.10 and ISO 7779 and are reported in accordance with ISO 9296. Actual sound-pressure levels in a given location might exceed the average values stated because of room reflections and other nearby noise sources. The noise emission level stated in the declared (upper limit) sound-power level, in bels, for a random sample of system. 3. There is no keyboard connector or mouse connector on the server. You can connect a USB keyboard and USB mouse to the server by using the USB connectors.
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EU Regulation 617/2013 Technical Documentation:

International Business Machines Corporation
New Orchard Road
Armonk, New York 10504
<http://www.ibm.com/customersupport/>

For more information on the energy efficiency program, go to
<http://www.ibm.com/systems/x/hardware/energy-star/index.html>

Product Type:

Computer server

Year first manufactured:

2012

Internal/external power supply efficiency:

- http://www.plugloadsolutions.com/psu_reports/IBM_39Y7228_460W_SO-220_Report.pdf
- Multi-output: http://www.plugloadsolutions.com/psu_reports/ACBEL%20POLY_FSA008-030G_ECOS%202519_300W_Report.pdf

Maximum power (watts):

See Power supply.

Idle state power (watts):

38

Sleep mode power (watts):

Not applicable for servers.

Off mode power (watts):

4

Noise levels (the declared A-weighted sound power level of the computer):

See Acoustical noise emissions.

Test voltage and frequency:

230V / 50 Hz or 60 Hz

Total harmonic distortion of the electricity supply system:

The maximum harmonic content of the input voltage waveform will be equal or less than 2%. The qualification is compliant with EN 61000-3-2.

Information and documentation on the instrumentation set-up and circuits used for electrical testing:

ENERGY STAR Test Method for Computer Servers; ECOVA Generalized Test Protocol for Calculating the Energy Efficiency of Internal Ac-Dc and Dc-Dc Power Supplies.

Measurement methodology used to determine information in this document:

ENERGY STAR Servers Version 2.0 Program Requirements; ECOVA Generalized Test Protocol for Calculating the Energy Efficiency of Internal Ac-Dc and Dc-Dc Power Supplies.

What your server offers

The server uses the following features and technologies.

- **Active Energy Manager**

The IBM Active Energy Manager solution is an IBM Systems Director extension that measures and reports server power consumption as it occurs. This enables you to monitor power consumption in correlation to specific software application programs and hardware configurations. You can obtain the measurement values through the systems-management interface and view them, using IBM Systems Director. For more information, including the required levels of IBM Systems Director and Active Energy Manager, see the IBM Systems Director Information Center at http://publib.boulder.ibm.com/infocenter/director/v6r1x/index.jsp?topic=/director_6.1/fqm0_main.html, or see <http://www.ibm.com/systems/software/director/resources.html>.

- **Dynamic System Analysis (DSA)**

The server comes with the IBM Dynamic System Analysis (DSA) Preboot diagnostic program stored in the integrated USB memory on the server. DSA collects and analyzes system information to aid in diagnosing server problems, as well as offering a rich set of diagnostic tests of the major components of the server. DSA creates a DSA log, which is a chronologically ordered merge of the system-event log (as the IPMI event log), the Integrated Management Module II (IMM2) event log (as the ASM event log), and the operating-system event logs. You can send the DSA log as a file to IBM Support or view the information as a text file or HTML file.

Two editions of Dynamic System Analysis are available: DSA Portable and DSA Preboot. For more information about both editions, see “DSA editions” on page 113.

- **IBM ServerGuide Setup and Installation CD**

The *ServerGuide Setup and Installation* CD, which you can download from the web, provides programs to help you set up the server and install a Windows operating system. The ServerGuide program detects installed optional hardware devices and provides the correct configuration programs and device drivers. For more information about the *ServerGuide Setup and Installation* CD, see “Using the ServerGuide Setup and Installation CD” on page 72.

- **IBM Systems Director**

IBM Systems Director is a platform-management foundation that streamlines the way you manage physical and virtual systems in a heterogeneous environment. By using industry standards, IBM Systems Director supports multiple operating systems and virtualization technologies for IBM and non-IBM x86 platforms. For more information, see the IBM Systems Director Information Center at <http://www.ibm.com/systems/software/director/resources.html> and “IBM Systems Director” on page 13.

- **Integrated Management Module II (IMM2)**

The Integrated Management Module II (IMM2) combines service processor functions, video controller, and remote presence and blue-screen capture features in a single chip. The IMM2 provides advanced service-processor control, monitoring, and alerting function. If an environmental condition exceeds a threshold or if a system component fails, the IMM2 lights LEDs to help you diagnose the problem, records the error in the IMM2 event log, and alerts you to the problem. Optionally, the IMM2 also provides a virtual presence capability for remote server management capabilities. The IMM2 provides remote server management through the following industry-standard interfaces:

- Intelligent Platform Management Interface (IPMI) version 2.0

- Simple Network Management Protocol (SNMP) version 3.0
- Common Information Model (CIM)
- Web browser

For additional information, see “Using the Integrated Management Module II (IMM2)” on page 82 and the *Integrated Management Module II User’s Guide* at the <http://www.ibm.com/supportportal>.

- **Integrated network support**

The server comes with an integrated dual-port Intel Gigabit Ethernet controller, which supports connection to a 10 Mbps, 100 Mbps, or 1000 Mbps network. For more information, see “Configuring the Ethernet controller” on page 87.

- **Integrated Trusted Platform Module (TPM)**

This integrated security chip performs cryptographic functions and stores private and public secure keys. It provides the hardware support for the Trusted Computing Group (TCG) specification. You can download the software to support the TCG specification, when the software is available. See <http://www.ibm.com/systems/x/hardware/enterprise/index.html> for details about the TPM implementation. You can enable TPM support through the Setup utility under the **System Security** menu option (see “Using the Setup utility” on page 74).

- **Large data-storage capacity and hot-swap capability**

The server supports a maximum of eight 2.5-inch hot-swap or simple-swap Serial Attached SCSI (SAS) or Serial ATA (SATA) hard disk drives or four 3.5-inch hot-swap or simple-swap SATA hard disk drives, depending on the server model.

- **Large system-memory capacity**

The server supports up to 32 GB if unbuffered DIMMs are installed. The memory controller supports error correcting code (ECC) for up to 4 industry-standard PC3L-12800 (DDR3-1600 or DDR3-1333), DDR3 (third-generation double-data-rate), unbuffered or synchronous dynamic random access memory (SDRAM) dual inline memory modules (DIMMs).

- **Mobile access to IBM Service Information website**

The server provides a QR code on the system service label, which is on the cover of the server, that you can scan using a QR code reader and scanner with a mobile device to get quick access to the IBM Service Information website. The IBM Service Information website provides additional information for parts installation and replacement videos, and error codes for server support. For the QR code, see QR code information on page The IBM System x3250 M4 Type 2583 server.

- **Multi-core processing**

The server supports Intel Celeron™ and Xeon™ E3-1200 series multi-core microprocessors. The server comes with one microprocessor installed.

- **PCI adapter capabilities**

The server has two PCI interface slots. Both slots can support PCI Express or PCI-X adapters through an optional PCI-X interposer card. See “Replacing an adapter” on page 157 for detailed information.

- **Redundant connection**

The addition of the optional Ethernet adapter provides failover capability to a redundant Ethernet connection with the applicable application installed. If a problem occurs with the primary Ethernet connection and the optional Ethernet adapter is installed on the server, all Ethernet traffic that is associated with the primary connection is automatically switched to the optional redundant Ethernet

adapter connection. If the applicable device drivers are installed, this switching occurs without data loss and without user intervention.

- **Redundant cooling and optional power capabilities**

The server supports a maximum of two 460-watt hot-swap power supplies and 5 fans, which provide redundancy and hot-swap capability for a typical configuration. The redundant cooling by the fans in the server enables continued operation if one of the fans fails. The server comes with the minimum of one 460-watt hot-swap power supply and four fans. You can order the second optional power supply for power redundancy.

- **ServeRAID support**

The ServeRAID adapter provides hardware redundant array of independent disks (RAID) support to create configurations. The standard RAID adapter provides RAID levels 0, 1, and 10. An optional RAID adapter is available for purchase.

- **Systems-management capabilities**

The server comes with an Integrated Management Module II (IMM2). When the IMM2 is used with the systems-management software that comes with the server, you can manage the functions of the server locally and remotely. The IMM2 also provides system monitoring, event recording, and network alert capability. The systems-management connector on the rear of the server is dedicated to the IMM2. The dedicated systems-management connector provides additional security by physically separating the management network traffic from the production network. You can use the Setup utility to configure the server to use a dedicated systems-management network or a shared network.

- **UEFI-compliant server firmware**

The UEFI firmware offers several features, including Unified Extensible Firmware Interface (UEFI) version 2.1 compliance, Active Energy Management (AEM) technology, enhanced reliability, availability, and serviceability (RAS) capabilities, and basic input/output system (BIOS) compatibility support. UEFI replaces the BIOS and defines a standard interface between the operating system, platform firmware, and external devices. The server is capable of booting UEFI-compliant operating systems, BIOS-based operating systems, and BIOS-based adapters as well as UEFI-compliant adapters. For more information about UEFI-compliant firmware, go to <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=MIGR-5083207>.

Note: The server does not support DOS (Disk Operating System).

Reliability, availability, and serviceability

Three important computer design features are reliability, availability, and serviceability (RAS). The RAS features help to ensure the integrity of the data that is stored in the server, the availability of the server when you need it, and the ease with which you can diagnose and correct problems.

Your server has the following RAS features:

- 3-year parts and 3-year labor limited warranty (Machine Type 2583)
- 24-hour support center
- Automatic error retry and recovery
- Automatic restart on nonmaskable interrupt (NMI)
- Automatic restart after a power failure
- Backup basic input/output system switching under the control of the Integrated Management Module II (IMM2)
- Built-in monitoring for fan, power, temperature, voltage, and power-supply redundancy
- Cable-presence detection on most connectors
- Chipkill memory protection
- Single-device data correction (SDDC) for x4 DRAM technology DIMMs (available on 16 GB DIMMs only). Ensures that data is available on a single x4 DRAM DIMM after a hard failure of up to two DRAM DIMMs. One x4 DRAM DIMM in each rank is reserved as a space device.
- Diagnostic support for ServeRAID and Ethernet adapters
- Error codes and messages
- Error correcting code (ECC) L3 cache and system memory
- Full Array Memory Mirroring (FAMM) redundancy
- Hot-swap cooling fans with speed-sensing capability
- Hot-swap hard disk drives
- Hot-swap power supplies
- Information and light path diagnostics LED panels
- Integrated Management Module II (IMM2)
- Light path diagnostics LEDs for DIMMs, microprocessors, hard disk drives, solid state drives, power supplies, and fans
- Memory mirroring and memory sparing support
- Memory error correcting code and parity test
- Memory downsizing (non-mirrored memory). After a restart of the server after the memory controller detects a non-mirrored uncorrectable error and the memory controller cannot recover operationally, the IMM2 logs the uncorrectable error and informs POST. POST logically maps out the memory with the uncorrectable error, and the server restarts with the remaining installed memory.
- Menu-driven setup, system configuration, and redundant array of independent disks (RAID) configuration programs
- Microprocessor built-in self-test (BIST), internal error signal monitoring, internal thermal trip signal monitoring, configuration checking, and microprocessor and voltage regulator module failure identification through light path diagnostics
- Nonmaskable interrupt (NMI) button
- Parity checking on the PCIe buses
- Power management: compliance with Advanced Configuration and Power Interface (ACPI)
- Power-on self-test (POST)
- Predictive Failure Analysis (PFA) alerts on memory, SAS/SATA hard disk drives or solid state drives
- Redundant Ethernet capabilities with failover support
- Redundant hot-swap power supplies and redundant hot-swap fans
- Redundant network interface card (NIC) support

- Remind button to temporarily turn off the system-error LED
- Remote system problem-determination support
- ROM-based diagnostics
- ROM checksums
- Serial Presence Detection (SPD) on memory, VPD on system board, power supply, and hard disk drive or solid state drive backplanes, microprocessor and memory expansion tray, and Ethernet adapters
- Single-DIMM isolation of excessive correctable error or multi-bit error by the Unified Extensible Firmware Interface (UEFI)
- Solid-state drives
- Standby voltage for systems-management features and monitoring
- Startup (boot) from LAN through remote initial program load (RIPL) or dynamic host configuration protocol/boot protocol (DHCP/BOOTP)
- System auto-configuring from the configuration menu
- System-error logging (POST and IMM2)
- Systems-management monitoring through the Inter-Integrated Circuit (I2C) protocol bus
- Uncorrectable error (UE) detection
- Upgradeable POST, Unified Extensible Firmware Interface (UEFI), diagnostics, IMM2 firmware, and read-only memory (ROM) resident code, locally or over the LAN
- Vital product data (VPD) on microprocessors, system board, power supplies, and SAS/SATA (hot-swap hard disk drive or solid state drive) backplane
- Wake on LAN capability

IBM Systems Director

IBM Systems Director is a platform-management foundation that streamlines the way you manage physical and virtual systems supports multiple operating systems and virtualization technologies in IBM and non-IBM x86 platforms.

Through a single user interface, IBM Systems Director provides consistent views for viewing managed systems, determining how these systems relate to one other, and identifying their statuses, helping to correlate technical resources with business needs. A set of common tasks that are included with IBM Systems Director provides many of the core capabilities that are required for basic management, which means instant out-of-the-box business value. The common tasks include the following:

- Discovery
- Inventory
- Configuration
- System health
- Updates
- Event notification
- Automation for managed systems
-

The IBM Systems Director Web and command-line interfaces provide a consistent interface that is focused on driving these common tasks and capabilities:

- Discovering, navigating, and visualizing systems on the network with the detailed inventory and relationships to the other network resources
- Notifying users of problems that occur on systems and the ability to isolate the source of the problems

- Notifying users when systems need updates and distributing and installing updates on a schedule
- Analyzing real-time data for systems and setting critical thresholds that notify the administrator of emerging problems
- Configuring settings of a single system and creating a configuration plan that can apply those settings to multiple systems
- Updating installed plug-ins to add new features and functions to the base capabilities
- Managing the life cycles of virtual resources

For more information about IBM Systems Director, see the IBM Systems Director Information Center at http://publib.boulder.ibm.com/infocenter/director/v6r1x/index.jsp?topic=/director_6.1/fqm0_main.html, and the Systems Management website at <http://www.ibm.com/systems/management>, which presents an overview of IBM Systems Management and IBM Systems Director.

Server controls, LEDs, and power

This section describes the controls and light-emitting diodes (LEDs) and how to turn the server on and off.

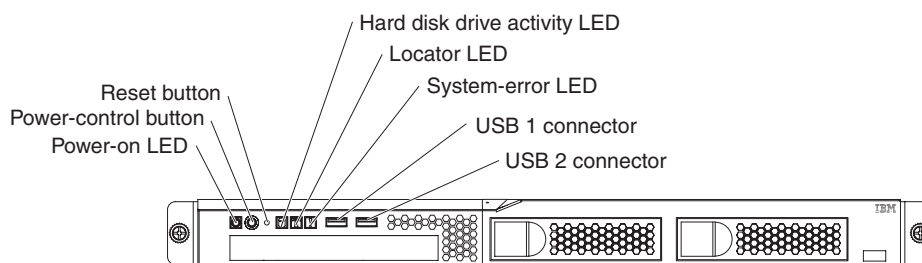
For the locations of other LEDs on the system board, see “System-board LEDs” on page 28.

Front view

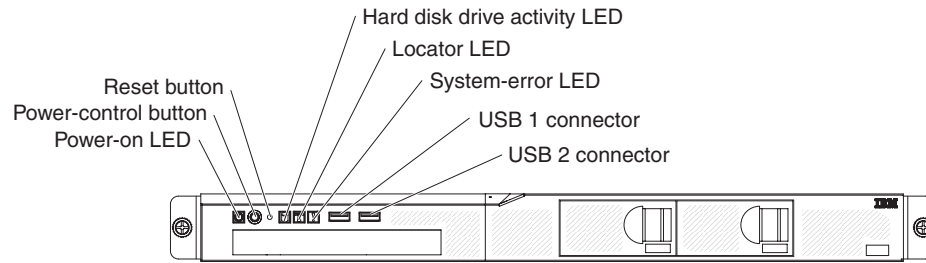
The following illustration shows the controls, LEDs, and connectors on the front of the server.

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

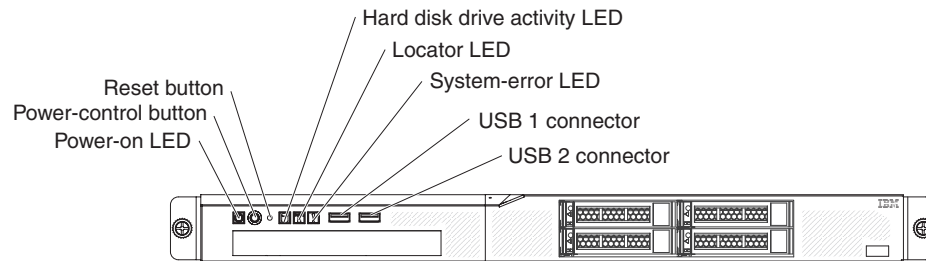
The following illustration shows the controls, LEDs, and connectors on the front of the two 3.5-inch simple-swap hard disk drive model.



The following illustration shows the controls, LEDs, and connectors on the front of the four 2.5-inch simple-swap hard disk drive model.



The following illustration shows the controls, LEDs, and connectors on the front of the four 2.5-inch hot-swap hard disk drive model.



- **Power-on LED:** The states of the power-on LED are as follows:
 - **Off:** AC power is not present, or the power supply or the LED itself has failed.
 - **Flashing rapidly (4 times per second):** The server is partially on, but not ready to be fully turned on. The power-control button is disabled. This will last approximately 1 to 3 minutes.
 - **Flashing slowly (once per second):** The server is ready to be turned on. You can press the power-control button to turn on the server.
 - **Lit:** The server is turned on.
- **Power-control button:**
Press this button to turn the server on and off manually.
- **Reset button:**
Press this button to reset the server and run the power-on self-test (POST). You might have to use a pen or the end of a straightened paper clip to press the button.
- **Hard disk drive activity LED:**
When this LED is flashing, it indicates that the associated hard disk drive is in use.
- **System-locator LED:**
Use this blue LED to visually locate the server among other servers. This LED is also used as a presence detection button. You can use IBM Systems Director to light this LED remotely. This LED is controlled by the IMM2.
- **System-error LED:**
When this yellow LED is lit, it indicates that a system error has occurred. This LED is controlled by the IMM2.
- **USB connectors:**
Connect a USB device, such as a USB mouse, keyboard, or other device to any of these connectors.
- **Optional DVD eject button:**

Press this button to release a DVD or CD from the optional DVD drive.

- **Optional DVD drive activity LED:**

When this LED is lit, it indicates that the DVD drive is in use.

- **Hot-swap hard disk drive activity LEDs (some models):**

This LED is used on SAS or SATA hard disk drives. Each hot-swap hard disk drive has an activity LED, and when this LED is flashing, it indicates that the drive is in use.

- **Hot-swap hard disk drive status LEDs (some models):**

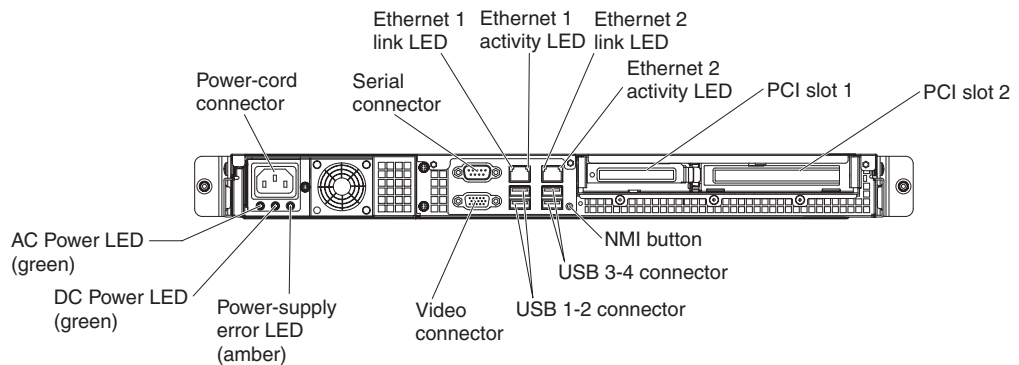
This LED is used on SAS or SATA hard disk drives. When this LED is lit, it indicates that the drive has failed. If an optional IBM ServeRAID controller is installed in the server, when this LED is flashing slowly (one flash per second), it indicates that the drive is being rebuilt. When the LED is flashing rapidly (three flashes per second), it indicates that the controller is identifying the drive.

Rear view

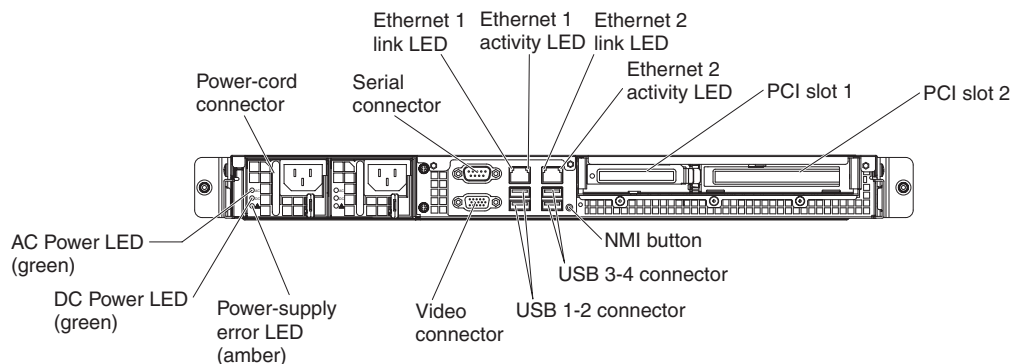
The following illustrations show the connectors and LEDs on the rear of the server.

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

The following illustration shows the LEDs and connectors on the rear of the fixed power-supply model.



The following illustration shows the LEDs and connectors on the rear of the redundant power-supply model.



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

- **Ethernet activity LEDs:** When these LEDs are lit, they indicate that there is activity between the server and the network.
- **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 “Power-supply LEDs” on page 106.
- **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 “Power-supply LEDs” on page 106.
- **Power supply error LED:** When this yellow LED is lit, it indicates that the power supply has failed.
- **Power cord connector:** Connect the power cord to this connector.
- **Video connector:** Connect a monitor to this connector.
- **Serial connector:** Connect a 9-pin serial device to this connector. The serial port is shared with the integrated management module II (IMM2). The IMM2 can take control of the shared serial port to redirect serial traffic, using Serial over LAN (SOL).
- **USB connectors:** Connect a USB device, such as a USB mouse, keyboard, or other device to any of these connectors.
- **Ethernet connectors:** Use either of these connectors to connect the server to a network. When you use the Ethernet 1 connector, the network can be shared with the IMM2 through a single network cable.
- **NMI button:** Press this button to force a nonmaskable interrupt to the microprocessor. It allows you to blue screen the server and take a memory dump (use this button only when directed by the IBM service support). You might have to use a pen or the end of a straightened paper clip to press the button.

Server power features

When the server is connected to an ac power source but is not turned on, the operating system does not run, and all core logic except for the Integrated Management Module II (IMM2) is shutdown.

However, the server can respond to requests from Integrated Management Module II (IMM2), such as a remote request to turn on the server. The power-on LED flashes to indicate that the server is connected to ac power but is not turned on.

Turning on the server

Use this information to turn on the server.

About this task

Approximately 5 seconds after the server is connected to ac power, one or more fans might start running to provide cooling while the server is connected to power and the power-on button LED will blink quickly. Approximately 1 to 3 minutes after the server is connected to ac power, the power-control button becomes active (the power-on LED will blink slowly), and one or more fans might start running to provide cooling while the server is connected to power. You can turn on the server by pressing the power-control button.

Procedure

1. Press the power-on button to turn on the server.
2. The server can also be turned on in any of the following ways:

- If a power failure occurs while the server is turned on, the server will restart automatically when power is restored.
- If your operating system supports the Wake on LAN feature, the Wake on LAN feature can turn on the server.

Note: When 4 GB or more of memory (physical or logical) is installed, some memory is reserved for various system resources and is unavailable to the operating system. The amount of memory that is reserved for system resources depends on the operating system, the configuration of the server, and the configured PCI options.

Turning off the server

Use this information to turn off the server.

About this task

When you turn off the server and leave it connected to ac power, the server can respond to requests from Integrated Management Module II (IMM2), such as a remote request to turn on the server. While the server remains connected to ac power, one or more fans might continue to run. To remove all power from the server, you must disconnect it from the power source.

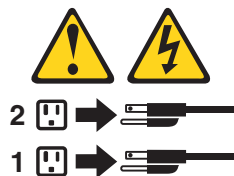
Some operating systems require an orderly shutdown before you turn off the server. See your operating-system documentation for information about shutting down the operating system.

Statement 5



CAUTION:

The power control button on the device 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.



Procedure

The server can be turned off in any of the following ways:

- You can turn off the server from the operating system, if your operating system supports this feature. After an orderly shutdown of the operating system, the server will turn off automatically.
- You can press the power-control button to start an orderly shutdown of the operating system and turn off the server, if your operating system supports this feature.

- If the operating system stops functioning, you can press and hold the power-control button for more than 4 seconds to turn off the server.
- The server can be turned off by Wake on LAN feature with the following limitation:

Note: When you install any PCI adapter, the power cords must be disconnected from the power source before you remove the PCI Express assembly and the PCI-X assembly. Otherwise, the Wake on LAN feature might not work.

- The Integrated Management Module II (IMM2) can turn off the server as an automatic response to a critical system failure.

Chapter 2. Installing optional devices

This chapter provides detailed instructions for installing optional hardware devices in the server.

Before you begin

In addition to the instructions in this chapter for installing optional hardware devices, updating the firmware and device drivers, and completing the installation, IBM Business Partners must also complete the steps in “Instructions for IBM Business Partners” on page 22.

Important: To help ensure that the devices that you install work correctly and do not introduce problems, observe the following precautions.

Procedure

1. Make sure that the server and the installed firmware levels support the devices that you are installing. If necessary, update the UEFI and IMM2 firmware and any other firmware that is stored on the system board. For information about where firmware is stored in the server, see “Updating the firmware” on page 69. For a list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.
2. Use the best practices to apply current firmware and device-driver updates for the server and optional devices. To download the *Firmware Update Guides* document, go to <http://www.ibm.com/support/entry/portal/docdisplay?indocid=MIGR-5082923>. Additional hints and tips are available from the following website:
 - IBM support: <http://www.ibm.com/supportportal>
 - System x configuration tools: <http://www.ibm.com/systems/x/hardware/configtools.html>
3. Before you install optional hardware devices, make sure that the server is working correctly. Start the server and make sure that the operating system starts, if an operating system is installed, or that a 19990305 error code is displayed, indicating that an operating system was not found but the server is otherwise working correctly. If the server is not working correctly, see “Running DSA Preboot diagnostic programs” on page 114 for information about how to run diagnostics.
4. Follow the installation procedures in this chapter and use the correct tools. Incorrectly installed devices can cause system failure because of damaged pins in sockets or connectors, loose cabling, or loose components.

Instructions for IBM Business Partners

Instructions for IBM Business Partners on verifying the newly installed devices by running the Dynamic System Analysis (DSA) stress test.

In addition to the instructions in this chapter for installing optional hardware devices, updating firmware and device drivers, and completing the installation, IBM Business Partners must also complete the following steps:

1. After you have confirmed that the server starts correctly and recognizes the newly installed devices and that no error LEDs are lit, run the Dynamic System Analysis (DSA) stress test. For information about using DSA, see “IBM Dynamic System Analysis” on page 112.
2. Shut down and restart the server multiple times to ensure that the server is correctly configured and functions correctly with the newly installed devices.
3. Save the DSA log as a file and send it to IBM. For information about transferring data and logs, see “How to send DSA data to IBM” on page 520.
4. To ship the server, repackage it in the original undamaged packing material and observe IBM procedures for shipping.

Support information for IBM Business Partners is available at <http://www.ibm.com/partnerworld>.

Sending DSA data to IBM

You can send DSA data to IBM with standard upload, standard upload with the system serial number, secure upload, and secure upload with the system serial number.

Before you begin

Before you send diagnostic data to IBM, read the terms of use at <http://www.ibm.com/de/support/ecurep/terms.html>.

Procedure

You can use any of the following methods to send diagnostic data to IBM:

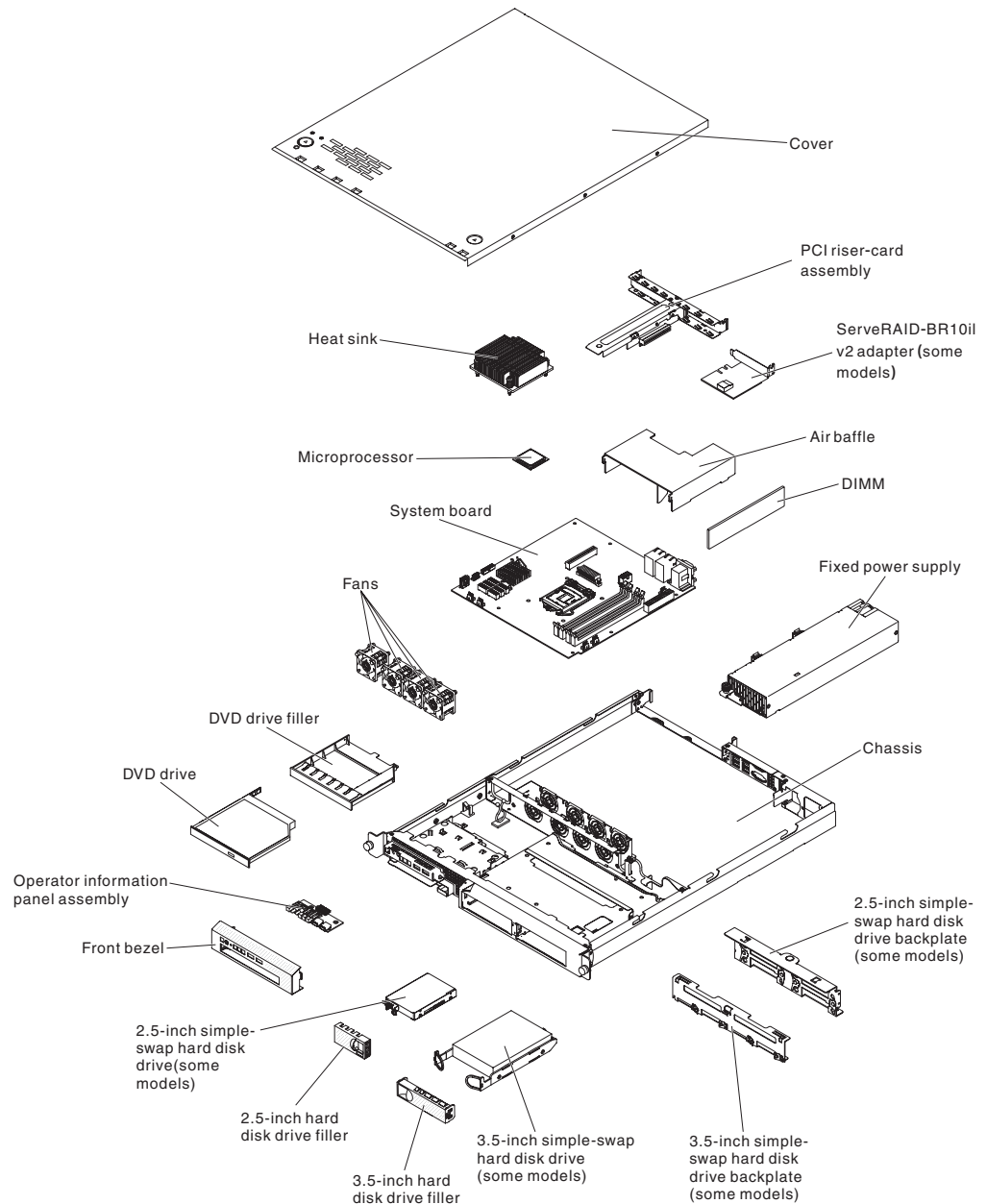
- **Standard upload:** http://www.ibm.com/de/support/ecurep/send_http.html
- **Standard upload with the system serial number:** http://www.ecurep.ibm.com/app/upload_hw
- **Secure upload:** http://www.ibm.com/de/support/ecurep/send_http.html#secure
- **Secure upload with the system serial number:** http://www.ecurep.ibm.com/app/upload_hw

Server components

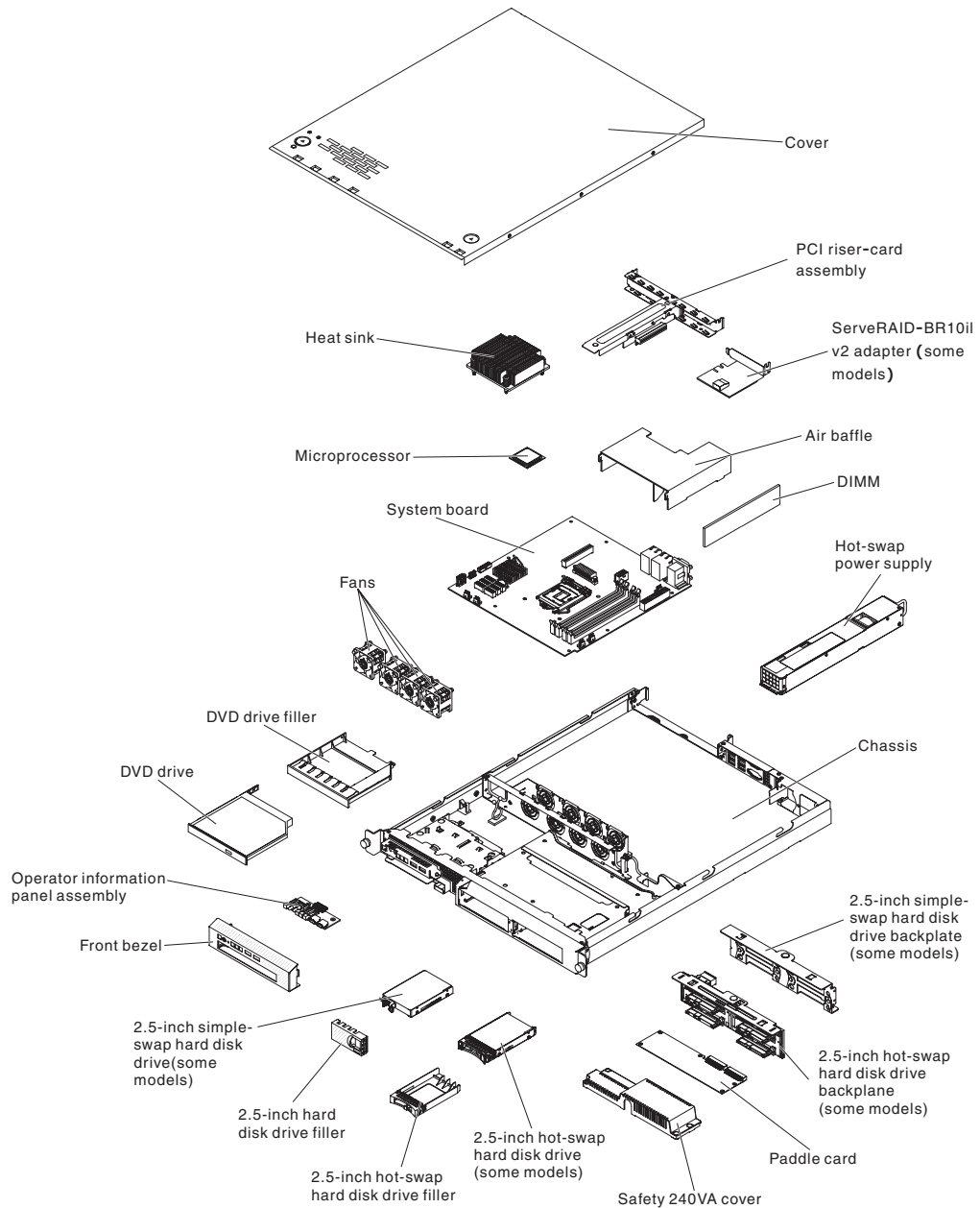
The following illustration shows the major components in the server.

The following illustration shows the major components in the server. The illustrations in this document might differ slightly from your hardware.

Model with fixed power supply:



Model with redundant power supply:



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.

Note: 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.

System-board internal connectors

The following illustration shows the internal connectors on the system board.

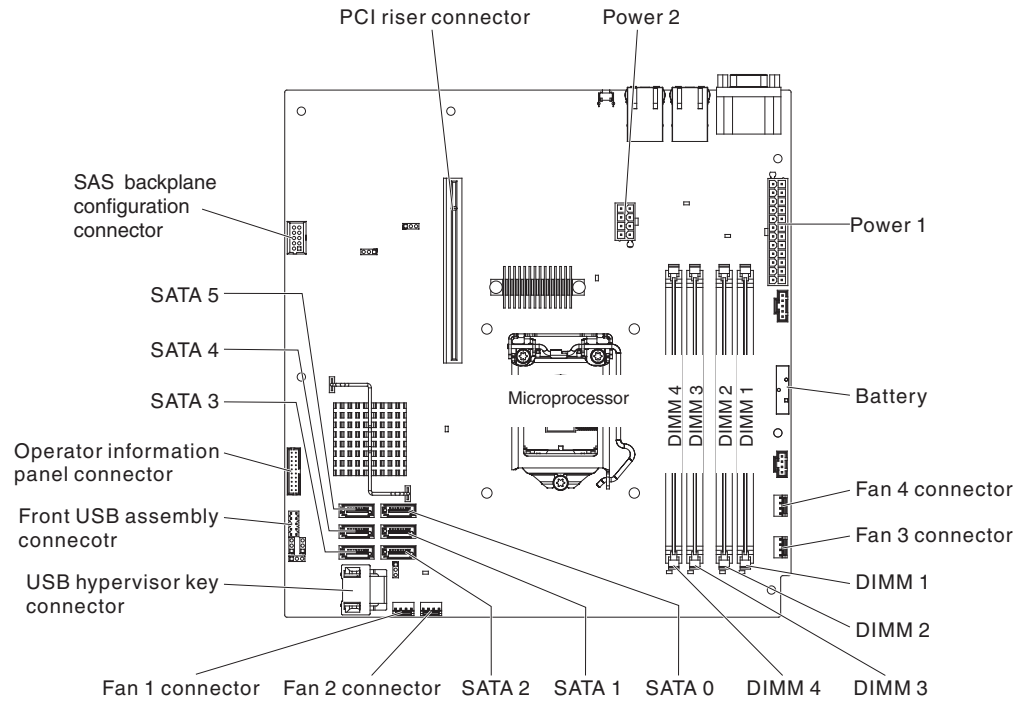


Figure 3. Internal connectors on the system board. (cy1cd019)

System-board external connectors

The following illustration shows the external connectors on the system board.

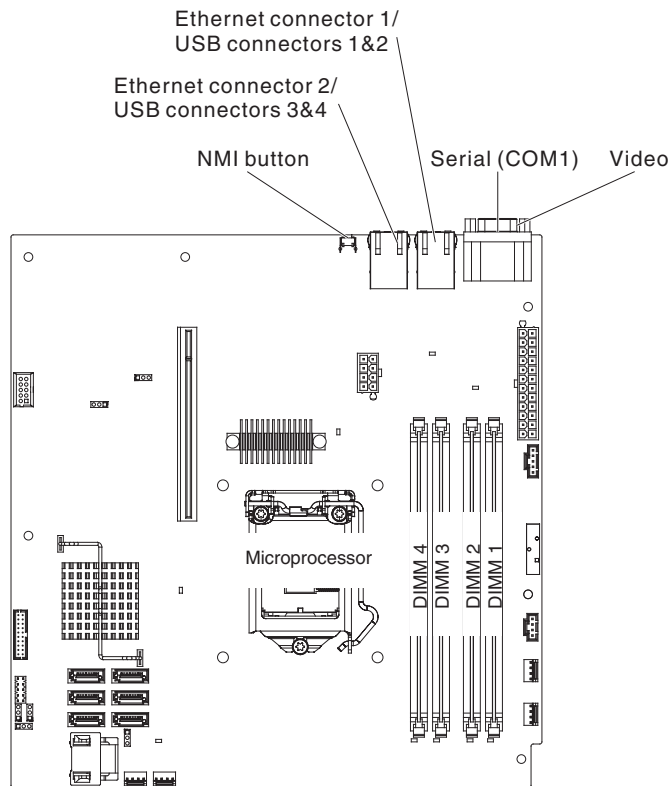


Figure 4. External connectors on the system board. (cy1cd020)

System-board switches and jumpers

The following illustration shows the location and description of the switches, jumpers, and buttons.

Important:

1. Before you change any switch settings or move any jumpers, turn off the server; then, disconnect all power cords and external cables. Review the information in “Safety” on page vii, “Installation guidelines” on page 38, and “Turning off the server” on page 18.
2. Any system-board switch or jumper block that is not shown in the illustrations in this document are reserved.
3. If there is a clear protective sticker on the top of the switch blocks, you must remove and discard it to access the switches.

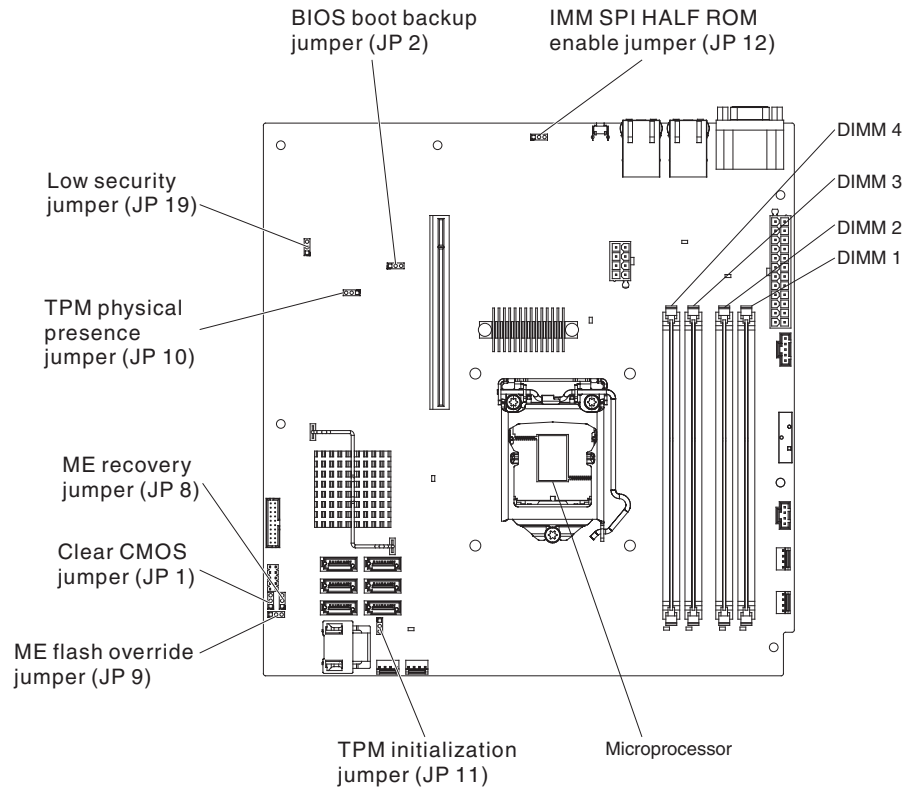


Figure 5. Location of the switches, jumpers, and buttons on the system board. (cy1cd021a)

The following table describes the jumpers on the system board.

Table 2. Jumpers definition

Jumper number	Jumper name	Jumper setting
JP1	Clear CMOS jumper	<ul style="list-style-type: none"> Pins 1 and 2: Keep CMOS data (default) Pins 2 and 3: Clear CMOS data
JP2	BIOS block backup jumper	<ul style="list-style-type: none"> Pins 1 and 2: Boot from primary BIOS page (default) Pins 2 and 3: Boot from backup BIOS page
JP8	ME recovery jumper	<ul style="list-style-type: none"> Pins 1 and 2: Normal (default). Pins 2 and 3: Activate ME recovery.
JP9	ME flash override jumper	<ul style="list-style-type: none"> Pins 1 and 2: Normal (default). Pins 2 and 3: Override ME flash.
JP10	Trusted Platform Module (TPM) physical presence jumper	<p>Pins 1 and 2: Enable TPM physical presence (default)</p> <p>Pins 2 and 3: Disable TPM physical presence</p>
JP11	TPM initialization jumper	<ul style="list-style-type: none"> Pins 1 and 2: Normal (default). Pins 2 and 3: Initiate TPM.

Table 2. Jumpers definition (continued)

Jumper number	Jumper name	Jumper setting
JP12	IMM SPI half ROM enable	<ul style="list-style-type: none"> • Pins 1 and 2: Disabled. • Pins 2 and 3: Enable IMM SPI half ROM (default).
JP19	Low security_N jumper	<ul style="list-style-type: none"> • Pins 1 and 2: Normal (default). • Pins 2 and 3: Activate low security.
<p>Note:</p> <ol style="list-style-type: none"> 1. If no jumper is present, the server responds as if the pins are set to 1 and 2. 2. Changing the position of the boot block jumper from pins 1 and 2 to pins 2 and 3 before the server is turned on alters which flash ROM page is loaded. Do not change the jumper pin position after the server is turned on. This can cause an unpredictable problem. 		

System-board LEDs

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

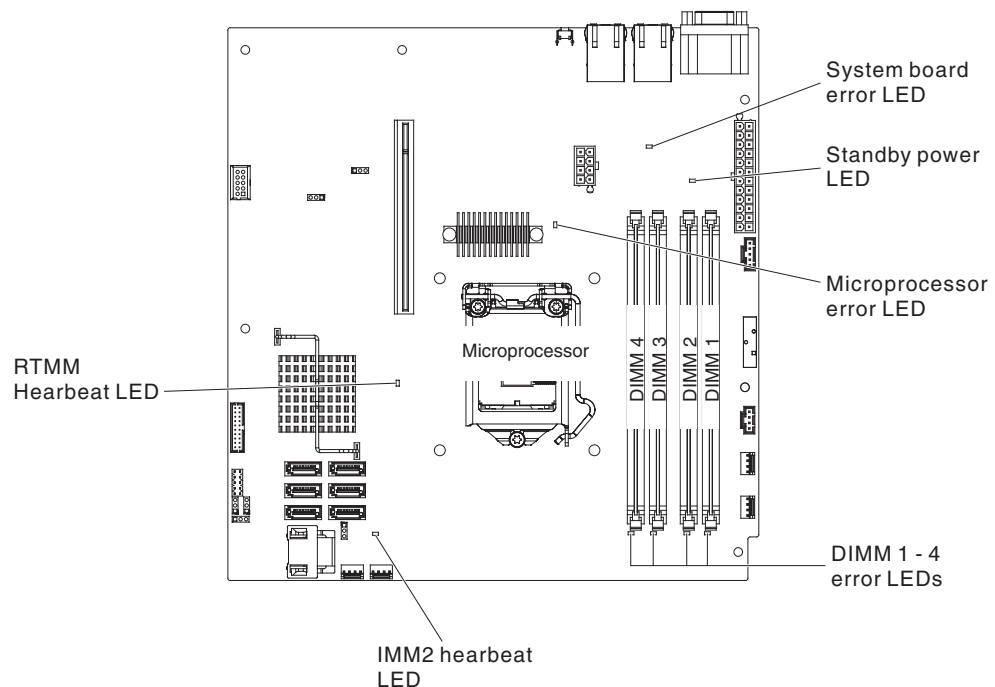


Figure 6. The LEDs on the system board. (cy1cd039)

Note: When you disconnect the power source from the server, you lose the ability to view the LEDs because the LEDs are not lit when the power source is removed. Before you disconnect the power source, make a note of which LEDs are lit, including the LEDs that are lit on the operation information panel and LEDs inside the server on the system board

Table 3. System-board LEDs

LED	Description
-----	-------------

Table 3. System-board LEDs (continued)

Standby power LED	When this LED is lit, it indicates that the server is connected to ac power.
DIMM error LEDs	A memory DIMM has failed or is incorrectly installed.
Microprocessor error LED	Microprocessor has failed, is missing, or has been incorrectly installed.
System-board error LED	System-board CPU VRD and/or power voltage regulators have failed.
IMM2 heartbeat LED	Indicates the status of the boot process of the IMM2. When the server is connected to power this LED flashes quickly to indicate that the IMM2 code is loading. When the loading is complete, the LED stops flashing briefly and then flashes slowly to indicate that the IMM2 is fully operational and you can press the power-control button to start the server.
RTMM heartbeat LED	power-on and power-off sequencing.

PCI riser-card assembly connectors

The following illustration shows the locations of the PCI slots on the riser-card assembly.

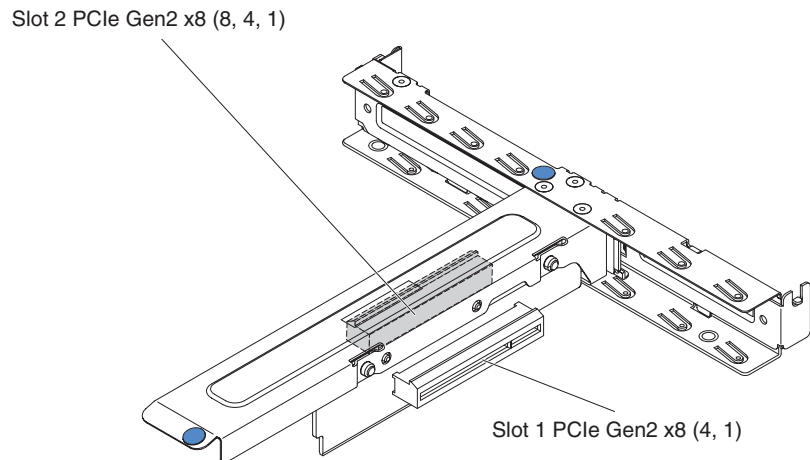


Figure 7. Connectors on PCI riser-card assembly. (cy1cd011)

Installing a memory module

Use this information to install a memory module

The following notes describe the types of dual inline memory modules (DIMMs) that the server supports and other information that you must consider when you install DIMMs (see “System-board internal connectors” on page 25).

If you are replacing a drive, make sure that:

- The server supports industry-standard, 1066, 1333 and 1600 MHz, PC3-12800 (single-rank or dual-rank) double-data-rate 3 (DDR3), registered or unbuffered, synchronous dynamic random-access memory (SDRAM) dual inline memory modules (DIMMs) with error correcting code (ECC). For a list of supported options for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>; then, select your country and navigate to the list of options for the server.
- The maximum amount of memory that the server supports is dependent on the type of memory that you install in the server.
- The amount of usable memory is reduced, depending on the system configuration. A certain amount of memory must be reserved for system resources. To view the total amount of installed memory and the amount of configured memory, run the Setup utility. For additional information, see “Using the Setup utility” on page 74.
- The maximum operating speed of the server is determined by the slowest DIMM in the server.
- If you install a pair of DIMMs in DIMM connectors 1 and 3, the size and speed of the DIMMs that you install in DIMM connectors 1 and 3 must match each other. However, they do not have to be the same size and speed as the DIMMs that are installed in DIMM connectors 2 and 4.
- You can use compatible DIMMs from various manufacturers in the same pair.
- When you install or remove DIMMs, the server configuration information changes. When you restart the server, the system displays a message that indicates that the memory configuration has changed. Static electricity that is released to internal server components when the server is powered-on might cause the server to stop, 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.

Attention: Static electricity that is released to internal server components when the server is powered-on might cause the server to stop, 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 specifications of a DDR3 DIMM are on a label on the DIMM, in the following format.

ggg eRxff-PC3-wwwwm-aa-bb-cc

where:

- *ggg* is the total capacity of the DIMM (for example, 1GB, 2GB, or 4GB)
- *e* is the number of ranks
 - 1 = single-rank
 - 2 = dual-rank
 - 4 = quad-rank
- *ff* is the device organization (bit width)

- 4 = x4 organization (4 DQ lines per SDRAM)
- 8 = x8 organization
- 16 = x16 organization
- *www* is the DIMM bandwidth, in MBps
 - 8500 = 8.53 GBps (PC3-1066 SDRAMs, 8-byte primary data bus)
 - 10600 = 10.66 GBps (PC3-1333 SDRAMs, 8-byte primary data bus)
 - 12800 = 12.8 GBps (PC3-1600 SDRAMs, 8-byte primary data bus)
- *m* is the DIMM type
 - E = Unbuffered DIMM (UDIMM) with ECC (x72-bit module data bus)
 - R = Registered DIMM (RDIMM)
 - U = Unbuffered DIMM with no ECC (x64-bit primary data bus)
- *aa* is the CAS latency, in clocks at maximum operating frequency
- *bb* is the JEDEC SPD Revision Encoding and Additions level
- *cc* is the reference design file for the design of the DIMM
- *d* is the revision number of the reference design of the DIMM

Note: To determine the type of a DIMM, see the label on the DIMM. The information on the label is in the format *xxxxx nRxxx PC3-xxxxx-xx-xx-xxx*. The numeral in the sixth numerical position indicates whether the DIMM is single-rank (n=1) or dual-rank (n=2).

Unbuffered DIMMs (UDIMMs)

The following notes provide information that you must consider when you install UDIMMs.

- The memory channels run at the lowest common frequency of the DIMMs installed.
- The UDIMM options that are available for the server are 1 GB, 2 GB, 4 GB, and 8 GB (when available) DIMMs.
- The server supports up to two single-rank or dual-rank UDIMMs per channel.
- The following table lists the supported UDIMM population.

Table 4. Supported UDIMM population per channel

DIMM connectors per channel	DIMMs installed in each channel	DIMM type	DIMM speed	Ranks per DIMM (any combination)
2	1	Unbuffered DDR3 ECC	1066, 1333, 1600	Single-rank, dual-rank
2	2	Unbuffered DDR3 ECC	1066, 1333, 1600	Single-rank, dual-rank

- The following table lists the maximum DIMM population using ranked UDIMMs.

Table 5. Maximum memory population using ranked UDIMMs (depending on your model)

Number of UDIMMs	DIMM type	Size	Total memory
4	Single-rank UDIMMs	1 GB	4 GB
4	Dual-rank UDIMMs	2 GB	8 GB
4	Dual-rank UDIMMs	4 GB	16 GB

Table 5. Maximum memory population using ranked UDIMMs (depending on your model) (continued)

Number of UDIMMs	DIMM type	Size	Total memory
4	Dual-rank UDIMMs	8 GB	32 GB

- The following table shows the UDIMM memory population rule to optimize the system performance.

Table 6. UDIMM population rule

DIMM connector 1	DIMM connector 2	DIMM connector 3	DIMM connector 4
Populated	Empty	Empty	Empty
Populated	Empty	Populated	Empty
Populated	Populated	Populated	Populated

Installing drives

This section describes the rules to install drives.

The following notes describe the type of hard disk drives that the server supports and other information that you must consider when you install a hard disk drive. For a list of supported hard disk drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

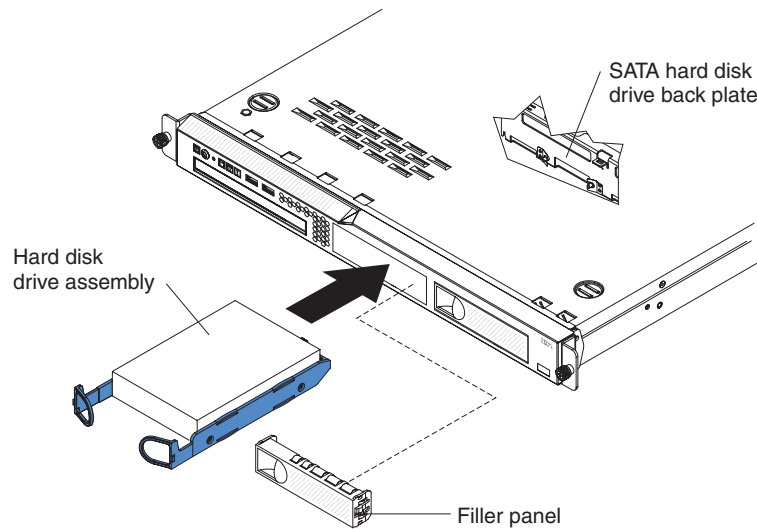
- Locate the documentation that comes with the drive and follow those instructions in addition to the instructions in this chapter.
- Make sure that you have all the cables and other equipment that are specified in the documentation that comes with the drive.
- Select the bay in which you want to install the drive.
- Check the instructions that come with the drive to determine whether you have to set any switches or jumpers on the drive. If you are installing a SAS or SATA hard disk drive, be sure to set the SAS or SATA ID for that device.
- The fixed power supply models can support up to four 2.5-inch or 3.5-inch hot-swap or simple-swap hard disk drives.
- The redundant power supply models can support up to eight 2.5-inch hot-swap or simple-swap hard disk drives.
- The electromagnetic interference (EMI) integrity and cooling of the server are protected by having all bays and PCI and PCI Express slots covered or occupied. When you install a drive, PCI, or PCI Express adapter, save the EMC shield and filler panel from the bay or PCI adapter or PCI Express adapter slot cover in the event that you later remove the device.
- For a complete list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

Installing a simple-swap hard disk drive

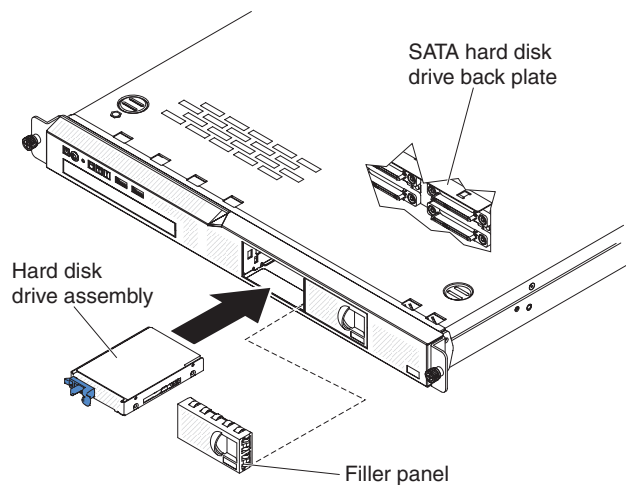
To install a simple-swap hard disk drive, complete the following steps.

Attention: Simple-swap hard disk drives are not hot-swappable. Disconnect all power from the server before you remove or install a simple-swap hard disk drive.

1. Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.
2. Turn off the server and peripheral devices and disconnect all external cables and power cords.
3. Make sure that the server top cover is in place and fully closed.
4. Remove the filler panel from the bay.
5. Install the hard disk drive:
 - To install a 3.5-inch simple-swap hard disk drive, pull the loops of the drive tray toward each other, and slide the drive into the server until the drive connects to the backplate. Release the loops of the drive tray.



- To install a 2.5-inch simple-swap hard disk drive, slide the drive into the server until the drive clicks into the server and connects to the backplate.



6. Insert the filler panel into the bay to cover the drive.

Note: If a RAID controller or adapter is installed, you might have to reconfigure the disk arrays after you install hard disk drives. See your RAID controller or adapter documentation.

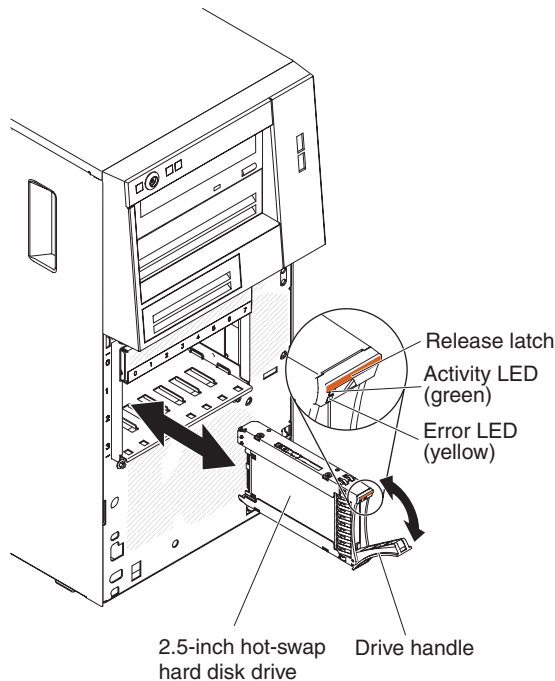
Installing a hot-swap hard disk drive

The 2.5-inch drive hot-swap server models support four SAS 2.5-inch hard disk drives.

Note: If you have only one hard disk drive, install it in the left or upper-left drive bay.

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

Attention: To avoid damage to the hard disk drive connectors, make sure that the server top cover is in place and fully closed whenever you install or remove a hard disk drive.



1. Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.
2. Make sure that the server top cover is in place and fully closed.
Attention: To maintain proper system cooling, do not operate the server for more than 10 minutes without either a drive or filler panel installed in each bay.
3. Install the hard disk drive in the hot-swap bay:
 - Make sure that the drive tray handle is open (as shown in the illustration).
 - Remove the filler panel from the bay.
 - Align the drive assembly with the guide rails in the bay.
 - Gently push the drive assembly into the bay until the drive stops.
 - Push the tray handle to the closed (locked) position.
 - Check the hard disk drive status LED to make sure that the hard disk drive is operating correctly. If the yellow 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.

If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

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

Installing an optional DVD drive

Use this information to install a DVD drive

If you are replacing a removed drive with a new drive, make sure that:

- You have all the cables and other equipment that are specified in the documentation that comes with the new drive.
- You have checked the instructions that come with the new drive to determine whether you must set any switches or jumpers in the drive.
- You have removed the blue optical drive rails from the side of the old drive and have them available for installation on the new drive.

Note: If you are installing a drive that contains a laser, observe the following safety precautions.

Statement 3



CAUTION:

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

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



DANGER

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

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



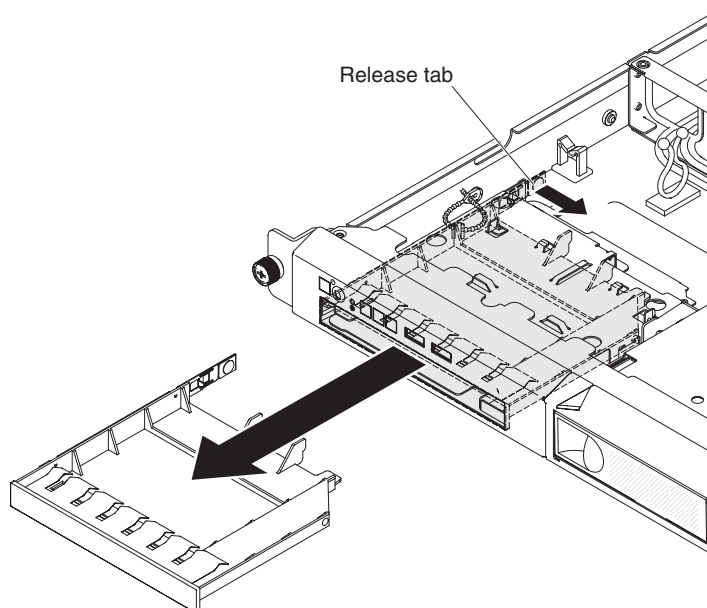
Class 1 Laser Product
Laser Klasse 1
Laser Klass 1
Luokan 1 Laserlaite
Appareil À Laser de Classe 1

To install an optional DVD drive, complete the following steps:

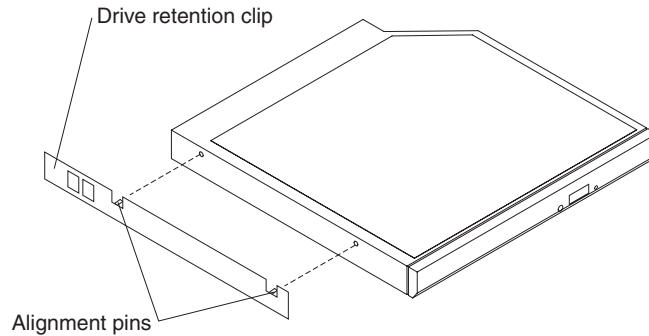
1. Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.
2. Follow the instructions that come with the drive to set jumpers or switches, if there are any.

Note: You might find it easier to install the new drive from the front and then attach the cables.

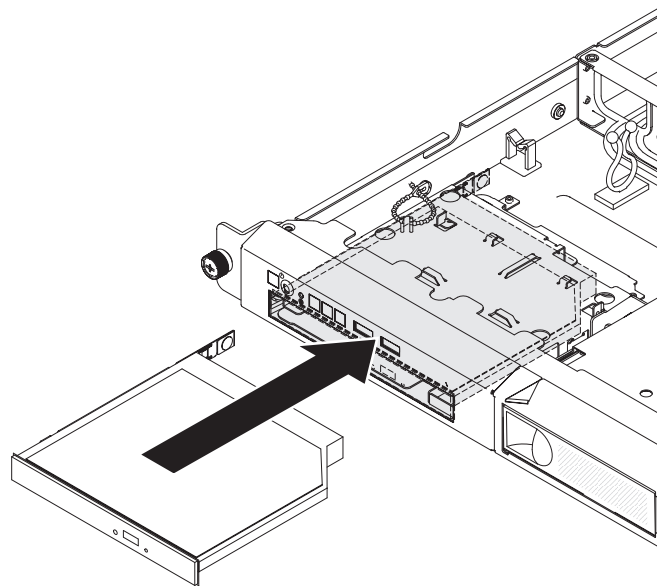
3. Turn off the server and all peripheral devices; then, disconnect the power cords and all external cables.
4. Remove the cover (see “Removing the cover” on page 41).
5. Remove the DVD drive filler if it is installed. Pull the release tab (the rear of the drive-retention clip) toward the right side of the server to release the clip; then, while you pull the tab, push the DVD drive filler out of the bay. Save the DVD drive filler for future use.



6. Touch the static-protective package that contains the new DVD drive to any unpainted metal surface on the server; then, remove the DVD drive from the package and place it on a static-protective surface.
7. Follow the instructions that come with the DVD drive to set any jumpers or switches.
8. Remove the retention clip from the DVD drive filler.
9. Attach the drive retention clip (that comes with the DVD drive filler) to the side of the new DVD drive.



10. Align the drive in the drive bay and slide the drive into the DVD drive bay until the drive clicks into place.



If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

Installation guidelines

Use the installation guidelines to install the IBM System x3250 M4 Type 2583.

Attention: Static electricity that is released to internal server components when the server is powered-on might cause the system to halt, which might result in the loss of data. To avoid this potential problem, always use an electrostatic-discharge wrist strap or other grounding system when removing or installing a hot-swap device.

Before you install optional devices, read the following information:

- Read the safety information in “Safety” on page vii and the guidelines in “Working inside the server with the power on” on page 40, and “Handling static-sensitive devices” on page 40. This information will help you work safely.
- Make sure that the devices that you are installing are supported. For a list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.
- When you install your new server, take the opportunity to download and apply the most recent firmware updates. This step will help to ensure that any known issues are addressed and that your server is ready to function at maximum levels of performance. To download firmware updates for your server, go to <http://www.ibm.com/support/fixcentral>.

Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

For additional information about tools for updating, managing, and deploying firmware, see the ToolsCenter for System x and BladeCenter at <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=TOOL-CENTER>

- Before you install optional hardware, make sure that the server is working correctly. Start the server, and make sure that the operating system starts, if an operating system is installed, or that a 19990305 error code is displayed, indicating that an operating system was not found but the server is otherwise working correctly. If the server is not working correctly, see “Running DSA Preboot diagnostic programs” on page 114 for information about how to run diagnostics.
- Observe good housekeeping in the area where you are working. Place removed covers and other parts in a safe place.
- Do not attempt to lift an object that you think is too heavy for you. If you have to lift a heavy object, observe the following precautions:
 - Make sure that you can stand safely without slipping.
 - Distribute the weight of the object equally between your feet.
 - Use a slow lifting force. Never move suddenly or twist when you lift a heavy object.
 - To avoid straining the muscles in your back, lift by standing or by pushing up with your leg muscles.
- Make sure that you have an adequate number of properly grounded electrical outlets for the server, monitor, and other devices.
- Back up all important data before you make changes to disk drives.
- Have a small flat-blade screwdriver, a small Phillips screwdriver, and a T8 torx screwdriver available.

- To view the error LEDs on the system board and internal components, leave the server connected to power.
- You do not have to turn off the server to install or replace hot-swap power supplies, hot-swap fans, or hot-plug Universal Serial Bus (USB) devices. However, you must turn off the server before you perform any steps that involve removing or installing adapter cables and you must disconnect the power source from the server before you perform any steps that involve removing or installing a riser card.
- 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.

System reliability guidelines

The system reliability guidelines are to ensure proper system cooling.

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

- Each of the drive bays has a drive or a filler panel and electromagnetic compatibility (EMC) shield installed in it.
- If the server has redundant power, each of the power-supply bays has a power supply installed in it.
- There is adequate space around the server to allow the server cooling system to work properly. Leave approximately 50 mm (2.0 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 you turn 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 as soon as possible.
- 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 to overheat.

Working inside the server with the power on

Guidelines to work 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 might result in the loss of data. To avoid this potential problem, always use an electrostatic-discharge wrist strap or other grounding system when you work inside the server with the power on.

You might have to have the server turned on while the cover is off, to look at system-board LEDs or replace hot-swap components. 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

Use this information to handle 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 surface 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.

Removing the cover

Use this information to remove the cover.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component or an optional device in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

Note: Before you install optional hardware, make sure that the server is working correctly. Start the server, and make sure that the operating system starts, if an operating system is installed, or that a 19990305 error code is displayed, indicating that an operating system was not found but the server is otherwise working correctly.

To remove the server cover, complete the following steps.

Procedure

1. Read the safety information that begins in the begin of this documentation.
2. Turn off the server and peripheral devices and disconnect the power cords and all external cables, if necessary.
3. If the server has been installed in a rack, loosen the two thumbscrews on the front of the server and remove the server out of the rack enclosure; then, place it on a flat, static-protective surface.

Note: When you disconnect the power source from the server, you lose the ability to view the LEDs because the LEDs are not lit when the power source is removed. Before you disconnect the power source, make a note of which LEDs are lit, including the LEDs that are lit on the front panel, on the rear panel, and LEDs inside the server on the system board, then, see this documentation for information about how to solve the problem.

4. Press down firmly on the blue tab on the top of the cover (on the right side near the front of the server) and slide the cover toward the rear of the server until the cover has disengaged from the chassis.

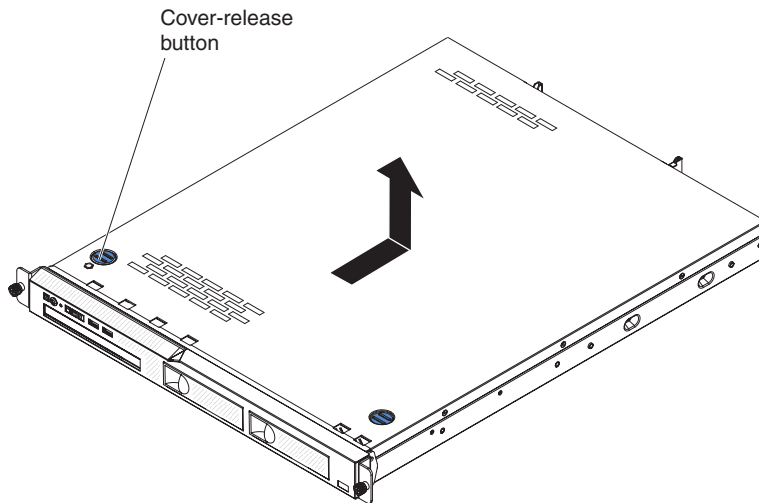


Figure 8. Cover removal

5. Lift the cover off the server and set it aside.

Attention: For proper cooling and airflow, replace the server cover before you turn on the server.

Removing the air baffle

Use this information to remove the air baffle from the server.

Before you begin

Read the safety information in "Safety" on page vii and "Installation guidelines" on page 38.

If you are replacing a server component or an optional device in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove the air baffle, complete the following steps.

Procedure

1. Read the safety information that begins in the begin of this documentation.
2. Turn off the server and peripheral devices and disconnect the power cords and all external cables, if necessary.
3. Remove the cover (see "Removing the cover" on page 41).
4. Grasp the air baffle; then, lift it up out of the server and set it aside.

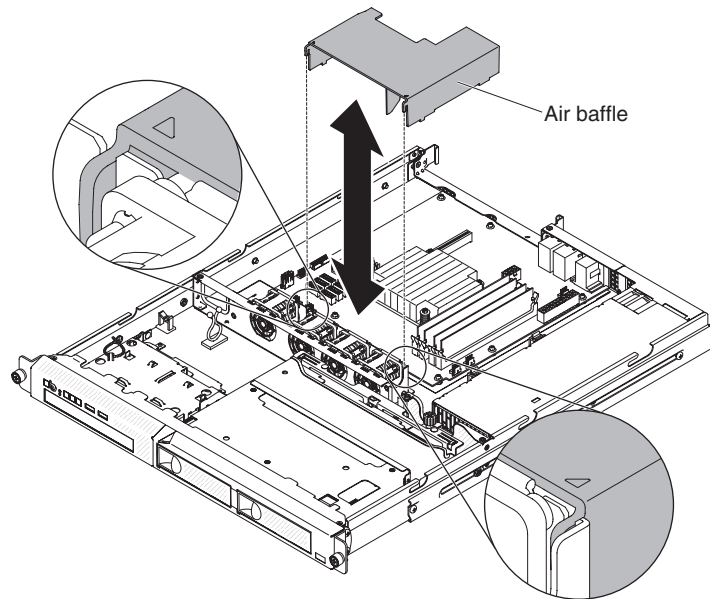


Figure 9. Air baffle removal

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

Removing the PCI riser-card assembly

Use this information to remove the PCI riser-card assembly.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

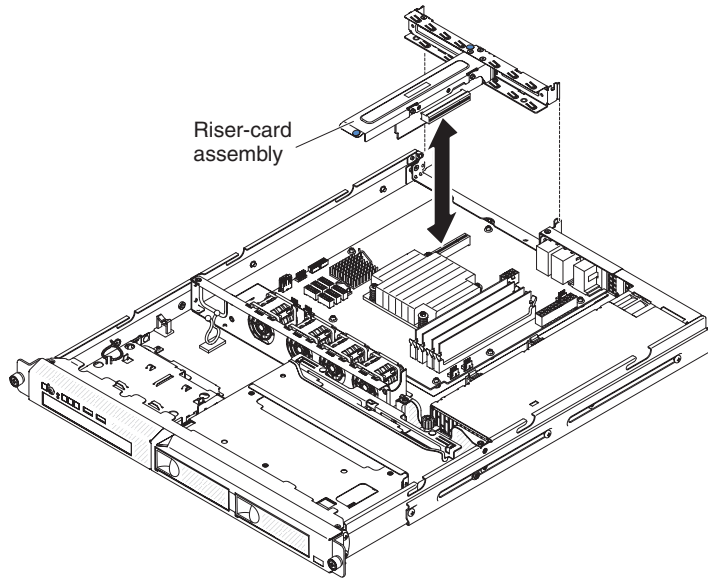
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

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

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. If an adapter is installed in the PCI riser-card assembly, disconnect any cables that are connected to the adapter.
3. Grasp the front and rear of the PCI riser-card assembly and lift it out of the PCI riser-card slot on the system board.



4. Disconnect any cables from the adapters in the PCI riser-card assembly.
5. Place the PCI riser-card assembly on a flat, static-protective surface. If you are instructed to return the PCI riser-card assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

What to do next

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

Installing a system fan

Use this information to install a system fan in the server.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are installing an optional device in the server, turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To install a system fan, complete the following steps.

Procedure

1. Position the fan so that the airflow arrow on the fan points toward the rear of the server.

Note: The correct airflow is from the front to the rear of the server.

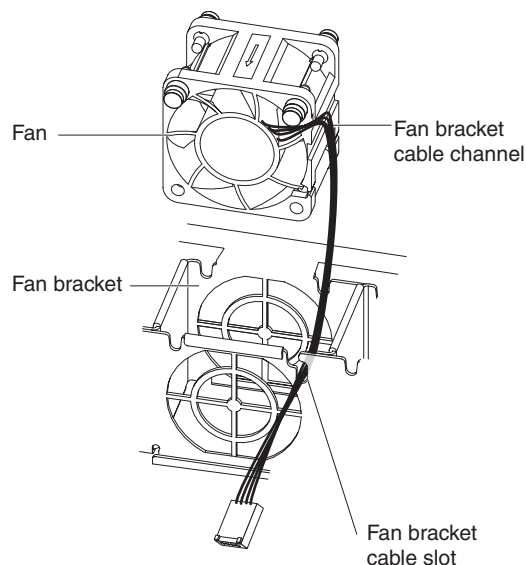


Figure 10. System fan installation

2. Install the fan in the bracket:
 - a. Make sure that the fan cable sits in the channel on the side of the fan.
 - b. In the location from which you removed the failed fan, route the fan cable into the fan cable slot in the fan bracket top.
 - c. Insert the fan into the bracket.
 - d. Make sure that each of the grey soft tabs on the fan is fully seated in its slot in the fan bracket.
3. Connect the fan cable to the system board (see “System-board internal connectors” on page 25 for the locations of the fan cable connectors on the system board).

What to do next

If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

Installing drives

This section describes the rules to install drives.

The following notes describe the type of hard disk drives that the server supports and other information that you must consider when you install a hard disk drive. For a list of supported hard disk drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

- Locate the documentation that comes with the drive and follow those instructions in addition to the instructions in this chapter.
- Make sure that you have all the cables and other equipment that are specified in the documentation that comes with the drive.
- Select the bay in which you want to install the drive.
- Check the instructions that come with the drive to determine whether you have to set any switches or jumpers on the drive. If you are installing a SAS or SATA hard disk drive, be sure to set the SAS or SATA ID for that device.

- The fixed power supply models can support up to four 2.5-inch or 3.5-inch hot-swap or simple-swap hard disk drives.
- The redundant power supply models can support up to eight 2.5-inch hot-swap or simple-swap hard disk drives.
- The electromagnetic interference (EMI) integrity and cooling of the server are protected by having all bays and PCI and PCI Express slots covered or occupied. When you install a drive, PCI, or PCI Express adapter, save the EMC shield and filler panel from the bay or PCI adapter or PCI Express adapter slot cover in the event that you later remove the device.
- For a complete list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

Installing a hot-swap hard disk drive

Use this information to install a hot-swap hard disk drive.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are installing an optional device in the server, turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

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

Note: If you have only one hard disk drive, you must install it in the left drive bay.

Attention: To avoid damage to the hard disk drive connectors, make sure that the server cover is in place and fully closed whenever you install or remove a hard disk drive.

Procedure

1. Remove the filler panel from the empty drive bay. Keep the filler panel in a safe place.
2. Touch the static-protective package that contains the drive to any unpainted metal surface on the server; then, remove the drive from the package and place it on a static-protective surface.
3. Install the hard disk drive in the drive bay:
 - a. Make sure that the tray handle is in the open (unlocked) position.
 - b. Align the drive with the guide rails in the bay.

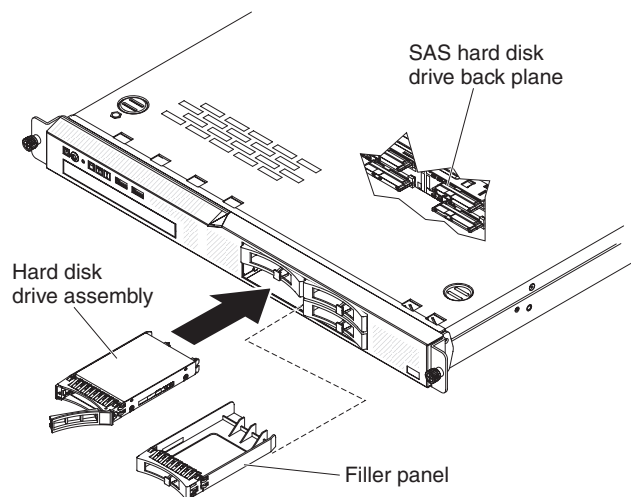


Figure 11. Hot-swap hard disk drive installation

- c. Gently push the drive into the bay until the drive stops.
- d. Rotate the tray handle to the closed (locked) position.
- e. Check the hard disk drive status LED to verify that the hard disk drive is operating correctly. If the yellow hard disk drive status LED of 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.

Note: If the server is configured for RAID operation using a ServeRAID adapter, you might have to reconfigure your disk arrays after you install hard disk drives. See the ServeRAID adapter documentation for additional information about RAID operation and complete instructions for using the ServeRAID adapter.

4. If you are installing additional hot-swap hard disk drives, do so now.

What to do next

If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

Installing a simple-swap hard disk drive

Use this information to install a simple-swap hard disk drive.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are installing an optional device in the server, turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

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

Procedure

1. Remove the filler panel from the empty drive bay.

2. Touch the static-protective package that contains the drive to any unpainted metal surface on the server; then, remove the drive from the package and place it on a static-protective surface.
3. Install the hard disk drive in the drive bay:
 - a. Grasp the black drive handle and slide the blue release latch to the right and align the drive assembly with the guide rails in the bay.

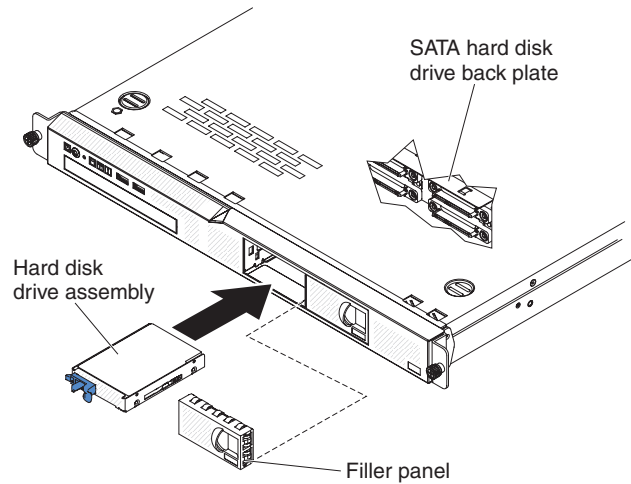


Figure 12. 2.5-inch simple-swap hard disk drive installation

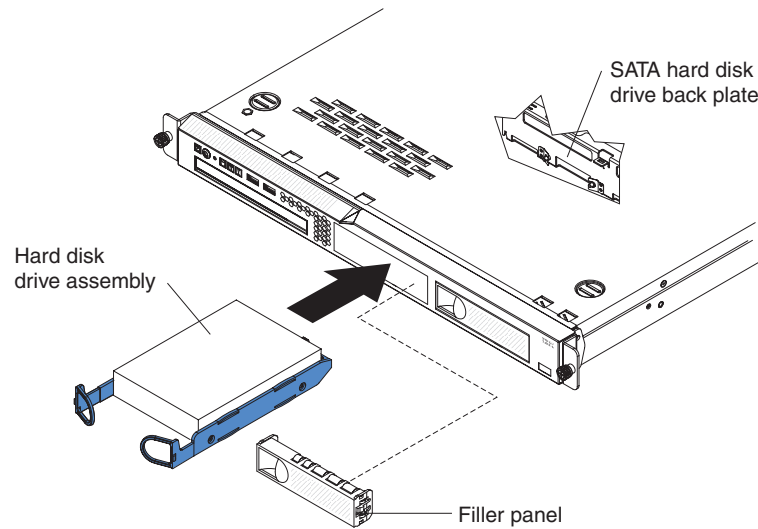


Figure 13. 3.5-inch simple-swap hard disk drive installation

- b. Gently push the drive into the bay until the drive stops.
4. Reinstall the drive bay filler panel that you removed earlier.
5. If you are installing additional simple-swap hard disk drives, do so now.

What to do next

If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

Installing the optional DVD drive

Use this information to install the DVD drive.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are installing an optional device in the server, turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To install the DVD drive, complete the following steps.

Procedure

1. Remove the DVD drive filler panel if it is installed. Locate the blue release tab on the rear of the DVD drive filler panel; then, while you press the tab, push the DVD drive filler panel out of the drive bay.

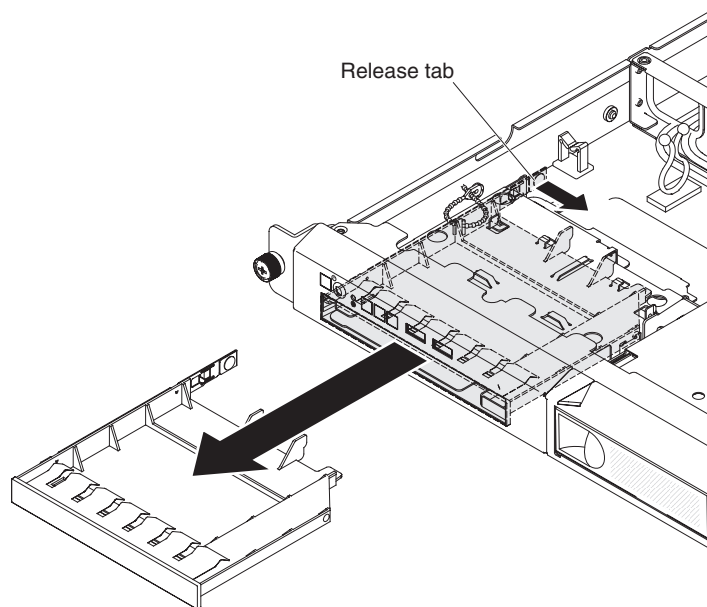


Figure 14. DVD drive filler panel removal

2. Remove the retention clip from the side of the DVD drive filler panel. Save the DVD drive filler panel for future use.

Note: If you are installing an optical drive that contains a laser, observe the following safety precautions.

Statement 3



CAUTION:

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

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



DANGER

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

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



Class 1 Laser Product
Laser Klasse 1
Laser Klass 1
Luokan 1 Laserlaite
Appareil À Laser de Classe 1

3. Touch the static-protective package that contains the new optical drive to any unpainted metal surface on the server; then, remove the optical drive from the package and place it on a static-protective surface.
4. Follow the instructions that come with the drive to set any jumpers or switches.
5. Attach the drive retention clip that you removed from the DVD drive filler panel to the side of the new DVD drive.

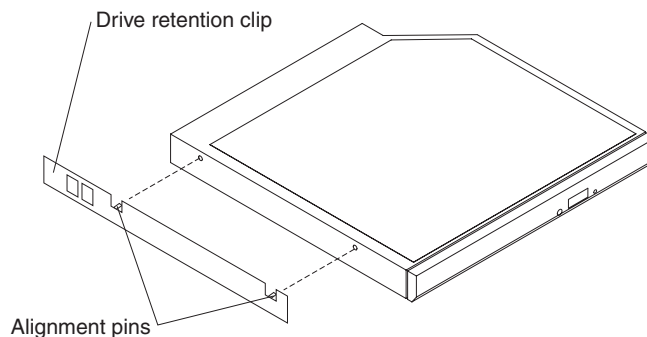


Figure 15. DVD drive retention clip installation

6. Align the DVD drive in the drive bay and slide the DVD drive into the optical drive bay until the DVD drive clicks into place.

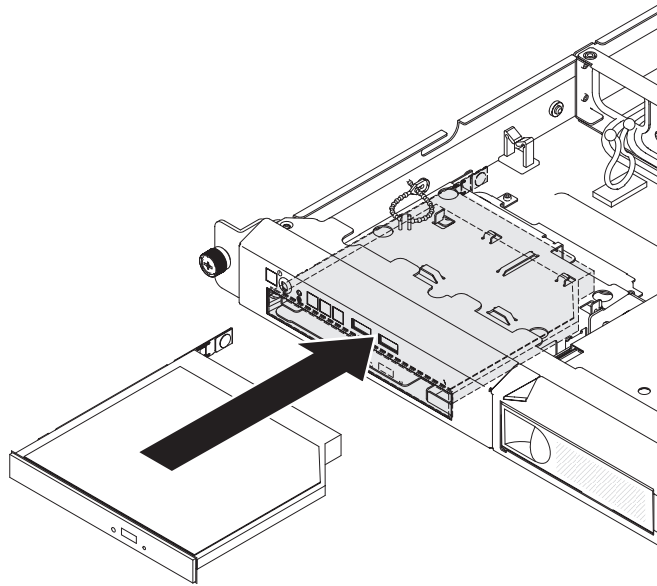


Figure 16. DVD drive installation

7. Follow the instructions that come with the drive to set any jumpers or switches.

What to do next

If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

Memory module installation

The following notes describe the types of DIMMs that the server supports and other information that you must consider when you install DIMMs.

- Confirm that the server supports the DIMM that you are installing (see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>).
- When you install or remove DIMMs, the server configuration information changes. When you restart the server, the system displays a message that indicates that the memory configuration has changed. You can use the Setup utility to view the server configuration information, see “Using the Setup utility” on page 74 for more information.
- The server supports only industry-standard double-data-rate 3 (DDR3), 1333 or 1600 MHz, PC3L-12800 (single-rank or dual-rank), unbuffered or synchronous dynamic random-access memory (SDRAM) dual inline memory modules (DIMMs) with error correcting code (ECC).
- The server supports a maximum of four single-rank or dual-rank unbuffered DIMMs.
- The maximum operating speed of the server is determined by the slowest DIMM in the server.
- If you install a pair of DIMMs in DIMM connectors 1 and 3, the size and speed of the DIMMs that you install in DIMM connectors 1 and 3 must match each other. However, they do not have to be the same size and speed as the DIMMs that are installed in DIMM connectors 2 and 4.
- You can use compatible DIMMs from various manufacturers in the same pair.

- The specifications of a DDR3 DIMM are on a label on the DIMM, in the following format.
- *gGB eRxf PC3v-wwwwwm-aa-bb-cc*
 where:
 - *gGB* is the total capacity of the DIMM (for example, 1GB, 2GB, or 4GB)
 - *eR* is the number of ranks
 - 1R = single-rank
 - 2R = dual-rank
 - 4R = quad-rank
 - *xf* is the device organization or bit width (for example, x4, x8, or x16)
 - x4 = x4 organization (4 DQ lines per SDRAM)
 - x8 = x8 organization
 - x16 = x16 organization
 - *wwwww* is the DIMM bandwidth, in MBps
 - 8500 = 8.53 GBps (DDR3-1066 SDRAMs, 8-byte primary data bus)
 - 10600 = 10.66 GBps (DDR3-1333 SDRAMs, 8-byte primary data bus)
 - 12800 = 12.80 GBps (DDR3-1600 SDRAMs, 8-byte primary data bus)
 - *m* is the DIMM type
 - E = Unbuffered DIMM (UDIMM) with ECC (x72-bit module data bus)
 - R = Registered DIMM (RDIMM)
 - U = Unbuffered DIMM with no ECC (x64-bit primary data bus)
 - *aa* is the CAS latency, in clocks at maximum operating frequency
 - *bb* is the JEDEC SPD Revision Encoding and Additions level
 - *cc* is the reference design file for the design of the DIMM

Note:

1. To determine the type of a DIMM, see the label on the DIMM. The information on the label is in the format *xGB nRxx PC3v-xxxxxx-xx-xx-xx*. The numeral in the sixth numerical position indicates whether the DIMM is single-rank (n=1) or dual-rank (n=2).
2. The amount of usable memory is reduced, depending on the system configuration. A certain amount of memory must be reserved for system resources. To view the total amount of installed memory and the amount of configured memory, run the Setup utility. For additional information, see “Configuring the server” on page 70.

Unbuffered DIMMs (UDIMMs)

The following notes provide information that you must consider when you install UDIMMs.

- The memory channels run at the lowest common frequency of the DIMMs installed.
- The UDIMM options that are available for the server are 1 GB, 2 GB, 4 GB, and 8 GB (when available) DIMMs.
- The server supports up to two single-rank or dual-rank UDIMMs per channel.
- The following table lists the supported UDIMM population.

Table 7. Supported UDIMM population per channel

DIMM connectors per channel	DIMMs installed in each channel	DIMM type	DIMM speed	Ranks per DIMM (any combination)
2	1	Unbuffered DDR3 ECC	1066, 1333, 1600	Single-rank, dual-rank
2	2	Unbuffered DDR3 ECC	1066, 1333, 1600	Single-rank, dual-rank

- The following table lists the maximum DIMM population using ranked UDIMMs.

Table 8. Maximum memory population using ranked UDIMMs (depending on your model)

Number of UDIMMs	DIMM type	Size	Total memory
4	Single-rank UDIMMs	1 GB	4 GB
4	Dual-rank UDIMMs	2 GB	8 GB
4	Dual-rank UDIMMs	4 GB	16 GB
4	Dual-rank UDIMMs	8 GB	32 GB

- The following table shows the UDIMM memory population rule to optimize the system performance.

Table 9. UDIMM population rule

DIMM connector 1	DIMM connector 2	DIMM connector 3	DIMM connector 4
Populated	Empty	Empty	Empty
Populated	Empty	Populated	Empty
Populated	Populated	Populated	Populated

Installing a DIMM

Use this information to install a DIMM.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are installing an optional device in the server, turn off the server and peripheral devices, and disconnect the power cords and all external cables.

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

About this task

The following illustration shows the location of the DIMM connectors on the system board.

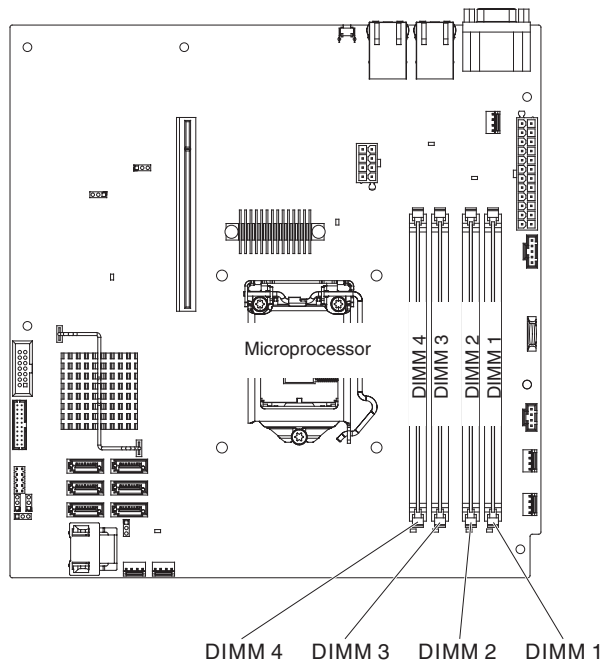


Figure 17. The location of the DIMM connectors on the system board. (jinhu114)

To install a DIMM, complete the following steps.

Procedure

1. Locate the DIMM connectors on the system board. Determine the connectors into which you will install the DIMMs. Install the DIMMs in the sequence shown in the following table.

Table 10. DIMM installation sequence

Number of DIMMs	Installation sequence (connectors)
First pair of DIMMs	1, 3
Second pair of DIMMs	2, 4

2. Open the retaining clip on each end of the DIMM connector.

Attention: To avoid breaking the retaining clips or damaging the DIMM connectors, open and close the clips gently.

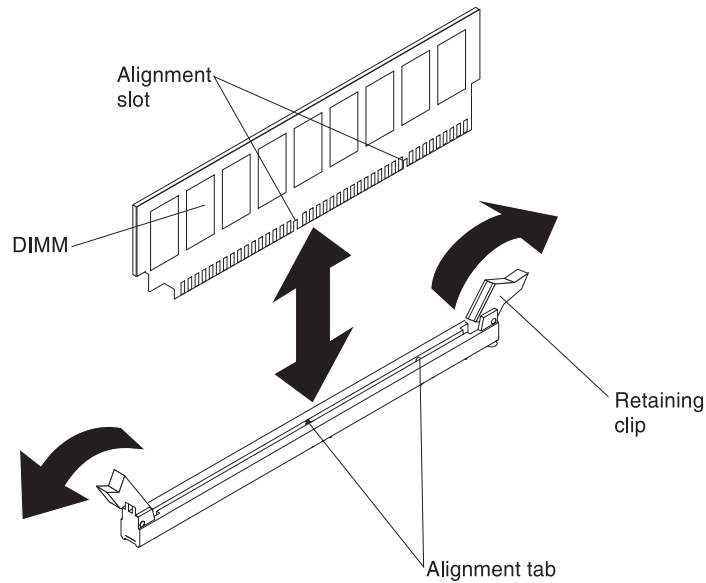


Figure 18. DIMM installation

3. Touch the static-protective package that contains the DIMM to any unpainted metal surface on the outside of the server. Then, remove the DIMM from the package.
4. Turn the DIMM so that the alignment slot align correctly with the alignment tab.
5. Insert the DIMM into the connector by aligning the edges of the DIMM with the slots at the ends of the DIMM connector.
6. Firmly press the DIMM straight down into the connector by applying pressure on both ends of the DIMM simultaneously. The retaining clips snap into the locked position when the DIMM is firmly seated in the connector.

Note: 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.

What to do next

If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

Installing an adapter

Use this information to install an adapter.

Before you begin

The following notes describe the types of adapters that the server supports and other information that you must consider when you install an adapter:

- To confirm that the server supports the adapter that you are installing, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.
- Locate the documentation that comes with the adapter and follow those instructions in addition to the instructions in this section.
- The adapter slots are on the PCI riser-card assembly. You must first remove the PCI riser-card assembly to access the adapter slots.
- The expansion slots on the PCI riser-card assembly accommodate the various form factors of the non-hot-plug adapters as follows:
 - Expansion slot 1: Low-profile with 2U bracket (this slot is dedicated for ServeRAID-10il v2 SAS/SATA controller)
 - Expansion slot 2: Full-height, half-length

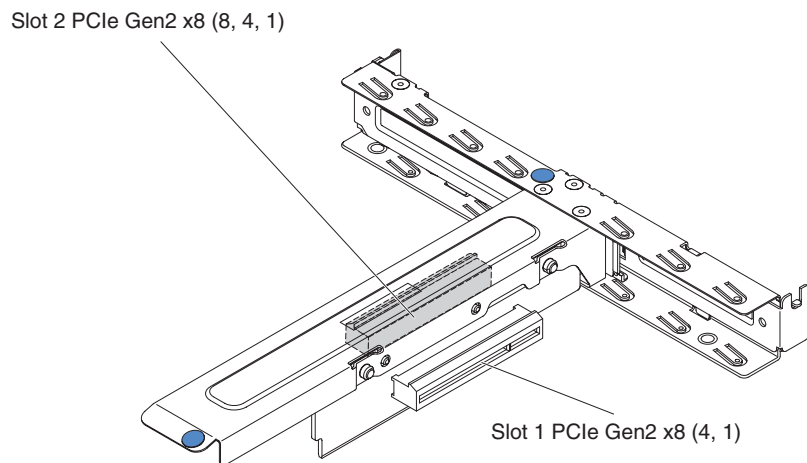


Figure 19. PCI riser-card assembly

- The optional ServeRAID-BR10il v2 controller must be installed in expansion slot 1 on the PCI riser-card assembly.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are installing an optional device in the server, turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To install an adapter, complete the following steps.

Procedure

1. Remove the PCI riser-card assembly (see “Removing the PCI riser-card assembly” on page 43).

2. Touch the static-protective package that contains the adapter to any unpainted metal surface on the server; then, remove the adapter from the package.
3. Place the adapter, component side up, on a flat, static-protective surface and set any jumpers or switches as described by the adapter manufacturer, if necessary.
4. Follow the cabling instructions, if any come with the adapter. Route the adapter cables before you install the adapter.
5. Remove the expansion-slot cover from the PCI riser-card assembly and save for future use.
6. Align the connector on the adapter with the connector on the PCI riser-card assembly, then, insert the adapter into the PCI riser-card assembly. Press the edge of the connector *firmly* into the PCI riser-card assembly. Make sure that the adapter is securely installed in the PCI riser-card assembly.

Important: Make sure that the U-shaped opening in the metal adapter bracket engages the tab on the expansion-slot bracket.

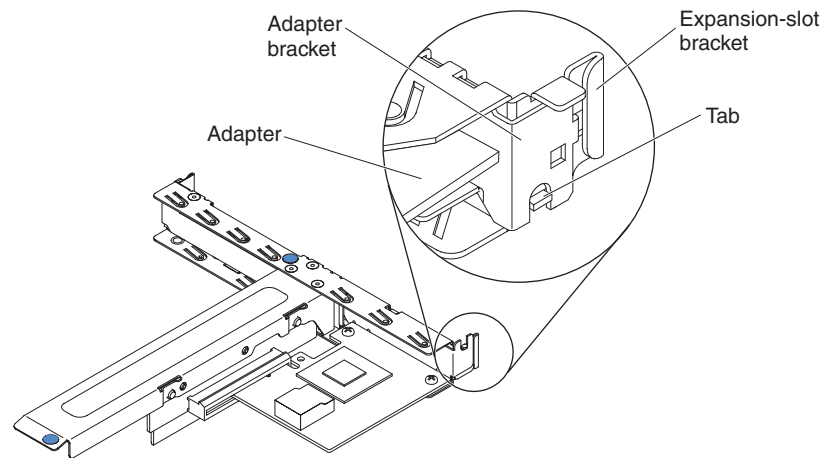


Figure 20. Adapter installation

7. Install the PCI riser-card assembly (see “Replacing the PCI riser-card assembly” on page 63).

Attention: When you install an adapter, make sure that the adapter is correctly seated in the PCI riser-card assembly and that the PCI riser-card assembly is securely seated in the riser-card connector on the system board before you turn on the server. An incorrectly seated adapter might cause damage to the system board, the PCI riser-card assembly, or the adapter.

What to do next

If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

Note: If the server is configured for RAID operation through an optional ServeRAID adapter, you might have to reconfigure your disk arrays after you install an adapter. See the ServeRAID documentation on the *IBM ServerRAID Support CD* for additional information about RAID operation and complete instructions for using ServeRAID Manager.

Installing a ServeRAID adapter

Use this information to install an IBM ServeRAID adapter.

Before you begin

For configuration information, see the ServeRAID documentation at <http://www.ibm.com/supportportal>.

Important: To ensure that any of your ServeRAID adapters function properly on UEFI-based servers, make sure that the adapter firmware and supporting device drivers are updated to the latest version.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are installing an optional device in the server, turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To install an IBM ServeRAID adapter, complete the following steps.

Procedure

1. Remove the PCI riser-card assembly (see “Removing the PCI riser-card assembly” on page 43).
2. Remove the expansion-slot cover on the slot that you intend to use and save for future use.

Attention: PCI expansion-slot covers must be installed on all vacant slots. This maintains the electronic emissions standards of the server and ensures proper ventilation of server components.

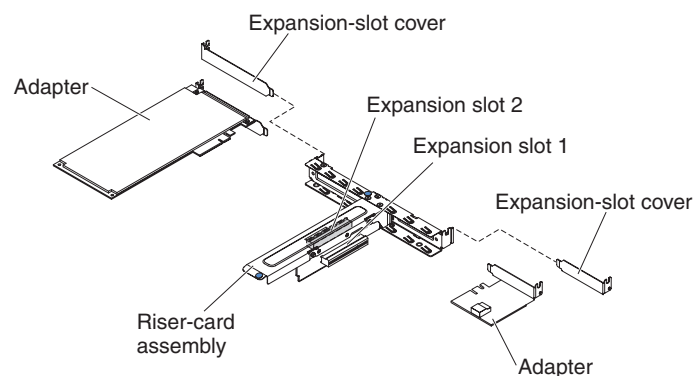
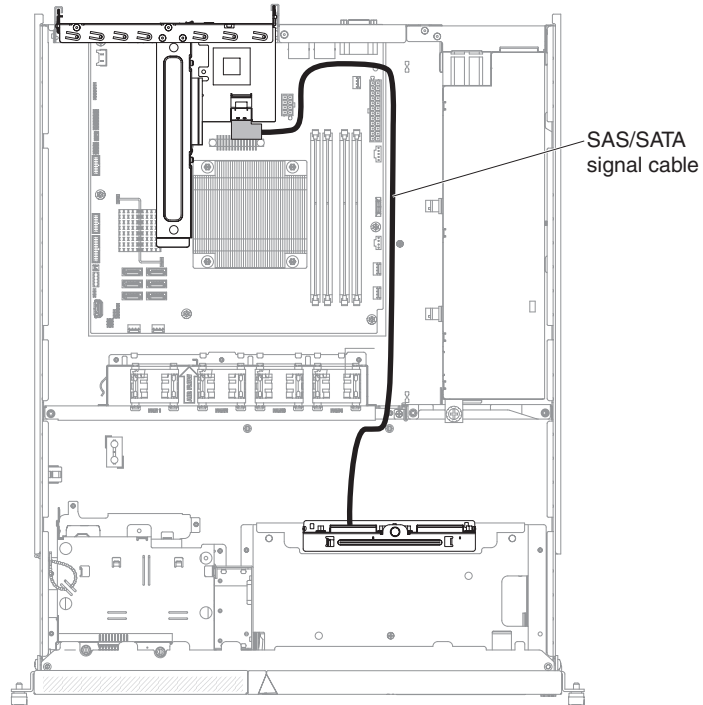


Figure 21. ServeRAID adapter installation

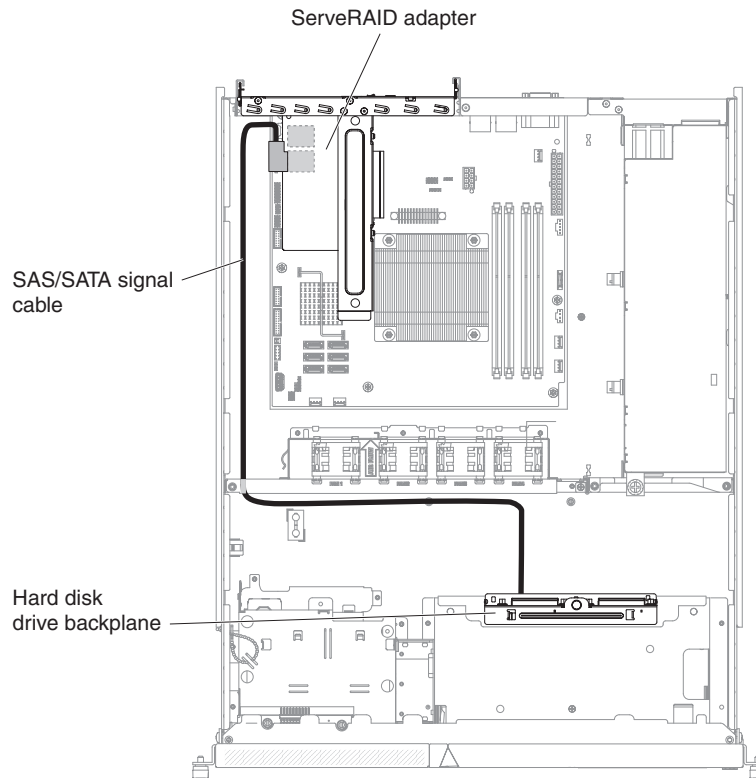
3. Touch the static-protective package that contains the new ServeRAID adapter to any unpainted surface on the outside of the server; then, grasp the adapter by the top edge or upper corners of the adapter and remove it from the package.
4. Take the signal cable that is attached to the drive backplane and connect it to the ServeRAID adapter.
 - If you install a ServeRAID adapter in slot 1 on the PCI riser-card assembly, route the signal cable from the drive backplane as shown in the following illustration.



- If you install a ServeRAID-M1050 or ServeRAID-M5014 adapter in slot 2 on the PCI riser-card assembly, route the signal cable from the drive backplane through the fan cage hole on the left of fan 1 as shown in the following illustration. Connect the signal cable to Port 0 on the ServeRAID adapter.

Note:

- a. You must connect the signal cable to Port 0 on a ServeRAID-M1050 or ServeRAID-M5014 adapter.
- b. Secure the cable on the system board with cable tie after routing.



5. Align the ServeRAID adapter so that the keys align correctly with the connector on the PCI riser-card assembly.
6. Insert the ServeRAID adapter into the connector on the PCI riser-card assembly until it is firmly seated.
Attention: Incomplete insertion might cause damage to the server or the adapter.
7. Install the PCI riser-card assembly (see “Replacing the PCI riser-card assembly” on page 63).

What to do next

If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

Note: When you restart the server, you are prompted to import the existing RAID configuration to the new ServeRAID adapter.

Installing a hot-swap power supply

Use this information to install a hot-swap power supply.

Before you begin

The following notes describe the type of power supply that the server supports and other information that you must consider when you install a power supply:

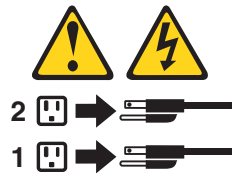
- Depending on your server model, the server comes standard with one 460-watt hot-swap power supply. For redundancy support, you must install an additional hot-swap power supply, if one is not installed in your model.
- Make sure that the devices that you are installing are supported. For a list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

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.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

About this task

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

Procedure

1. Grasp the side clip and pull to remove the power-supply filler panel from the empty power-supply bay. Save the power-supply filler panel in case you remove the power supply at a later time.

Important: During normal operation, each power-supply bay must contain either a power supply or power-supply filler panel for proper cooling.

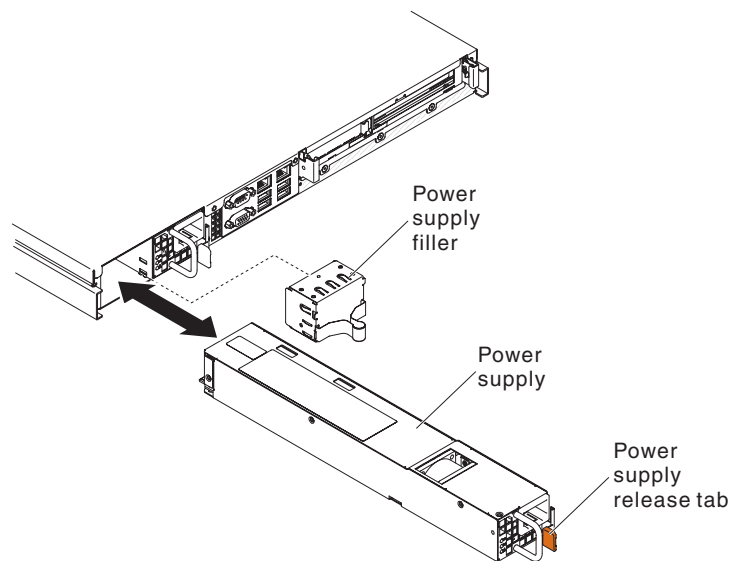


Figure 22. Hot-swap power supply installation

2. Slide the hot-swap power supply into the bay until the release latch clicks into place.
3. Connect one end of the power cord for the new power supply into the ac connector on the back of the power supply; then, connect the other end of the power cord into a properly grounded electrical outlet.
4. If the server is turned off, turn on the server.
5. Make sure that the ac power LED on the power supply is lit, indicating that the power supply is operating correctly. If the server is turned on, make sure that the dc power LED on the power supply is lit also.

What to do next

If you have other devices to install, do so now. Otherwise, go to “Completing the installation” on page 63.

Completing the installation

Use this information to complete the installation.

About this task

To complete the installation, complete the following steps.

Procedure

1. If you removed the PCI riser-card assembly, reinstall it (see “Replacing the PCI riser-card assembly”).
2. If you removed the air baffle, reinstall it (see “Replacing the air baffle” on page 64).
3. If you removed the server cover, replace it (see “Replacing the cover” on page 65).
4. Install the server in the rack cabinet (see the Rack Installation Instructions that come with the server for instructions).
5. Reconnect the cables and power cords (see “Connecting the cables” on page 66).
6. Update the server configuration (see “Updating the server configuration” on page 68).
7. Slide the server back into the rack, if necessary.
8. Start the server. Confirm that it starts correctly and recognizes the newly installed devices, and make sure that no error LEDs are lit.
9. (IBM Business Partners only) Complete the additional steps in “Instructions for IBM Business Partners” on page 22.

Replacing the PCI riser-card assembly

Use this information to replace the PCI riser-card assembly.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To replace the PCI riser-card assembly, complete the following steps.

Procedure

1. Install the adapters in the PCI riser-card assembly (see “Replacing a ServeRAID adapter” on page 161)
2. Reconnect any adapter cables that you disconnected when you removed the PCI riser-card assembly.
3. Carefully align the PCI riser-card assembly with the guides on the rear of the server and with the PCI riser-card connector on the system board; then, place your thumbs on locations marked by the blue tabs and press down on the PCI riser-card assembly. Make sure that the riser-card assembly is fully seated in the

connector on the system board.

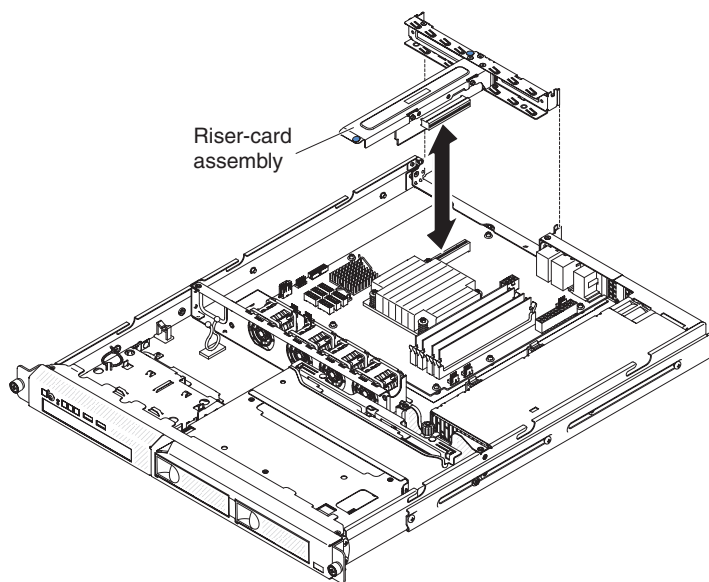


Figure 23. PCI riser-card assembly installation

4. Install the cover (see “Replacing the cover” on page 65).
5. Slide the server into the rack
6. Reconnect the power cords and cables that you remove
7. Turn on all attached devices and the server.

Replacing the air baffle

Use this information to replace the air baffle.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To replace the air baffle, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Align the air baffle pins with the baffle pin holes on the server chassis and fan cage assembly; then, lower the air baffle into the server. Press the air baffle down until it is securely seated.

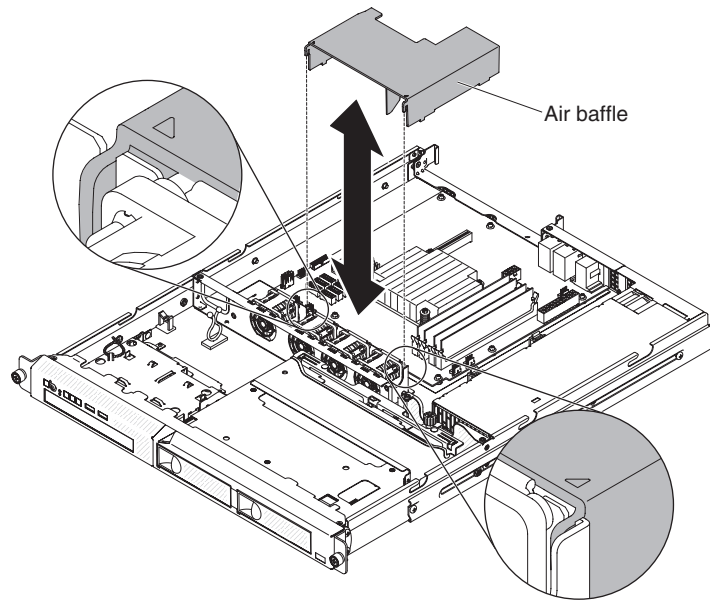


Figure 24. Air baffle installation

3. Reinstall the cover (see “Replacing the cover”).
4. Slide the server into the rack.

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Attention: For proper cooling and airflow, replace the air baffle before turning on the server. Operating the server with an air baffle removed might damage server components.

Replacing the cover

Use this information to replace the cover.

Before you begin

Make sure that all cables, adapters, and other server components are installed and seated correctly and that you have not left loose tools or parts inside the server. Also, make sure that all internal cables are correctly routed.

Important: Before you slide the cover forward, make sure that all the tabs on the front, rear, and side of the cover engage the chassis correctly. If all the tabs do not engage the chassis correctly, it will be very difficult to remove the cover later.

About this task

To replace the server cover, complete the following steps.

Procedure

1. Position the cover on top of the server so that approximately 13 mm (0.5 inch) extends from the rear.

2. Slide the cover toward the front of the server.

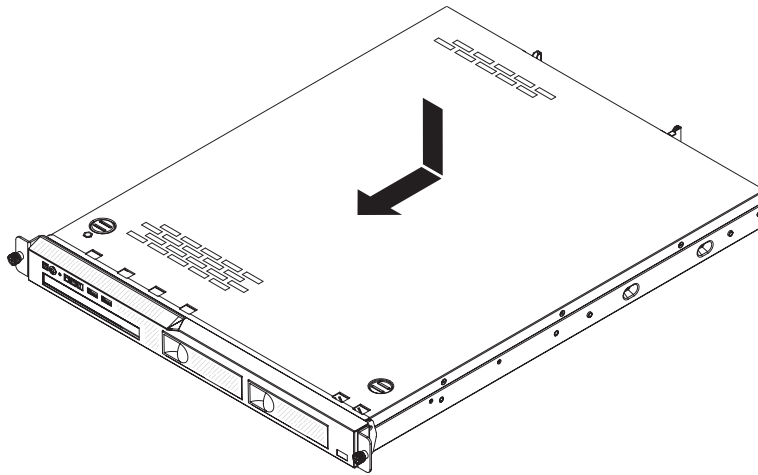


Figure 25. Cover installation

3. Make sure that the cover correctly engages all the inset tabs on the server.
4. Install the server into the rack enclosure and tighten the two front thumbscrews to secure the server in the rack.
5. Reconnect the external cables and power cords.

What to do next

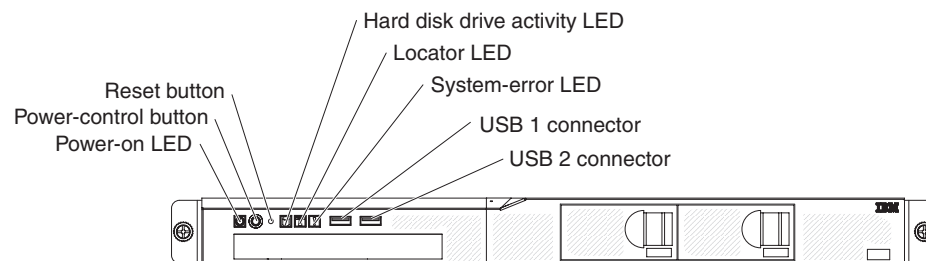
If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

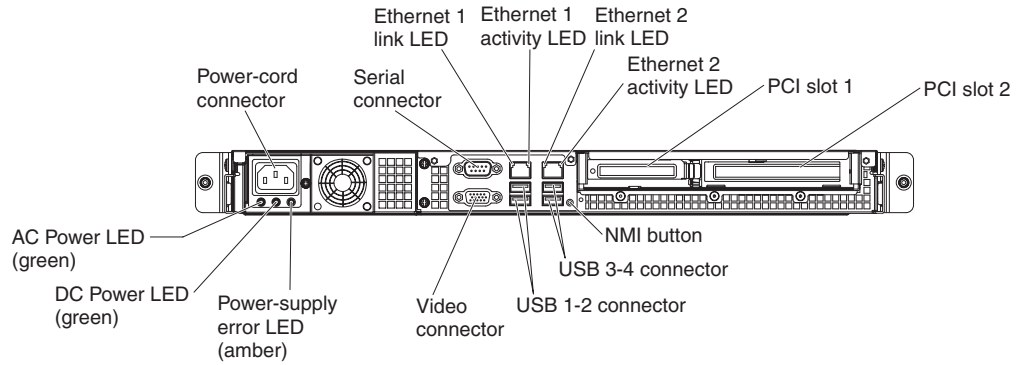
Connecting the cables

Use this information to connect the cables.

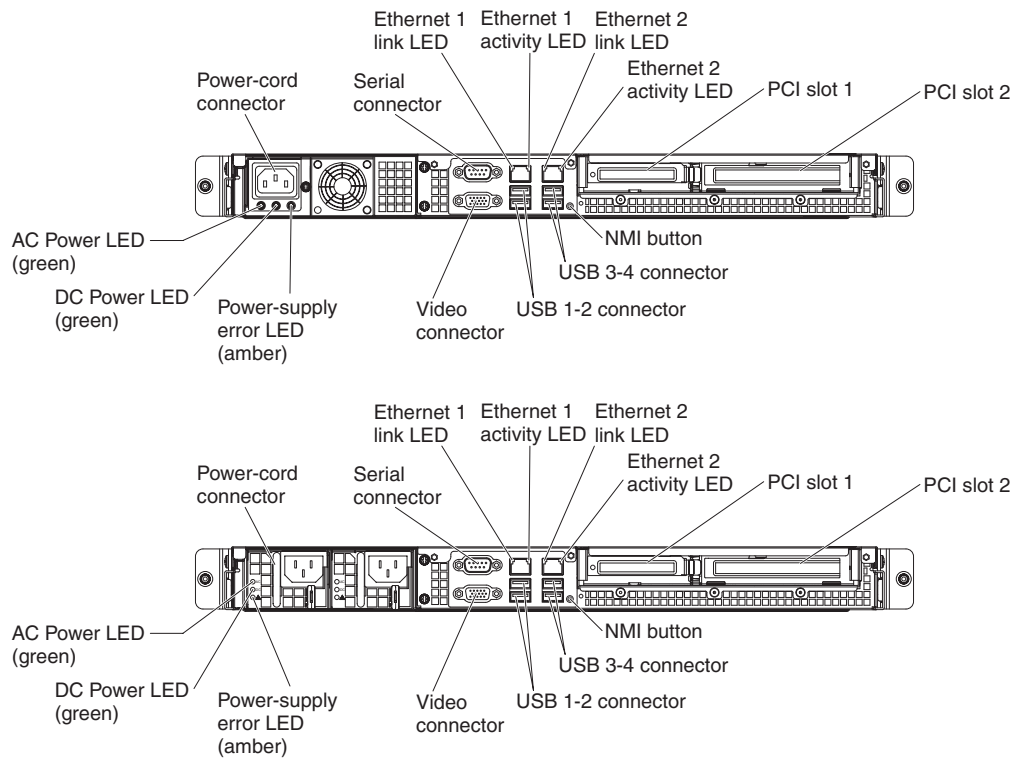
About this task

The following illustration shows the locations of the input and output connectors on the front of the server.





The following illustration shows the locations of the input and output connectors on the rear of the server.



Procedure

1. You must turn off the server before you connect or disconnect cables.
2. See the documentation that comes with any external devices for additional cabling instructions. It might be easier for you to route cables before you connect the devices to the server.
3. Cable identifiers are printed on the cables that come with the server and optional devices. Use these identifiers to connect the cables to the correct connectors.

Updating the server configuration

Use this information to update the server configuration.

About this task

When you start the server for the first time after you add or remove a device, you might receive a message that the configuration has changed. The Setup utility starts automatically so that you can save the new configuration settings.

Some optional devices have device drivers that you must install. For information about installing device drivers, see the documentation that comes with each device.

If the server has an optional RAID adapter and you have installed or removed a hard disk drive, see the documentation that comes with the RAID adapter for information about reconfiguring the disk arrays.

For information about configuring the Ethernet controller, see “Configuring the Ethernet controller” on page 87.

Chapter 3. Configuration information and instructions

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

Updating the firmware

Use this information to update the system firmware.

Important:

1. Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
2. Before you update the firmware, be sure to back up any data that is stored in the Trusted Platform Module (TPM), in case any of the TPM characteristics are changed by the new firmware. For instructions, see your encryption software documentation.
3. Installing the wrong firmware or device-driver update might cause the server to malfunction. Before you install a firmware or device-driver update, read any readme and change history files that are provided with the downloaded update. These files contain important information about the update and the procedure for installing the update, including any special procedure for updating from an early firmware or device-driver version to the latest version.

You can install code updates that are packaged as an *UpdateXpress* System Pack or *UpdateXpress* CD image. An *UpdateXpress* System Pack contains an integration-tested bundle of online firmware and device-driver updates for your server. Use *UpdateXpress* System Pack Installer to acquire and apply *UpdateXpress* System Packs and individual firmware and device-driver updates. For additional information and to download the *UpdateXpress* System Pack Installer, go to the ToolsCenter for System x and BladeCenter at <http://www.ibm.com/support/entry/portal/docdisplay?lnidocid=TOOL-CENTER> and click **UpdateXpress System Pack Installer**.

When you click an update, an information page is displayed, including a list of the problems that the update fixes. Review this list for your specific problem; however, even if your problem is not listed, installing the update might solve the problem.

Be sure to separately install any listed critical updates that have release dates that are later than the release date of the *UpdateXpress* System Pack or *UpdateXpress* image.

The firmware for the server is periodically updated and is available for download on the IBM website. To check for the latest level of firmware, such as the UEFI firmware, device drivers, and Integrated Management Module II (IMM2) firmware, go to <http://www.ibm.com/support/fixcentral>.

Download the latest firmware for the server; then, install the firmware, using the instructions that are included with the downloaded files.

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

The following list indicates where the firmware is stored:

- UEFI firmware is stored in ROM on the system board.
- IMM2 firmware is stored in ROM on the system board.
- Ethernet firmware is stored in ROM on the Ethernet controller and on the system board.
- ServeRAID firmware is stored in ROM on the system board and the RAID adapter (if one is installed).
- SAS/SATA firmware is stored in ROM on the SAS/SATA controller on the system board.

Configuring the server

The following configuration programs come with the server:

- **Setup utility**

The Setup utility is part of the UEFI firmware. Use it to perform configuration tasks such as changing interrupt request (IRQ) settings, changing the startup-device sequence, setting the date and time, and setting passwords. For information about using this program, see “Using the Setup utility” on page 74.

- **Boot Manager program**

The Boot Manager is part of the UEFI firmware. Use it to override the startup sequence that is set in the Setup utility and temporarily assign a device to be first in the startup sequence. For more information about using this program, see “Using the Boot Manager” on page 80.

- **IBM ServerGuide Setup and Installation CD**

The ServerGuide program provides software-setup tools and installation tools that are designed for the server. Use this CD during the installation of the server to configure basic hardware features, such as an integrated SAS/SATA controller with RAID capabilities, and to simplify the installation of your operating system. For information about using this CD, see “Using the ServerGuide Setup and Installation CD” on page 72.

- **Integrated management module**

Use the integrated management module II (IMM2) for configuration, to update the firmware and sensor data record/field replaceable unit (SDR/FRU) data, and to remotely manage a network. For information about using the IMM2, see “Using the Integrated Management Module II (IMM2)” on page 82 and the *Integrated Management Module II User’s Guide* at <http://www.ibm.com/support/entry/portal/docdisplay?lnodocid=migr-5086346>.

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

The remote presence and blue-screen capture features are integrated functions of the integrated management module (IMM2). The remote presence feature provides the following functions:

- Remotely viewing video with graphics resolutions up to 1600 x 1200 at 75 Hz, regardless of the system state
- Remotely accessing the server, using the keyboard and mouse from a remote client

- Mapping the CD or DVD drive, diskette drive, and USB flash drive on a remote client, and mapping ISO and diskette image files as virtual drives that are available for use by the server
- Uploading a diskette image to the IMM2 memory and mapping it to the server as a virtual drive

The blue-screen capture feature captures the video display contents before the IMM2 restarts the server when the IMM2 detects an operating-system hang condition. A system administrator can use the blue-screen capture feature to assist in determining the cause of the hang condition. For more information, see “Using the remote presence and blue-screen capture features” on page 83.

- **Ethernet controller configuration**

For information about configuring the Ethernet controller, see “Configuring the Ethernet controller” on page 87.

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

Use this program as an alternative to the Setup utility for modifying UEFI settings and IMM2 settings. Use the ASU program online or out of band to modify UEFI settings from the command line without the need to restart the server to run the Setup utility. For more information about using this program, see “IBM Advanced Settings Utility program” on page 88.

- **Configuring RAID arrays**

For information about configuring RAID arrays, see “Configuring RAID arrays” on page 87.

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

Table 11. Server configuration and applications for configuring and managing RAID arrays

Server configuration	RAID array configuration (before operating system is installed)	RAID array management (after operating system is installed)
ServeRAID-H1110 adapter	LSI Utility (Setup utility, press Ctrl+C), ServerGuide, Human Interface Infrastructure (HII)	MegaRAID Storage Manager (MSM), SAS2IRCU (Command Line) Utility for Storage Management
ServeRAID-M1115 adapter	MegaRAID BIOS Configuration Utility (press Ctrl+H to start), pre-boot CLI (press Ctrl+P to start), ServerGuide, HII	MegaRAID Storage Manager (MSM), MegaCLI (Command Line Interface), and IBM Director
ServeRAID-M5110 adapter	MegaRAID BIOS Configuration Utility (press Ctrl+H to start), pre-boot CLI (press Ctrl+P to start), ServerGuide, HII	MegaRAID Storage Manager (MSM), MegaCLI, and IBM Director
ServeRAID-M5120 adapter	MegaRAID BIOS Configuration Utility (press Ctrl+H to start), pre-boot CLI (press Ctrl+P to start), ServerGuide, HII	MegaRAID Storage Manager (MSM), MegaCLI, and IBM Director

Notes:

1. For more information about the Human Interface Infrastructure (HII) and SAS2IRCU, go to <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=MIGR-5088601>.
2. For more information about the MegaRAID, go to <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=MIGR-5073015>.

Using the ServerGuide Setup and Installation CD

Use this information as an overview for using the ServerGuide Setup and Installation CD.

The *ServerGuide Setup and Installation CD* provides software setup tools and installation tools that are designed for your server. The ServerGuide program detects the server model and optional hardware devices that are installed and uses that information during setup to configure the hardware. The ServerGuide simplifies the operating-system installations by providing updated device drivers and, in some cases, installing them automatically.

You can download a free image of the *ServerGuide Setup and Installation CD* from <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=SERV-GUIDE>.

In addition to the *ServerGuide Setup and Installation CD*, you must have your operating-system CD to install the operating system.

ServerGuide features

This information provides an overview of the ServerGuide features.

Features and functions can vary slightly with different versions of the ServerGuide program. To learn more about the version that you have, start the *ServerGuide Setup and Installation CD* and view the online overview. Not all features are supported on all server models.

The ServerGuide program has the following features:

- An easy-to-use interface
- Diskette-free setup, and configuration programs that are based on detected hardware
- Device drivers that are provided for the server model and detected hardware
- Operating-system partition size and file-system type that are selectable during setup

The ServerGuide program performs the following tasks:

- Sets system date and time
- Detects installed hardware options and provides updated device drivers for most adapters and devices
- Provides diskette-free installation for supported Windows operating systems
- Includes an online readme file with links to tips for your hardware and operating-system installation

Setup and configuration overview

Use this information for the ServerGuide setup and configuration.

When you use the *ServerGuide Setup and Installation* CD, you do not need setup diskettes. You can use the CD to configure any supported IBM server model. The setup program provides a list of tasks that are required to set up your server model. On a server with a ServeRAID adapter or SAS/SATA controller with RAID capabilities, you can run the SAS/SATA RAID configuration program to create logical drives.

Note: Features and functions can vary slightly with different versions of the ServerGuide program.

Typical operating-system installation

This section details the ServerGuide typical operating-system installation.

The ServerGuide program can reduce the time it takes to install an operating system. It provides the device drivers that are required for your hardware and for the operating system that you are installing. This section describes a typical ServerGuide operating-system installation.

Note: Features and functions can vary slightly with different versions of the ServerGuide program.

1. After you have completed the setup process, the operating-system installation program starts. (You will need your operating-system CD to complete the installation.)
2. The ServerGuide program stores information about the server model, service processor, hard disk drive controllers, and network adapters. Then, the program checks the CD for newer device drivers. This information is stored and then passed to the operating-system installation program.
3. The ServerGuide program presents operating-system partition options that are based on your operating-system selection and the installed hard disk drives.
4. The ServerGuide program prompts you to insert your operating-system CD and restart the server. At this point, the installation program for the operating system takes control to complete the installation.

Installing your operating system without using ServerGuide

Use this information to install the operating system on the server without using ServerGuide.

If you have already configured the server hardware and you are not using the ServerGuide program to install your operating system, you can download operating-system installation instructions for the server from <http://www.ibm.com/supportportal>.

Using the Setup utility

Use these instructions to start the Setup utility.

Use the Unified Extensible Firmware Interface (UEFI) Setup Utility program to perform the following tasks:

- View configuration information
- View and change assignments for devices and I/O ports
- Set the date and time
- Set 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, set, and change settings for power-management features
- View and clear error logs
- Change interrupt request (IRQ) settings
- Resolve configuration conflicts

Starting the Setup utility

Use this information to start up the Setup utility.

About this task

To start the Setup utility, complete the following steps:

Procedure

1. Turn on the server.

Note: Approximately 5 to 10 seconds after the server is connected to power, the power-control button becomes active.

2. When the prompt **<F1> Setup** is displayed, press F1. If you have set an administrator password, you must type the administrator password to access the full Setup utility menu. If you do not type the administrator password, a limited Setup utility menu is available.
3. Select settings to view or change.

Setup utility menu choices

Use the Setup utility main menu to view and configure server configuration data and settings.

The following choices are on the Setup utility main menu for the UEFI. Depending on the version of the firmware, some menu choices might differ slightly from these descriptions.

- **System Information**

Select this choice to view information about the server. When you make changes through other choices in the Setup utility, some of those changes are reflected in the system information; you cannot change settings directly in the system information. This choice is on the full Setup utility menu only.

- **System Summary**

Select this choice to view configuration information, including the ID, speed, and cache size of the microprocessors, machine type and model of the server, the serial number, the system UUID, and the amount of installed memory. When you make configuration changes through other options in the Setup

utility, the changes are reflected in the system summary; you cannot change settings directly in the system summary.

- **Product Data**

Select this choice to view the system-board identifier, the revision level or issue date of the firmware, the integrated management module and diagnostics code, and the version and date.

This choice is on the full Setup utility menu only.

- **System Settings**

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

- **Adapters and UEFI Drivers**

Select this choice to view information about the UEFI 1.10 and UEFI 2.0 compliant adapters and drivers installed in the server.

- **Processors**

Select this choice to view or change the processor settings.

- **Memory**

Select this choice to view or change the memory settings.

- **Devices and I/O Ports**

Select this choice to view or change assignments for devices and input/output (I/O) ports. You can configure the serial ports, configure remote console redirection, enable or disable integrated Ethernet controllers, the SAS/SATA controllers, SATA optical drive channels, PCI slots, and video controller. If you disable a device, it cannot be configured, and the operating system will not be able to detect it (this is equivalent to disconnecting the device).

- **Power**

Select this choice to view or change power capping to control consumption, processors, and performance states.

- **Operating Modes**

Select this choice to view or change the operating profile (performance and power utilization).

- **Legacy Support**

Select this choice to view or set legacy support.

- **Force Legacy Video on Boot**

Select this choice to force INT video support, if the operating system does not support UEFI video output standards.

- **Rehook INT 19h**

Select this choice to enable or disable devices from taking control of the boot process. The default is **Disable**.

- **Legacy Thunk Support**

Select this choice to enable or disable UEFI to interact with PCI mass storage devices that are non-UEFI compliant. The default is **Enable**.

- **Infinite Boot Retry**

Select this choice to enable or disable UEFI to infinitely retry the legacy boot order. The default is **Disable**.

- **BBS Boot**

Select this choice to enable or disable legacy boot in BBS manner. The default is **Enable**.

- **System Security**

- Select this choice to view or configure Trusted Platform Module (TPM) support.
- **Integrated Management Module**
Select this choice to view or change the settings for the integrated management module.
 - **Power Restore Policy**
Select this choice to set the mode of operation after the power lost.
 - **Commands on USB Interface**
Select this choice to enable or disable the Ethernet over USB interface on IMM. The default is **Enable**.
 - **Network Configuration**
Select this choice to view the system management network interface port, the IMM MAC address, the current IMM IP address, and host name; define the static IMM IP address, subnet mask, and gateway address, specify whether to use the static IP address or have DHCP assign the IMM2 IP address, save the network changes, and reset the IMM.
 - **Reset IMM to Defaults**
Select this choice to view or reset IMM to the default settings.
 - **Reset IMM**
Select this choice to reset IMM.
 - **Recovery**
Select this choice to view or change the system recovery parameters.
 - **POST Attempts**
Select this choice to view or change the number of attempts to POST.
 - **POST Attempts Limit**
Select this choice to view or change the Nx boot failure parameters.
 - **System Recovery**
Select this choice to view or change system recovery settings.
 - **POST Watchdog Timer**
Select this choice to view or enable the POST watchdog timer.
 - **POST Watchdog Timer Value**
Select this choice to view or set the POST loader watchdog timer value.
 - **Reboot System on NMI**
Select this choice to enable or disable restarting the system whenever a nonmaskable interrupt (NMI) occurs. **Enable** is the default.
 - **Halt on Severe Error**
Select this choice to enable or disable the system from booting into OS, displaying the POST event viewer whenever a severe error was detected. **Disable** is the default.
 - **Storage**
Select this choice to view or change the storage device settings.
 - **Network**
Select this choice to view or change the network device options, such as iSCSI.
 - **Drive Health**
Select this choice to view the status of the controllers installed in the blade server.

- **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 Setup utility menu only.

- **Start Options**

Select this choice to view or change the start options, including the startup sequence, keyboard NumLock state, PXE boot option, and PCI device boot priority. Changes in the startup options take effect when you start the server.

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. For example, you can define a startup sequence that checks for a disc in the CD-RW/DVD drive, then checks the hard disk drive, and then checks a network adapter.

This choice is on the full Setup utility menu only.

- **Boot Manager**

Select this choice to view, add, delete, or change the device boot priority, boot from a file, select a one-time boot, or reset the boot order to the default setting.

- **System Event Log**

Select this choice to enter the System Event Manager, where you can view the POST event log and the system-event log. You can use the arrow keys to move between pages in the error log. This choice is on the full Setup utility menu only.

The POST event log contains the most recent error codes and messages that were generated during POST.

The system-event log contains POST and system management interrupt (SMI) events and all events that are generated by the baseboard management controller that is embedded in the integrated management module (IMM).

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

- **POST Event Viewer**

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

- **System Event Log**

Select this choice to view the system event log.

- **Clear System Event Log**

Select this choice to clear the system event log.

- **User Security**

Select this choice to set, change, or clear passwords. See “Passwords” on page 78 for more information.

This choice is on the full and limited Setup utility menu.

- **Set Power-on Password**

Select this choice to set or change a power-on password. See “Power-on password” on page 79 for more information.

- **Clear Power-on Password**

Select this choice to clear a power-on password. See “Power-on password” on page 79 for more information.

– **Set Administrator Password**

Select this choice to set or change an administrator password. An administrator password is intended to be used by a system administrator; it limits access to the full Setup utility menu. If an administrator password is set, the full Setup utility menu is available only if you type the administrator password at the password prompt. See “Administrator password” on page 79 for more information.

– **Clear Administrator Password**

Select this choice to clear an administrator password. See “Administrator password” on page 79 for more information.

• **Save Settings**

Select this choice to save the changes that you have made in the settings.

• **Restore Settings**

Select this choice to cancel the changes that you have made in the settings and restore the previous settings.

• **Load Default Settings**

Select this choice to cancel the changes that you have made in the settings and restore the factory settings.

• **Exit Setup**

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

Passwords

From the **User Security** menu choice, you can set, change, and delete a power-on password and an administrator password.

The **User Security** menu choice is on the full Setup utility menu only.

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

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

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

Power-on password:

If a power-on password is set, when you turn on the server, you must type the power-on password to complete the system startup. You can use any combination of 6 - 20 printable ASCII characters for the password.

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

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

- If an administrator password is set, type the administrator password at the password prompt. Start the Setup utility and reset the power-on password.
Attention: If you set an administrator password and then forget it, there is no way to change, override, or remove it. You must replace the system board.
- Remove the battery from the server, wait 30 seconds, and then reinstall it.
- Change the position of the power-on password switch (enable switch 2 of the system board switch block (SW1) to bypass the password check (see "System-board switches and jumpers" on page 26 for more information).

Attention: Before you change any switch settings or move any jumpers, turn off the server; then, disconnect all power cords and external cables. See the safety information that begins "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 default for all of the switches on switch block SW1 is Off.

While the server is turned off, move switch 2 of the switch block SW1 to the On position to enable the power-on password override. You can then start the Setup utility and reset the power-on password. You do not have to return the switch to the previous position.

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

Administrator password:

If an administrator password is set, you must type the administrator password for access to the full Setup utility menu. You can use any combination of 6 to 20 printable ASCII characters for the password.

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

Using the Boot Manager

Use this information for the Boot Manager.

About this task

The Boot Manager program is a built-in, menu-driven configuration utility program that you can use to temporarily redefine the first startup device without changing settings in the Setup utility.

To use the Boot Manager program, complete the following steps:

Procedure

1. Turn off the server.
2. Restart the server.
3. When the prompt <F12> Select Boot Device is displayed, press F12.
4. Use the Up arrow and Down arrow keys to select an item from the menu and press Enter.

Results

The next time the server starts, it returns to the startup sequence that is set in the Setup utility.

Starting the backup server firmware

Use this information to start the backup server firmware.

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

To force the server to start from the backup copy, turn off the server; then, place the UEFI boot backup jumper in the backup position (pins 2 and 3) to enable the UEFI recovery mode. See "System-board switches and jumpers" on page 26 for the location of the UEFI boot backup jumper.

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

The UpdateXpress System Pack Installer

The UpdateXpress System Pack Installer detects supported and installed device drivers and firmware in the server and installs available updates.

For additional information and to download the UpdateXpress System Pack Installer, go to the ToolsCenter for System x and BladeCenter at <http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/> and click **UpdateXpress System Pack Installer**.

Changing the Power Policy option to the default settings after loading UEFI defaults

The default settings for the Power Policy option are set by the IMM2.

About this task

To change the Power Policy option to the default settings, complete the following steps.

Procedure

1. Turn on the server.

Note: Approximately 20 seconds after the server is connected to AC power, the power-control button becomes active.

2. When the prompt <F1> Setup is displayed, press F1. If you have set an administrator password, you must type the administrator password to access the full Setup utility menu. If you do not type the administrator password, a limited Setup utility menu is available.
3. Select **System Settings > Integrated Management Module**, then set **Power Restore Policy** setting to Restore.
4. Go back to **System Configuration and Boot Management > Save Settings**.
5. Go back and check the **Power Policy** setting to verify that it is set to Restore (the default).

What to do next

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

Using the Integrated Management Module II (IMM2)

The Integrated Management Module II (IMM2) is a second generation of the functions that were formerly provided by the baseboard management controller hardware. It combines service processor functions, video controller, and remote presence function in a single chip.

The IMM2 supports the following basic systems-management features:

- Active Energy Manager.
- Alerts (in-band and out-of-band alerting, PET traps - IPMI style, SNMP, e-mail).
- Auto Boot Failure Recovery (ABR).
- Automatic microprocessor disable on failure and restart in a two-microprocessor configuration when one microprocessor signals an internal error. When one of the microprocessors fail, the server will disable the failing microprocessor and restart with the other microprocessor.
- Automatic Server Restart (ASR) when POST is not complete or the operating system hangs and the operating system watchdog timer times-out. The IMM2 might be configured to watch for the operating system watchdog timer and reboot the system after a timeout, if the ASR feature is enabled. Otherwise, the IMM2 allows the administrator to generate a nonmaskable interrupt (NMI) by pressing an NMI button on the light path diagnostics panel for an operating-system memory dump. ASR is supported by IPMI.
- A virtual media key, which enables remote presence support (remote video, remote keyboard/mouse, and remote storage).
- Boot sequence manipulation.
- Command-line interface.
- Configuration save and restore.
- DIMM error assistance. The Unified Extensible Firmware Interface (UEFI) disables a failing DIMM that is detected during POST, and the IMM2 lights the associated system error LED and the failing DIMM error LED.
- Environmental monitor with fan speed control for temperature, voltages, fan failure, power supply failure, and power backplane failure.
- Intelligent Platform Management Interface (IPMI) Specification V2.0 and Intelligent Platform Management Bus (IPMB) support.
- Invalid system configuration (CONFIG) LED support.
- Light path diagnostics LEDs indicators to report errors that occur with fans, power supplies, microprocessor, hard disk drives, and system errors.
- Local firmware code flash update
- Nonmaskable interrupt (NMI) detection and reporting.
- Operating-system failure blue screen capture.
- PCI configuration data.
- Power/reset control (power-on, hard and soft shutdown, hard and soft reset, schedule power control).
- Query power-supply input power.
- ROM-based IMM2 firmware flash updates.
- Serial over LAN (SOL).
- Serial port redirection over telnet or ssh.
- SMI handling
- System event log (SEL) - user readable event log.

The IMM2 also provides the following remote server management capabilities through the ipmitool management utility program:

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

The command-line interface provides direct access to server management functions through the IPMI 2.0 protocol. Use the command-line interface to issue commands to control the server power, view system information, and identify the server. You can also save one or more commands as a text file and run the file as a script.

- **Serial over LAN**

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

For more information about IMM2, see the *Integrated Management Module II User's Guide* at <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=migr-5086346>.

Using the remote presence and blue-screen capture features

The remote presence and blue-screen capture features are integrated functions of the Integrated Management Module II (IMM2).

The remote presence feature provides the following functions:

- Remotely viewing video with graphics resolutions up to 1600 x 1200 at 75 Hz, regardless of the system state
- Remotely accessing the server, using the keyboard and mouse from a remote client
- Mapping the CD or DVD drive, diskette drive, and USB flash drive on a remote client, and mapping ISO and diskette image files as virtual drives that are available for use by the server
- Uploading a diskette image to the IMM2 memory and mapping it to the server as a virtual drive

The blue-screen capture feature captures the video display contents before the IMM2 restarts the server when the IMM2 detects an operating-system hang condition. A system administrator can use the blue-screen capture to assist in determining the cause of the hang condition.

Obtaining the IMM host name

Use this information to obtain the IMM host name.

About this task

If you are logging on to the IMM for the first time after installation, the IMM defaults to DHCP. If a DHCP server is not available, the IMM uses a static IP address of 192.168.70.125. The default IPv4 host name is "IMM-" (plus the last 12 characters on the IMM MAC address). The default host name also comes on the IMM network access tag that comes attached to the power supply on the rear of the server. The IMM network access tag provides the default host name of the IMM and does not require you to start the server.

The IPv6 link-local address (LLA) is derived from the IMM default host name. The IMM LLA is on the IMM network access tag is on the power supply on the rear of the server. To derive the link-local address, complete the following steps:

Procedure

1. Take the last 12 characters on the IMM MAC address (for example, 5CF3FC5EAAD0).
2. Separate the number into pairs of hexadecimal characters (for example, 5C:F3:FC:5E:AA:D0).
3. Separate the first six and last six hexadecimal characters.
4. Add "FF" and "FE" in the middle of the 12 characters (for example, 5C F3 FC FF FE 5E AA D0).
5. Convert the first pair of hexadecimal characters to binary (for example, 5=0101, C=1100, which results in 01011100 F3 FC FF FE 5E AA D0).
6. Flip the 7th binary character from left (0 to 1 or 1 to 0), which results in 01011110 F3 FF FE 5E AA D0.
7. Convert the binary back to hexadecimal (for example, 5E F3FCFFFE5EAAD0).

Obtaining the IP address for the IMM

Use this information to obtain the IP address for the IMM.

About this task

To access the web interface to use the remote presence feature, you need the IP address or host name of the IMM. You can obtain the IMM IP address through the Setup utility and you can obtain the IMM host name from the IMM network access tag. The server comes with a default IP address for the IMM of 192.168.70.125.

To obtain the IP address, complete the following steps:

Procedure

1. Turn off the server.

Note: Approximately 5 to 10 seconds after the server is connected to power, the power-control button becomes active.

2. When the prompt <F1> Setup is displayed, press F1. (This prompt is displayed on the screen for only a few seconds. You must press F1 quickly.) If you have set both a power-on password and an administrator password, you must type the administrator password to access the full Setup utility menu.
3. From the Setup utility main menu, select **System Settings**.

4. On the next screen, select **Integrated Management Module**.
5. On the next screen, select **Network Configuration**.
6. Find the IP address and write it down.
7. Exit from the Setup utility.

Logging on to the web interface

Use this information to log on to the web interface.

About this task

To log on to the IMM web interface, complete the following steps:

Procedure

1. On a system that is connected to the server, open a web browser. In the **Address** or **URL** field, type the IP address or host name of the IMM to which you want to connect.

Note: If you are logging on to the IMM for the first time after installation, the IMM defaults to DHCP. If a DHCP host is not available, the IMM assigns a static IP address of 192.168.70.125. The IMM network access tag provides the default host name of the IMM and does not require you to start the server.

2. On the Login page, type the user name and password. If you are using the IMM for the first time, you can obtain the user name and password from your system administrator. All login attempts are documented in the system-event log.

Note: The IMM is set initially with a user name of USERID and password of PASSWORD (with a zero, not a the letter O). You have read/write access. You must change the default password the first time you log on.

3. Click **Log in** to start the session. The System Status and Health page provides a quick view of the system status.

Results

Note: If you boot to the operating system while in the IMM GUI and the message “Booting OS or in unsupported OS” is displayed under **System Status > System State**, disable Windows 2008 or 2012 firewall or type the following command in the Windows 2008 or 2012 console. This might also affect blue-screen capture features.

```
netsh firewall set icmpsetting type=8 mode=ENABLE
```

By default, the icmp packet is blocked by Windows firewall. The IMM GUI will then change to “OS booted” status after you change the setting as indicated above in both the Web and CLI interfaces.

Using the embedded hypervisor

The VMware ESXi embedded hypervisor software is available on the optional IBM USB flash device with embedded hypervisor.

About this task

The USB flash device can be installed in USB connectors on the system board (see “System-board internal connectors” on page 25 for the location of the connectors). Hypervisor is virtualization software that enables multiple operating systems to run on a host system at the same time. The USB flash device is required to activate the hypervisor functions.

To start using the embedded hypervisor functions, you must add the USB flash device to the startup sequence in the Setup utility.

To add the USB flash device to the startup sequence, complete the following steps:

Procedure

1. Turn on the server.

Note: Approximately 5 to 10 seconds after the server is connected to power, the power-control button becomes active.

2. When the prompt <F1> Setup is displayed, press F1.
3. From the Setup utility main menu, select **Boot Manager**.
4. Select **Add Boot Option**; then, select **Generic Boot Option > Embedded Hypervisor**. Press Enter, and then select Esc.
5. Select **Change Boot Order > Change the order**. Use the Up arrow and Down Arrow keys to select **Embedded Hypervisor** and use the plus (+) and minus (-) keys to move Embedded Hypervisor in the boot order. When **Embedded Hypervisor** is in the correct location in the boot order, press Enter. Select **Commit Changes** and press Enter.
6. Select **Save Settings** and then select **Exit Setup**.

Results

If the embedded hypervisor flash device image becomes corrupt, you can download the image from <http://www.ibm.com/systems/x/os/vmware/esxi/>.

For additional information and instructions, see VMware vSphere 4.1 Documentation at http://www.vmware.com/support/pubs/vs_pages/vsp_pubs_esxi41_e_vc41.html or the *VMware vSphere Installation and Setup Guide* at <http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-installation-setup-guide.pdf>.

Configuring the Ethernet controller

Use this information to configure the Ethernet controller.

The Ethernet controllers are integrated on the system board. They provide an interface for connecting to a 10 Mbps, 100 Mbps, or 1 Gbps network and provide full-duplex (FDX) capability, which enables simultaneous transmission and reception of data on the network. If the Ethernet ports in the server support auto-negotiation, the controllers detect the data-transfer rate (10BASE-T, 100BASE-TX, or 1000BASE-T) and duplex mode (full-duplex or half-duplex) of the network and automatically operate at that rate and mode.

You do not have to set any jumpers or configure the controllers. However, you must install a device driver to enable the operating system to address the controllers.

To find device drivers and information about configuring the Ethernet controllers, go to <http://www.ibm.com/supportportal>.

Enabling Features on Demand Ethernet software

Use this information to enable Features on Demand Ethernet software.

You can activate the Features on Demand (FoD) software upgrade key for Fibre Channel over Ethernet (FCoE) and iSCSI storage protocols that is integrated in the integrated management module. For more information and instructions for activating the Features on Demand Ethernet software key, see the *IBM Features on Demand User's Guide*. To download the document, go to <http://www.ibm.com/systems/x/fod/>, log in, and click **Help**.

Enabling Features on Demand RAID software

Use this information to enable Features on Demand RAID software.

You can activate the Features on Demand (FoD) software upgrade key for RAID that is integrated in the integrated management module. For more information and instructions for activating the Features on Demand RAID software key, see the *IBM Features on Demand User's Guide*. To download the document, go to <http://www.ibm.com/systems/x/fod/>, log in, and click **Help**.

Configuring RAID arrays

Through the Setup utility, you can access utilities to configure RAID arrays.

About this task

The specific procedure for configuring arrays depends on the RAID controller that you are using. For details, see the documentation for your RAID controller. To access the utility for your RAID controller, complete the following steps:

Procedure

1. Turn on the server.

Note: Approximately 10 seconds after the server is connected to power, the power-control button becomes active.

2. When prompted, <F1 Setup> is displayed, press F1. If you have set an administrator password, you must type the administrator password to access the full Setup utility menu. If you do not type the administrator password, a limited Setup utility menu is available.
3. Select **System Settings > Storage**.
4. Press Enter to refresh the list of device drivers.
5. Select the device driver for your RAID controller and press Enter.
6. Follow the instructions in the documentation for your RAID controller.

IBM Advanced Settings Utility program

The IBM Advanced Settings Utility (ASU) program is an alternative to the Setup utility for modifying UEFI settings.

Use the ASU program online or out of band to modify UEFI settings from the command line without the need to restart the system to access the Setup utility.

You can also use the ASU program to configure the optional remote presence features or other IMM2 settings. The remote presence features provide enhanced systems-management capabilities.

In addition, the ASU program provides IMM2 LAN over USB interface configuration through the command-line interface.

Use the command-line interface to issue setup commands. You can save any of the settings as a file and run the file as a script. The ASU program supports scripting environments through a batch-processing mode.

For more information and to download the ASU program, go to <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=TOOL-ASU>.

Updating IBM Systems Director

Use this information to update the IBM Systems Director.

About this task

If you plan to use IBM Systems Director to manage the server, you must check for the latest applicable IBM Systems Director updates and interim fixes.

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

Installing a newer version

About this task

To locate and install a newer version of IBM Systems Director, complete the following steps:

Procedure

1. Check for the latest version of IBM Systems Director:
 - a. Go to <http://www.ibm.com/systems/software/director/resources.html>.
 - b. If a newer version of IBM Systems Director than what comes with the server is shown in the drop-down list, follow the instructions on the web page to download the latest version.
2. Install the IBM Systems Director program.

Installing updates with your management server is connected to the Internet

About this task

If your management server is connected to the Internet, to locate and install updates and interim fixes, complete the following steps:

Procedure

1. Make sure that you have run the Discovery and Inventory collection tasks.
2. On the Welcome page of the IBM Systems Director web interface, click **View updates**.
3. Click **Check for updates**. The available updates are displayed in a table.
4. Select the updates that you want to install, and click Install to start the installation wizard.

Installing updates with your management server is not connected to the Internet

About this task

If your management server is not connected to the Internet, to locate and install updates and interim fixes, complete the following steps:

Procedure

1. Make sure that you have run the Discovery and Inventory collection tasks.
2. On a system that is connected to the Internet, go to <http://www.ibm.com/support/fixcentral>.
3. From the **Product family** list, select **IBM Systems Director**.
4. From the **Product** list, select **IBM Systems Director**.
5. From the **Installed version** list, select the latest version, and click **Continue**.
6. Download the available updates.
7. Copy the downloaded files to the management server.
8. On the management server, on the Welcome page of the IBM Systems Director web interface, click the **Manage** tab, and click **Update Manager**.
9. Click **Import updates** and specify the location of the downloaded files that you copied to the management server.
10. Return to the Welcome page of the Web interface, and click **View updates**.

11. Select the updates that you want to install, and click **Install** to start the installation wizard.

Updating the Universal Unique Identifier (UUID)

The Universal Unique Identifier (UUID) must be updated when the system board is replaced. Use the Advanced Settings Utility to update the UUID in the UEFI-based server.

About this task

The ASU is an online tool that supports several operating systems. Make sure that you download the version for your operating system. You can download the ASU from the IBM Web site. To download the ASU and update the UUID, complete the following steps.

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

Procedure

1. Download the Advanced Settings Utility (ASU):
 - a. Go to <http://www.ibm.com/supportportal>.
 - b. Click on the **Downloads** tab at the top of the panel.
 - c. Under **ToolsCenter**, select **View ToolsCenter downloads**.
 - d. Select **Advanced Settings Utility (ASU)**.
 - e. Scroll down and click on the link and download the ASU version for your operating system.
2. ASU sets the UUID in the Integrated Management Module (IMM). Select one of the following methods to access the Integrated Management Module (IMM) to set the UUID:
 - Online from the target system (LAN or keyboard console style (KCS) access)
 - Remote access to the target system (LAN based)
 - Bootable media containing ASU (LAN or KCS, depending upon the bootable media)
3. Copy and unpack the ASU package, which also includes other required files, to the server. Make sure that you unpack the ASU and the required files to the same directory. In addition to the application executable (asu or asu64), the following files are required:
 - For Windows based operating systems:
 - *ibm_rndis_server_os.inf*
 - *device.cat*
 - For Linux based operating systems:
 - *cdc_interface.sh*
4. After you install ASU, use the following command syntax to set the UUID: `asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value> [access_method]`

Where:

<uuid_value>

Up to 16-byte hexadecimal value assigned by you.

[access_method]

The access method that you selected to use from the following methods:

- Online authenticated LAN access, type the command:
[host <imm_internal_ip>] [user <imm_user_id>][password <imm_password>]

Where:

imm_internal_ip

The IMM internal LAN/USB IP address. The default value is 169.254.95.118.

imm_user_id

The IMM account (1 of 12 accounts). The default value is USERID.

imm_password

The IMM account password (1 of 12 accounts). The default value is PASSWORD (with a zero 0 not an O).

Note: If you do not specify any of these parameters, ASU will use the default values. When the default values are used and ASU is unable to access the IMM using the online authenticated LAN access method, ASU will automatically use the unauthenticated KCS access method.

The following commands are examples of using the userid and password default values and not using the default values:

Example that does not use the userid and password default values:
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value> --user <user_id>
--password <password>

Example that does use the userid and password default values:
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value>

- Online KCS access (unauthenticated and user restricted):

You do not need to specify a value for *access_method* when you use this access method.

Example:

```
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value>
```

The KCS access method uses the IPMI/KCS interface. This method requires that the IPMI driver be installed. Some operating systems have the IPMI driver installed by default. ASU provides the corresponding mapping layer. See the *Advanced Settings Utility Users Guide* for more details. You can access the ASU Users Guide from the IBM website.

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

- Go to <http://www.ibm.com/supportportal>.
 - Click on the **Downloads** tab at the top of the panel.
 - Under **ToolsCenter**, select **View ToolsCenter downloads**.
 - Select **Advanced Settings Utility (ASU)**.
 - Scroll down and click on the link and download the ASU version for your operating system. Scroll down and look under **Online Help** to download the *Advanced Settings Utility Users Guide*.
- Remote LAN access, type the command:

Note: When using the remote LAN access method to access IMM using the LAN from a client, the *host* and the *imm_external_ip* address are required parameters.

```
host <imm_external_ip> [user <imm_user_id>][password <imm_password>]
```

Where:

imm_external_ip

The external IMM LAN IP address. There is no default value. This parameter is required.

imm_user_id

The IMM account (1 of 12 accounts). The default value is USERID.

imm_password

The IMM account password (1 of 12 accounts). The default value is PASSWORD (with a zero 0 not an O).

The following commands are examples of using the userid and password default values and not using the default values:

Example that does not use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value> --host <imm_ip>
--user <user_id> --password <password>
```

Example that does use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoUUID <uuid_value> --host <imm_ip>
```

- Bootable media:

You can also build a bootable media using the applications available through the ToolsCenter website at <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=TOOL-CENTER>. From the **IBM ToolsCenter** page, scroll down for the available tools.

5. Restart the server.

Updating the DMI/SMBIOS data

Use this information to update the DMI/SMBIOS data.

About this task

The Desktop Management Interface (DMI) must be updated when the system board is replaced. Use the Advanced Settings Utility to update the DMI in the UEFI-based server. The ASU is an online tool that supports several operating systems. Make sure that you download the version for your operating system. You can download the ASU from the IBM website. To download the ASU and update the DMI, complete the following steps.

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

Procedure

1. Download the Advanced Settings Utility (ASU):
 - a. Go to <http://www.ibm.com/supportportal>.
 - b. Click on the **Downloads** tab at the top of the panel.
 - c. Under **ToolsCenter**, select **View ToolsCenter downloads**.
 - d. Select **Advanced Settings Utility (ASU)**.
 - e. Scroll down and click on the link and download the ASU version for your operating system.
2. ASU sets the DMI in the Integrated Management Module (IMM). Select one of the following methods to access the Integrated Management Module (IMM) to set the DMI:

- Online from the target system (LAN or keyboard console style (KCS) access)
 - Remote access to the target system (LAN based)
 - Bootable media containing ASU (LAN or KCS, depending upon the bootable media)
3. Copy and unpack the ASU package, which also includes other required files, to the server. Make sure that you unpack the ASU and the required files to the same directory. In addition to the application executable (asu or asu64), the following files are required:
- For Windows based operating systems:
 - *ibm_rndis_server_os.inf*
 - *device.cat*
 - For Linux based operating systems:
 - *cdc_interface.sh*
4. After you install ASU, Type the following commands to set the DMI:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model> [access_method]
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n> [access_method]
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag> [access_method]
```

Where:

<m/t_model>

The server machine type and model number. Type *mtm xxxxyyy*, where *xxxx* is the machine type and *yyy* is the server model number.

<s/n>

The serial number on the server. Type *sn zzzzzzz*, where *zzzzzzz* is the serial number.

<asset_method>

The server asset tag number. Type *asset aaaaaaaaaaaaaaaaaaaaaaaaaaaaaa*, where *aaaaaaaaaaaaaaaaaaaaaaaaaaaaa* is the asset tag number.

[access_method]

The access method that you select to use from the following methods:

- Online authenticated LAN access, type the command:

```
[host <imm_internal_ip>] [user <imm_user_id>] [password <imm_password>]
```

Where:

imm_internal_ip

The IMM internal LAN/USB IP address. The default value is 169.254.95.118.

imm_user_id

The IMM account (1 of 12 accounts). The default value is USERID.

imm_password

The IMM account password (1 of 12 accounts). The default value is PASSWORD (with a zero 0 not an O).

Note: If you do not specify any of these parameters, ASU will use the default values. When the default values are used and ASU is unable to access the IMM using the online authenticated LAN access method, ASU will automatically use the unauthenticated KCS access method.

The following commands are examples of using the userid and password default values and not using the default values:

Examples that do not use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model>
--user <imm_user_id> --password <imm_password>
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n> --user <imm_user_id>
--password <imm_password>
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag>
--user <imm_user_id> --password <imm_password>
```

Examples that do use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model>
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n>
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag>
```

- Online KCS access (unauthenticated and user restricted):

You do not need to specify a value for *access_method* when you use this access method.

The KCS access method uses the IPMI/KCS interface. This method requires that the IPMI driver be installed. Some operating systems have the IPMI driver installed by default. ASU provides the corresponding mapping layer. To download the *Advanced Settings Utility Users Guide*, complete the following steps:

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

- Go to <http://www.ibm.com/supportportal>.
 - Click on the **Downloads** tab at the top of the panel.
 - Under **ToolsCenter**, select **View ToolsCenter downloads**.
 - Select **Advanced Settings Utility (ASU)**.
 - Scroll down and click on the link and download the ASU version for your operating system. Scroll down and look under **Online Help** to download the *Advanced Settings Utility Users Guide*.
- The following commands are examples of using the userid and password default values and not using the default values:

Examples that do not use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model>
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n>
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag>
```

- Remote LAN access, type the command:

Note: When using the remote LAN access method to access IMM using the LAN from a client, the *host* and the *imm_external_ip* address are required parameters.

```
host <imm_external_ip> [user <imm_user_id>][password <imm_password>]
```

Where:

imm_external_ip

The external IMM LAN IP address. There is no default value. This parameter is required.

imm_user_id

The IMM account (1 of 12 accounts). The default value is USERID.

imm_password

The IMM account password (1 of 12 accounts). The default value is PASSWORD (with a zero 0 not an O).

The following commands are examples of using the userid and password default values and not using the default values:

Examples that do not use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model> --host <imm_ip>
--user <imm_user_id> --password <imm_password>
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n> --host <imm_ip>
--user <imm_user_id> --password <imm_password>
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag> --host <imm_ip>
--user <imm_user_id> --password <imm_password>
```

Examples that do use the userid and password default values:

```
asu set SYSTEM_PROD_DATA.SysInfoProdName <m/t_model> --host <imm_ip>
asu set SYSTEM_PROD_DATA.SysInfoSerialNum <s/n> --host <imm_ip>
asu set SYSTEM_PROD_DATA.SysEncloseAssetTag <asset_tag> --host <imm_ip>
```

- Bootable media:

You can also build a bootable media using the applications available through the ToolsCenter website at <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=TOOL-CENTER>. From the **IBM ToolsCenter** page, scroll down for the available tools.

5. Restart the server.

Chapter 4. Troubleshooting

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

If you cannot diagnose and correct a problem by using the information in this chapter, see Appendix D, “Getting help and technical assistance,” on page 519 for more information.

Start here

You can solve many problems without outside assistance by following the troubleshooting procedures in this documentation and on the World Wide Web.

This document describes the diagnostic tests that you can perform, troubleshooting procedures, and explanations of error messages and error codes. The documentation that comes with your operating system and software also contains troubleshooting information.

Diagnosing a problem

Before you contact IBM or an approved warranty service provider, follow these procedures in the order in which they are presented to diagnose a problem with your server.

Procedure

1. **Return the server to the condition it was in before the problem occurred.** If any hardware, software, or firmware was changed before the problem occurred, if possible, reverse those changes. This might include any of the following items:
 - Hardware components
 - Device drivers and firmware
 - System software
 - UEFI firmware
 - System input power or network connections
2. **View the light path diagnostics LEDs and event logs.** The server is designed for ease of diagnosis of hardware and software problems.
 - **Light path diagnostics LEDs:** See “Diagnostic tools” on page 102 for information about using light path diagnostics LEDs.
 - **Event logs:** See “Event logs” on page 109 for information about notification events and diagnosis.
 - **Software or operating-system error codes:** See the documentation for the software or operating system for information about a specific error code. See the manufacturer's website for documentation.
3. **Run IBM Dynamic System Analysis (DSA) and collect system data.** Run Dynamic System Analysis (DSA) to collect information about the hardware, firmware, software, and operating system. Have this information available when you contact IBM or an approved warranty service provider. For instructions for running DSA, see the *Dynamic System Analysis Installation and User's Guide*.

To download the latest version of DSA code and the *Dynamic System Analysis Installation and User's Guide*, go to <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=SERV-DSA>.

4. **Check for and apply code updates.** Fixes or workarounds for many problems might be available in updated UEFI firmware, device firmware, or device drivers. To display a list of available updates for the server, go to <http://www.ibm.com/support/fixcentral>.

Attention: Installing the wrong firmware or device-driver update might cause the server to malfunction. Before you install a firmware or device-driver update, read any readme and change history files that are provided with the downloaded update. These files contain important information about the update and the procedure for installing the update, including any special procedure for updating from an early firmware or device-driver version to the latest version.

Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

- a. **Install UpdateXpress system updates.** You can install code updates that are packaged as an UpdateXpress System Pack or UpdateXpress CD image. An UpdateXpress System Pack contains an integration-tested bundle of online firmware and device-driver updates for your server. In addition, you can use IBM ToolsCenter Bootable Media Creator to create bootable media that is suitable for applying firmware updates and running preboot diagnostics. For more information about UpdateXpress System Packs, see <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=SERV-XPRESS> and "Updating the firmware" on page 69. For more information about the Bootable Media Creator, see <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=TOOL-BOMC>.

Be sure to separately install any listed critical updates that have release dates that are later than the release date of the UpdateXpress System Pack or UpdateXpress image (see step 4b).

- b. **Install manual system updates.**

- 1) **Determine the existing code levels.**

In DSA, click **Firmware/VPD** to view system firmware levels, or click **Software** to view operating-system levels.

- 2) **Download and install updates of code that is not at the latest level.**

To display a list of available updates for the server, go to <http://www.ibm.com/support/fixcentral>.

When you click an update, an information page is displayed, including a list of the problems that the update fixes. Review this list for your specific problem; however, even if your problem is not listed, installing the update might solve the problem.

5. **Check for and correct an incorrect configuration.** If the server is incorrectly configured, a system function can fail to work when you enable it; if you make an incorrect change to the server configuration, a system function that has been enabled can stop working.
 - a. **Make sure that all installed hardware and software are supported.** See <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us> to verify that the server supports the installed operating system, optional devices, and software levels. If any hardware or software component is not supported, uninstall it to determine whether it is causing the problem. You

Service bulletins

IBM continually updates the support website with the latest tips and techniques that you can use to solve problem that you might have with the IBM System x3250 M4 server.

To find service bulletins that are available for the IBM IBM System x3250 M4 server, go to and search for 2583, and retain.

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 you perform the checkout procedure for diagnosing hardware problems, review the following information.

- Read the safety information that begins on page “Safety” on page vii.
- IBM Dynamic System Analysis (DSA) provides the primary methods of testing the major components of the server, such as the system board, Ethernet controller, keyboard, mouse (pointing device), serial ports, and hard disk drives. You can also use them to test some external devices. If you are not sure whether a problem is caused by the hardware or by the software, you can use the diagnostic programs to confirm that the hardware is working correctly.
- When you run DSA, 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 DSA.

Exception: If multiple error codes or light path diagnostics LEDs indicate a microprocessor error, the error might be in the microprocessor or in the microprocessor socket. See “Microprocessor problems” on page 123 for information about diagnosing microprocessor problems.

- Before you run DSA, 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 Appendix B, “UEFI (POST) error codes,” on page 369. If the server is halted and no error message is displayed, see “Troubleshooting by symptom” on page 116 and “Solving undetermined problems” on page 133.

- For information about power-supply problems, see “Solving power problems” on page 131, “Power problems” on page 127, and “Power-supply LEDs” on page 106.
- For intermittent problems, check the event log; see “Event logs” on page 109 and Appendix C, “DSA diagnostic test results,” on page 383.

Performing the checkout procedure

Use this information to perform the checkout procedure.

About this task

To perform the checkout procedure, complete the following steps:

Procedure

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. Check the power supply LEDs (see “Power-supply LEDs” on page 106).
 - b. Turn off the server and all external devices.
 - c. Check all internal and external devices for compatibility at <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.
 - d. Check all cables and power cords.
 - e. Set all display controls to the middle positions.
 - f. Turn on all external devices.
 - g. Turn on the server. If the server does not start, see “Troubleshooting by symptom” on page 116.
 - h. Check the system-error LED on the operator information panel. If it is lit, check the light path diagnostics LEDs (see “Diagnostic tools” on page 102).
 - i. Check for the following results:
 - Successful completion of POST (see “POST” on page 112 for more information).
 - Successful completion of startup, which is indicated by a readable display of the operating-system desktop.
3. Is there a readable image on the monitor screen?
 - **No:** Find the failure symptom in “Troubleshooting by symptom” on page 116; if necessary, see “Solving undetermined problems” on page 133.
 - **Yes:** Run DSA (see “Running DSA Preboot diagnostic programs” on page 114).
 - If DSA reports an error, follow the instructions in Appendix C, “DSA diagnostic test results,” on page 383.
 - If DSA does not report an error but you still suspect a problem, see “Solving undetermined problems” on page 133.

Diagnostic tools

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

- **Event logs**

The event logs list the error codes and messages that are generated when an error is detected for the subsystems IMM2, POST, DSA, and the server baseboard management controller. See “Event logs” on page 109 for more information.

- **Integrated management module II**

The Integrated Management Module II (IMM2) combines service processor functions, video controller, and remote presence and blue-screen capture features in a single chip. The IMM2 provides advanced service-processor control, monitoring, and alerting function. If an environmental condition exceeds a threshold or if a system component fails, the IMM2 lights LEDs to help you diagnose the problem, records the error in the IMM2 event log, and alerts you to the problem. Optionally, the IMM2 also provides a virtual presence capability for remote server management capabilities. The IMM2 provides remote server management through the following industry-standard interfaces:

- Intelligent Platform Management Protocol (IPMI) version 2.0
- Simple Network Management Protocol (SNMP) version 3
- Common Information Model (CIM)
- Web browser

For more information about the Integrated Management Module II (IMM2), see “Using the Integrated Management Module II (IMM2)” on page 82, Appendix A, “Integrated Management Module II (IMM2) error messages,” on page 229, and the *Integrated Management Module II User’s Guide* at <http://www.ibm.com/support/entry/portal/docdisplay?indocid=migr-5086346>.

- **IBM Dynamic System Analysis**

Two editions of IBM Dynamic System Analysis (DSA) are available for diagnosing problems, DSA Portable and DSA Preboot:

- DSA Portable

DSA Portable collects and analyzes system information to aid in diagnosing server problems. DSA Portable runs on the server operating system and collects the following information about the server:

- Drive health information
- Event logs for ServeRAID controllers and service processors
- Installed hardware, including PCI and USB information
- Installed applications and hot fixes
- Kernel modules
- Light path diagnostics status
- Microprocessor, input/out hub, and UEFI error logs
- Network interfaces and settings
- RAID controller configuration
- Service processor (integrated management module) status and configuration
- System configuration
- Vital product data, firmware, and UEFI configuration

DSA Portable creates a DSA log, which is a chronologically ordered merge of the system-event log (as the IPMI event log), the Integrated Management Module II (IMM2) event log (as the ASM event log), and the operating-system event logs. You can send the DSA log as a file to IBM Support (when requested by IBM Support) or view the information as a text file or HTML file.

Note: Use the latest available version of DSA to make sure you are using the most recent configuration data. For documentation and download information for DSA, see <http://www.ibm.com/systems/management>.

For additional information, see “IBM Dynamic System Analysis” on page 112 and Appendix C, “DSA diagnostic test results,” on page 383.

– DSA Preboot

DSA Preboot diagnostic program is stored in the integrated USB memory on the server. DSA Preboot collects and analyzes system information to aid in diagnosing server problems, as well as offering a rich set of diagnostic tests of the major components of the server. DSA Preboot collects the following information about the server:

- Drive health information
- Event logs for ServeRAID controllers and service processors
- Installed hardware, including PCI and USB information
- Light path diagnostics status
- Microprocessor, input/output hub, and UEFI error logs
- Network interfaces and settings
- RAID controller configuration
- Service processor (integrated management module) status and configuration
- System configuration
- Vital product data, firmware, and UEFI configuration

DSA Preboot also provides diagnostics for the following system components (when they are installed):

1. Emulex network adapter
2. IMM2 I2C bus
3. Light path diagnostics panel
4. Memory modules
5. Microprocessors
6. Optical devices (CD or DVD)
7. SAS or SATA drives

See “Running DSA Preboot diagnostic programs” on page 114 for more information on running the DSA Preboot program on the server.

• **Troubleshooting by symptom**

These tables list problem symptoms and actions to correct the problems. See “Troubleshooting by symptom” on page 116 for more information.

Error LEDs

This section describes the Error LEDs on the system board and the suggested actions to correct the detected problems.

The illustration shows the system-board LEDs. The system board has error LEDs that will help to locate the source of the error. Run the diagnostic programs to find out the cause of the error (see "IBM Dynamic System Analysis" on page 112).

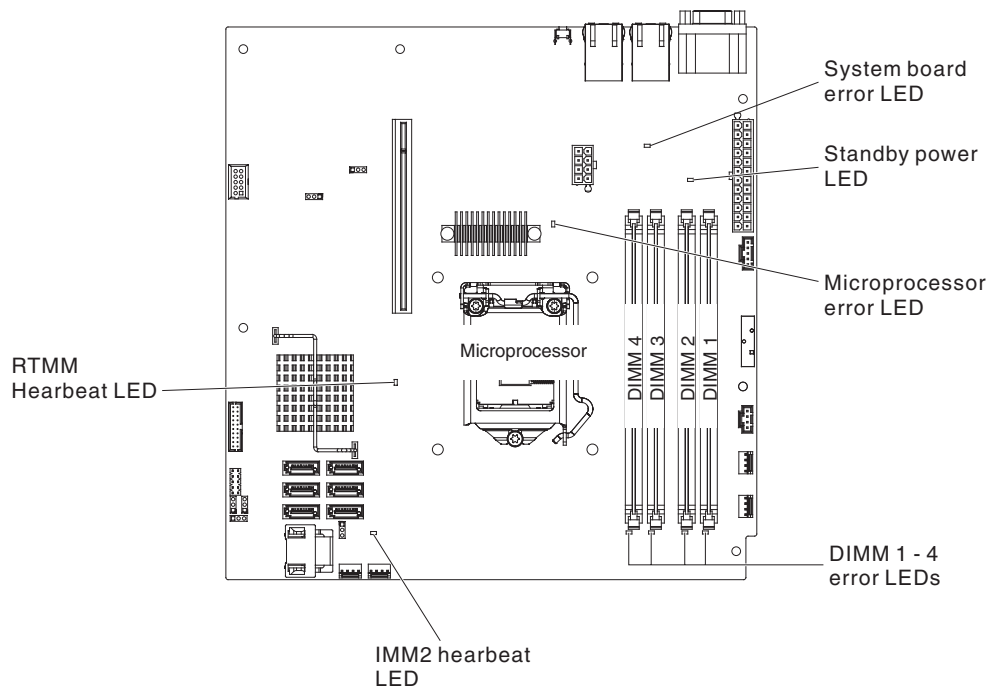


Figure 26. The LEDs on the system board

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.

Note: When you disconnect the power source from the server, you lose the ability to view the LEDs because the LEDs are not lit when the power source is removed. Before you disconnect the power source, make a note of which LEDs are lit, including the LEDs that are lit on the operation information panel and LEDs inside the server on the system board.

Many errors are first indicated by a lit system-error LED on the control-panel assembly of the server. If this LED is lit, one or more LEDs elsewhere in the server might also be lit and can direct you to the source of the error.

Before you work inside the server to view the LEDs, read the "Safety" on page vii and "Handling static-sensitive devices" on page 40.

If an error occurs, view the server LEDs in the following order:

1. Check the control-panel assembly on the front of the server. If the system-error LED is lit, it indicates that an error has occurred.

2. Check the front and rear of the server to determine whether any component LEDs are lit.
3. Remove the server top 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 DIMM error will light the LED next to the failing DIMM on the system board.
4. Look at the system service label inside the top cover of the server, which gives an overview of internal components. This information can often provide enough information to correct the error.

The following table describes the LEDs on the system board and suggested actions to correct the detected problems.

Table 12. The suggested actions to correct the detected problem for each LED light

LED	Description	Action
DIMM error LEDs	A memory DIMM has failed or is incorrectly installed.	<ol style="list-style-type: none"> 1. Remove the DIMM that has the lit error LED. 2. Reseat the DIMM. 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. DIMM b. (Trained technician only) System board
Microprocessor error LED	Microprocessor has failed, is missing, or has been incorrectly installed. Note: (Trained technician only) Make sure that the microprocessor is installed correctly, see "Replacing a microprocessor and heat sink" on page 219.	<ol style="list-style-type: none"> 1. Check the system-event log to determine the reason for the lit LED. 2. (Trained technician only) Reseat the failing microprocessor. 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. (Trained technician only) Failing microprocessor b. (Trained technician only) System board
System-board error LED	System-board CPU VRD and/or power voltage regulators have failed.	(Trained technician only) Replace the system board.

Table 12. The suggested actions to correct the detected problem for each LED light (continued)

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 		
LED	Description	Action
IMM2 heartbeat LED	<p>Indicates the status of the boot process of the IMM2.</p> <p>When the server is connected to power this LED flashes quickly to indicate that the IMM2 code is loading. When the loading is complete, the LED stops flashing briefly and then flashes slowly to indicate that the IMM2 is fully operational and you can press the power-control button to start the server.</p>	<p>If the LED does not begin flashing within 30 seconds of when the server is connected to power, complete the following steps:</p> <ol style="list-style-type: none"> 1. (Trained technician only) Recover the firmware (see “Recovering the server firmware (UEFI update failure)” on page 135). 2. (Trained technician only) Replace the system board.
RTMM heartbeat LED	Power-on and power-off sequencing.	<ol style="list-style-type: none"> 1. If the LED flashes at 1Hz, it is functioning properly and no action is necessary. 2. (Trained technician only) If the LED is not flashing, replace the system board.

Power-supply LEDs

This section describes the power-supply LEDs on the rear of the server and the suggested actions to correct the detected problems.

The following minimum configuration is required for the server to start:

- One microprocessor
- One 1 GB DIMM
- Power supply
- Power cord
- ServeRAID SAS/SATA adapter
- Four cooling fans

The following illustration shows the LEDs and connectors on the rear of the fixed power-supply model.

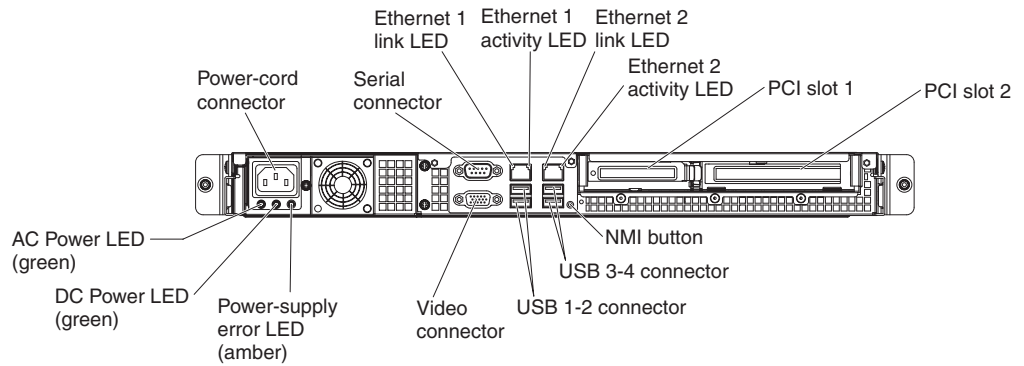


Figure 27. LEDs and connectors on the rear of the fixed power-supply model

The following illustration shows the LEDs and connectors on the rear of the redundant power-supply model.

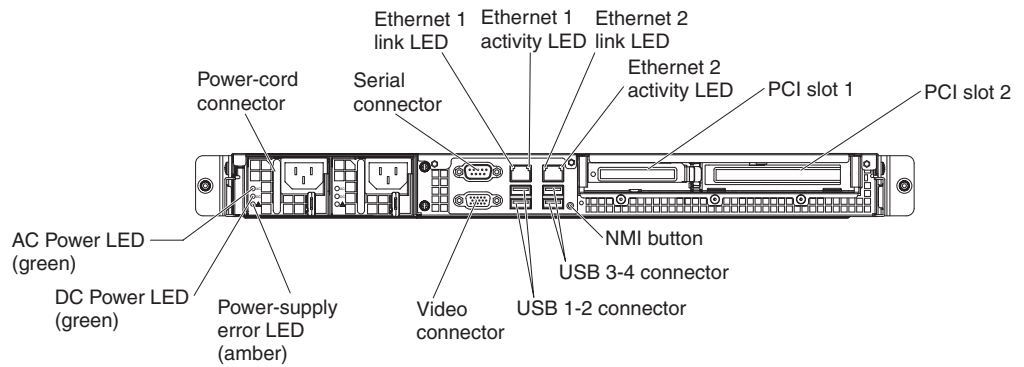


Figure 28. LEDs and connectors on the rear of the redundant power-supply model

The following table describes the problems that are indicated by various combinations of the power-supply LEDs and suggested actions to correct the detected problems.

Table 13. Power-supply LEDs

AC Power-supply LEDs			Description	Action	Notes
AC	DC	Error			
On	On	Off	Normal operation		
Off	Off	Off	No ac power to the server or a problem with the ac power source.	<ol style="list-style-type: none"> 1. Check the ac power to the server. 2. Make sure that the power cord is connected to a functioning power source. 3. Restart the server. If the error remains, check the power-supply LEDs. 4. If the problem remains, replace the power-supply. 	This is a normal condition when no ac power is present.

Table 13. Power-supply LEDs (continued)

AC Power-supply LEDs			Description	Action	Notes
AC	DC	Error			
On	Off	Off	Faulty system board or faulty power supply	<ol style="list-style-type: none"> 1. Turn off the server and disconnect the power cord from the server; then, reconnect the power cord. 2. If the system board error (fault) LED is not lit, replace the power supply. 3. (Trained technician only) If the system board error LED is lit, replace the system board. 	Typically indicates that a power supply is not fully seated. This is a normal condition before turning on the system.
On	Off or Flashing	On	Faulty power supply	Replace the power supply.	
On	On	Off	Normal operation		
On	On	On	Power supply is faulty but still operational	Replace the power supply.	

System pulse LEDs

This section describes the system pulse LEDs on the system board that monitors the system power-on and power-off and boot progress.

The following LEDs are on the system board and monitor the system power-on and power-off sequencing and boot progress (see “System-board LEDs” on page 28 for the location of these LEDs).

Table 14. System pulse LEDs

LED	Description	Action
RTMM heartbeat	Power-on and power-off sequencing.	<ol style="list-style-type: none"> 1. If the LED blinks at 1Hz, it is functioning properly and no action is necessary. 2. If the LED is not blinking, (trained technician only) replace the system board.
IMM2 heartbeat	IMM2 heartbeat boot process.	<p>The following steps describe the different stages of the IMM2 heartbeat sequencing process.</p> <ol style="list-style-type: none"> 1. When this LED is blinking fast (approximately 4Hz), this indicates that the IMM2 code is in the loading process. 2. When this LED goes off momentarily, this indicates that the IMM2 code has loaded completely. 3. When this LED goes off momentarily and then starts blinking slowing (approximately 1Hz), this indicates that IMM2 is fully operational. You can now press the power-control button to power-on the server. 4. (Trained technician only) If this LED does not blink within 30 seconds of connecting a power source to the server, replace the system board.

Event logs

Error codes and messages are displayed in POST event log, system-event log, Integrated Management Module II (IMM2) event log, and DSA event log.

- **POST event log:** This log contains the most recent error codes and messages that were generated during POST. You can view the contents of the POST event log from the Setup utility (see “Starting the Setup utility” on page 74). For more information about POST error codes, see Appendix B, “UEFI (POST) error codes,” on page 369.
- **System-event log:** This log contains POST and system management interrupt (SMI) events and all events that are generated by the baseboard management controller that is embedded in the Integrated Management Module II (IMM2). You can view the contents of the system-event log through the Setup utility and through the Dynamic System Analysis (DSA) program (as IPMI event log).

The system-event log is limited in size. When it is full, new entries will not overwrite existing entries; therefore, you must periodically clear the system-event log through the Setup utility. When you are troubleshooting an error, you might have to save and then clear the system-event log to make the most recent events available for analysis. For more information about the system-event log, see Appendix A, “Integrated Management Module II (IMM2) error messages,” on page 229.

Messages are listed on the left side of the screen, and details about the selected message are displayed on the right side of the screen. To move from one entry to the next, use the Up Arrow (↑) and Down Arrow (↓) keys.

Some IMM2 sensors cause assertion events to be logged when their setpoints are reached. When a setpoint condition no longer exists, a corresponding deassertion event is logged. However, not all events are assertion-type events.

- **Integrated management module II (IMM2) event log:** This log contains a filtered subset of all IMM2, POST, and system management interrupt (SMI) events. You can view the IMM2 event log through the IMM2 web interface. For more information, see “Logging on to the web interface” on page 85. You can also view the IMM2 event log through the Dynamic System Analysis (DSA) program (as the ASM event log). For more information about IMM2 error messages, see Appendix A, “Integrated Management Module II (IMM2) error messages,” on page 229.
- **DSA event log:** This log is generated by the Dynamic System Analysis (DSA) program, and it is a chronologically ordered merge of the system-event log (as the IPMI event log), the IMM2 chassis-event log (as the ASM event log), and the operating-system event logs. You can view the DSA event log through the DSA program (see “Viewing event logs without restarting the server” on page 110). For more information about DSA and DSA messages, see “IBM Dynamic System Analysis” on page 112 and Appendix C, “DSA diagnostic test results,” on page 383.

Viewing event logs through the Setup utility

Use this information to view the event logs through the Setup utility.

About this task

To view the POST event log or system-event log, complete the following steps:

Procedure

1. Turn on the server.
2. When the prompt **<F1> Setup** is displayed, press F1. If you have set both a power-on password and an administrator password, you must type the administrator password to view the event logs.
3. Select **System Event Log** and use one of the following procedures:
 - To view the POST event log, select **POST Event Viewer**.
 - To view the system-event log, select **System Event Log**.

Viewing event logs without restarting the server

Use this information to view the event logs without restarting the server.

If the server is not hung and the IMM2 is connected to a network, methods are available for you to view one or more event logs without having to restart the server.

If you have installed Dynamic System Analysis (DSA) Portable, you can use it to view the system-event log (as the IPMI event log), or the IMM2 event log (as the ASM event log), the operating-system event logs, or the merged DSA log. You can also use DSA Preboot to view these logs, although you must restart the server to use DSA Preboot. To install DSA Portable or check for and download a later version of DSA Preboot CD image, go to <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=SERV-DSA>.

If IPMItool is installed in the server, you can use it to view the system-event log. Most recent versions of the Linux operating system come with a current version of IPMItool. For an overview of IPMI, go to <http://www.ibm.com/developerworks/linux/blueprints/> and click **Using Intelligent Platform Management Interface (IPMI) on IBM Linux platforms**.

You can view the IMM2 event log through the **Event Log** link in the integrated management module II (IMM2) web interface. For more information, see “Logging on to the web interface” on page 85.

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

Table 15. Methods for viewing event logs

Condition	Action
The server is not hung and is connected to a network (using an operating system controlled network ports).	<p>Use any of the following methods:</p> <ul style="list-style-type: none"> • Run DSA Portable to view the diagnostic event log (requires IPMI driver) or create an output file that you can send to IBM service and support (using ftp or local copy). • Use IPMItool to view the system-event log (requires IPMI driver). • Use the web browser interface to the IMM2 to view the system-event log locally (requires RNDIS USB LAN driver).
The server is not hung and is not connected to a network (using an operating system controlled network ports).	<ul style="list-style-type: none"> • Run DSA Portable to view the diagnostic event log (requires IPMI driver) or create an output file that you can send to IBM service and support (using ftp or local copy). • Use IPMItool to view the system-event log (requires IPMI driver). • Use the web browser interface to the IMM2 to view the system-event log locally (requires RNDIS USB LAN driver).
The server is not hung and the Integrated Management Module II (IMM2) is connected to a network.	In a web browser, type the IP address for the IMM2 and go to the Event Log page. For more information, see “Obtaining the IMM host name” on page 84 and “Logging on to the web interface” on page 85.
The server is hung, and no communication can be made with the IMM2.	<ul style="list-style-type: none"> • If DSA Preboot is installed, restart the server and press F2 to start DSA Preboot and view the event logs (see “Running DSA Preboot diagnostic programs” on page 114 for more information). • Alternatively, you can restart the server and press F1 to start the Setup utility and view the POST event log or system-event log. For more information, see “Viewing event logs through the Setup utility” on page 110.

Clearing the event logs

Use this information to clear the event logs.

About this task

To clear the event logs, complete the following steps.

Note: The POST error log is automatically cleared each time the server is restarted.

Procedure

1. Turn on the server.
2. When the prompt <F1> **Setup** is displayed, press F1. If you have set both a power-on password and an administrator password, you must type the administrator password to view the event logs.
3. To clear the IMM2 system-event log, select **System Event Log > Clear System Event Log**, then, press Enter twice.

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.

Note: This server does not use beep codes for server status.

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

If POST detects a problem, an error message is displayed. See Appendix B, “UEFI (POST) error codes,” on page 369 for more information.

If POST detects a problem, an error message is sent to the POST event log, see “Event logs” on page 109 for more information.

IBM Dynamic System Analysis

IBM Dynamic System Analysis (DSA) collects and analyzes system information to aid in diagnosing server problems.

DSA collects the following information about the server:

- Drive health information
- Event logs for ServeRAID controllers and service processors
- Hardware inventory, including PCI and USB information
- Installed applications and hot fixes (available in DSA Portable only)
- Kernel modules (available in DSA Portable only)
- Light path diagnostics status
- Network interfaces and settings
- Performance data and details about processes that are running
- RAID controller configuration
- Service processor (integrated management module) status and configuration
- System configuration
- Vital product data and firmware information

For system-specific information about the action that you should take as a result of a message that DSA generates, see Appendix C, “DSA diagnostic test results,” on page 383.

If you cannot find a problem by using DSA, see “Solving undetermined problems” on page 133 for information about testing the server.

Note: DSA Preboot might appear to be unresponsive when you start the program. This is normal operation while the program loads.

Make sure that the server has the latest version of the DSA code. To obtain DSA code and the *Dynamic System Analysis Installation and User's Guide*, go to <http://www.ibm.com/support/entry/portal/docdisplay?lnidocid=SERV-DSA>.

DSA editions

Two editions of Dynamic System Analysis are available.

- **DSA Portable**

DSA Portable Edition runs within the operating system; you do not have to restart the server to run it. It is packaged as a self-extracting file that you download from the web. When you run the file, it self-extracts to a temporary folder and performs comprehensive collection of hardware and operating-system information. After it runs, it automatically deletes the temporary files and folder and leaves the results of the data collection and diagnostics on the server.

If you are able to start the server, use DSA Portable.

- **DSA Preboot**

DSA Preboot runs outside of the operating system; you must restart the server to run it. It is provided in the flash memory on the server, or you can create a bootable media such as a CD, DVD, ISO, USB, or PXE using the IBM ToolsCenter Bootable Media Creator (BoMC). For more details, see the *BoMC User Guide* at <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=TOOL-BOMC>. In addition to the capabilities of the other editions of DSA, DSA Preboot includes diagnostic routines that would be disruptive to run within the operating-system environment (such as resetting devices and causing loss of network connectivity). It has a graphical user interface that you can use to specify which diagnostics to run and to view the diagnostic and data collection results.

DSA Preboot provides diagnostics for the following system components, if they are installed:

- Emulex network adapter
- Optical devices (CD or DVD)
- Tape drives (SCSI, SAS, or SATA)
- Memory
- Microprocessor
- Checkpoint panel
- I2C bus
- SAS and SATA drives

If you are unable to restart the server or if you need comprehensive diagnostics, use DSA Preboot.

For more information and to download the utilities, go to <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=SERV-DSA>.

Running DSA Preboot diagnostic programs

Use this information to run the DSA Preboot diagnostic programs.

About this task

Note: The DSA memory test might take up to 30 minutes to run. If the problem is not a memory problem, skip the memory test.

To run the DSA Preboot diagnostic programs, complete the following steps:

Procedure

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> Diagnostics** is displayed, press F2.

Note: The DSA Preboot diagnostic program might appear to be unresponsive for an unusual length of time when you start the program. This is normal operation while the program loads. The loading process may take up to 10 minutes.

4. Optionally, select **Quit to DSA** to exit from the stand-alone memory diagnostic program.

Note: After you exit from the stand-alone memory diagnostic environment, you must restart the server to access the stand-alone memory diagnostic environment again.

5. Type **gui** to display the graphical user interface, or type **cmd** to display the DSA interactive menu.
6. Follow the instructions on the screen to select the diagnostic test to run.

Results

If the diagnostic programs do not detect any hardware errors but the problem remains during normal server operation, 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.

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

Diagnostic text messages

Diagnostic text messages are displayed while the tests are running.

A diagnostic text message contains one of the following results:

Passed: The test was completed without any errors.

Failed: The test detected an error.

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

Additional information concerning test failures is available in the extended diagnostic results for each test.

Viewing the test log results and transferring the DSA collection

Use this information to view the test log results and transferring the DSA collection.

About this task

To view the test log for the results when the tests are completed, click the **Success** link in the Status column, if you are running the DSA graphical user interface, or type `:x` to exit the Execute Tests menu, if you are running the DSA interactive menu, or select **Diagnostic Event Log** in the graphical user interface. To transfer DSA Preboot collections to an external USB device, type the copy command in the DSA interactive menu.

Procedure

- If you are running the DSA graphical user interface (GUI), click the **Success** link in the Status column.
- If you are running the DSA interactive menu (CLI), type `:x` to exit the Execute Tests menu; then, select **completed tests** to view the results.

Results

You can also send the DSA error log to IBM support to aid in diagnosing the server problems.

Automated service request (call home)

IBM provides tools that can automatically collect and send data or call IBM Support when an error is detected.

These tools can help IBM Support speed up the process of diagnosing problems. The following sections provide information about the call home tools.

IBM Electronic Service Agent

IBM Electronic Service Agent monitors, tracks, and captures system hardware errors and hardware and software inventory information, and reports serviceable problems directly to IBM Support.

You can also choose to collect data manually. It uses minimal system resources, and can be downloaded from the IBM website. For more information and to download IBM Electronic Service Agent, go to <http://www-01.ibm.com/support/esa/>.

Error messages

This section provides the list of error codes and messages for UEFI/POST, IMM2, and DSA that are generated when a problem is detected.

See Appendix B, “UEFI (POST) error codes,” on page 369, Appendix A, “Integrated Management Module II (IMM2) error messages,” on page 229, and Appendix C, “DSA diagnostic test results,” on page 383 for more information.

Troubleshooting by symptom

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

About this task

If you cannot find a solution to the problem in these tables, see Appendix C, “DSA diagnostic test results,” on page 383 for information about testing the server and “Running DSA Preboot diagnostic programs” on page 114 for additional information about running DSA Preboot program. For additional information to help you solve problems, see “Start here” on page 97.

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

Procedure

1. Check the system-error LED on the operator information panel; if it is lit, check the light path diagnostics LEDs (see “Diagnostic tools” on page 102).
2. Remove the software or device that you just added.
3. Run IBM Dynamic System Analysis (DSA) to determine whether the server is running correctly (for information about using DSA, see Appendix C, “DSA diagnostic test results,” on page 383).
4. Reinstall the new software or new device.

General problems

Table 16. General symptoms and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
A cover latch is broken, an LED is not working, or a similar problem has occurred.	If the part is a CRU, replace it. If the part is a microprocessor or the system board, the part must be replaced by a trained technician.
The server is hung while the screen is on. Cannot start the Setup utility by pressing F1.	<ol style="list-style-type: none"> 1. See “Nx-boot failure” on page 138 for more information. 2. See “Recovering the server firmware (UEFI update failure)” on page 135 for more information.

Hard disk drive problems

Table 17. Hard disk drive symptoms and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
Not all drives are recognized by the hard disk drive diagnostic tests.	Remove the drive that is indicated by the diagnostic tests; then, run the hard disk drive diagnostic tests 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 DSA Preboot diagnostic programs” on page 114). Note: This test is not available on servers that have RAID arrays or servers that have SATA hard disk drives.
A hard disk drive has failed, and the associated yellow hard disk drive status LED is lit. (Hot-swap hard disk drives)	<ol style="list-style-type: none"> 1. Re-configure the integrated SAS/SATA controller with RAID capabilities and the devices that are attached to it. 2. Run the DSA disk drive test (see “IBM Dynamic System Analysis” on page 112). 3. If the drive fails the test, replace the drive.

Table 17. Hard disk drive symptoms and actions (continued)

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
A newly installed hard disk drive is not recognized.	<ol style="list-style-type: none"> 1. Observe the associated yellow hard disk drive status LED. If the LED is lit, it indicates a drive fault. 2. If the LED is lit, remove the drive from the bay, wait 45 seconds, and reinsert the drive, making sure that the drive assembly connects to the hard disk drive backplane. 3. Observe the associated green hard disk drive activity LED and the yellow status LED: <ul style="list-style-type: none"> • If the green activity LED is flashing and the yellow status LED is not lit, the drive is recognized by the controller and is working correctly. Run the DSA hard disk drive test to determine whether the drive is detected. • If the green activity LED is flashing and the yellow status LED is flashing slowly, the drive is recognized by the controller and is rebuilding. • If neither LED is lit or flashing, check the hard disk drive backplane (go to step 4). • If the green activity LED is flashing and the yellow status LED is lit, replace the drive. If the activity of the LEDs remains the same, go to step 4. If the activity of the LEDs changes, return to step 1. 4. Make sure that the hard disk drive backplane is correctly seated. When it is correctly seated, the drive assemblies correctly connect to the backplane without bowing or causing movement of the backplane. 5. Reseat the backplane power cable and repeat steps 1 through 3. 6. Reseat the backplane signal cable and repeat steps 1 through 3. 7. Reseat the backplane configuration cable and repeat steps 1 through 3. 8. Suspect the backplane signal cable or the backplane: <ul style="list-style-type: none"> • Replace the affected backplane signal cable. • Replace the affected backplane. 9. Run the DSA tests for the SAS/SATA adapter and hard disk drives (see “IBM Dynamic System Analysis” on page 112). <ul style="list-style-type: none"> • If the adapter passes the test but the drives are not recognized, replace the backplane signal cable and run the tests again. • Replace the backplane. • If the adapter fails the test, disconnect the backplane signal cable from the adapter and run the tests again. • If the adapter fails the test, replace the adapter. 10. See “Problem determination tips” on page 134.
Multiple hard disk drives fail.	<p>Make sure that the hard disk drive, SAS/SATA RAID adapter, and server device drivers and firmware are at the latest level.</p> <p>Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.</p>
Multiple hard disk drives are offline.	<ol style="list-style-type: none"> 1. Review the storage subsystem logs for indications of problems within the storage subsystem, such as backplane or cable problems. 2. See “Problem determination tips” on page 134.

Table 17. Hard disk drive symptoms and actions (continued)

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
A replacement hard disk drive does not rebuild.	<ol style="list-style-type: none"> 1. Make sure that the hard disk drive is recognized by the adapter (the green hard disk drive activity LED is flashing). 2. Review the SAS/SATA RAID adapter documentation to determine the correct configuration parameters and settings.
A green hard disk drive activity LED does not accurately represent the actual state of the associated drive. (Hot-swap hard disk drives)	<ol style="list-style-type: none"> 1. If the green hard disk drive activity LED does not flash when the drive is in use, run the DSA disk drive test (see “IBM Dynamic System Analysis” on page 112). 2. Use one of the following procedures: <ul style="list-style-type: none"> • If the drive passes the test, replace the backplane. • If the drive fails the test, replace the drive.
An yellow hard disk drive status LED does not accurately represent the actual state of the associated drive. (Hot-swap hard disk drives)	<ol style="list-style-type: none"> 1. If the yellow hard disk drive LED and the RAID adapter software do not indicate the same status for the drive, complete the following steps: <ol style="list-style-type: none"> a. Turn off the server. b. Reseat the SAS/SATA adapter. c. Reseat the backplane configuration cable, signal cable, and backplane power cable. d. Reseat the hard disk drive. e. Turn on the server and observe the activity of the hard disk drive LEDs. 2. See “Problem determination tips” on page 134.

DVD drive problems

Table 18. DVD drive's symptoms and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by "(Trained technician only)", that step must be performed only by a Trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
The optional DVD drive is not recognized.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • The SATA connector to which the DVD drive is attached (primary or secondary) is enabled in the Setup utility. • All cables and jumpers are installed correctly. • The correct device driver is installed for the DVD drive. 2. Run the DVD drive diagnostic programs. 3. Reseat the following components: <ol style="list-style-type: none"> a. DVD drive b. DVD drive cable 4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time. 5. (Trained technician only) Replace the system board.
A CD or DVD is not working correctly.	<ol style="list-style-type: none"> 1. Clean the CD or DVD. 2. Replace the CD or DVD with new CD or DVD media. 3. Run the DVD drive diagnostic programs. 4. Check the connector and signal cable for bent pins or damage. 5. Reseat the DVD drive. 6. Replace the DVD drive.
The DVD drive tray is not working.	<ol style="list-style-type: none"> 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 DVD drive. 4. Replace the DVD drive.

Intermittent problems

Table 19. Intermittent problems and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
A problem occurs only occasionally and is difficult to diagnose.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • 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 IMM2 event log (see “Event logs” on page 109).

Keyboard, mouse, or USB-device problems

Table 20. Keyboard, mouse, or USB-device's symptoms and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
All or some keys on the keyboard do not work.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • The keyboard cable is securely connected. • The server and the monitor are turned on. 2. If you are using a USB keyboard, run the Setup utility and enable keyboardless operation. 3. If you are using a USB keyboard and it is connected to a USB hub, disconnect the keyboard from the hub and connect it directly to the server. 4. Replace the keyboard.
The mouse or USB-device does not work.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • The mouse or USB device cable is securely connected to the server. • The mouse or USB device drivers are installed correctly. • The server and the monitor are turned on. • The mouse option is enabled in the Setup utility. 2. If you are using a USB mouse or USB device and it is connected to a USB hub, disconnect the mouse or USB device from the hub and connect it directly to the server. 3. Replace the mouse or USB-device.

Memory problems

Table 21. Memory problems and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
The amount of system memory that is displayed is less than the amount of installed physical memory.	<p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.</p> <ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • No error LEDs are lit on the operator information panel. • No DIMM error LEDs are lit on the system board. • 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 Setup utility. • 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. • There is no memory mismatch when the server is at the minimum memory configuration. 2. Reseat the DIMMs, and then restart the server. 3. Check the POST error log: <ul style="list-style-type: none"> • If a DIMM was disabled by a systems-management interrupt (SMI), replace the DIMM. • If a DIMM was disabled by the user or by POST, reseat the DIMM; then, run the Setup utility and enable the DIMM. 4. Check that all DIMMs are initialized in the Setup utility; then, run memory diagnostics (see “Running DSA Preboot diagnostic programs” on page 114). 5. Make sure that there is no memory mismatch when the server is at the minimum memory configuration.. 6. Add one pair of DIMMs at a time, making sure that the DIMMs in each pair match. 7. Reseat the DIMM. 8. 9. Re-enable all DIMMs using the Setup utility, and then restart the server. 10. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. DIMMs b. (Trained technician only) Replace the system board
Multiple rows of DIMMs in a branch are identified as failing.	<p>Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.</p> <ol style="list-style-type: none"> 1. Reseat the DIMMs; then, restart the server. 2. Replace the failing DIMM. 3. (Trained technician only) Replace the system board

Microprocessor problems

Table 22. Microprocessor's symptoms and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by "(Trained technician only)", that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
The server goes directly to the POST Event Viewer when it is turned on.	<ol style="list-style-type: none"> 1. Make sure that the server supports all the microprocessors and that the microprocessors match in speed and cache size. To view the microprocessor information, run the Setup utility and select System Information > System Summary > Processor Details. 2. (Trained technician only) Reseat microprocessor 1 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. (Trained technician only) Microprocessor 2 b. (Trained technician only) System board

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.

Table 23. Monitor and video's symptoms and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by "(Trained technician only)", that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
Testing the monitor.	<ol style="list-style-type: none"> 1. Make sure that 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. (Trained technician only) Replace the system board.

Table 23. Monitor and video's symptoms and actions (continued)

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
The screen is blank.	<ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • The server is turned on. If there is no power to the server, see “Power problems” on page 127. • The monitor cables are connected correctly. • The monitor is turned on and the brightness and contrast controls are adjusted correctly. • No POST errors are generated when the server is turned on. 3. Make sure that the correct server is controlling the monitor, if applicable. 4. Make sure that damaged server firmware is not affecting the video; see “Updating the firmware” on page 69. 5. Observe the checkpoint LEDs on the system board; if the codes are changing, go to next step. 6. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Monitor b. Video adapter (if one is installed) c. (Trained technician only) System board 7. See “Solving undetermined problems” on page 133.
The monitor works when you turn on the server, but the screen goes blank when you start some application programs.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • 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 DSA Preboot diagnostic programs” on page 114). <ul style="list-style-type: none"> • If the server passes the video diagnostics, the video is good; see “Solving undetermined problems” on page 133. • (Trained technician only) If the server fails the video diagnostics, replace the system board.

Table 23. Monitor and video's symptoms and actions (continued)

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
<p>The monitor has screen jitter, or the screen image is wavy, unreadable, rolling, or distorted.</p>	<ol style="list-style-type: none"> 1. If the monitor self-tests show that the monitor is working correctly, consider the location of the monitor. Magnetic fields around other devices (such as transformers, appliances, fluorescents, 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: <ol style="list-style-type: none"> a. To prevent diskette drive read/write errors, make sure that the distance between the monitor and any external diskette drive is at least 76 mm (3 in.). b. Non-IBM monitor cables might cause unpredictable problems. 2. Reseat the monitor and cable. 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Monitor b. (Trained technician only) System board
<p>Wrong characters appear on the screen.</p>	<ol style="list-style-type: none"> 1. If the wrong language is displayed, update the server firmware to the latest level (see “Updating the firmware” on page 69) with the correct language. 2. Reseat the monitor and cable. 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Monitor b. (Trained technician only) System board

Network connection problems

Table 24. Network connection problems and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
Log in failed by using LDAP account with SSL enabled.	<ol style="list-style-type: none"> 1. Make sure the license key is valid. 2. Generate a new license key and log in again.

Optional-device problems

Table 25. Optional-device problems and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
An IBM optional device that was just installed does not work.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • The device is designed for the server (see http://www.ibm.com/systems/info/x86servers/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 Setup utility. 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 worked previously does not work now.	<ol style="list-style-type: none"> 1. Make sure that all of the cable connections for the device are secure. 2. If the device comes with test instructions, use those instructions to test the device. 3. Reseat the failing device. 4. Replace the failing device.

Power problems

Table 26. Power problems and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
<p>The power-control button does not work, and the reset button does not work (the server does not start).</p> <p>Note: The power-control button will not function until approximately 5 to 10 seconds after the server has been connected to power.</p>	<ol style="list-style-type: none"> 1. Make sure that the power-control button is working correctly: <ol style="list-style-type: none"> a. Disconnect the server power cords. b. Reconnect the power cords. c. (Trained technician only) Reseat the operator information panel cable, and then repeat steps 1a and 1b. <ul style="list-style-type: none"> • (Trained technician only) If the server starts, reseat the operator information panel. If the problem remains, replace the operator information panel. • If the server does not start, bypass the power-control button by using the force power-on jumper (see “System-board switches and jumpers” on page 26). If the server starts, reseat the operator information panel. If the problem remains, replace the operator information panel. 2. Make sure that the reset button is working correctly: <ul style="list-style-type: none"> • Disconnect the server power cord. • Reconnect the power cord. 3. Make sure that : <ol style="list-style-type: none"> a. The power cords are correctly connected to the server and to a working electrical outlet. b. The type of memory that is installed is correct. c. The DIMM is fully seated. d. The LEDs on the power supply do not indicate a problem. e. (Trained technician only) The microprocessors are installed in the correct sequence. 4. Reseat the following components: <ol style="list-style-type: none"> a. DIMMs b. (Trained technician only) Power-supply cables to all internal components c. (Trained technician only) Power switch connector 5. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. DIMMs b. Power supply c. (Trained technician only) System board 6. If you just installed an optional device, remove it, and restart the server. If the server now starts, you might have installed more devices than the power supply supports. 7. See “Power-supply LEDs” on page 106. 8. See “Solving undetermined problems” on page 133.

Table 26. Power problems and actions (continued)

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
The server does not turn off.	<ol style="list-style-type: none"> 1. Determine whether you are using an Advanced Configuration and Power Interface (ACPI) or a non-ACPI operating system. If you are using a non-ACPI operating system, complete the following steps: <ol style="list-style-type: none"> a. Press Ctrl+Alt+Delete. b. Turn off the server by pressing 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 power cord for 5 seconds; then, reconnect the power cord and restart the server. 2. If the problem remains or if you are using an ACPI-aware operating system, suspect the system board.
The server unexpectedly shuts down, and the LEDs on the operator information panel are not lit.	See “Solving undetermined problems” on page 133.

Serial port problems

Table 27. Serial port problems and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
The number of serial ports that are identified by the operating system is less than the number of installed serial ports.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • Each port is assigned a unique address in the Setup utility and none of the serial ports is disabled. • The serial-port adapter (if one is present) is seated correctly. 2. Reseat the serial port adapter. 3. Replace the serial port adapter.

Table 27. Serial port problems and actions (continued)

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
A serial device does not work.	<ol style="list-style-type: none"> 1. Make sure that: <ul style="list-style-type: none"> • 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 connector. 2. Reseat the following components: <ol style="list-style-type: none"> a. Failing serial device b. Serial cable 3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> a. Failing serial device b. Serial cable c. (Trained technician only) System board

ServerGuide problems

Table 28. ServerGuide problems and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
The <i>ServerGuide Setup and Installation</i> CD will not start.	<ol style="list-style-type: none"> 1. Make sure that the server supports the ServerGuide program and has a startable (bootable) DVD drive. 2. If the startup (boot) sequence settings have been changed, make sure that the DVD drive is first in the startup sequence. 3. If more than one 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.	<ol style="list-style-type: none"> 1. Make sure that the hard disk drive is connected correctly. 2. Make sure that the SAS hard disk drive 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. For a list of supported operating-system versions, go to http://www.ibm.com/support/entry/portal/docdisplay?lnocid=SERV-GUIDE , click the link for your ServerGuide version, and scroll down to the list of supported Microsoft Windows operating systems.

Table 28. ServerGuide problems and actions (continued)

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
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 servers), or the ServerGuide System Partition is not present. Run the ServerGuide program and make sure that setup is complete.

Software problems

Table 29. Software problems and actions

<ul style="list-style-type: none"> • Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician. • Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information. 	
Symptom	Action
You suspect a software problem.	<ol style="list-style-type: none"> 1. To determine whether the problem is caused by the software, make sure that: <ul style="list-style-type: none"> • 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. 2. If you received any error messages when using the software, see the information that comes with the software for a description of the messages and suggested solutions to the problem. 3. Contact the software vendor.

Universal Serial Bus (USB) port problems

Table 30. Universal Serial Bus (USB) port problems and actions

<ul style="list-style-type: none">• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.• If an action step is preceded by “(Trained technician only)”, that step must be performed only by a trained technician.• Go to the IBM support website at http://www.ibm.com/supportportal to check for technical information, hints, tips, and new device drivers or to submit a request for information.	
Symptom	Action
A USB device does not work.	<ol style="list-style-type: none">1. Make sure that:<ul style="list-style-type: none">• The correct USB device driver is installed.• The operating system supports USB devices.2. Make sure that the USB configuration options are set correctly in the Setup utility (see “Using the Setup utility” on page 74 for more information).3. If you are using a USB hub, disconnect the USB device from the hub and connect it directly to the server.

Solving power problems

Use this information to solve power problems.

About this task

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:

Procedure

1. Turn off the server and disconnect all power cords.
2. Check for loose cables in the power subsystem. Also check for short circuits, for example, if a loose screw is causing a short circuit on a circuit board.
3. Check the lit LEDs on the light path diagnostics panel (see “Diagnostic tools” on page 102).
4. 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 133).
5. Reconnect all ac power cords and turn on the server. If the server starts successfully, reseal the adapters and devices one at a time until the problem is isolated.

What to do next

If the server does not start from the minimum configuration, see “Power-supply LEDs” on page 106 to replace the components in the minimum configuration one at a time until the problem is isolated.

Solving Ethernet controller problems

Use this information to solve the Ethernet controller problems.

About this task

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:

Procedure

1. Make sure that the correct device drivers, which come with the server are installed and that they are at the latest level.
2. 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.
3. 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.
4. 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 is off, make sure that the hub and network are operating and that the correct device drivers are installed.
5. 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.
6. Check for operating-system-specific causes of the problem.
7. Make sure that the device drivers on the client and server are using the same protocol.
- 8.

What to do next

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 Dynamic System Analysis (DSA) cannot diagnose the failure or if the server is inoperative, use the information in this section to solve the undetermined problems.

About this task

If you suspect that a software problem is causing failures (continuous or intermittent), see “Software problems” on page 130.

Corrupted data in CMOS memory or corrupted UEFI firmware can cause undetermined problems. To reset the CMOS data, use the CMOS clear jumper (JP1) to clear the CMOS memory and override the power-on password; see “System-board internal connectors” on page 25 for more information. If you suspect that the UEFI firmware is corrupted, see “Recovering the server firmware (UEFI update failure)” on page 135.

If the power supplies are working correctly, complete the following steps:

Procedure

1. Turn off the server.
2. Make sure that the server is cabled correctly.
3. 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).
 - Printer, mouse, and non-IBM devices.
 - Each adapter.
 - Hard disk drives.

Note: The minimum configuration required for the server to start is one microprocessor and one 2 GB DIMM.

4. Turn on the server. If the problem remains, suspect the following components in the following order:
 - a. Power supply
 - b. Memory
 - c. Microprocessor
 - d. System board

What to do next

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 riser card.

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.

Problem determination tips

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

The model number and serial number of the server are located on the front bezel.

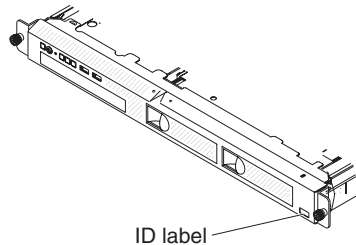


Figure 29. ID label on the front of the server

- Machine type and model
- Microprocessor or hard disk drive upgrades
- Failure symptom
 - Does the server fail the diagnostic tests?
 - What occurs? When? Where?
 - Does the failure occur on a single server or on multiple servers?
 - Is the failure repeatable?
 - Has this configuration ever worked?
 - What changes, if any, were made before the configuration failed?
 - Is this the original reported failure?
- Diagnostic program type and version level
- Hardware configuration (print screen of the system summary)
- UEFI firmware level
- IMM firmware level
- Operating system software

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
- UEFI firmware level
- IMM firmware 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

See Appendix D, “Getting help and technical assistance,” on page 519 for information about calling IBM for service.

Recovering the server firmware (UEFI update failure)

Use this information to recover the server firmware.

Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

If the server firmware has become corrupted, such as from a power failure during an update, you can recover the server firmware in the following way:

- **In-band method:** Recover server firmware, using either the boot block jumper (Automated Boot Recovery) and a server Firmware Update Package Service Pack.
- **Out-of-band method:** Use the IMM2 web interface to update the firmware, using the latest server firmware update package.

Note: You can obtain a server update package from one of the following sources:

- Download the server firmware update from the World Wide Web.
- Contact your IBM service representative.

To download the server firmware update package from the World Wide Web, go to <http://www.ibm.com/supportportal>.

The flash memory of the server consists of a primary bank and a backup bank. You must maintain a bootable UEFI firmware image in the backup bank. If the server firmware in the primary bank becomes corrupted, you can either manually boot the backup bank with the UEFI boot backup jumper (JP2), or in the case of image corruption, this will occur automatically with the Automated Boot Recovery function.

In-band manual recovery method

This section details the in-band manual recovery method.

About this task

To recover the server firmware and restore the server operation to the primary bank, complete the following steps:

Procedure

1. Read the safety information that begins on “Safety” on page vii and “Installation guidelines” on page 38.
2. Turn off the server, and disconnect all power cords and external cables.
3. Unlock and remove the cover (see “Removing the cover” on page 41).
4. Locate the UEFI boot backup jumper on the system board.

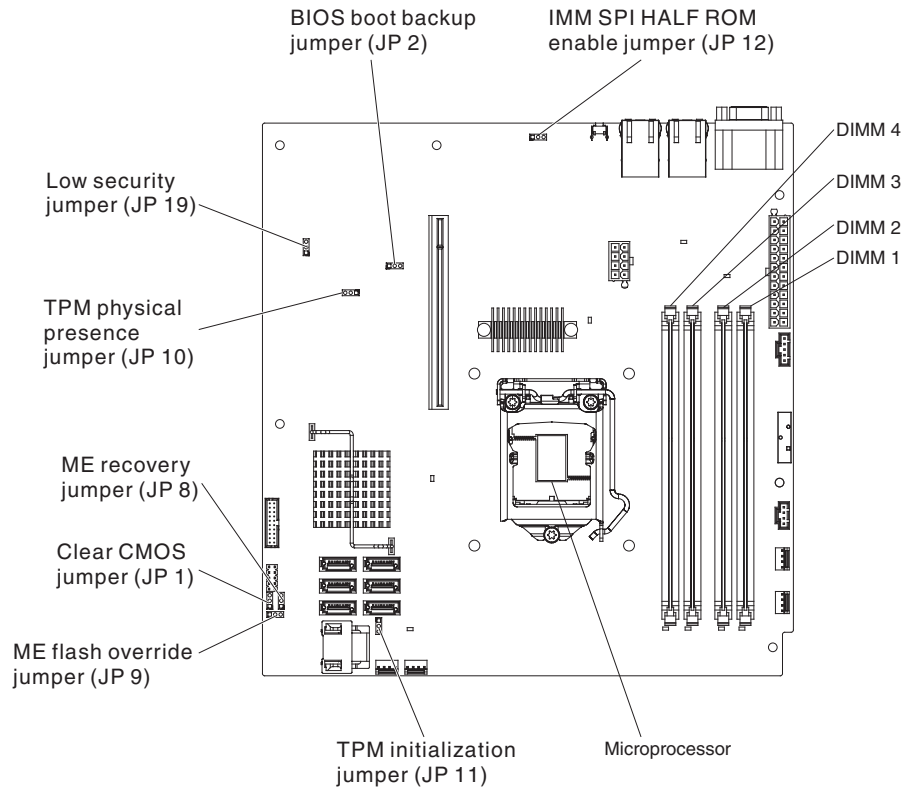


Figure 30. Location of the switches, jumpers, and buttons on the system board

5. Move the UEFI boot backup jumper from pins 1 and 2 to pins 2 and 3 to enable the UEFI recovery mode.
6. Reinstall the server cover; then, reconnect all power cords.
7. Restart the server. The system begins the power-on self-test (POST).
8. Boot the server to an operating system that is supported by the firmware update package that you downloaded.
9. Perform the firmware update by following the instructions that are in the firmware update package readme file.
10. Turn off the server and disconnect all power cords and external cables, and then remove the cover (see “Removing the cover” on page 41).
11. Move the UEFI boot backup jumper from pins 2 and 3 back to the primary position (pins 1 and 2).
12. Reinstall the cover (see “Replacing the cover” on page 65).
13. Reconnect the power cord and any cables that you removed.
14. Restart the server. The system begins the power-on self-test (POST). If this does not recover the primary bank, continue with the following steps.
15. Remove cover (see “Removing the cover” on page 41).
16. Reset the CMOS by removing the system battery (see “Removing the system battery” on page 183).
17. Leave the system battery out of the server for approximately 5 to 15 minutes.
18. Reinstall the system battery (see “Replacing the system battery” on page 185).
19. Reinstall the cover (see “Replacing the cover” on page 65).
20. Reconnect the power cord and any cables that you removed.
21. Restart the server. The system begins the power-on self-test (POST).

22. If these recovery efforts fail, contact your IBM service representative for support.

In-band automated boot recovery method

This section details the in-band automated boot recovery method.

About this task

Note: Use this method if the System board LED on the light path diagnostics panel is lit and there is a log entry or Booting Backup Image is displayed on the firmware splash screen; otherwise, use the in-band manual recovery method.

Procedure

1. Boot the server to an operating system that is supported by the firmware update package that you downloaded.
2. Perform the firmware update by following the instructions that are in the firmware update package readme file.
3. Restart the server.
4. At the firmware splash screen, press F3 when prompted to restore to the primary bank. The server boots from the primary bank.

Out-of-band method

See the IMM2 documentation (*Integrated Management Module II User's Guide*) at <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=migr-5086346>.

Automated boot recovery (ABR)

Use this information for Automated boot recovery (ABR).

About this task

While the server is starting, if the integrated management module II detects problems with the server firmware in the primary bank, the server automatically switches to the backup firmware bank and gives you the opportunity to recover the firmware in the primary bank. For instructions for recovering the UEFI firmware, see "Recovering the server firmware (UEFI update failure)" on page 135. After you have recovered the firmware in the primary bank, complete the following steps:

Procedure

1. Restart the server.
2. When the prompt **Press F3 to restore to primary** is displayed, press F3 to start the server from the primary bank.

Nx-boot failure

Use this information for Nx-boot failure.

Configuration changes, such as added devices or adapter firmware updates, and firmware or application code problems can cause the server to fail POST (the power-on self-test). If this occurs, the server responds in either of the following ways:

- The server restarts automatically and attempts POST again.
- The server hangs, and you must manually restart the server for the server to attempt POST again.

After a specified number of consecutive attempts (automatic or manual), the Nx-boot failure feature causes the server to revert to the default UEFI configuration and start the Setup utility so that you can make the necessary corrections to the configuration and restart the server. If the server is unable to successfully complete POST with the default configuration, there might be a problem with the system board.

To specify the number of consecutive restart attempts that will trigger the Nx-boot failure feature, in the Setup utility, click **System Settings > Recovery > POST Attempts > POST Attempts Limit**. The available options are 3, 6, 9, and 255 (disable Nx-boot failure).

Chapter 5. Parts listing, IBM System x3250 M4 Type 2583

The parts listing of IBM System x3250 M4 Type 2583.

The following replaceable components are available for the IBM System x3250 M4 Type 2583 server, except as specified otherwise in “Replaceable server components.” For an updated parts listing, go to <http://www.ibm.com/supportportal>.

Replaceable server components

The replaceable server components for IBM System x3250 M4 Type 2583.

Replaceable components consist of structural parts, and field replaceable units (FRUs):

- **Consumable part:** Purchase and replacement of consumable parts (components, such as batteries and printer cartridges, that have depleting life) is your responsibility. If IBM acquires or installs a consumable part at your request, you will be charged for the service.
- **Tier 1 customer replaceable unit (CRU):** Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit:** You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your 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 Information* document that comes with the server. For more information about getting service and assistance, see Appendix D, “Getting help and technical assistance,” on page 519.

Visit <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us> for the latest options supporting plan.

The following illustration shows the major components in the server. The illustrations in this document might differ slightly from your hardware.

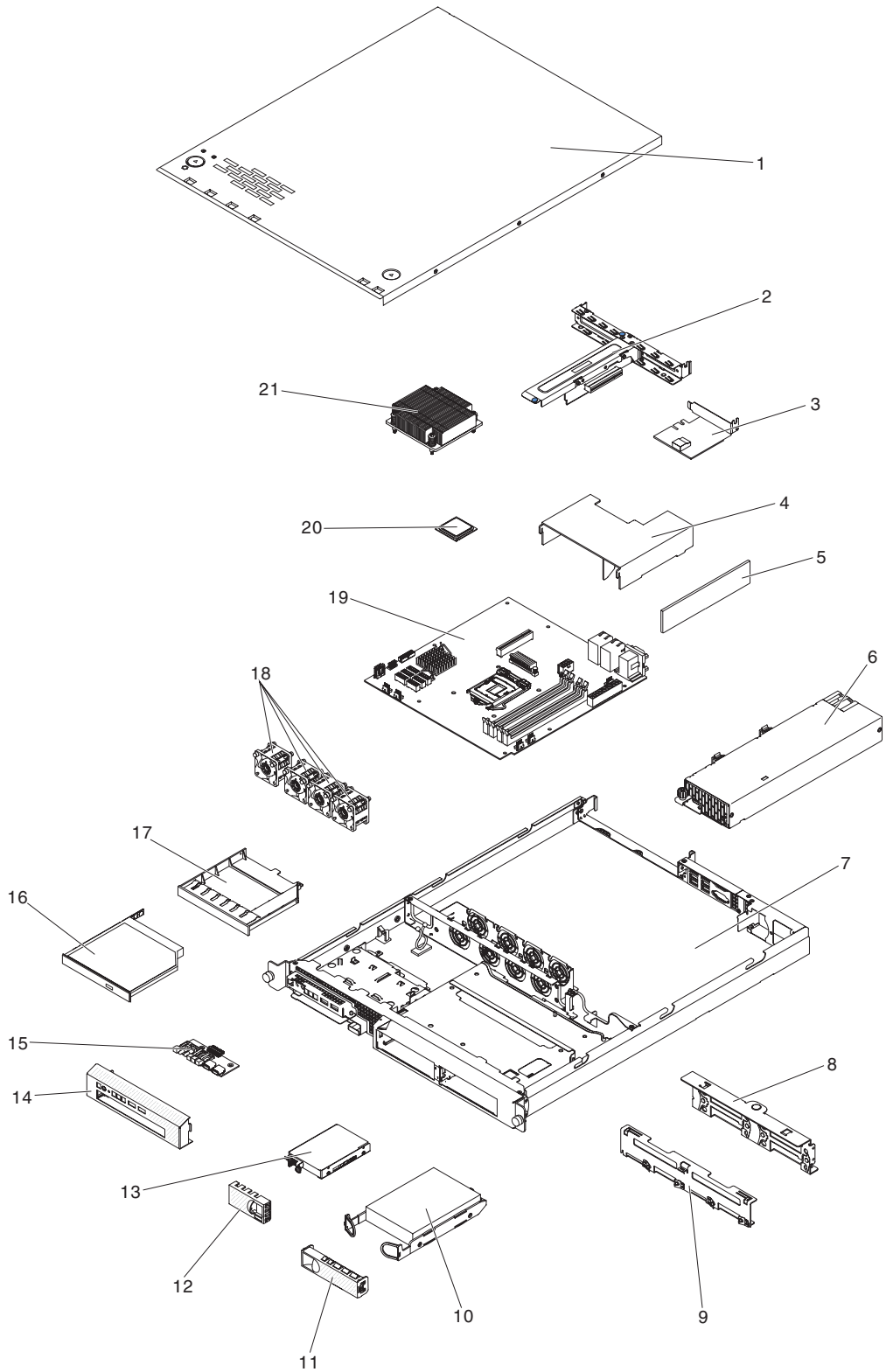


Figure 31. Server components

The following table lists the part numbers for the server replaceable components.

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
1	Top cover	81Y7455		
2	PCI riser-card assembly	81Y7457		
3	ServeRAID-BR10il v2 adapter (with bracket)	49Y4737		
4	Air baffle	81Y7453		
5	Memory, 1 GB single-rank PC3-10600R-999 DDR3 ECC UDIMM	44T1572		
5	Memory, 2 GB single-rank PC3-10600R-999 DDR3 ECC UDIMM	44T1574		
5	Memory, 4 GB dual-rank PC3-10600R-999 DDR3 ECC UDIMM	44T1575		
5	Memory, 2 GB single-rank PC3-12800 CL11 DDR3, ECC UDIMM	00D4953		
5	Memory, 4 GB dual-rank PC3-12800 CL11 DDR3, ECC UDIMM	00D4957		
5	Memory, 8 GB dual-rank PC3-12800 CL11 DDR3, ECC UDIMM	00D4961		
5	Memory, 4 GB dual-rank PC3L-10600 CL9 DDR3, ECC UDIMM	49Y1422		
6	Power supply, 300 Watt, fixed			81Y6301
6	Power supply, 460 Watt, hot-swap (redundant power supply)			39Y7229
6	Power supply, 300 Watt, fixed (Korea)			00AL207
7	Chassis (with fixed power supply)			81Y7456
7	Chassis (with redundant power supply)			90Y5958
8	Backplate, simple-swap, 2.5-inch		81Y7466	
8	Backplane, hot-swap, 2.5-inch (with redundant power supply)		46C6757	
9	Backplate, simple-swap, 3.5-inch, SATA (for 1 cable)		81Y7465	
9	Backplate, simple-swap, 3.5-inch, SATA (for 2 cables)		81Y7464	
10	Hard disk drive, simple-swap, 3.5-inch SATA, 2 TB	42D0788		
10	Hard disk drive, simple-swap, 3.5-inch SATA, 1 TB	43W7625		
10	Hard disk drive, simple-swap, 3.5-inch SATA II, 500 GB	39M4517		
10	Hard disk drive, simple-swap, 3.5-inch SATA II, 250 GB	39M4529		
11	Filler panel, 3.5-inch simple-swap hard disk drive	39M4343		
12	Filler panel, 2.5-inch simple-swap hard disk drive	81Y7460		
12	Filler panel, 2.5-inch hot-swap hard disk drive (with redundant power supply)	44T2248		
13	Hard disk drive, simple-swap, 2.5-inch SAS, 600 GB	49Y2028		
13	Hard disk drive, simple-swap, 2.5-inch SAS, 300 GB	49Y1992		
13	Hard disk drive, simple-swap, 2.5-inch SAS, 146 GB	49Y1997		
13	Hard disk drive, hot-swap, 2.5-inch SAS, 146 GB (with redundant power supply)	42D0678		

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
13	Hard disk drive, hot-swap, 2.5-inch SAS, 300 GB (with redundant power supply)	42D0638		
13	Hard disk drive, hot-swap, 2.5-inch SAS, 500 GB (with redundant power supply)	42D0708		
13	Hard disk drive, hot-swap, 2.5-inch SAS, 600 GB (with redundant power supply)	49Y2004		
13	Hard disk drive, hot-swap, 2.5-inch SATA, 250 GB	81Y9723		
13	Hard disk drive, hot-swap, 2.5-inch SATA, 500 GB	81Y9727		
13	Hard disk drive, hot-swap, 2.5-inch SATA, 1 TB	81Y9731		
13	Hard disk drive, 2.5-inch SATA, 256 GB	90Y8644		
13	Hard disk drive, 2.5-inch SATA, 128 GB	90Y8649		
14	Front bezel	81Y7458		
15	Operator information panel assembly		90Y5298	
16	CD-RW/DVD-RW drive	44W3256		
16	DVD-ROM drive	44W3254		
17	Filler panel, DVD drive bay	49Y4868		
18	System fan, simple-swap	81Y7454		
19	System board			00AL958
20	Microprocessor, Ci3-2100, 3.1 GHz, 1333 MHz, 3 MB cache, 2C (65W)			69Y5148
20	Microprocessor, Xeon E3-1270 3.4 GHz, 1333 MHz, 8MB cache, 4C (80W)			69Y5149
20	Microprocessor, Ci3-2120, 3.3 GHz, 1333 MHz, 3 MB cache, 2C (65W)			69Y5151
20	Microprocessor, Xeon E3-1240 3.3 GHz, 1333 MHz, 8MB cache, 4C (80W)			69Y5152
20	Microprocessor, Xeon E3-1280 3.5 GHz, 1333 MHz, 8MB cache, 4C (95W)			81Y6933
20	Microprocessor, Xeon E3-1220 3.1 GHz, 1333 MHz, 8MB cache, 4C (80W)			81Y6945
20	Microprocessor, Xeon E3-1230 3.2 GHz, 1333 MHz, 8MB cache, 4C (80W)			81Y6947
20	Microprocessor, Xeon E3-1260L 2.3 GHz, 1333 MHz, 8MB cache, 4C (45W)			81Y6949
20	Microprocessor, Xeon E3-1220L 2.2GHz 2C 3MB cache			81Y6951
20	Microprocessor, Xeon E3-1220L v2 2.3GHz, 3MB cache			00Y7408
20	Microprocessor, Pentium G850 2.9GHz 2C 3MB cache			81Y7504
20	Microprocessor, Pentium G850 2.9GHz 2C 3MB cache			00D8552
20	Microprocessor, Xeon E3-1220 v2, 3.1GHz 4C 8MB cache			00D8552
20	Microprocessor, Xeon E3-1270 v2, 3.5GHz 4C 8MB cache			00D8553
20	Microprocessor, Xeon E3-1280 v2, 3.6GHz 4C 8MB cache			00D8554
20	Microprocessor, Xeon E3-1240 v2, 3.4GHz 4C 8MB cache			00D8555
20	Microprocessor, Xeon E3-1230 v2, 3.3GHz 4C 8MB cache			00D8556

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
20	Microprocessor, Xeon E3-1265L v2, 2.5GHz 4C 8MB cache			00D8557
20	Microprocessor, Celeron G440, 1.6GHz 1C 1MB cache			94Y6303
20	Microprocessor, Core I3 2120, 3.3GHz 2C 3MB cache			99Y1447
21	Heat sink		81Y7495	
22	Cover, safety 240 VA			81Y7526
23	Paddle card, power supply backplane			00D3712
	Battery, 3.0 volt	33F8354		
	PCI riser card	81Y7494		
	ServeRAID-M1015 SAS/SATA adapter	46M0861		
	ServeRAID-M5014 SAS/SATA adapter	46M0918		
	ServeRAID-H1110 SAS/SATA adapter	81Y4494		
	ServeRAID-M1000 series advanced feature key	46M0864		
	Cable, front USB and operator information panel		81Y7463	
	Cable, backplate, 3.5-inch simple-swap, SATA (2 cables)		81Y7464	
	Cable, backplate, 3.5-inch simple-swap, SATA (1 cable)		81Y7465	
	Cable, backplate, 2.5-inch simple-swap, SAS		81Y7466	
	Cable, backplane, 2.5-inch simple-swap, SATA		00D4344	
	Cable, DVD drive		59Y3229	
	Cable, power supply unit interposer power		00D8685	
	QLogic 10Gb dual-port CNA	42C1802		
	QLogic 10Gb SFP+ SR optical transceiver	42C1816		
	Brocade 10Gb dual-port CNA	42C1822		
	Brocade 10Gb SFP+ SR optical transceiver	42C1819		
	Emulex 8Gb FC single-port HBA	42D0491		
	Emulex 8Gb FC dual-port HBA	42D0500		
	Filler, power supply (with redundant power supply)	49Y4821		
	Hard disk drive cage, 2.5-inch hot-swap (with redundant power supply)	81Y7528		
	Hard disk drive cage, 3.5-inch simple-swap	81Y7461		
	QLogic 8Gb FC single-port HBA	42D0507		
	QLogic 8Gb FC dual-port HBA	42D0516		
	NetXtreme II 1000 Express dual-port Ethernet adapter	49Y7947		
	NetXtreme II 1000 Express quad-port Ethernet adapter	49Y7949		
	NetXtreme 1000 Express dual-port Ethernet adapter			94Y6263
	NetXtreme I quad-port adapter	90Y9355		
	NetXtreme I dual-port adapter	90Y9373		
	Ethernet dual-port server adapter I340-T2	49Y4232		
	Ethernet quad-port server adapter I340-T4	49Y4242		
	Bracket, EAR	39M4351		
	Miscellaneous kit	81Y7459		

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
	1U tool-less kit	24P1121		
	Service label	81Y7507		
	Service label	00D4340		
	Service label	00D4342		

Power cords

For your safety, a power cord with a grounded attachment plug is provided to use with this 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.

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

IBM power cord part number	Used in these countries and regions
39M5206	China
39M5102	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea
39M5123	Afghanistan, Albania, Algeria, Andorra, Angola, Armenia, Austria, Azerbaijan, Belarus, Belgium, Benin, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Democratic Republic of), Congo (Republic of), Cote D'Ivoire (Ivory Coast), Croatia (Republic of), Czech Republic, Dahomey, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Finland, France, French Guyana, French Polynesia, Germany, Greece, Guadeloupe, Guinea, Guinea Bissau, Hungary, Iceland, Indonesia, Iran, Kazakhstan, Kyrgyzstan, Laos (People's Democratic Republic of), Latvia, Lebanon, Lithuania, Luxembourg, Macedonia (former Yugoslav Republic of), Madagascar, Mali, Martinique, Mauritania, Mauritius, Mayotte, Moldova (Republic of), Monaco, Mongolia, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Reunion, Romania, Russian Federation, Rwanda, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia (Republic of), Somalia, Spain, Suriname, Sweden, Syrian Arab Republic, Tajikistan, Tahiti, Togo, Tunisia, Turkey, Turkmenistan, Ukraine, Upper Volta, Uzbekistan, Vanuatu, Vietnam, Wallis and Futuna, Yugoslavia (Federal Republic of), Zaire

IBM power cord part number	Used in these countries and regions
39M5130	Denmark
39M5144	Bangladesh, Lesotho, Macao, Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda
39M5151	Abu Dhabi, Bahrain, Botswana, Brunei Darussalam, Channel Islands, China (Hong Kong S.A.R.), Cyprus, Dominica, Gambia, Ghana, Grenada, Iraq, Ireland, Jordan, Kenya, Kuwait, Liberia, Malawi, Malaysia, Malta, Myanmar (Burma), Nigeria, Oman, Polynesia, Qatar, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Sudan, Tanzania (United Republic of), Trinidad and Tobago, United Arab Emirates (Dubai), United Kingdom, Yemen, Zambia, Zimbabwe
39M5158	Liechtenstein, Switzerland
39M5165	Chile, Italy, Libyan Arab Jamahiriya
39M5172	Israel
39M5095	220 - 240 V Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, 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
39M5081	110 - 120 V Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Caicos Islands, Canada, Cayman Islands, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Thailand, Taiwan, United States of America, Venezuela
39M5219	Korea (Democratic People's Republic of), Korea (Republic of)
39M5199	Japan
39M5068	Argentina, Paraguay, Uruguay
39M5226	India
39M5233	Brazil

Chapter 6. Removing and replacing components

Use this information to remove and replace the server components.

The types of replaceable components are:

- **Structural parts:** Purchase and replacement of structural parts (components, such as chassis assembly, top cover, and bezel) is your responsibility. If IBM acquires or installs a structural component at your request, you will be charged for the service.
- **Tier 1 customer replaceable unit (CRU):** Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit:** You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your server.

See Chapter 5, “Parts listing, IBM System x3250 M4 Type 2583,” on page 139 to determine whether a component is a structural part, Tier 1 CRU, or Tier 2 CRU, or FRU.

For information about the terms of the warranty, see the *Warranty Information* document that comes with the server.

For more information about getting service and assistance, see Appendix D, “Getting help and technical assistance,” on page 519.

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.

Removing and replacing server components

This section provides information for removing and replacing server components in the server.

Removing and replacing Tier 1 CRUs

This section provides information for removing and replacing Tier 1 CRUs in the server.

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 cover

Use this information to remove the cover.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component or an optional device in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

Note: Before you install optional hardware, make sure that the server is working correctly. Start the server, and make sure that the operating system starts, if an operating system is installed, or that a 19990305 error code is displayed, indicating that an operating system was not found but the server is otherwise working correctly.

To remove the server cover, complete the following steps.

Procedure

1. Read the safety information that begins in the begin of this documentation.
2. Turn off the server and peripheral devices and disconnect the power cords and all external cables, if necessary.
3. If the server has been installed in a rack, loosen the two thumbscrews on the front of the server and remove the server out of the rack enclosure; then, place it on a flat, static-protective surface.

Note: When you disconnect the power source from the server, you lose the ability to view the LEDs because the LEDs are not lit when the power source is removed. Before you disconnect the power source, make a note of which LEDs are lit, including the LEDs that are lit on the front panel, on the rear panel, and LEDs inside the server on the system board, then, see this documentation for information about how to solve the problem.

4. Press down firmly on the blue tab on the top of the cover (on the right side near the front of the server) and slide the cover toward the rear of the server until the cover has disengaged from the chassis.

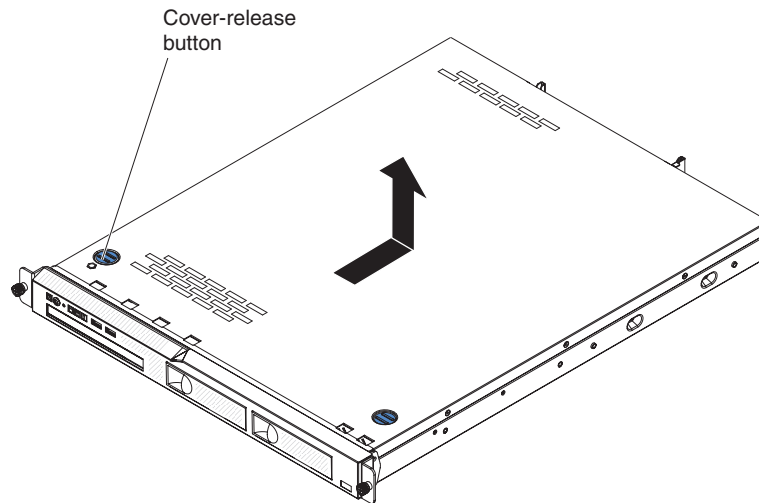


Figure 32. Cover removal

5. Lift the cover off the server and set it aside.

Attention: For proper cooling and airflow, replace the server cover before you turn on the server.

Replacing the cover

Use this information to replace the cover.

Before you begin

Make sure that all cables, adapters, and other server components are installed and seated correctly and that you have not left loose tools or parts inside the server. Also, make sure that all internal cables are correctly routed.

Important: Before you slide the cover forward, make sure that all the tabs on the front, rear, and side of the cover engage the chassis correctly. If all the tabs do not engage the chassis correctly, it will be very difficult to remove the cover later.

About this task

To replace the server cover, complete the following steps.

Procedure

1. Position the cover on top of the server so that approximately 13 mm (0.5 inch) extends from the rear.
2. Slide the cover toward the front of the server.

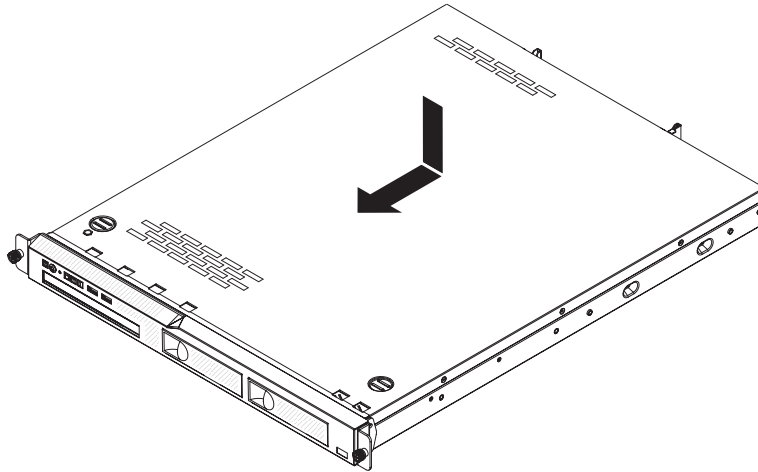


Figure 33. Cover installation

3. Make sure that the cover correctly engages all the inset tabs on the server.
4. Install the server into the rack enclosure and tighten the two front thumbscrews to secure the server in the rack.
5. Reconnect the external cables and power cords.

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing the bezel

Use this information to remove the bezel.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove the bezel, complete the following steps.

Procedure

1. If the server has been installed in a rack, press the two release latches on the front of the server and remove the server out of the rack enclosure.
Attention: Two or more people are required to remove the server from a rack cabinet.
2. Turn off the server and all peripheral devices, and disconnect the power cords and all external cables.
3. Remove the server top cover (see “Removing the cover” on page 41).

4. From inside the server, press the bezel release latch toward the left side of the server.
5. Pivot the bezel forward and pull it away from the server.

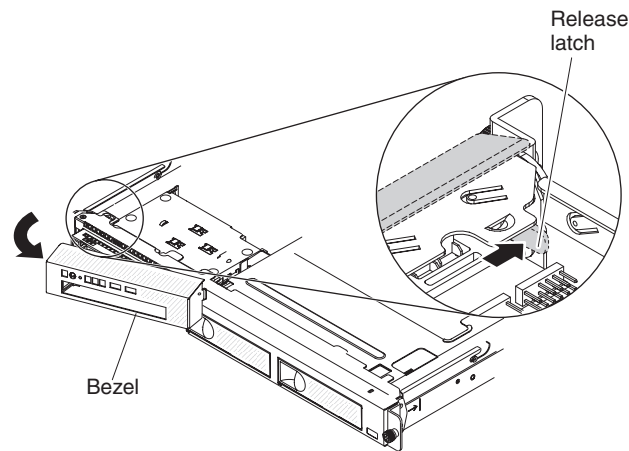


Figure 34. Bezel removal

What to do next

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

Attention: For proper cooling and airflow, replace the bezel and server cover before you turn on the server.

Replacing the bezel

Use this information to replace the bezel.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To install the bezel, insert the tab at the right end of the bezel into the front of the chassis and pivot the bezel until it snaps into place.

Procedure

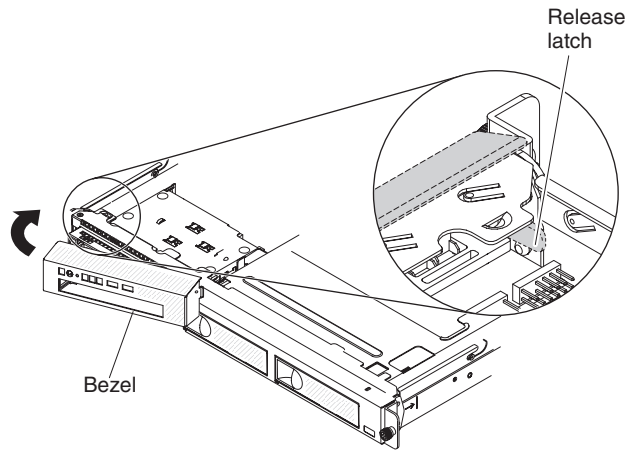


Figure 35. Bezel installation

What to do next

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

Attention: For proper cooling and airflow, replace the bezel and server cover before you turn on the server.

Removing the air baffle

Use this information to remove the air baffle from the server.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component or an optional device in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove the air baffle, complete the following steps.

Procedure

1. Read the safety information that begins in the begin of this documentation.
2. Turn off the server and peripheral devices and disconnect the power cords and all external cables, if necessary.
3. Remove the cover (see “Removing the cover” on page 41).
4. Grasp the air baffle; then, lift it up out of the server and set it aside.

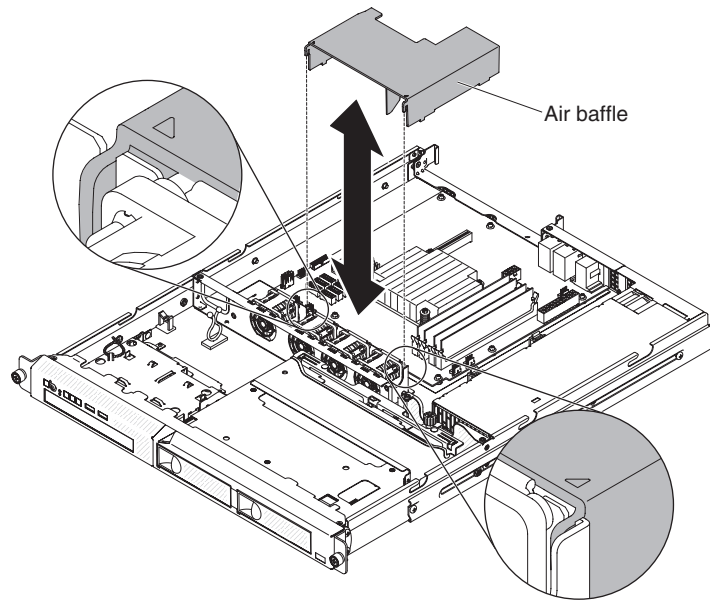


Figure 36. Air baffle removal

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

Replacing the air baffle

Use this information to replace the air baffle.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To replace the air baffle, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Align the air baffle pins with the baffle pin holes on the server chassis and fan cage assembly; then, lower the air baffle into the server. Press the air baffle down until it is securely seated.

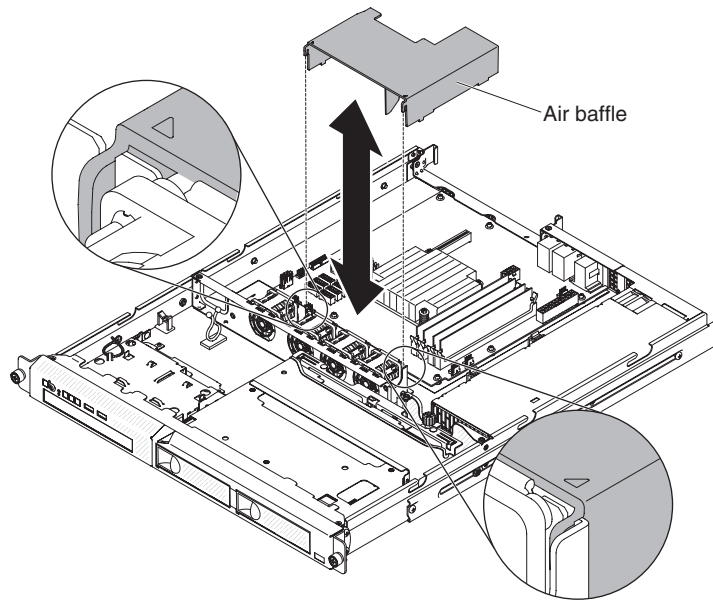


Figure 37. Air baffle installation

3. Reinstall the cover (see “Replacing the cover” on page 65).
4. Slide the server into the rack.

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Attention: For proper cooling and airflow, replace the air baffle before turning on the server. Operating the server with an air baffle removed might damage server components.

Removing the PCI riser-card assembly

Use this information to remove the PCI riser-card assembly.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

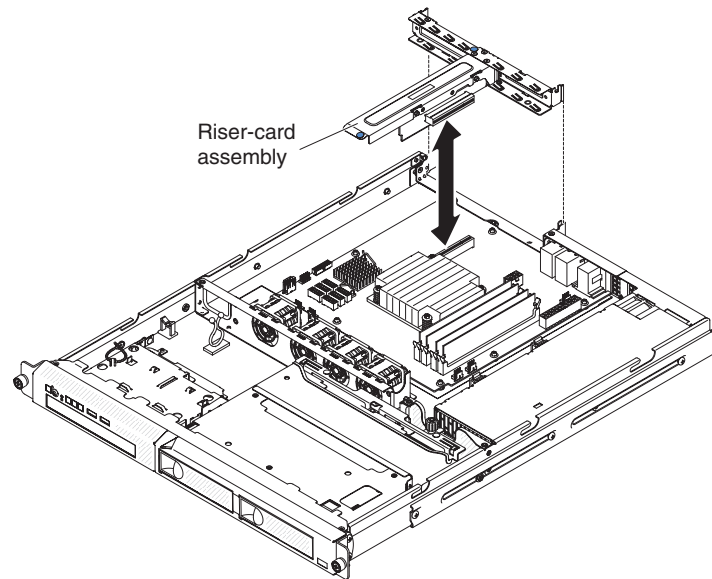
About this task

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

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. If an adapter is installed in the PCI riser-card assembly, disconnect any cables that are connected to the adapter.

3. Grasp the front and rear of the PCI riser-card assembly and lift it out of the PCI riser-card slot on the system board.



4. Disconnect any cables from the adapters in the PCI riser-card assembly.
5. Place the PCI riser-card assembly on a flat, static-protective surface. If you are instructed to return the PCI riser-card assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

What to do next

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

Replacing the PCI riser-card assembly

Use this information to replace the PCI riser-card assembly.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To replace the PCI riser-card assembly, complete the following steps.

Procedure

1. Install the adapters in the PCI riser-card assembly (see “Replacing a ServeRAID adapter” on page 161)

2. Reconnect any adapter cables that you disconnected when you removed the PCI riser-card assembly.
3. Carefully align the PCI riser-card assembly with the guides on the rear of the server and with the PCI riser-card connector on the system board; then, place your thumbs on locations marked by the blue tabs and press down on the PCI riser-card assembly. Make sure that the riser-card assembly is fully seated in the connector on the system board.

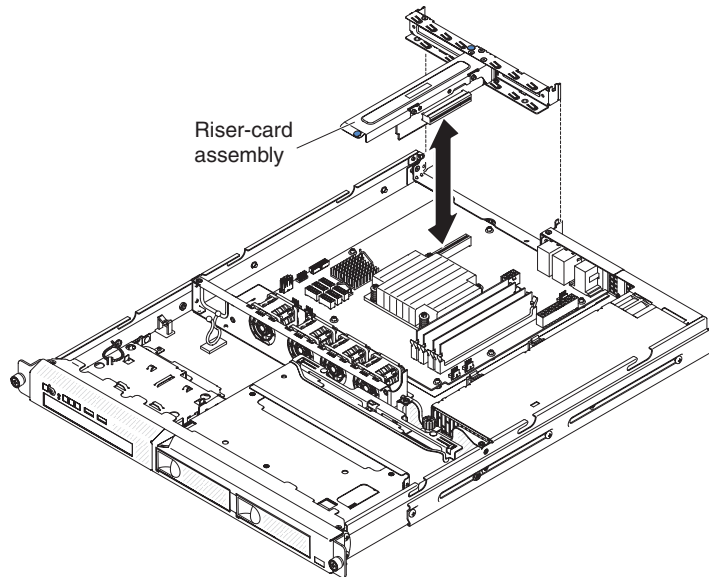


Figure 38. PCI riser-card assembly installation

4. Install the cover (see “Replacing the cover” on page 65).
5. Slide the server into the rack
6. Reconnect the power cords and cables that you remove
7. Turn on all attached devices and the server.

Removing an adapter

Use this information to remove an adapter.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove an adapter, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the PCI riser-card assembly (see “Removing the PCI riser-card assembly” on page 43).

3. Disconnect the cables from the adapter.
4. Grasp the PCI riser-card assembly at the front grip point and rear edges and lift to remove it from the server.
5. Place the PCI riser-card assembly on a flat, static-protective surface.
6. Carefully grasp the adapter by its top edge or upper corners, and pull the adapter from the PCI riser-card assembly.

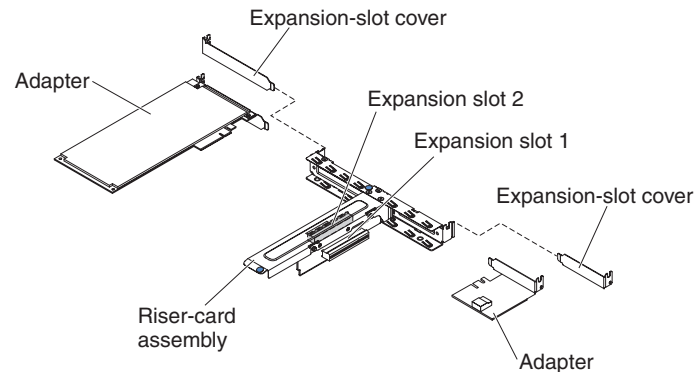


Figure 39. Adapter removal

7. Install the expansion-slot cover on the PCI riser-card assembly.

What to do next

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

Replacing an adapter

Use this information to replace an adapter.

Before you begin

The following notes describe the types of adapters that the server supports and other information that you must consider when you install an adapter:

- To confirm that the server supports the adapter that you are installing, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.
- Locate the documentation that comes with the adapter and follow those instructions in addition to the instructions in this section.
- The adapter slots are on the PCI riser-card assembly. You must first remove the PCI riser-card assembly to access the adapter slots.
- The expansion slots on the PCI riser-card assembly accommodate the various form factors of the non-hot-plug adapters as follows:
 - Expansion slot 1: Low-profile with 2U bracket (this slot is dedicated for ServeRAID-10il v2 SAS/SATA controller)
 - Expansion slot 2: Full-height, half-length

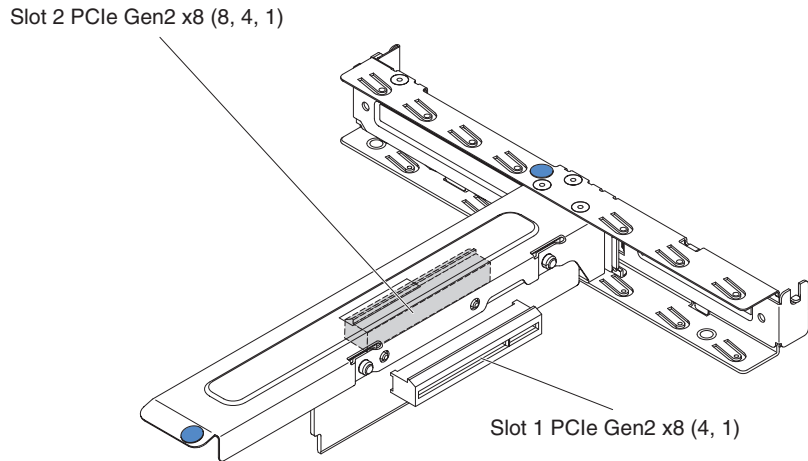


Figure 40. PCI riser-card assembly

- The optional ServeRAID-BR10il v2 controller must be installed in expansion slot 1 on the PCI riser-card assembly.

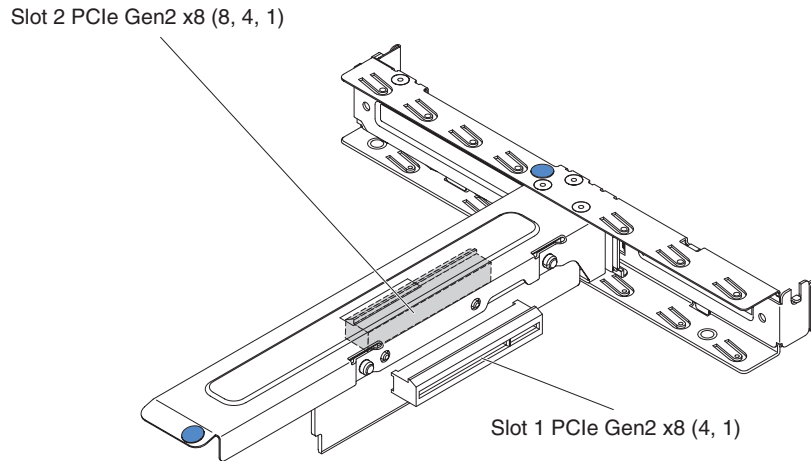
Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

The following notes describe the types of adapters that the server supports and other information that you must consider when you install an adapter:

- Locate the documentation that comes with the adapter and follow those instructions in addition to the instructions in this section. If you have to change switch settings or jumper settings on the adapter, follow the instructions that come with the adapter.
- The adapter slots are on the PCI riser-card assembly. You must first remove the PCI riser-card assembly to access the adapter slots.
- The expansion slots on the PCI riser-card assembly accommodate the various form factors of the non-hot-plug adapters as follows:
 - Expansion slot 1: Low-profile with 2U bracket (this slot is dedicated for ServeRAID-10il v2 SAS/SATA controller)
 - Expansion slot 2: Full-height, half-length



- The optional ServeRAID-BR10il v2 controller must be installed in expansion slot 1 on the PCI riser-card assembly.

Attention: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

To replace an adapter, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the PCI riser-card assembly (see “Removing the PCI riser-card assembly” on page 43).
3. Touch the static-protective package that contains the adapter to any unpainted metal surface on the server; then, remove the adapter from the package.
4. Place the adapter, component side up, on a flat, static-protective surface and set any jumpers or switches as described by the adapter manufacturer, if necessary.
5. Follow the cabling instructions, if any come with the adapter. Route the adapter cables before you install the adapter.
6. Remove the expansion-slot cover from the PCI riser-card assembly and save for future use.
7. Align the connector on the adapter with the connector on the PCI riser-card assembly, then, insert the adapter into the PCI riser-card assembly. Press the edge of the connector *firmly* into the PCI riser-card assembly. Make sure that the adapter is securely installed in the PCI riser-card assembly.

Important: Make sure that the U-shaped opening in the metal adapter bracket engages the tab on the expansion-slot bracket.

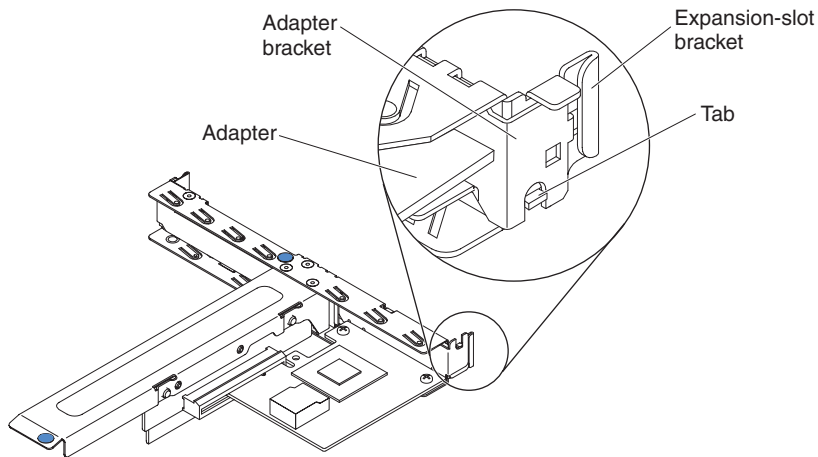


Figure 41. Adapter installation

8. Install the PCI riser-card assembly (see “Replacing the PCI riser-card assembly” on page 63).

Attention: When you install an adapter, make sure that the adapter is correctly seated in the PCI riser-card assembly and that the PCI riser-card assembly is securely seated in the riser-card connector on the system board before you turn on the server. An incorrectly seated adapter might cause damage to the system board, the PCI riser-card assembly, or the adapter.

9. Reinstall the cover (see “Replacing the cover” on page 65).

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Note: To support Windows 2011 SBS on Brocade adapters need to use at least 3.0.0.0 driver package or later version.

Removing a ServeRAID adapter

Use this information to remove an IBM ServeRAID adapter.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove an IBM ServeRAID adapter, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).

2. Remove the PCI riser-card assembly (see “Removing the PCI riser-card assembly” on page 43).
3. Disconnect the signal cable from the ServeRAID adapter.
4. Grasp the PCI riser-card assembly at the front grip point and rear edges and lift to remove it from the server.
5. Place the PCI riser-card assembly on a flat, static-protective surface.
6. Carefully grasp the end of the ServeRAID adapter and pull the adapter out of the connector on the PCI riser-card assembly.

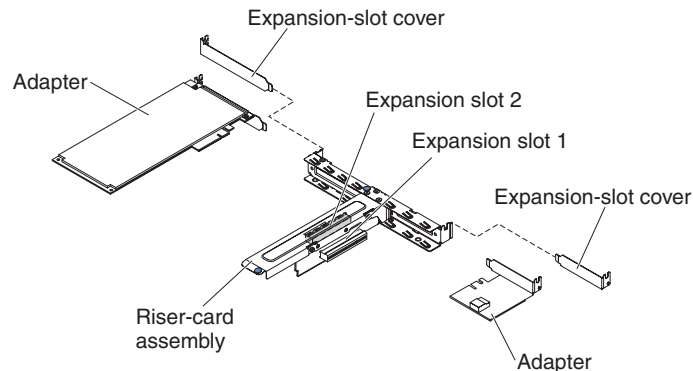


Figure 42. Adapter removal

What to do next

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

Replacing a ServeRAID adapter

Use this information to replace an IBM ServeRAID adapter.

Before you begin

For configuration information, see the ServeRAID documentation at <http://www.ibm.com/supportportal>.

Important: To ensure that any of your ServeRAID adapters function properly on UEFI-based servers, make sure that the adapter firmware and supporting device drivers are updated to at least 11.x.x-XXX.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To replace an IBM ServeRAID adapter, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).

2. Remove the PCI riser-card assembly (see “Removing the PCI riser-card assembly” on page 43).
3. Remove the expansion-slot cover on the slot that you intend to use and save for future use.

Attention: PCI expansion-slot covers must be installed on all vacant slots. This maintains the electronic emissions standards of the server and ensures proper ventilation of server components.

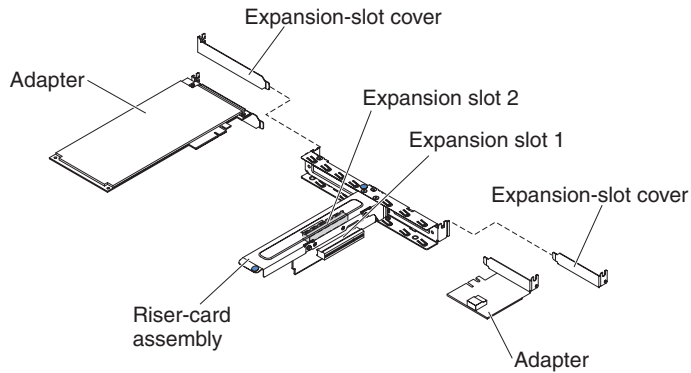
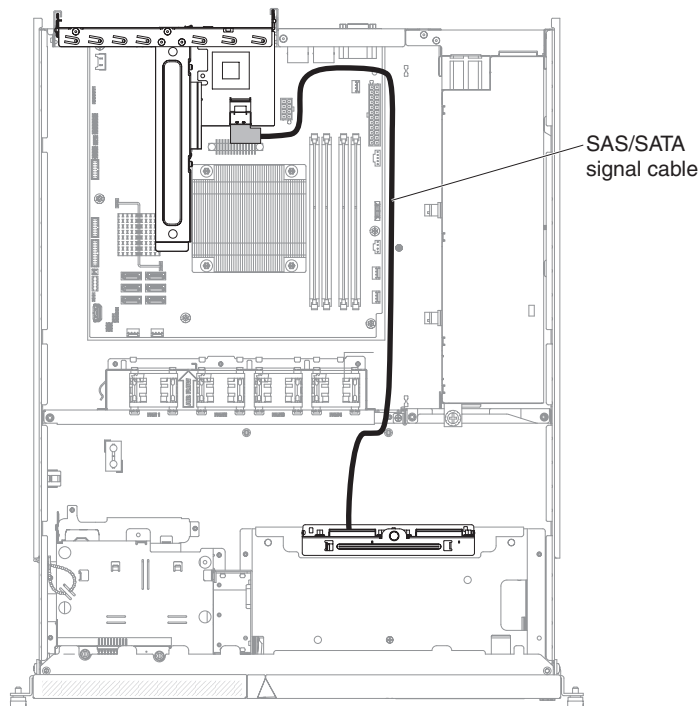


Figure 43. ServeRAID adapter installation. (cylcd012)

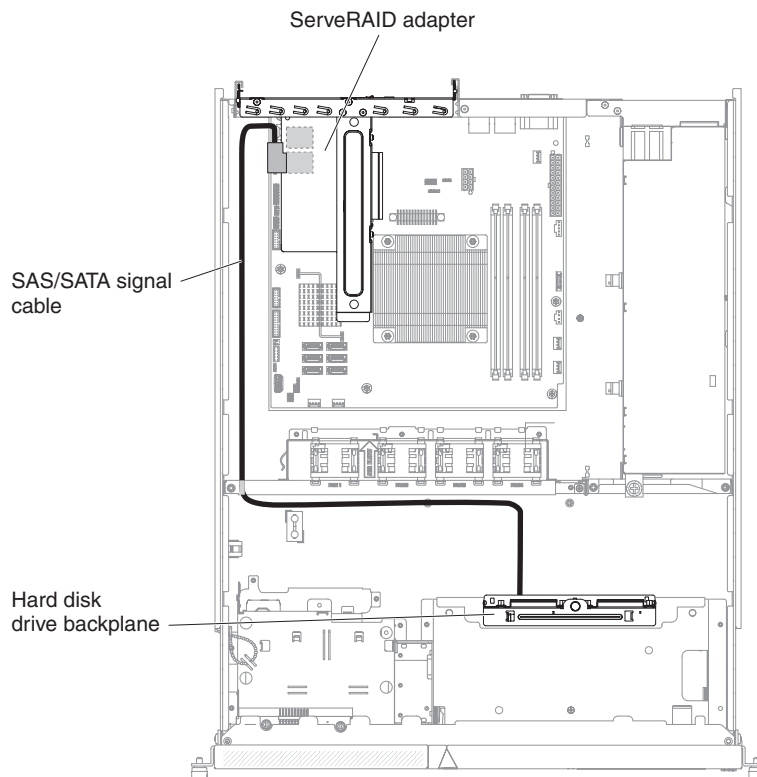
4. Touch the static-protective package that contains the new ServeRAID adapter to any unpainted surface on the outside of the server; then, grasp the adapter by the top edge or upper corners of the adapter and remove it from the package.
5. Take the signal cable that is attached to the drive backplane and connect it to the ServeRAID adapter.
 - If you install a ServeRAID-BR10il v2 adapter in slot 1 on the PCI riser-card assembly, route the signal cable from the drive backplane as shown in the following illustration.



- If you install a ServeRAID-M1050 or ServeRAID-M5014 adapter in slot 2 on the PCI riser-card assembly, route the signal cable from the drive backplane through the fan cage hole on the left of fan 1 as shown in the following illustration. Connect the signal cable to **Port 0** on the ServeRAID adapter.

Note:

- a. You must connect the signal cable to **Port 0** on a ServeRAID-M1050 or ServeRAID-M5014 adapter.
- b. Secure the cable on the system board with cable tie after routing.



6. Align the ServeRAID adapter so that the keys align correctly with the connector on the PCI riser-card assembly.
7. Insert the ServeRAID adapter into the connector on the PCI riser-card assembly until it is firmly seated.
Attention: Incomplete insertion might cause damage to the server or the adapter.
8. Install the PCI riser-card assembly (see “Replacing the PCI riser-card assembly” on page 63).
9. Reinstall the cover (see “Replacing the cover” on page 65).

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Note: When you restart the server, you are prompted to import the existing RAID configuration to the new ServeRAID adapter.

Removing a simple-swap hard disk drive

Use this information to remove a simple-swap hard disk drive.

Before you begin

Important: Before you remove a simple-swap hard disk drive from the server, take the following precautions to save data, firmware, and configuration data:

- Before you make changes to disk drives, disk drive controllers (including controllers that are integrated on the system board), disk drive backplates, or disk drive cables, back up all important data that is stored on hard disks.
- Before you remove any component of a RAID array, back up all RAID configuration information.

To remove a simple-swap hard disk drive from the bay, complete the following steps:

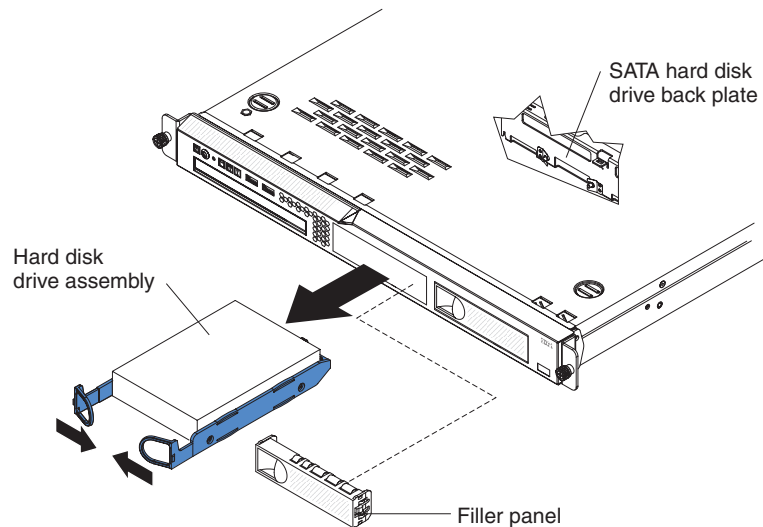
Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

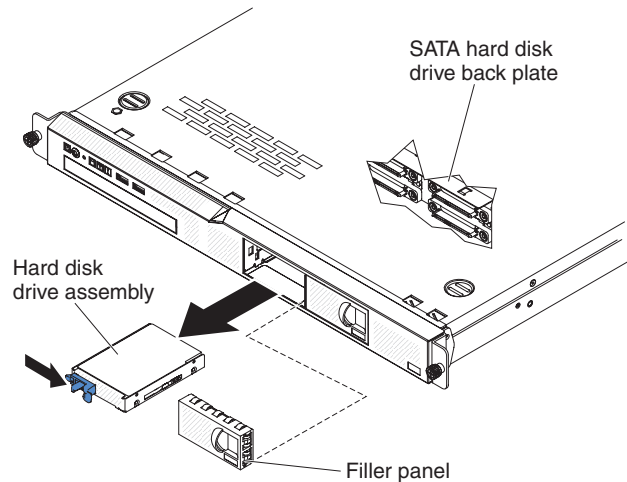
About this task

Procedure

1. Make sure that the server top cover is in place and fully closed
2. Remove the filler panel from the bay.
3. Remove the hard disk drive:
 - To remove a 3.5-inch simple-swap hard disk drive, pull the loops of the drive tray toward each other and pull the drive out of the bay.



- To remove a 2.5-inch simple-swap hard disk drive, press the release latch and pull the drive out of the bay.



What to do next

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

Replacing a simple-swap hard disk drive

Use this information to replace a simple-swap hard disk drive.

Before you begin

You must turn off the server before installing simple-swap drives in the server. Before you install a simple-swap SAS or SATA hard disk drive, read the following information. For a list of supported hard disk drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

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

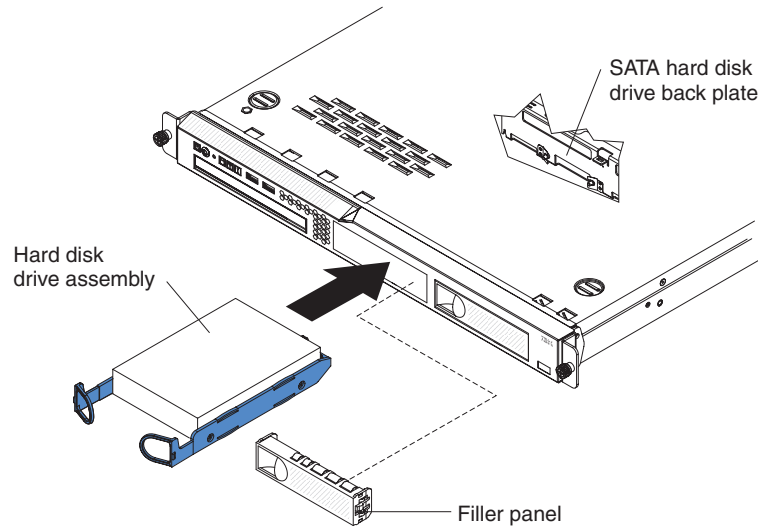
Note:

1. If you have only one hard disk drive, install it in the left or upper-left drive bay.
2. 3TB hard disk drives are not supported in OS 4690.

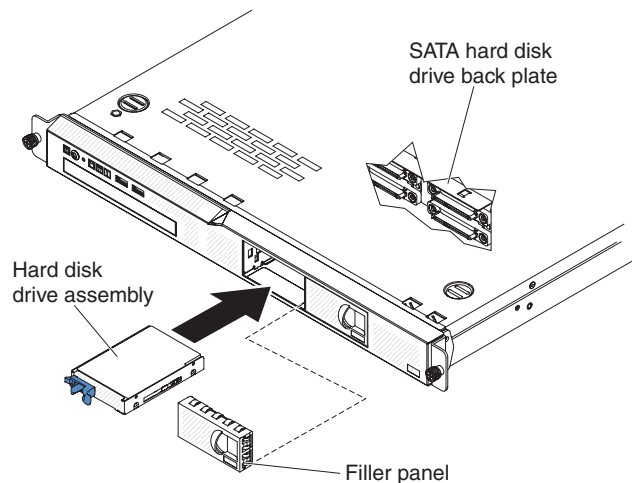
Procedure

1. Remove the filler panel from the empty drive bay.
2. Touch the static-protective package that contains the drive to any unpainted metal surface on the server; then, remove the drive from the package and place it on a static-protective surface.

3. Remove the filler panel from the bay
4. Install the hard disk drive in the drive bay:
 - a. To install a 3.5-inch simple-swap hard disk drive, pull the loops of the drive tray toward each other, and slide the drive into the server until the drive connects to the backplate. Release the loops of the drive tray.



- b. To install a 2.5-inch simple-swap hard disk drive, slide the drive into the server until the drive clicks into the server and connects to the backplate.



5. Reinstall the drive bay filler panel that you removed earlier.
6. If you are installing additional simple-swap hard disk drives, do so now.

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing a hot-swap hard disk drive

Use this information to remove a hot-swap hard disk drive.

Before you begin

Attention:

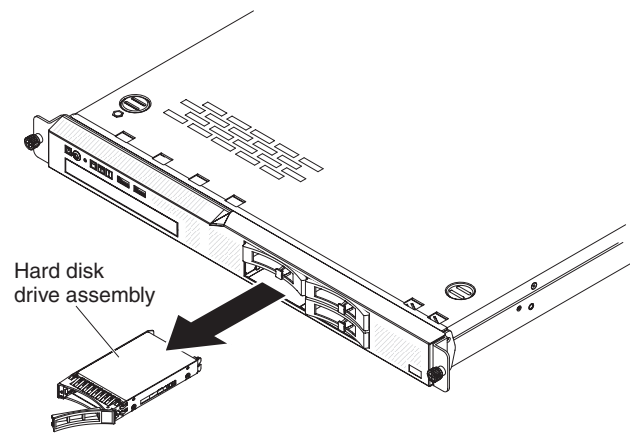
- To avoid damage to the hard disk drive connectors, make sure that the server cover is in place and fully closed whenever you install or remove a hard disk drive.
- To make sure that there is adequate system cooling, do not operate the server for more than 2 minutes without either a hard disk drive or a filler panel installed in each bay.
- Before you make changes to disk drives, disk drive controllers (including controllers that are integrated on the system board), disk drive backplanes, or disk drive cables, back up all important data that is stored on hard disks.
- Before you remove any component of a RAID array, back up all RAID configuration information.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

About this task

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

Attention: To avoid damage to the hard disk drive connectors, make sure that the server top cover is in place and fully closed whenever you install or remove a hard disk drive.



Procedure

1. Move the handle on the drive to the open position (perpendicular to the drive).
2. Slide the release latch gently to the left to unlock the drive handle.
3. Grasp the handle and pull the hot-swap hard disk drive out of the drive bay.

What to do next

If you are instructed to return the server component or optional device, follow all packaging instructions, and use any packaging materials for shipping that are

supplied to you.

Replacing a hot-swap hard disk drive

Use this information to replace a hot-swap hard disk drive.

Before you begin

The following notes describe the type of hard disk drives that the server supports and other information that you must consider when you install a hard disk drive. For a list of supported hard disk drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

- Locate the documentation that comes with the hard disk drive and follow those instructions in addition to the instructions in this chapter.
- Make sure that you have all the cables and other equipment that are specified in the documentation that comes with the drive.
- Select the bay in which you want to install the drive.
- Check the instructions that come with the drive to determine whether you have to set any switches or jumpers on the drive. If you are installing a SAS or SATA hard disk drive, be sure to set the SAS or SATA ID for that device.
- You can install up to eight 2.5-inch or four 3.5-inch hot-swap SAS or SATA hard disk drives in the server.
- The electromagnetic interference (EMI) integrity and cooling of the server are protected by having all bays and PCI and PCI Express slots covered or occupied. When you install a drive, PCI, or PCI Express adapter, save the EMC shield and filler panel from the bay or PCI or PCI Express adapter slot cover in the event that you later remove the device.
- For a complete list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

About this task

The 2.5-inch drive hot-swap server models support four SAS 2.5-inch hard disk drives.

To replace a hot-swap SAS or SATA hard disk drive, complete the following steps:

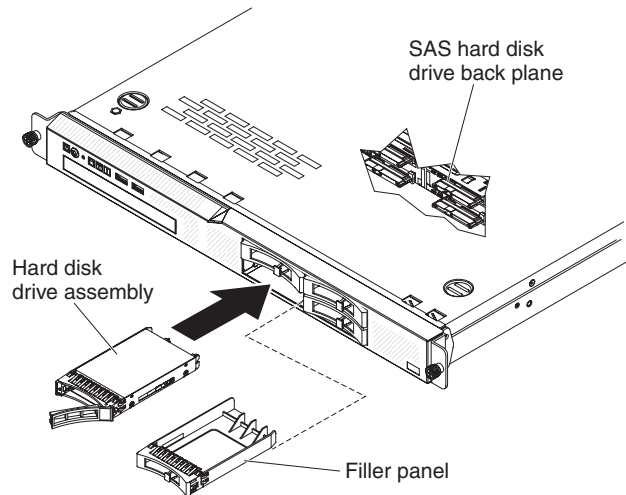
Note: If you have only one hard disk drive, you must install it in the left drive bay.

Attention: To avoid damage to the hard disk drive connectors, make sure that the server top cover is in place and fully closed whenever you install or remove a hard disk drive.

Procedure

1. Make sure that the server top cover is in place and fully closed.
2. Remove the filler panel from the empty drive bay. Keep the filler panel in a safe place.
3. Touch the static-protective package that contains the drive to any unpainted metal surface on the server; then, remove the drive from the package and place it on a static-protective surface.

4. Install the hard disk drive in the drive bay:



- a. Make sure that the drive tray handle is open.
- b. Remove the filler panel from the bay.
- c. Align the drive with the guide rails in the bay.
- d. Gently push the drive into the bay until the drive stops.
- e. Push the tray handle to the closed (locked) position.
- f. Check the hard disk drive status LED to make sure that the hard disk drive is operating correctly. If the yellow 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.

Note: If the server is configured for RAID operation using a ServeRAID adapter, you might have to reconfigure your disk arrays after you install hard disk drives. See the ServeRAID adapter documentation for additional information about RAID operation and complete instructions for using the ServeRAID adapter.

5. If you are installing additional hot-swap hard disk drives, do so now.

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing the optional DVD drive

Use this information to remove the DVD drive.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

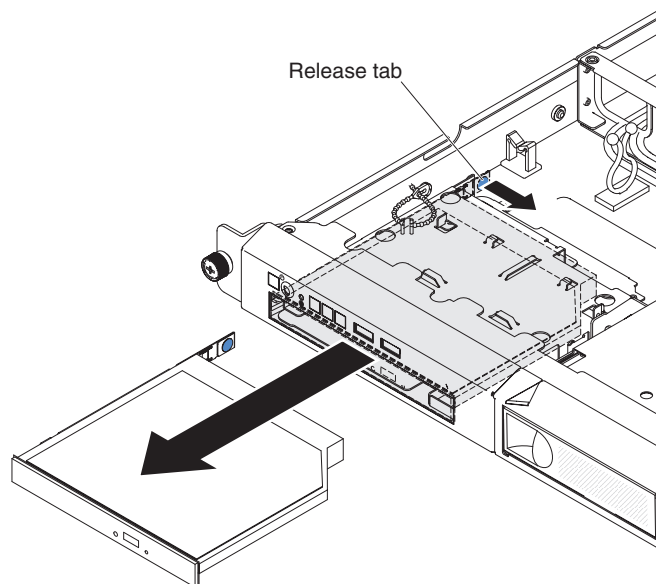
About this task

To remove the DVD drive, complete the following steps.

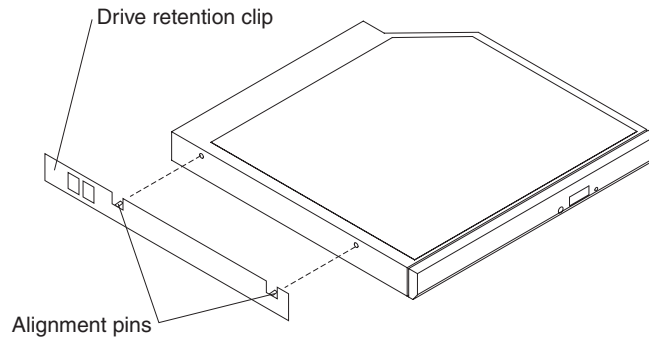
Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Press the release tab (the rear of the drive-retention clip) toward the drive right side of the server to release the clip; then, while you press the tab, push the drive out of the bay.

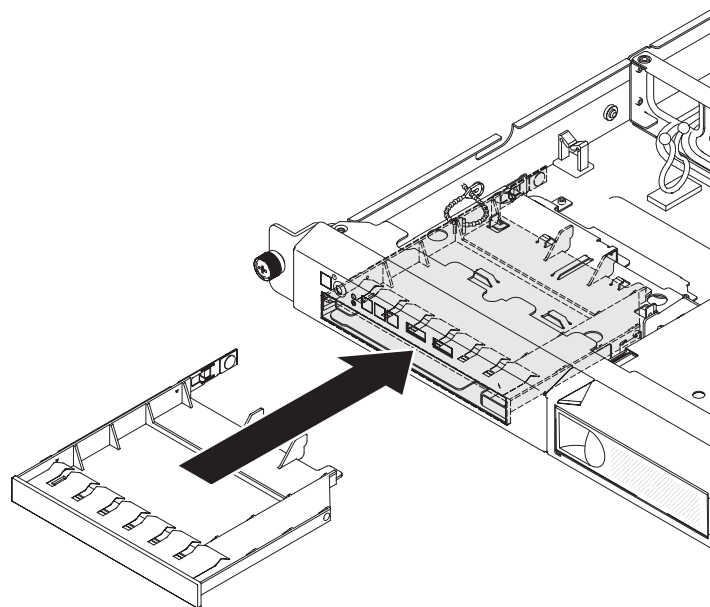
Note: You might have to push the right-rear corner of the drive toward the front of the server to move the drive initially.



3. Remove the retention clip from the drive.



4. If you are not replacing the DVD drive, reinstall the DVD drive filler.
 - a. Attach the drive-retention clip to the side of the DVD drive filler that you removed
 - b. Slide the DVD drive filler into the DVD drive bay until the drive filler clicks into place.



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

What to do next

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

Replacing the optional DVD drive

Use this information to replace the DVD drive.

Before you begin

The following notes describe the type of drives that the server supports and other information that you must consider when you install a drive. For a list of supported drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

- Locate the documentation that comes with the drive and follow those instructions in addition to the instructions in this chapter.
- Make sure that you have all the cables and other equipment that are specified in the documentation that comes with the drive.
- The server supports one ultra-slim SATA optical drive.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

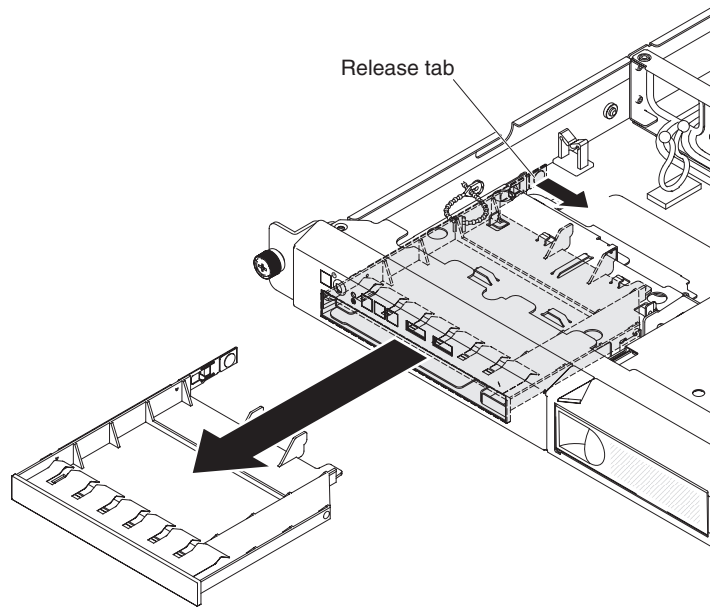
Note: When you disconnect the power source from the server, you lose the ability to view the LEDs because the LEDs are not lit when the power source is removed. Before you disconnect the power source, make a note of which LEDs are lit, including the LEDs that are lit on the operation information panel, on the light path diagnostics panel, and LEDs inside the server on the system board.

About this task

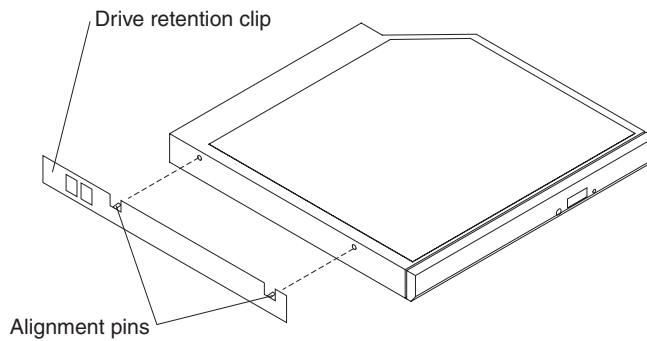
To replace the DVD drive, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the DVD drive filler panel if it is installed. Locate the blue release tab on the rear of the DVD drive filler panel; then, while you press the tab, push the DVD drive filler panel out of the drive bay.



3. Remove the retention clip from the DVD drive filler panel. Save the DVD drive filler panel for future use.
4. Attach the drive-retention clip that you removed in the step above to the side of the new DVD drive



Note: If you are installing an optical drive that contains a laser, observe the following safety precautions.

Statement 3



CAUTION:

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

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



DANGER

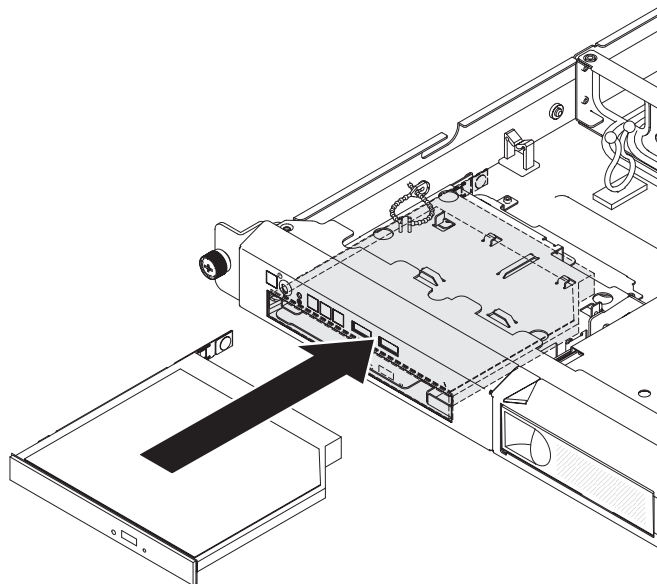
Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following.

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



Class 1 Laser Product
Laser Klasse 1
Laser Klass 1
Luokan 1 Laserlaite
Appareil À Laser de Classe 1

5. Slide the DVD drive into the bay until the DVD drive clicks into place.



6. Follow the instructions that come with the drive to set any jumpers or switches.

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing a DIMM

Use this information to remove a memory module.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

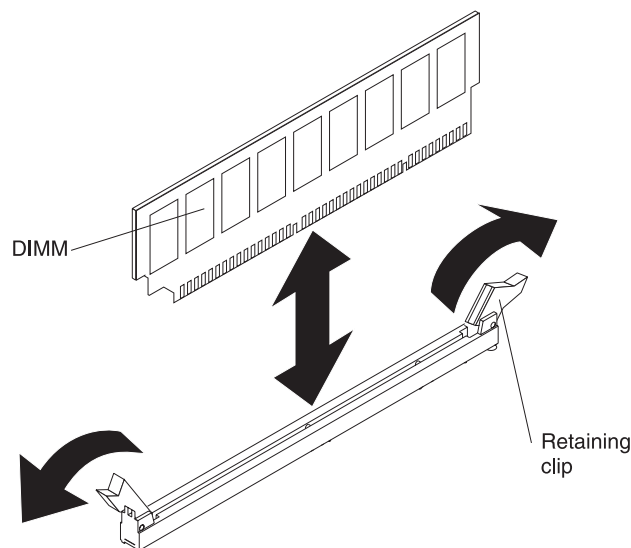
About this task

To remove a dual inline memory module (DIMM), complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the air baffle if installed (see “Removing the air baffle” on page 42).
3. Carefully open the retaining clips on each end of the DIMM connector and remove the DIMM.

Attention: To avoid breaking the retaining clips or damaging the DIMM connectors, handle the clips gently.



What to do next

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

Memory module installation

The following notes describe the types of DIMMs that the server supports and other information that you must consider when you install DIMMs.

- Confirm that the server supports the DIMM that you are installing (see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>).
- When you install or remove DIMMs, the server configuration information changes. When you restart the server, the system displays a message that indicates that the memory configuration has changed. You can use the Setup utility to view the server configuration information, see “Using the Setup utility” on page 74 for more information.
- The server supports only industry-standard double-data-rate 3 (DDR3), 1333 or 1600 MHz, PC3L-12800 (single-rank or dual-rank), unbuffered or synchronous dynamic random-access memory (SDRAM) dual inline memory modules (DIMMs) with error correcting code (ECC).
- The server supports a maximum of four single-rank or dual-rank unbuffered DIMMs.
- The maximum operating speed of the server is determined by the slowest DIMM in the server.
- If you install a pair of DIMMs in DIMM connectors 1 and 3, the size and speed of the DIMMs that you install in DIMM connectors 1 and 3 must match each other. However, they do not have to be the same size and speed as the DIMMs that are installed in DIMM connectors 2 and 4.
- You can use compatible DIMMs from various manufacturers in the same pair.
- The specifications of a DDR3 DIMM are on a label on the DIMM, in the following format.
- *gGB eRxf PC3v-wwwwwm-aa-bb-cc*
where:
 - *gGB* is the total capacity of the DIMM (for example, 1GB, 2GB, or 4GB)
 - *eR* is the number of ranks
 - 1R = single-rank
 - 2R = dual-rank
 - 4R = quad-rank
 - *xf* is the device organization or bit width (for example, x4, x8, or x16)
 - x4 = x4 organization (4 DQ lines per SDRAM)
 - x8 = x8 organization
 - x16 = x16 organization
 - *wwwww* is the DIMM bandwidth, in MBps
 - 8500 = 8.53 GBps (DDR3-1066 SDRAMs, 8-byte primary data bus)
 - 10600 = 10.66 GBps (DDR3-1333 SDRAMs, 8-byte primary data bus)
 - 12800 = 12.80 GBps (DDR3-1600 SDRAMs, 8-byte primary data bus)
 - *m* is the DIMM type
 - E = Unbuffered DIMM (UDIMM) with ECC (x72-bit module data bus)
 - R = Registered DIMM (RDIMM)
 - U = Unbuffered DIMM with no ECC (x64-bit primary data bus)
 - *aa* is the CAS latency, in clocks at maximum operating frequency
 - *bb* is the JEDEC SPD Revision Encoding and Additions level
 - *cc* is the reference design file for the design of the DIMM

Note:

1. To determine the type of a DIMM, see the label on the DIMM. The information on the label is in the format xGB nRxx PC3v-xxxxxx-xx-xx-xx. The numeral in the sixth numerical position indicates whether the DIMM is single-rank (n=1) or dual-rank (n=2).
2. The amount of usable memory is reduced, depending on the system configuration. A certain amount of memory must be reserved for system resources. To view the total amount of installed memory and the amount of configured memory, run the Setup utility. For additional information, see “Configuring the server” on page 70.

Unbuffered DIMMs (UDIMMs)

The following notes provide information that you must consider when you install UDIMMs.

- The memory channels run at the lowest common frequency of the DIMMs installed.
- The UDIMM options that are available for the server are 1 GB, 2 GB, 4 GB, and 8 GB (when available) DIMMs.
- The server supports up to two single-rank or dual-rank UDIMMs per channel.
- The following table lists the supported UDIMM population.

Table 31. Supported UDIMM population per channel

DIMM connectors per channel	DIMMs installed in each channel	DIMM type	DIMM speed	Ranks per DIMM (any combination)
2	1	Unbuffered DDR3 ECC	1066, 1333, 1600	Single-rank, dual-rank
2	2	Unbuffered DDR3 ECC	1066, 1333, 1600	Single-rank, dual-rank

- The following table lists the maximum DIMM population using ranked UDIMMs.

Table 32. Maximum memory population using ranked UDIMMs (depending on your model)

Number of UDIMMs	DIMM type	Size	Total memory
4	Single-rank UDIMMs	1 GB	4 GB
4	Dual-rank UDIMMs	2 GB	8 GB
4	Dual-rank UDIMMs	4 GB	16 GB
4	Dual-rank UDIMMs	8 GB	32 GB

- The following table shows the UDIMM memory population rule to optimize the system performance.

Table 33. UDIMM population rule

DIMM connector 1	DIMM connector 2	DIMM connector 3	DIMM connector 4
Populated	Empty	Empty	Empty
Populated	Empty	Populated	Empty
Populated	Populated	Populated	Populated

Installing a DIMM

Use this information to install a DIMM.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

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

About this task

The following illustration shows the location of the DIMM connectors on the system board.

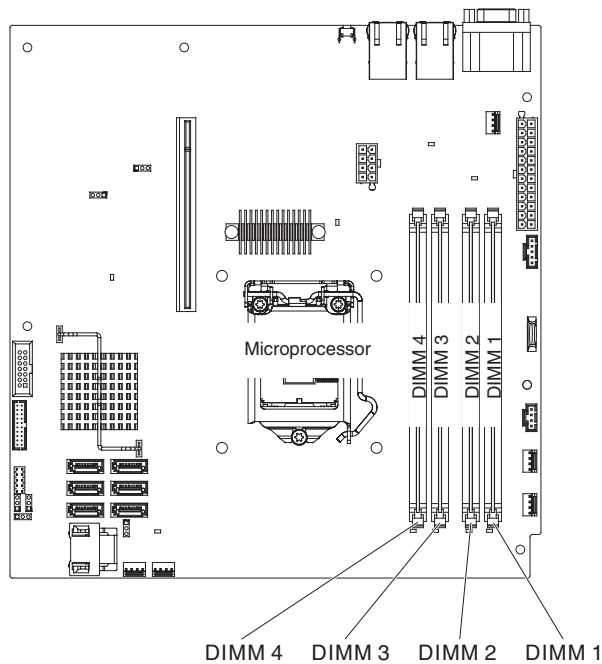


Figure 44. The location of the DIMM connectors on the system board

To install a DIMM, complete the following steps.

Procedure

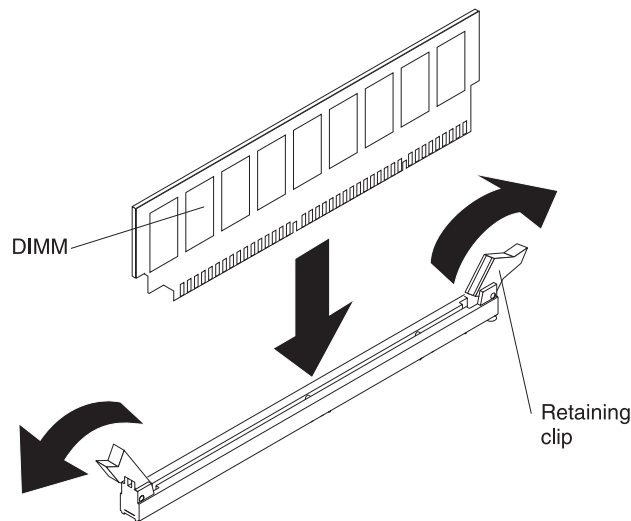
1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the air baffle if installed (see “Removing the air baffle” on page 42).
3. Locate the DIMM connectors on the system board. Determine the connectors into which you will install the DIMMs. Install the DIMMs in the sequence shown in the following table.

Table 34. DIMM installation sequence

Number of DIMMs	Installation sequence (connectors)
First pair of DIMMs	1, 3
Second pair of DIMMs	2, 4

4. Open the retaining clip on each end of the DIMM connector.

Attention: To avoid breaking the retaining clips or damaging the DIMM connectors, open and close the clips gently.



5. Touch the static-protective package that contains the DIMM to any unpainted metal surface on the outside of the server. Then, remove the DIMM from the package.
6. Turn the DIMM so that the alignment slot align correctly with the alignment tab.
7. Insert the DIMM into the connector by aligning the edges of the DIMM with the slots at the ends of the DIMM connector.
8. Firmly press the DIMM straight down into the connector by applying pressure on both ends of the DIMM simultaneously. The retaining clips snap into the locked position when the DIMM is firmly seated in the connector.

Note: 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.

9. Reconnect any cable that you removed.
10. Reinstall the air baffle if it was removed before (see “Replacing the air baffle” on page 64).
11. Reinstall the cover (see “Replacing the cover” on page 65).

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing a system fan

Use this information to remove a system fan in the server.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

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

About this task

To remove a system fan, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the air baffle if installed (see “Removing the air baffle” on page 42).
3. Reconnect the power cord; then, turn on the server.
Attention: Operating the server for extended periods of time (more than 30 minutes) with the top cover removed might damage server components.
4. Determine which fan to replace by checking the LEDs on the system board (see “System-board LEDs” on page 28); a lit LED indicates the fan to replace.
5. Turn off the server; then, disconnect the power cord again.
6. Remove the failed fan from the server:
 - a. Disconnect the fan cable from the system board. You may need to disengage the cables from cable retention clips or cable holder. Note the routing of the fan cable to the connector; you will have to route the fan cable the same way when you install the fan.
 - b. Grasp the top of the fan with your index finger and thumb and lift the fan out of the server.

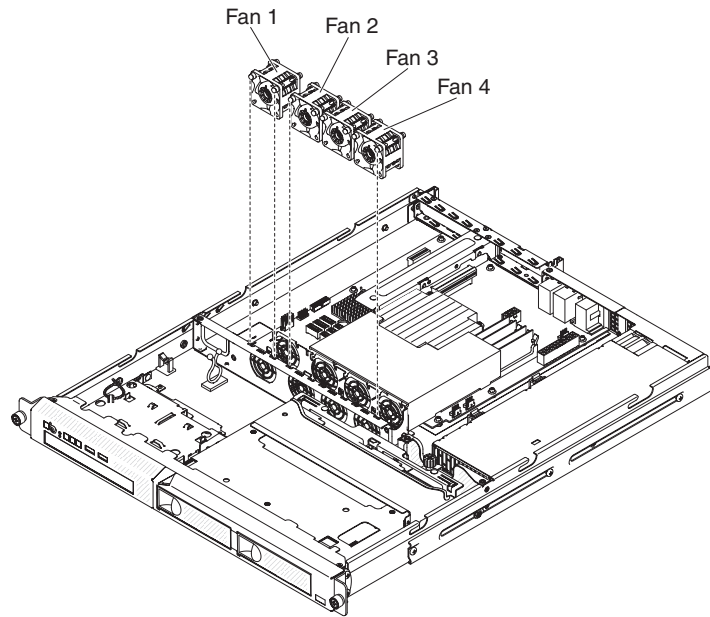


Figure 45. System fans

What to do next

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

Replacing a system fan

Use this information to replace a system fan in the server.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

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

About this task

To replace a system fan, complete the following steps.

Procedure

1. Position the replacement fan so that the airflow arrow on the fan points toward the rear of the server.

Note: The correct airflow is from the front to the rear of the server.

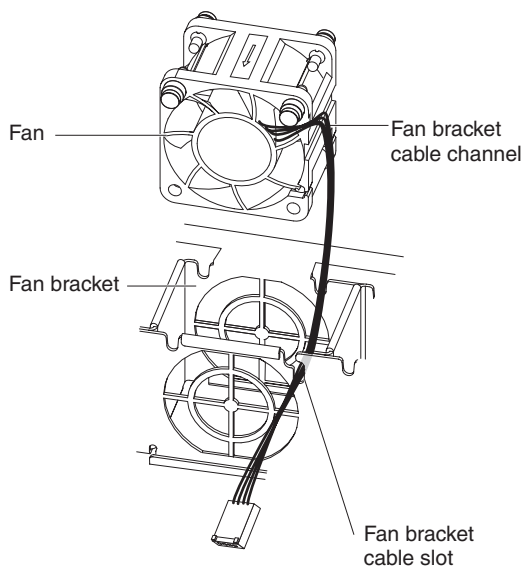


Figure 46. System fan installation

2. Install the replacement fan in the bracket:
 - a. Make sure that the fan cable sits in the channel on the side of the fan.
 - b. In the location from which you removed the failed fan, route the fan cable into the fan cable slot in the fan bracket top.
 - c. Insert the fan into the bracket.
 - d. Make sure that each of the grey soft tabs on the fan is fully seated in its slot in the fan bracket.
3. Connect the replacement fan cable to the system board (see “System-board LEDs” on page 28 for the locations of the fan cable connectors on the system board).
4. Reinstall the air baffle if it was removed before (see “Replacing the air baffle” on page 64).
5. Reinstall the cover (see “Replacing the cover” on page 65).

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing the system battery

Use this information to remove the system battery.

Before you begin

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

- IBM has designed this product with your safety in mind. The lithium battery must be handled correctly to avoid possible danger. If you replace the battery, you must adhere to the following instructions.

Note: In the U. S., call 1-800-IBM-4333 for information about battery disposal.

- If you replace the original lithium battery with a heavy-metal battery or a battery with heavy-metal components, be aware of the following environmental consideration. Batteries and accumulators that contain heavy metals must not be disposed of with normal domestic waste. They will be taken back free of charge by the manufacturer, distributor, or representative, to be recycled or disposed of in a proper manner.
- To order replacement batteries, call 1-800-IBM-SERV within the United States, and 1-800-465-7999 or 1-800-465-6666 within Canada. Outside the U.S. and Canada, call your support center or business partner.

Note: After you replace the battery, you must reconfigure the server and reset the system date and time.

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.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

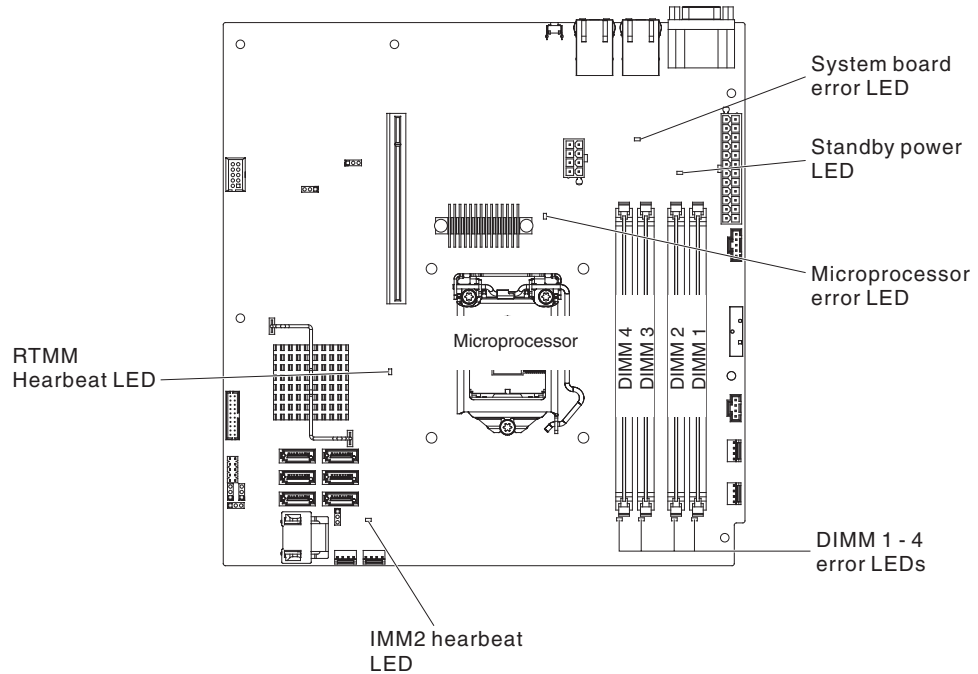
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove the battery, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. If necessary, lift the air baffle out of the way (see “Removing the air baffle” on page 42).
3. Remove the system battery: The following illustration shows the location of the system battery.



- a. If there is a rubber cover on the battery holder, use your fingers to lift the battery cover from the battery connector.
- b. Use one finger to tilt the battery horizontally out of its socket, pushing it away from the socket.
Attention: Neither tilt nor push the battery by using excessive force.
- c. Use your thumb and index finger to lift the battery from the socket.

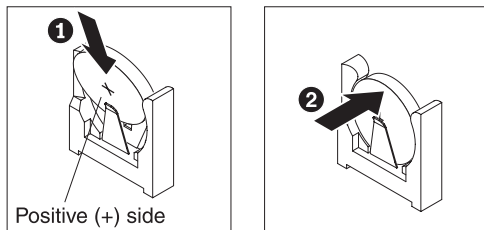


Figure 47. System battery removal

Attention: Do not lift the battery by using excessive force. Failing to remove the battery properly may damage the socket on the system board. Any damage to the socket may require replacing the system board.

4. Dispose of the battery as required by local ordinances or regulations (see the *Environmental Notices and User's Guide* for more information).

Replacing the system battery

Use this information to replace the system battery.

Before you begin

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

- IBM has designed this product with your safety in mind. The lithium battery must be handled correctly to avoid possible danger. If you replace the battery, you must adhere to the following instructions.

Note: In the U. S., call 1-800-IBM-4333 for information about battery disposal.

- If you replace the original lithium battery with a heavy-metal battery or a battery with heavy-metal components, be aware of the following environmental consideration. Batteries and accumulators that contain heavy metals must not be disposed of with normal domestic waste. They will be taken back free of charge by the manufacturer, distributor, or representative, to be recycled or disposed of in a proper manner.
- To order replacement batteries, call 1-800-IBM-SERV within the United States, and 1-800-465-7999 or 1-800-465-6666 within Canada. Outside the U.S. and Canada, call your support center or business partner.

Note: After you replace the battery, you must reconfigure the server and reset the system date and time.

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.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To replace the battery, complete the following steps.

Procedure

1. Follow any special handling and installation instructions that come with the replacement battery.
2. Remove the cover (see “Removing the cover” on page 41).
3. If necessary, lift the air baffle out of the way (see “Removing the air baffle” on page 42).
4. Insert the new battery:
 - a. Position the battery so that the positive (+) symbol is facing towards the power supply.
 - b. Tilt the battery so that you can insert it into the socket on the side opposite the battery clip.
 - c. Press the battery down into the socket until it snaps into place.

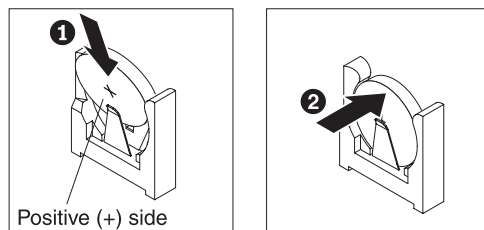


Figure 48. System battery installation

- d. If you removed a rubber cover from the battery holder, use your fingers to install the battery cover on top of the battery connector.
5. Reinstall the air baffle (see “Replacing the air baffle” on page 64).
 6. Reinstall the cover (see “Replacing the cover” on page 65).
 7. Slide the server into the rack.
 8. Reconnect the external cables and power cords; then, turn on the attached devices and turn on the server.
 9. Start the Setup utility and reset the configuration:
 - a. Set the system date and time.
 - b. Set the power-on password.
 - c. Reconfigure the server.

See “Starting the Setup utility” on page 74 for details.

Removing a hot-swap power supply

Use this information to remove a hot-swap power supply.

Before you begin

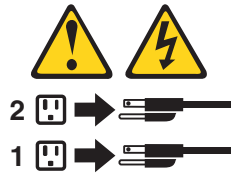
When you remove or install a hot-swap power supply, observe the following precautions.

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.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

About this task

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

Attention: If only one hot-swap power supply is installed in the server, you must turn off the server before removing the power supply.

Procedure

1. Disconnect the power cord from the connector on the back of the power supply.
2. Press the orange release latch and hold it in place.

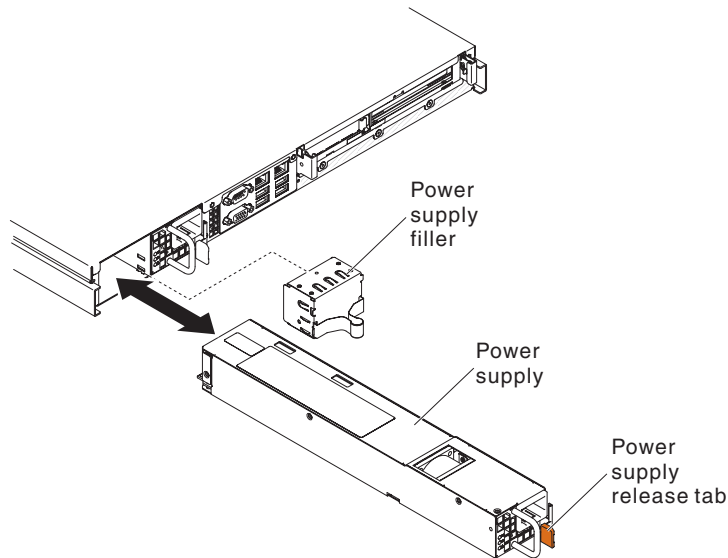


Figure 49. Hot-swap power supply removal

3. Grasp the handle and pull the power supply out of the bay.

What to do next

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

Replacing a hot-swap power supply

Use this information to replace a hot-swap power supply.

Before you begin

The following notes describe the type of power supply that the server supports and other information that you must consider when you install a power supply:

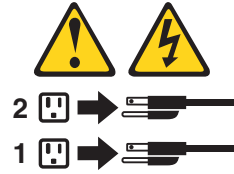
- Depending on your server model, the server comes standard with one 460-watt hot-swap power supply. For redundancy support, you must install an additional hot-swap power supply, if one is not installed in your model.
- Make sure that the devices that you are installing are supported. For a list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

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.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

About this task

To replace or install a hot-swap power supply, complete the following steps.

Procedure

1. Grasp the side clip and pull to remove the power-supply filler panel from the empty power-supply bay. Save the power-supply filler panel in case you remove the power supply at a later time.

Important: During normal operation, each power-supply bay must contain either a power supply or power-supply filler panel for proper cooling.

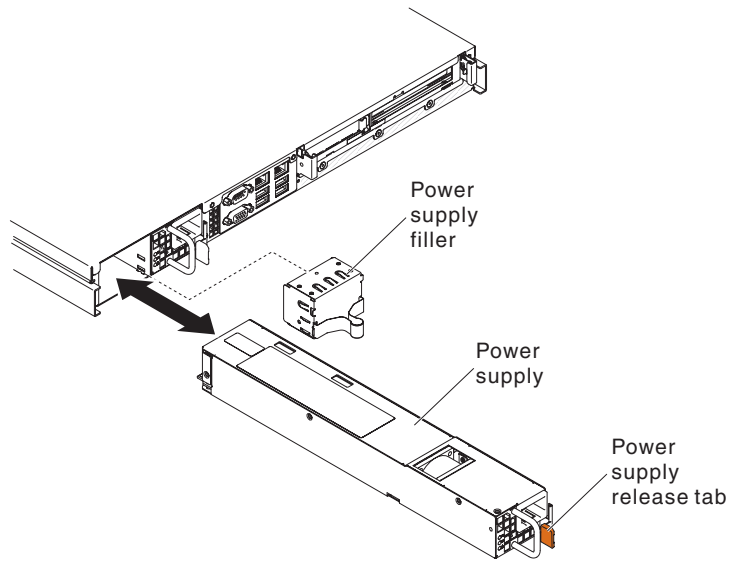


Figure 50. Hot-swap power supply installation

2. Slide the hot-swap power supply into the bay until the release latch clicks into place.
3. Connect one end of the power cord for the new power supply into the ac connector on the back of the power supply; then, connect the other end of the power cord into a properly grounded electrical outlet.
4. If the server is turned off, turn on the server.
5. Make sure that the ac power LED on the power supply is lit, indicating that the power supply is operating correctly. If the server is turned on, make sure that the dc power LED on the power supply is lit also.

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing and replacing Tier 2 CRUs

This section provides information for removing and replacing Tier 2 CRUs in the server.

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 DVD drive cable

Use this information to remove the DVD drive cable.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

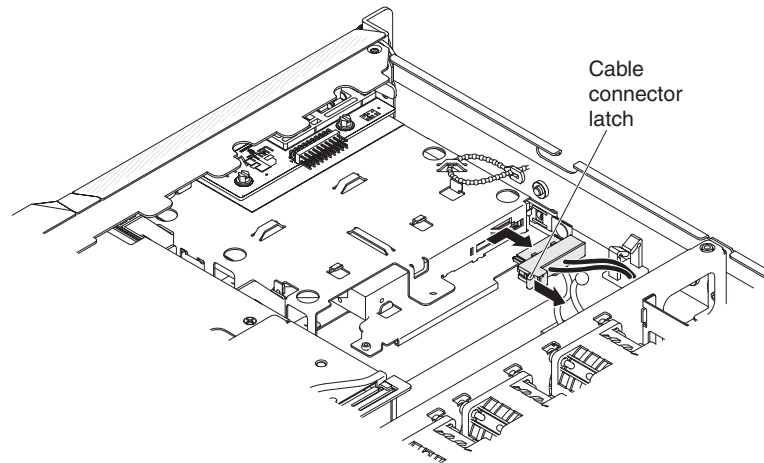
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove the DVD drive cable, complete the following steps:

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the air baffle if installed (see “Removing the air baffle” on page 42).
3. Pull out the cable from the optical drive cage connector.



4. Disengage the cable from any cable tie or cable clip.

What to do next

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

Replacing the DVD drive cable

Use this information to replace the DVD drive cable.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

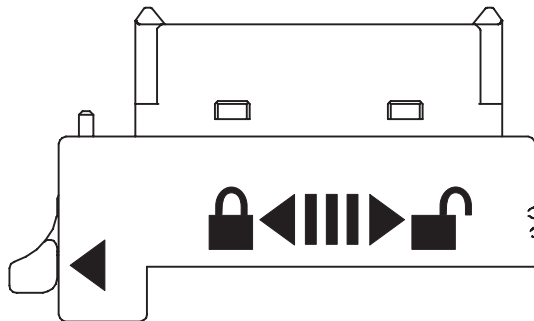
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

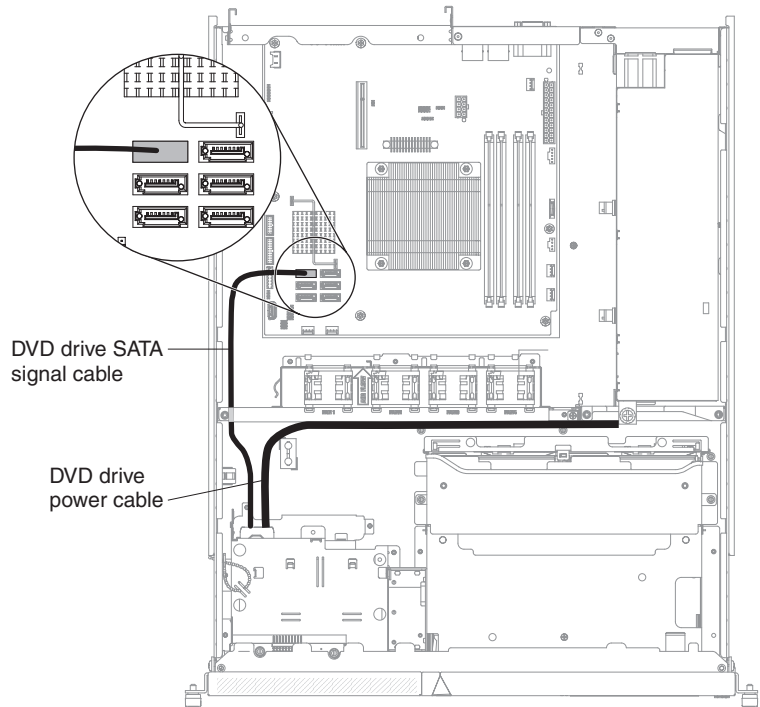
To replace the DVD drive cable, complete the following steps:

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the air baffle if installed (see “Removing the air baffle” on page 42).
3. Align the cable connector with the connector on the rear of the optical drive cage.
4. Pull the cable connector latch up and hold it there while you slide the cable connector to the locked position to lock the cable in place.



5. Connect the DVD cable into the connector on the rear of the optical drive cage.
6. Route the DVD signal cable through the fan cage hole on the left of fan 1. The following illustration shows the cable routing for the DVD signal cable.



7. Secure the cable in the server using the cable tie and cable clip.
8. Reinstall the air baffle if it was removed before (see “Replacing the air baffle” on page 64).
9. Reinstall the cover (see “Replacing the cover” on page 65).

What to do next

1. Slide the server into the rack.
2. Reconnect the power cords and cables that you removed.
3. Turn on all attached devices and the server.

Removing the operator information panel assembly

Use this information to remove the operator information panel assembly.

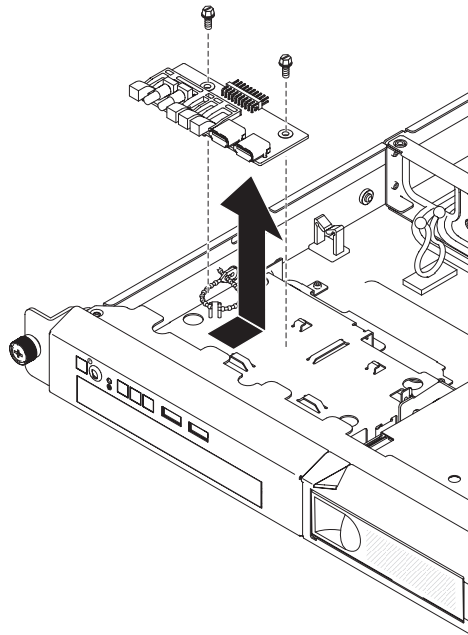
Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

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



Procedure

1. Remove the server cover (see “Removing the cover” on page 41).
2. Disconnect the signal cable from the operator information panel board.
3. Remove the screws that secure the operator information panel assembly to the DVD drive housing.
4. Lift the operator information panel assembly out of the server.

What to do next

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

Replacing the operator information panel assembly

Use this information to replace the operator information panel assembly.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

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

Procedure

1. Guide the operator information panel assembly into position on top of the DVD drive housing. Make sure that the LEDs and the USB connectors are aligned with the openings in the bezel and that the screw holes in the operator information panel align with the screw holes in the top of the DVD bay housing.
2. Use the screws that you removed in “Removing the operator information panel assembly” on page 193 to secure the operator information panel assembly on the DVD bay housing.
3. Connect the signal cable to the operator information panel board.
4. Install the server top cover (see “Replacing the cover” on page 65).
5. Reconnect the power cord and any cables that you removed.
6. Turn on all attached devices and the server.

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing the simple-swap hard disk drive backplate assembly

Use this information to remove the simple-swap hard disk drive backplate assembly.

Before you begin

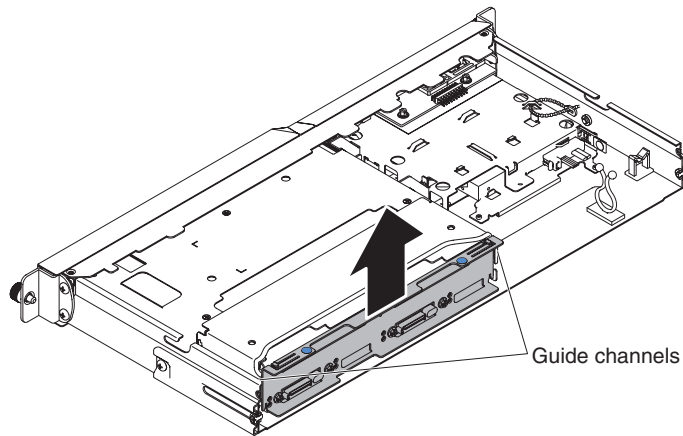
You must turn off the server before installing simple-swap drives in the server. Before you install a simple-swap SAS or SATA hard disk drive, read the following information. For a list of supported hard disk drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove the simple-swap hard disk drive backplate assembly, complete the following steps:



Procedure

1. Turn off the server and peripheral devices and disconnect all power cords.
2. Remove the cover (see “Removing the cover” on page 41).
3. Pull the hard disk drives or fillers out of the server slightly to disengage them from the backplate assembly. See “Removing a simple-swap hard disk drive” on page 164 for details.
4. To obtain more working room, remove the fans (see “Removing a system fan” on page 180).
5. Pull the hard disk drives out of the server slightly to disengage them from the backplate assembly.
6. Lift the backplate assembly out of the server.
7. Make note of where the cables are attached to the backplate assembly; then, disconnect them.
8. If you are instructed to return the backplate assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the simple-swap hard disk drive backplate assembly

Use this information to replace the simple-swap hard disk drive backplate assembly.

Before you begin

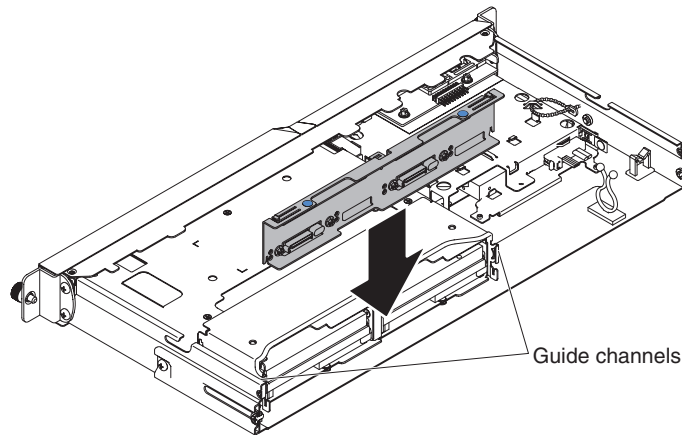
You must turn off the server before installing simple-swap drives in the server. Before you install a simple-swap SAS or SATA hard disk drive, read the following information. For a list of supported hard disk drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To install the simple-swap hard disk drive backplate assembly, complete the following steps:



Procedure

1. Reconnect the cables to the replacement backplate assembly.
2. Slide the backplate assembly into the guide channels, making sure that any nearby wires or cables are not trapped or pinched.
3. Press on the two blue touch points firmly until the backplate assembly is fully seated. .
4. Install the cover (see “Replacing the cover” on page 65).
5. Replace the hard disk drives.
6. Reconnect the power cords and any cables that you removed.
7. Turn on the peripheral devices and the server.

Replacing software RAID simple-swap hard disk drive backplate with hardware RAID simple-swap hard disk drive backplate

Use this information to replace software RAID simple-swap hard disk drive backplate with hardware RAID simple-swap hard disk drive backplate.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To replace the software RAID simple-swap hard disk drive backplate with hardware RAID simple-swap hard disk drive backplate, complete the following steps:

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the hard disk drives out of the server (see “Removing a hot-swap hard disk drive” on page 167 or “Removing a simple-swap hard disk drive” on page 164)
3. Disconnect the cable connections between the backplate and both the system board and power supply (fixed or redundant).

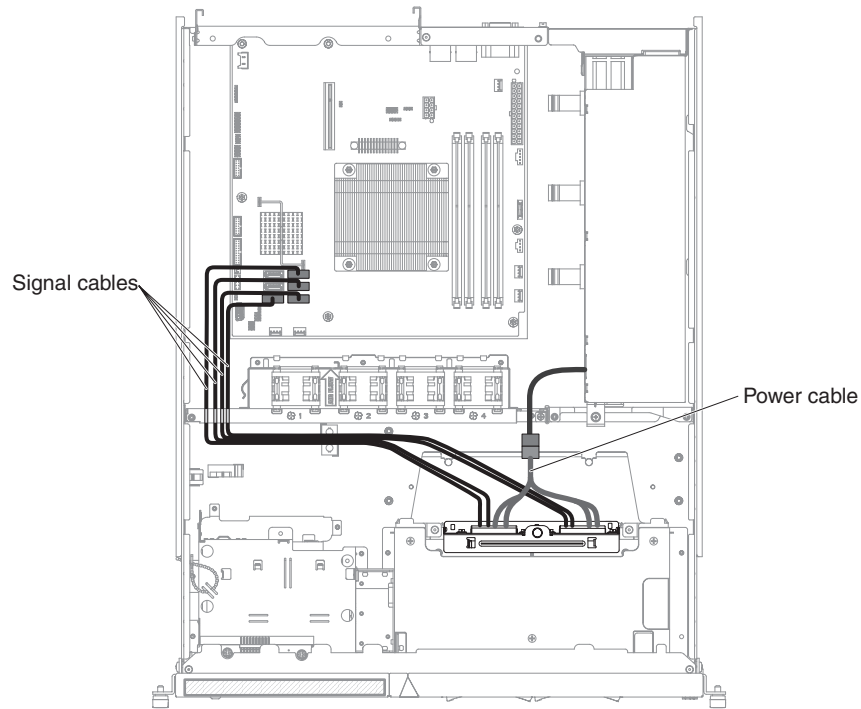


Figure 51. Software RAID signal cable routing for fixed power supply. (jinhu091)

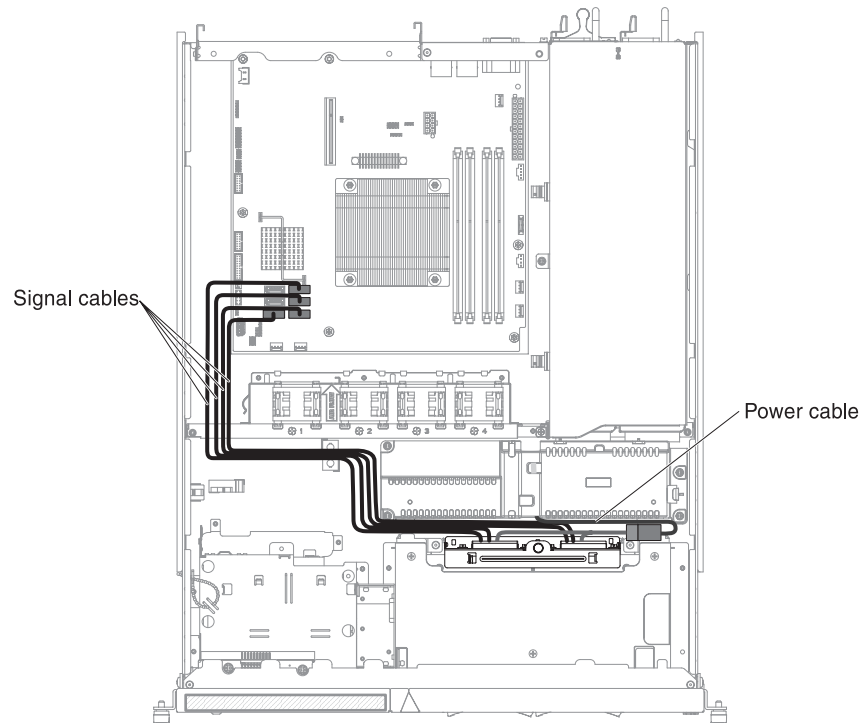


Figure 52. Software RAID signal cable routing for redundant power supply. (jinhu091)

4. Lift the backplate out of the server.
5. Slide the replacement backplate into the guide channels, making sure that any nearby wires or cables are not trapped or pinched.
6. Press on the two blue touch points firmly until the replacement backplate is fully seated.
7. Connect the respective signal and power cables of the replacement backplate to the hardware RAID card and power supply (fixed or redundant).

Note: Make sure the relevant cables pass through the cable clips.

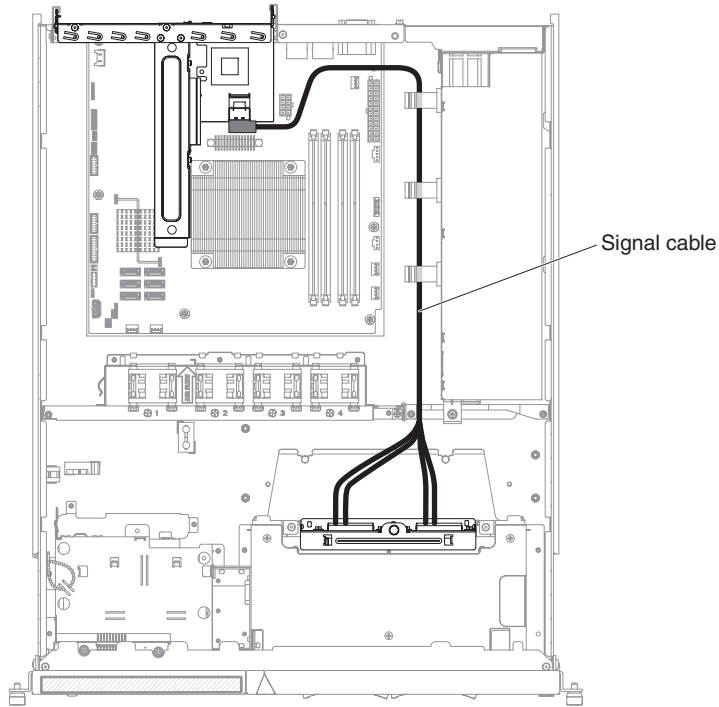


Figure 53. Hardware RAID signal cable routing for fixed power supply (Hardware RAID card inserted on right side)

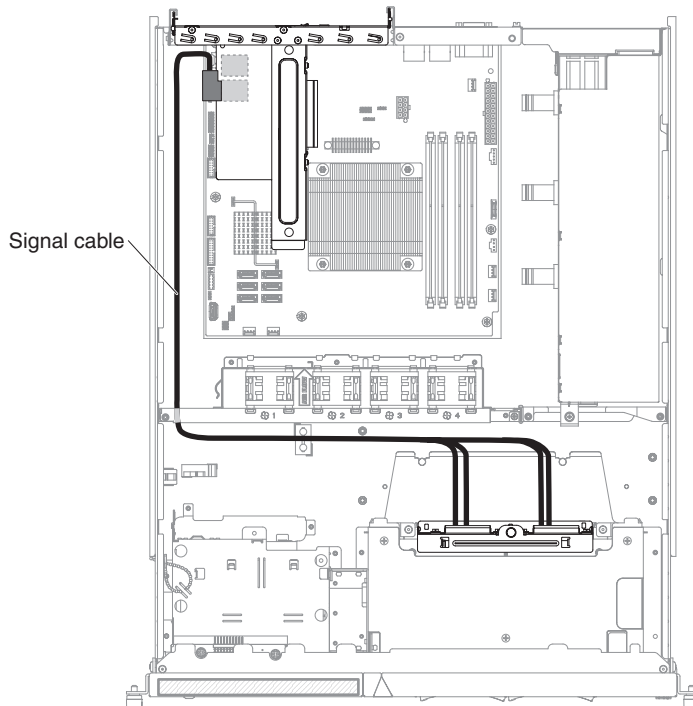


Figure 54. Hardware RAID signal cable routing for fixed power supply (Hardware RAID card inserted on left side)

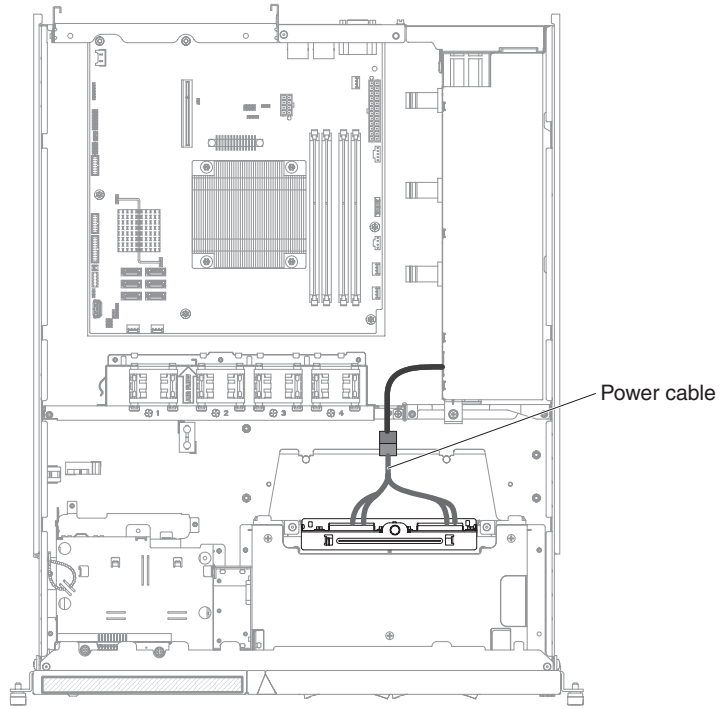


Figure 55. Power cable routing for fixed power supply:

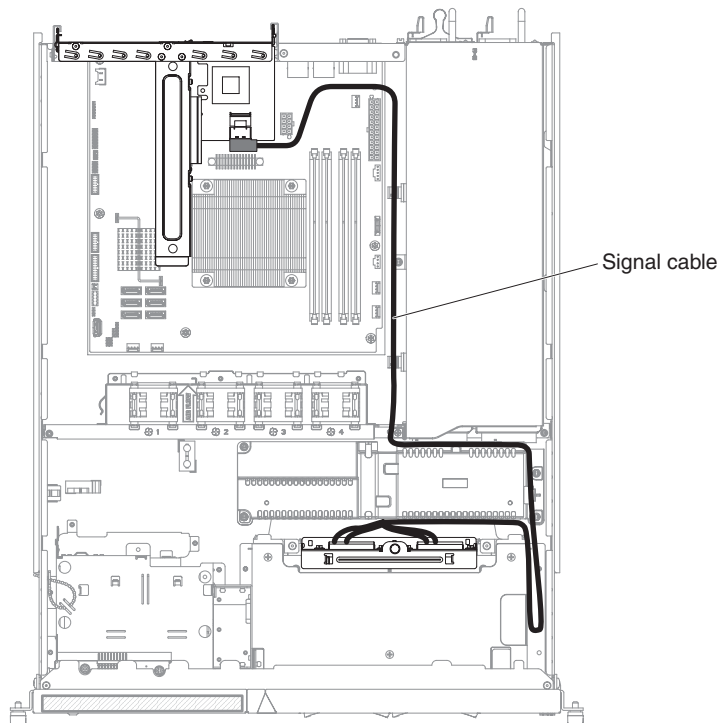


Figure 56. Hardware RAID signal cable routing for redundant power supply (Hardware RAID card inserted on right side)

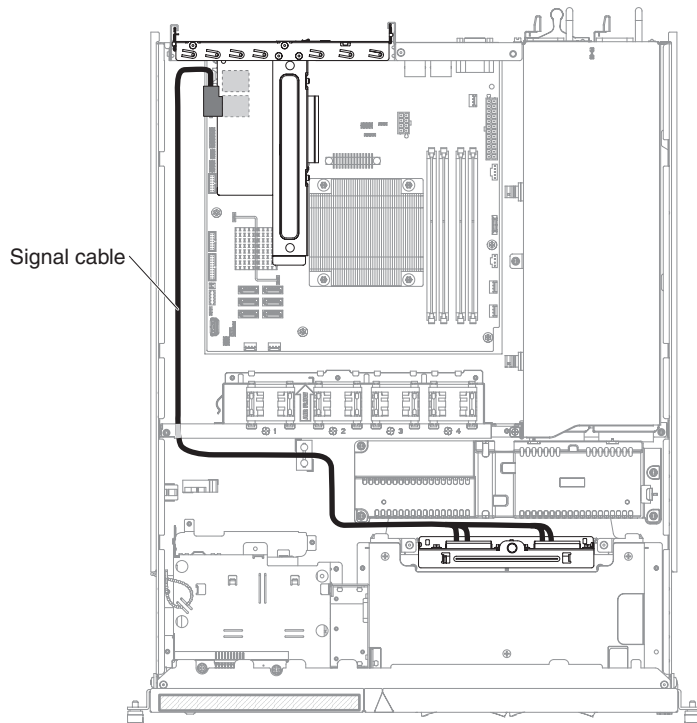


Figure 57. Hardware RAID signal cable routing for redundant power supply (Hardware RAID card inserted on left side)

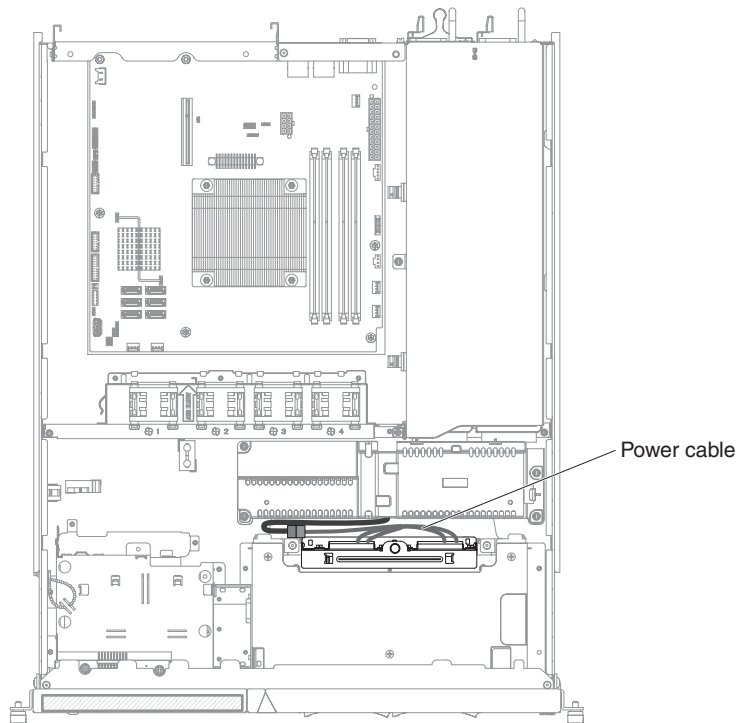


Figure 58. Power cable routing for redundant power supply:

8. Reinstall the cover (see "Replacing the cover" on page 65).

9. Reinstall the hard disk drives and filler panels (see “Replacing a hot-swap hard disk drive” on page 168 and “Replacing a simple-swap hard disk drive” on page 165).

What to do next

1. Slide the server into the rack.
2. Reconnect the power cords and cables that you removed.
3. Turn on all attached devices and the server.

Removing the hot-swap hard disk drive backplane

Use this information to remove the hot-swap hard disk drive backplane.

Before you begin

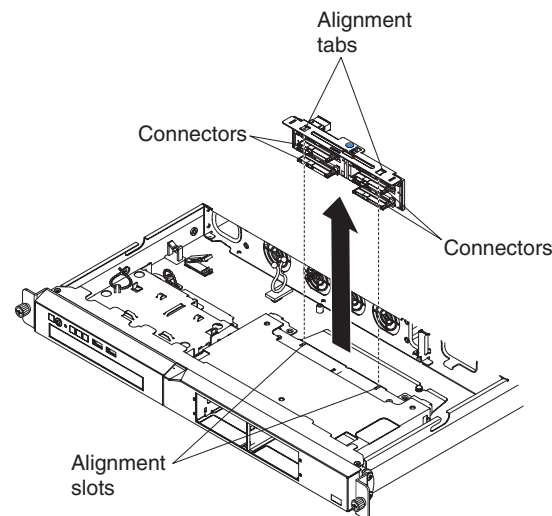
You must turn off the server before installing simple-swap drives in the server. Before you install a simple-swap SAS or SATA hard disk drive, read the following information. For a list of supported hard disk drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

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



Procedure

1. Turn off the server and peripheral devices and disconnect all power cords.
2. Remove the server from the rack and place it on a flat, static-protective surface.
3. Pull the hard disk drives out of the server slightly to disengage them from the backplane.
4. Remove the cover (see “Removing the cover” on page 41).

5. Lift the backplate out of the server.
6. Make note of where the cables are attached to the backplate; then, disconnect them.
7. If you are instructed to return the backplate, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Replacing the hot-swap hard disk drive backplane

Use this information to replace the hot-swap hard disk drive backplane.

Before you begin

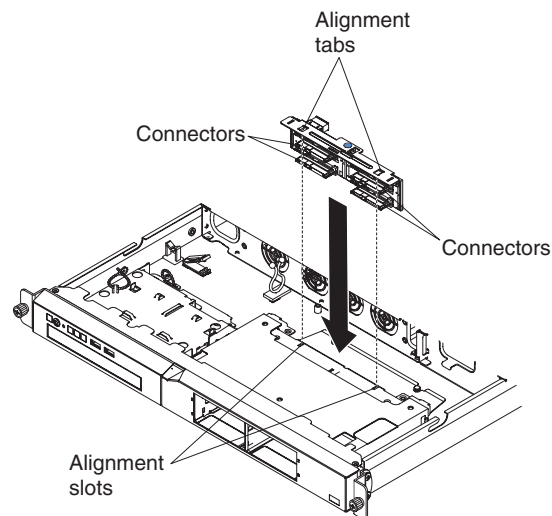
You must turn off the server before installing simple-swap drives in the server. Before you install a simple-swap SAS or SATA hard disk drive, read the following information. For a list of supported hard disk drives, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us>.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

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



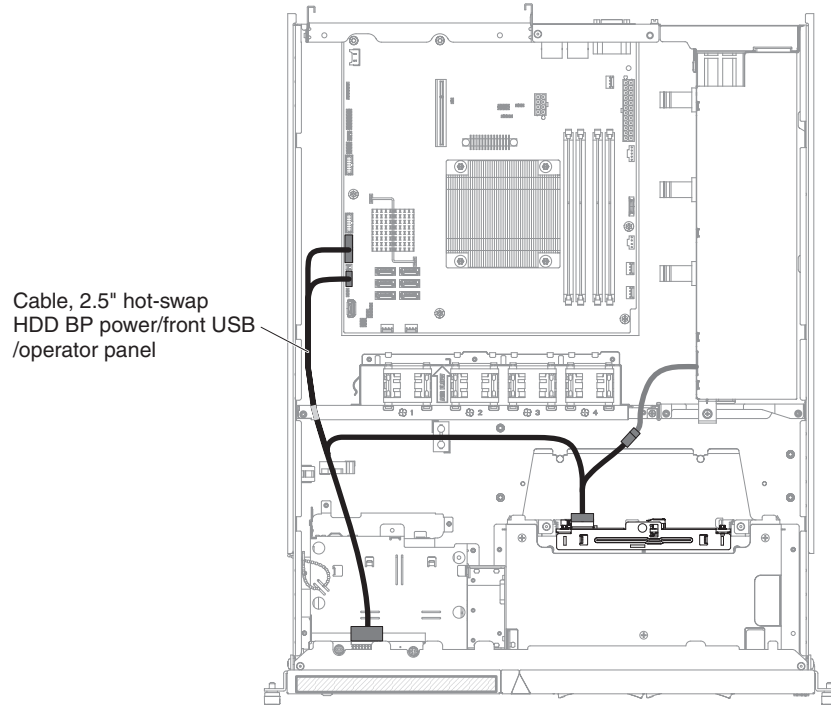
Procedure

1. Reconnect the cables to the replacement backplate.
 - a. Connect the SAS/SATA controller signal cable to the backplane.
 - b. Connect the power cable to the backplane.
 - c. Connect the configuration cable to the backplane.
2. Slide the backplate into the guide channels, making sure that any nearby wires or cables are not trapped or pinched.

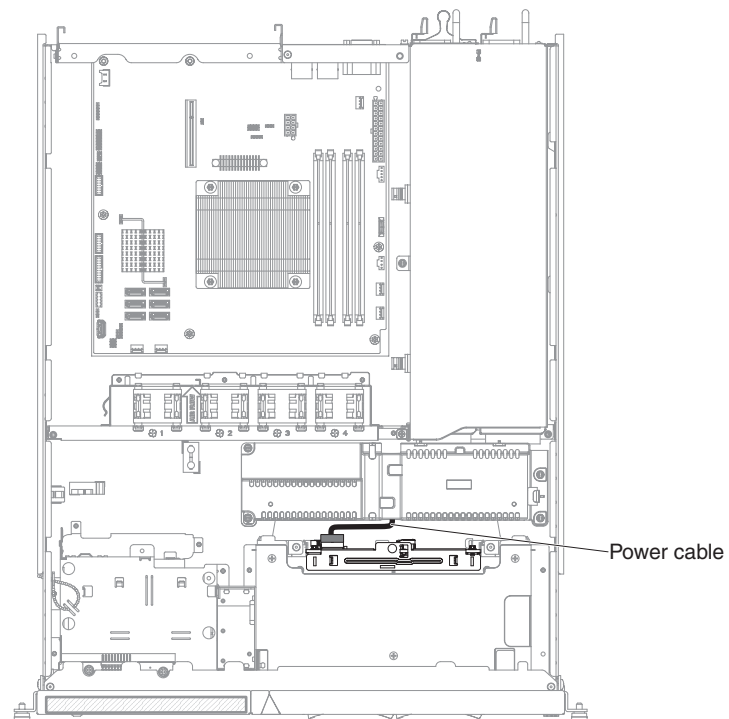
3. Press on the blue touch point firmly until the backplane is fully seated and clicks into place. The following illustrations shows the respective cable connections when the hot-swap drive backplane is connected to a redundant power supply or a fixed power supply.

Note: Make sure the relevant cables pass through the cable clips.

- Hot-swap backplane connected to fixed power supply:



- Hot-swap backplane connected to redundant power supply:



4. Install the cover (see “Replacing the cover” on page 65).
5. Replace the hard disk drives.
6. Reconnect the power cords and any cables that you removed.
7. Turn on the peripheral devices and the server.

Removing and replacing structural parts

This section provides information for removing and replacing structural parts in the server.

Replacement of structural parts is your responsibility. If IBM installs a structural part at your request, you will be charged for the installation.

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

Removing the fixed power supply

Use this information to remove the fixed power supply.

Before you begin

When you remove or install the fixed 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.



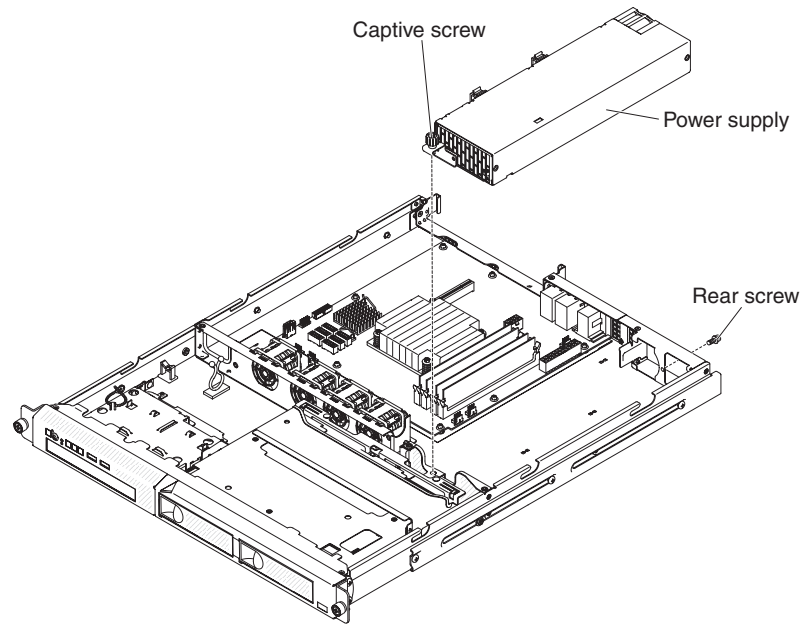
Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a with one of these parts, contact a service technician.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove the fixed power supply, complete the following steps.



Procedure

1. Disconnect the ac power cord from the connector on the power supply that you are removing. Disconnect all external cables.
2. Remove the cover (see “Removing the cover” on page 41).
Attention: To ensure proper cooling and airflow, do not operate the server for more than 30 minutes with the top cover removed.
3. Remove the hard disk drive backplane or backplate assembly (see “Removing the simple-swap hard disk drive backplate assembly” on page 195 or “Removing the hot-swap hard disk drive backplane” on page 203).
4. Disconnect the power-supply cables from the connectors on the system board and internal devices; then, disengage the cables from any retention-clips.

Note: Note the routing of all power-supply cables; you will route the power-supply cables the same way when you install the power supply.

5. Remove the screw that holds the power supply to the rear of the chassis.
6. Loosen the captive thumbscrew that secures the rear of the power supply to the chassis bottom.
7. Lift the power supply out of the bay.

What to do next

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

Replacing the fixed power supply

Use this information to replace the fixed power supply.

Before you begin

When you remove or install the fixed 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 with one of these parts, contact a service technician.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

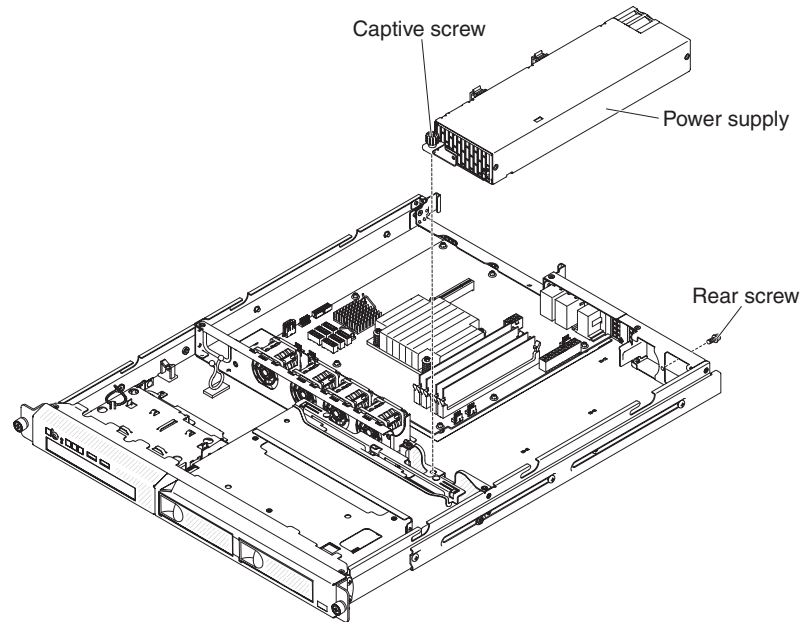
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To replace the fixed power supply, complete the following steps.

Procedure

1. Place the new power supply into the bay.



2. Tighten the captive thumbscrew that secures the rear of the power supply to the chassis bottom.
3. Replace the screw that holds the power supply to the rear of the chassis.
4. Connect the internal power-supply cable from the power supply to the power connectors on the system board. See "System-board internal connectors" for the locations of the power connectors on the system board.
5. Route the internal power-supply cables, securing them with the retention-clips.
6. Test the power supply:
 - a. Connect one end of the ac 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.
 - b. Make sure that the standby power LED on the system board is lit (see "System-board LEDs"); if the standby power LED is not lit, discontinue this procedure and obtain a new power supply.
 - c. Press the power-control button. Make sure that the power-on LED on the front of the server is lit.

If the server starts, proceed to the next step. If the server does not start, disconnect the ac power cord and call for service.

7. Turn off the server and disconnect the ac power cord.
8. Connect the cables from the power supply to the internal devices.
9. Install the hard disk drive backplane or backplate assembly (see "Replacing the simple-swap hard disk drive backplate assembly" on page 196 or "Replacing the hot-swap hard disk drive backplane" on page 204).
10. Reinstall the cover (see "Replacing the cover" on page 65).
11. Reconnect the ac power cord into the connector on the back of the power supply.
12. Connect all external cables that you disconnected in "Removing the fixed power supply".

13. Connect the other end of the ac power cord into a properly grounded electrical outlet.
14. Press the power-control button.
15. Make sure that the power-on LED on the front of the server is lit.

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing the 240 VA safety cover

Use this information to remove the 240 VA safety cover.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

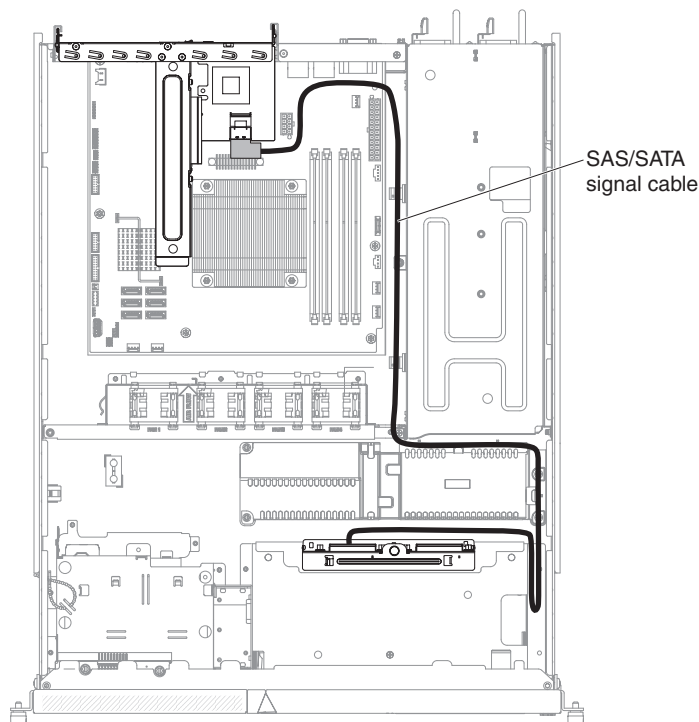
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

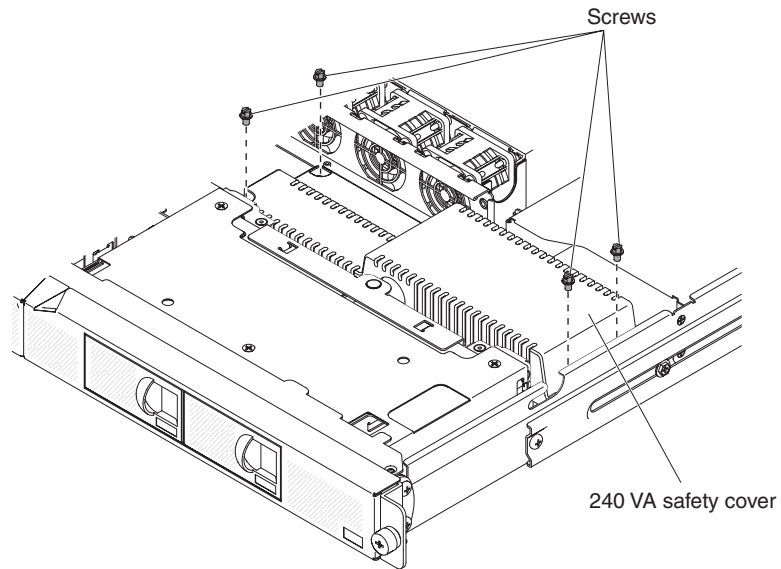
To remove the 240 VA safety cover, complete the following steps:

Procedure

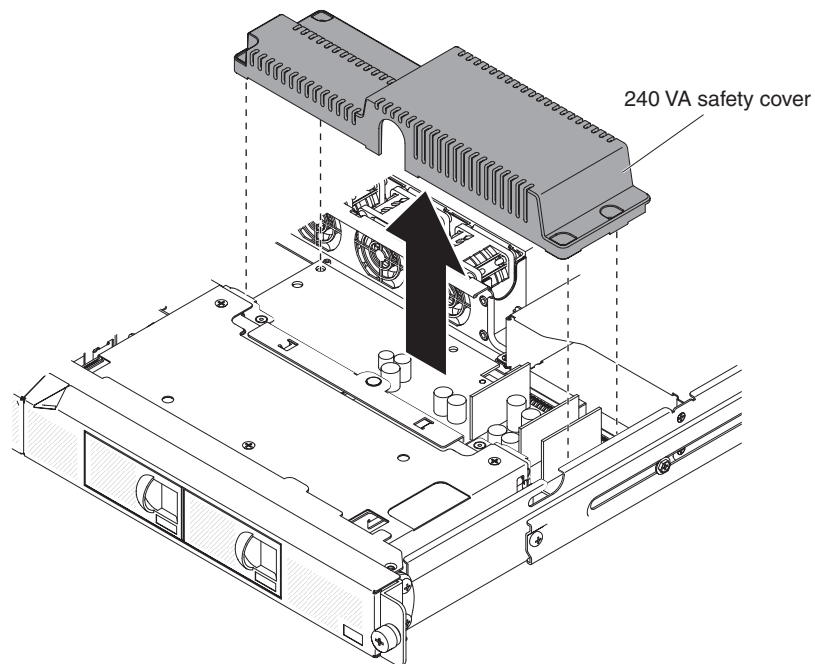
1. Remove the cover (see “Removing the cover” on page 41).
2. Remove any connected SAS/SATA signal cable and all other cables from the safety cover.



3. Remove the four screws from the safety cover.



4. Lift the safety cover up to remove it from the server.



What to do next

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

Replacing the 240 VA safety cover

Use this information to replace the 240 VA safety cover.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

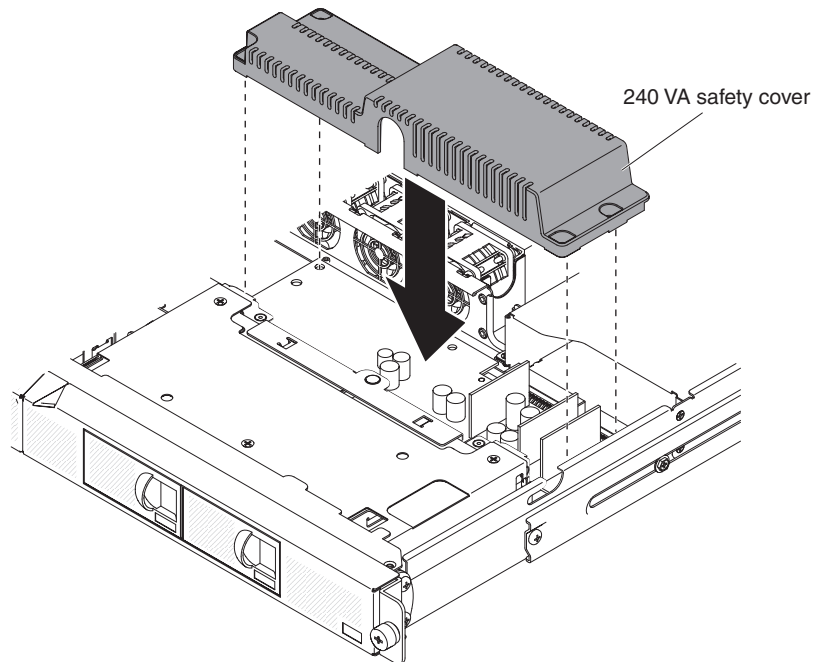
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

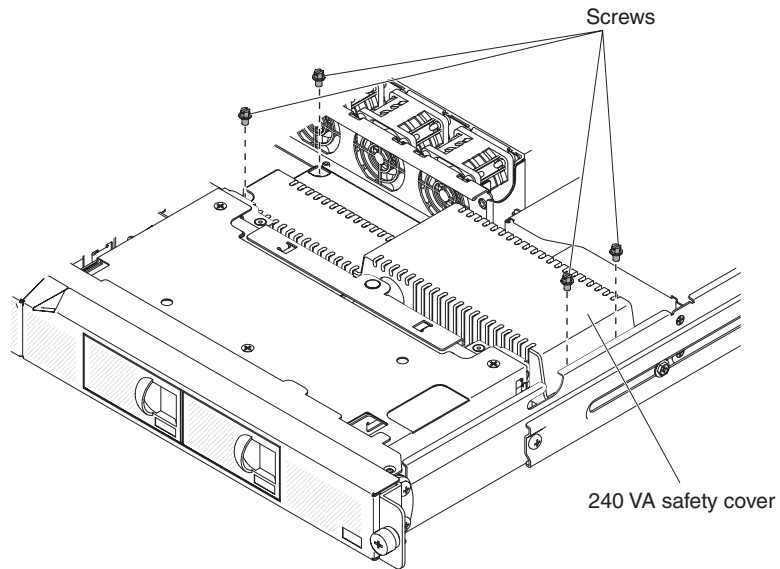
To replace the 240 VA safety cover, complete the following steps:

Procedure

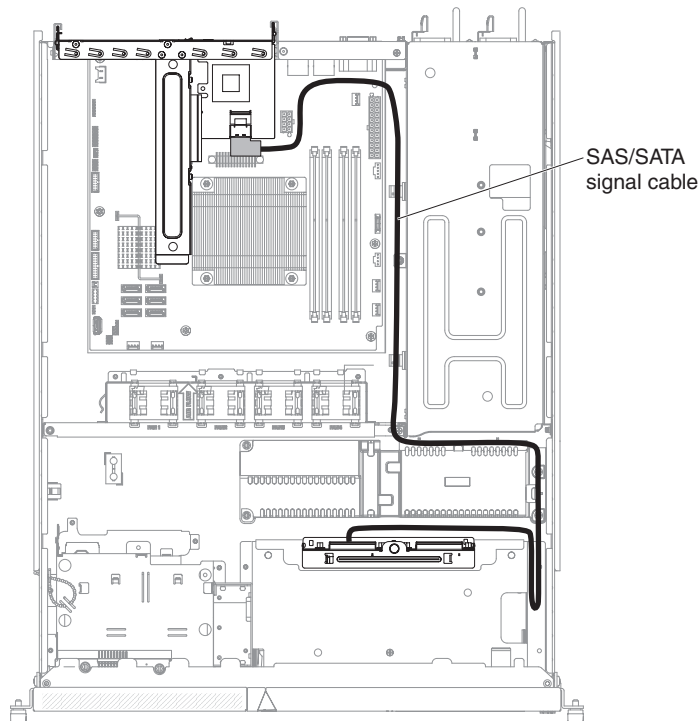
1. Align the safety cover with the standoffs on the power paddle card and lower the safety cover onto the power paddle card until it is secure.



2. Install the screws to secure the safety cover.



3. Reconnect the SAS/SATA signal cable and all other cables that you have removed previously.



What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing the power paddle card

Use this information to remove the power paddle card.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

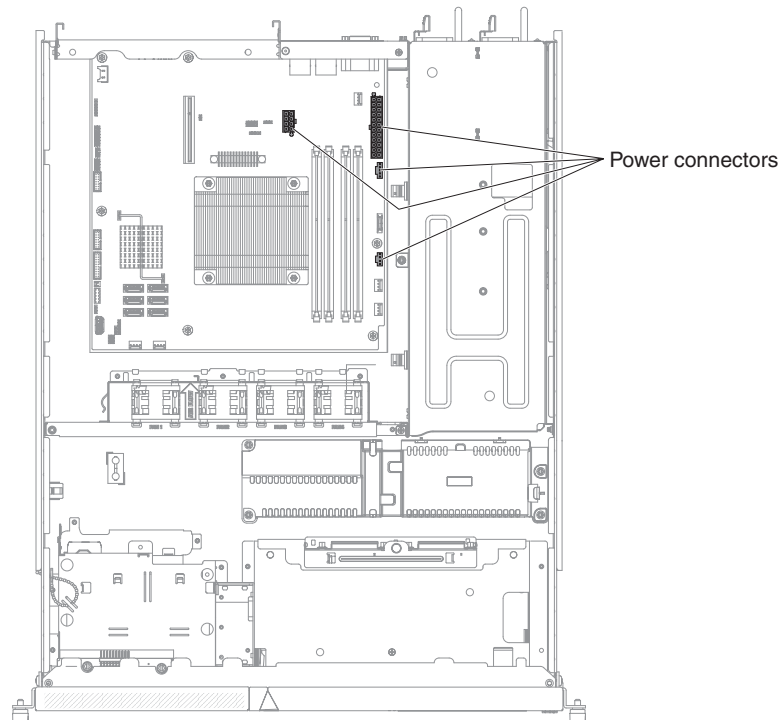
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

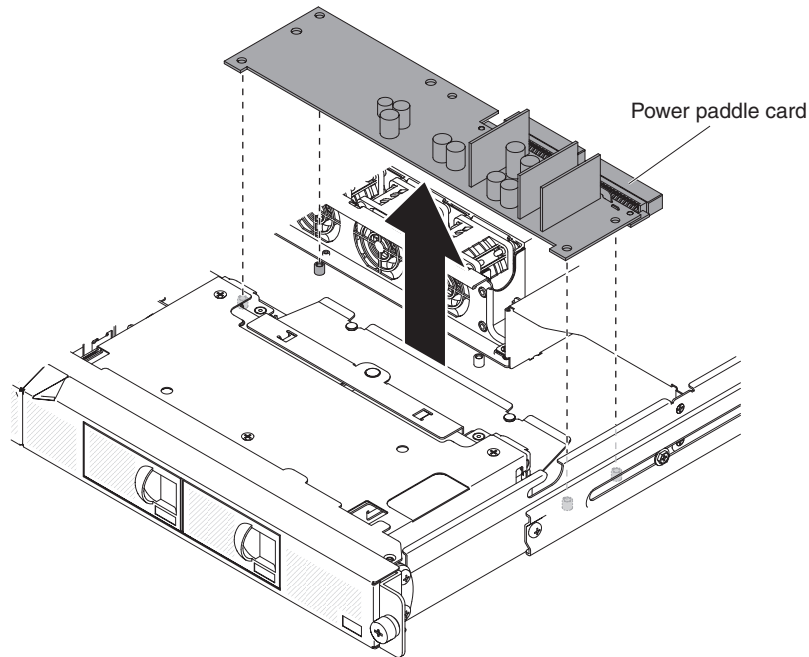
To remove the power paddle card, complete the following steps.

Procedure

1. Pull the power supplies out of the rear of the server, just enough to disengage them from the server.
2. Remove the cover (see “Removing the cover” on page 41).
3. Remove the air baffle if installed (see “Removing the air baffle” on page 42).
4. Remove the 240 VA safety cover (see “Removing the 240 VA safety cover” on page 210).
5. Loosen the cables from the cable tie.
6. Disconnect the power cables from the power connectors on the system board.



7. Disconnect the cables from the hard disk drive backplane or the backplate assembly.
8. Disconnect the power cable from the DVD power cable (if available).
9. Lift the power paddle card up to remove it from the server.



What to do next

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

Replacing the power paddle card

Use this information to replace the power paddle card.

Before you begin

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

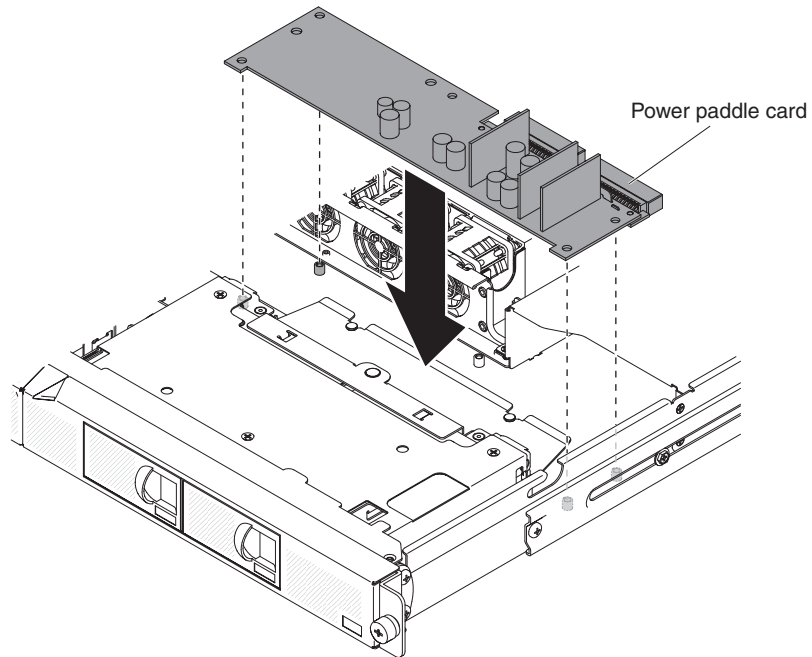
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

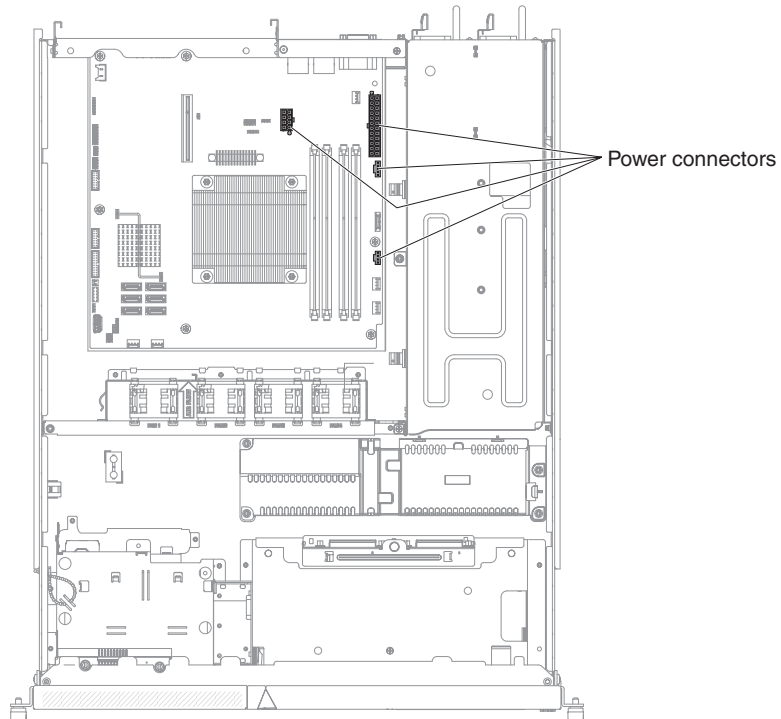
To replace the power paddle card, complete the following steps.

Procedure

1. Align the power paddle card with the standoffs on the system board and lower the power paddle card onto the system board until it is secure.



2. Reinstall the safety cover (see “Replacing the 240 VA safety cover” on page 212).
3. Reconnect the power cable to the DVD power cable (if available).
4. Reconnect the cables to the hard disk drive backplane or the backplate assembly.
5. Reconnect the power cables to power connectors on the system board.



6. Route the cables through the cable tie if any.
7. Reinstall the air baffle if it was removed before (see “Replacing the air baffle” on page 64).

8. Push the power supplies back into the server.
9. Reinstall the cover (see “Replacing the cover” on page 65).

What to do next

If you have replaced a server component or installed an optional device in the server, you need to reconnect the power cords and all external cables, and turn on the server and peripheral devices.

Removing a microprocessor and heat sink

Use this information to remove a microprocessor and heat sink.

Before you begin

The following notes describe the type of microprocessor that the server supports and other information that you must consider when you install a microprocessor and heat sink:

- The server supports one Intel land grid array (LGA) 1150 dual-core or quad-core microprocessor. The type, speed, and L3 cache of the microprocessor depends on the server model.
- Read the documentation that comes with the microprocessor to determine whether you have to update the server firmware. To download the most current level of server firmware, go to <http://www.ibm.com/supportportal> and <http://www.ibm.com/support/fixcentral>.
- The microprocessor uses an integrated voltage regulator on the system board.

Attention:

- Microprocessors are to be installed only by trained technicians.

Important: Always use the microprocessor installation tool to install a microprocessor. Failing to use the microprocessor installation tool may damage the microprocessor sockets on the system board. Any damage to the microprocessor sockets may require replacing the system board.

- Do not allow the thermal grease on the microprocessor and heat sink to come in contact with anything. Contact with any surface can compromise the thermal grease and the microprocessor socket.
- Dropping the microprocessor during installation or removal can damage the contacts.
- Do not touch the microprocessor contacts; handle the microprocessor by the edges only. Contaminants on the microprocessor contacts, such as oil from your skin, can cause connection failures between the contacts and the socket.
- The pins on the sockets are fragile. Any damage to the pins might require replacing the system board.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To remove a microprocessor and heat sink, complete the following steps.

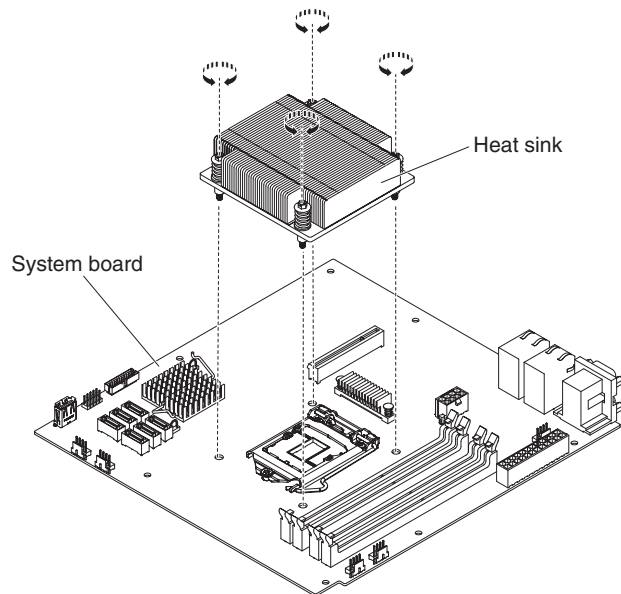
Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the air baffle if installed (see “Removing the air baffle” on page 42).
3. Remove the heat sink:

CAUTION:

The heat sink may become very hot during normal operation. Allow time for the heat sink to cool down before you touch it.

- a. Loosen the screws and alternate among the screws until they break the seal with the microprocessor.
- b. Press firmly on the captive screws and loosen them with a screwdriver.
- c. Use your fingers to gently pull the heat sink from the microprocessor.

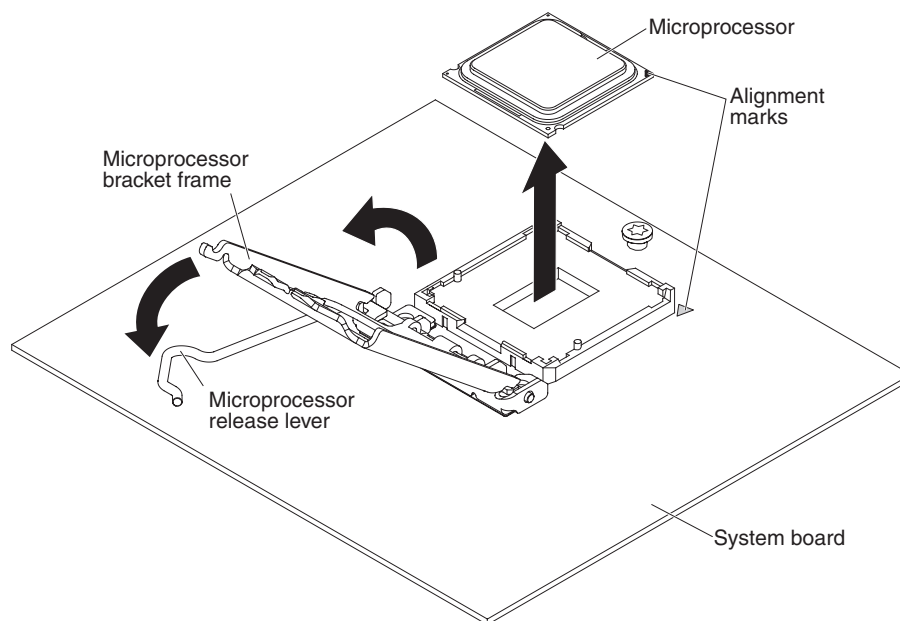


4. Lift the heat sink out of the server. After removal, place the heat sink on its side on a clean, flat surface.

Attention: Do not touch the thermal material on the bottom of the heat sink. Touching the thermal material will contaminate it. If the thermal material on the microprocessor or heat sink becomes contaminated, you must wipe off the contaminated thermal material on the microprocessor or heat sink with the alcohol wipes and reapply clean thermal grease to the heat sink.

5. Release the microprocessor retention latch by pressing down on the end, moving it to the side, and releasing it to the open (up) position.
6. Open the microprocessor bracket frame by lifting up the tab on the top edge. Keep the bracket frame in the open position.

Attention: Handle the microprocessor carefully. Dropping the microprocessor during removal can damage the contacts. Also, contaminants on the microprocessor contacts, such as oil from your skin, can cause connection failures between the contacts and the socket.



7. Remove the microprocessor:
 - a. Carefully lift the microprocessor straight up and out of the socket, without touching the microprocessor contacts.
 - b. Place the microprocessor on a static-protective surface.

Attention: The pins on the sockets are fragile. Any damage to the pins might require replacing the system board.

What to do next

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

Replacing a microprocessor and heat sink

Use this information to replace a microprocessor and heat sink.

Before you begin

The following notes describe the type of microprocessor that the server supports and other information that you must consider when you install a microprocessor and heat sink:

- The server supports one Intel land grid array (LGA) 1150 dual-core or quad-core microprocessor. The type, speed, and L3 cache of the microprocessor depends on the server model.
- Read the documentation that comes with the microprocessor to determine whether you have to update the server firmware. To download the most current level of server firmware, go to <http://www.ibm.com/supportportal> and <http://www.ibm.com/support/fixcentral>.
- The microprocessor uses an integrated voltage regulator on the system board.
- The microprocessor speeds are automatically set for this server; therefore, you do not have to set any microprocessor frequency-selection jumpers or switches.

- If the thermal-grease protective cover (for example, a plastic cap or tape liner) is removed from the heat sink, do not touch the thermal grease on the bottom of the heat sink or set down the heat sink. For more information about applying or working with thermal grease, see “Thermal grease” on page 222.

Note: Removing the heat sink from the microprocessor destroys the even distribution of the thermal grease and requires replacing the thermal grease.

Attention:

- Microprocessors are to be installed only by trained technicians.

Important: Always use the microprocessor installation tool to install a microprocessor. Failing to use the microprocessor installation tool may damage the microprocessor sockets on the system board. Any damage to the microprocessor sockets may require replacing the system board.

- Do not allow the thermal grease on the microprocessor and heat sink to come in contact with anything. Contact with any surface can compromise the thermal grease and the microprocessor socket.
- Dropping the microprocessor during installation or removal can damage the contacts.
- Do not touch the microprocessor contacts; handle the microprocessor by the edges only. Contaminants on the microprocessor contacts, such as oil from your skin, can cause connection failures between the contacts and the socket.
- The pins on the sockets are fragile. Any damage to the pins might require replacing the system board.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

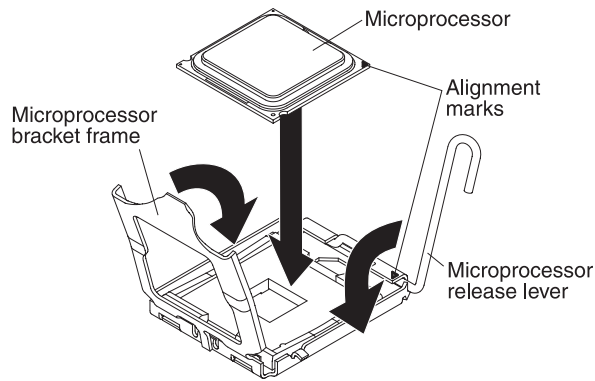
To install a microprocessor and heat sink, complete the following steps.

Procedure

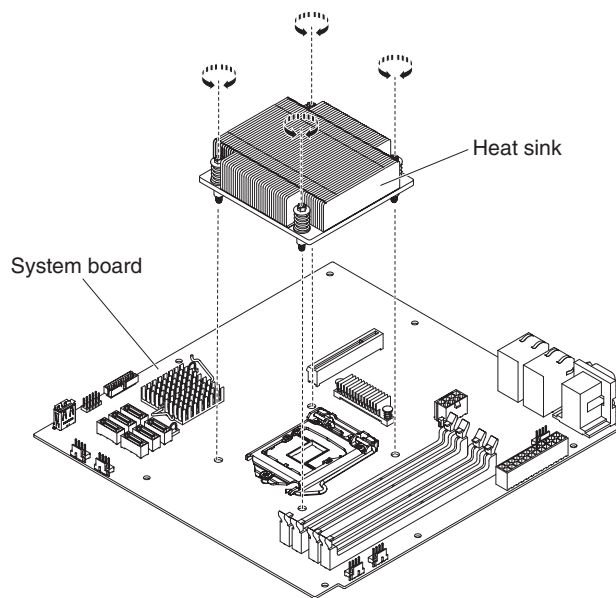
1. Carefully turn the server on its side so that it is lying flat, with the cover facing up.

Attention:

- When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling these devices, see “Handling static-sensitive devices” on page 40.
 - The microprocessor contacts are fragile; handle the microprocessor very carefully. Do not touch the microprocessor contacts with your skin.
 - The microprocessor fits only one way on the socket.
2. Align the microprocessor with the socket (note the alignment mark and the position of the notches); then, carefully place the microprocessor on the socket, close the microprocessor bracket frame, and close the microprocessor release latch.



3. Gently lower the heat sink on the microprocessor.
4. Align the screw holes on the heat sink with the holes on the system board.



5. Install the heat sink on the microprocessor.

Attention: Do not touch the thermal material on the bottom of the heat sink. Touching the thermal material will contaminate it. If the thermal material on the microprocessor or heat sink becomes contaminated, contact your service technician.

 - a. Make sure that the thermal material is still on the bottom of the heat sink; then, align the heat sink so that the arrows on the label point toward the DIMMs and place the heat sink on top of the microprocessor, thermal material side down.
 - b. Align the screws on the heat sink with the screw holes on the system board.
 - c. Tighten the screws with a screwdriver, alternating among the screws until they are tight. If possible, each screw should be rotated two full rotations at a time. Repeat until the screws are tight. Do not overtighten the screws by using excessive force.

Attention: When the two screws that are closer to the rear of the server are tightened, the screw heads are not level with the surface of the heat sink. Do not overtighten the screws by using excessive force.
6. Reinstall the air baffle if it was removed before (see “Replacing the air baffle” on page 64).

7. Reinstall the cover (see “Replacing the cover” on page 65).

What to do next

1. Slide the server into the rack.
2. Reconnect the power cords and cables that you removed.
3. 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 debris is found in the grease. Use this information to replace damaged or contaminated thermal grease on the microprocessor and heat sink.

Before you begin

When you are installing the heat sink on the same microprocessor that it was removed from, make sure that the following requirements are met:

- The thermal grease on the heat sink and microprocessor is not contaminated.
- Additional thermal grease is not added to the existing thermal grease on the heat sink and microprocessor.

Note:

- Read the safety information in “Safety” on page vii.
- Read the “Installation guidelines” on page 38.
- Read “Handling static-sensitive devices” on page 40.

About this task

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

Procedure

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.

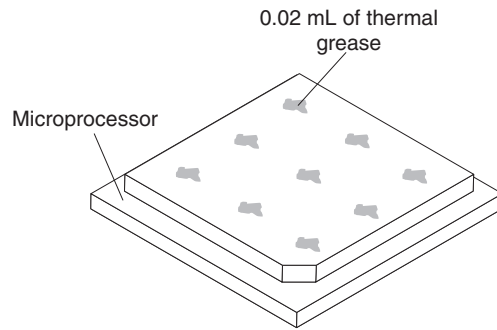


Figure 59. Thermal grease on microprocessor

5. Use the thermal-grease syringe to place 9 uniformly spaced dots of 0.02 mL each on the top of the microprocessor. The outermost dots must be within approximately 5 mm of the edge of the microprocessor. This is to ensure uniform distribution of the grease.

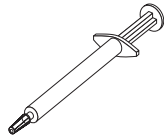


Figure 60. Thermal-grease syringe

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 “Replacing a microprocessor and heat sink” on page 219.

Removing the system board

Use this information to remove the system board.

Before you begin

Note:

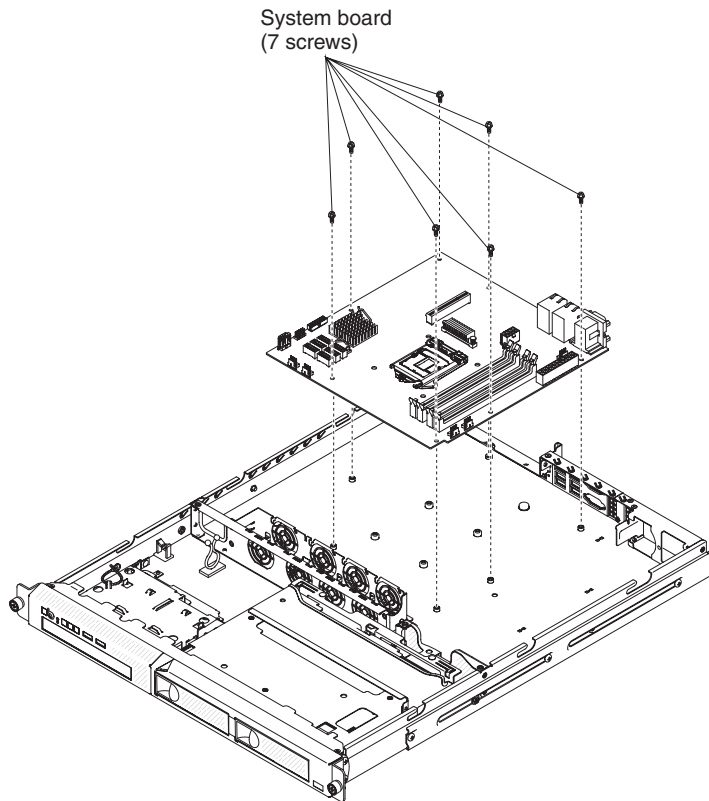
1. When you replace the system board, you must either update the server with the latest firmware or restore the pre-existing firmware that the customer provides on a diskette or CD image. Make sure that you have the latest firmware or a copy of the pre-existing firmware before you proceed.
2. When you replace the system board, make sure that you remove the Integrated Management Module Advanced Upgrade and place it on the new system board. For information about the Advanced Upgrade, see “Using the remote presence and blue-screen capture features” on page 83

Note: You have to reactivate the Features on Demand (FoD) after replacing the system board.

3. Before you replace the system board, make sure that you backup any features on demand (FoD) keys that were enabled. Reactivate any Features on Demand features after replacing the system board. Instructions for automating the activation of features and installing activation keys is in the *IBM Features on Demand User's Guide*. To download the document, go to <http://www.ibm.com/systems/x/fod/>, log in, and click **Help**.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.



Note: When you replace the system board, you must either update the server with the latest firmware or restore the pre-existing firmware that the customer provides on a diskette or CD image. Make sure that you have the latest firmware or a copy of the pre-existing firmware before you proceed

About this task

To remove the system board, complete the following steps.

Procedure

1. Remove the cover (see “Removing the cover” on page 41).
2. Remove the air baffle (see “Removing the air baffle” on page 42).
3. Remove the PCI riser-card assembly (see “Removing the PCI riser-card assembly” on page 43).
4. Note where the cables are connected to the system board; then, disconnect them.

Attention: Disengage all latches, release tabs or locks on cable connectors when you disconnect all cables from the system board. Failing to release them before removing the cables will damage the cable sockets on the system board. The cable sockets on the system board are fragile. Any damage to the cable sockets may require replacing the system board.

5. Remove any of the following components that are installed on the system board and put them in a safe, static-protective place:

- Adapters (see “Removing an adapter” on page 156)
- DIMMs (see “Removing a DIMM” on page 175)

Note: Make a note of the location of each DIMM as you remove it, so that you can later reinstall it in the same connector.

- Microprocessors and heat sinks (see “Removing a microprocessor and heat sink” on page 217)

Note:

- a. Remove the socket covers from the microprocessor sockets on the new system board and place them on the microprocessor sockets of the system board you are removing.
 - b. Do not allow the thermal grease to come in contact with anything, and keep each heat sink paired with its microprocessor for reinstallation. Contact with any surface can compromise the thermal grease and the microprocessor socket. A mismatch between the microprocessor and its original heat sink can require the installation of a new heat sink.
- Battery (see “Removing the system battery” on page 183)
6. Remove the screws that secure the system board to the chassis, and put the screws in a safe place.
 7. Lift up the system board and carefully remove it from the server, being careful not to damage any surrounding components.

What to do next

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

Attention: Make sure to place the socket cover for the microprocessor socket on the system board before returning the system board.

Replacing the system board

Use this information to replace the system board.

Before you begin

Note:

1. When you reassemble the components in the server, be sure to route all cables carefully so that they are not exposed to excessive pressure.
2. When you replace the system board, you must either update the server with the latest firmware or restore the pre-existing firmware from a diskette or CD image. Make sure that you have the latest firmware or a copy of the pre-existing firmware before you proceed. See “Updating the firmware” on page 69, “Updating the Universal Unique Identifier (UUID)” on page 90, and “Updating the DMI/SMBIOS data” on page 92.
3. When you replace the system board, make sure that you remove the Integrated Management Module Advanced Upgrade and place it on the new system board. For information about the Advanced Upgrade, see “Using the remote presence and blue-screen capture features” on page 83

4. Reactivate any Features on Demand features after replacing the system board. Instructions for automating the activation of features and installing activation keys is in the *IBM Features on Demand User's Guide*. To download the document, go to <http://www.ibm.com/systems/x/fod/>, log in, and click **Help**.
5. Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

Read the safety information in “Safety” on page vii and “Installation guidelines” on page 38.

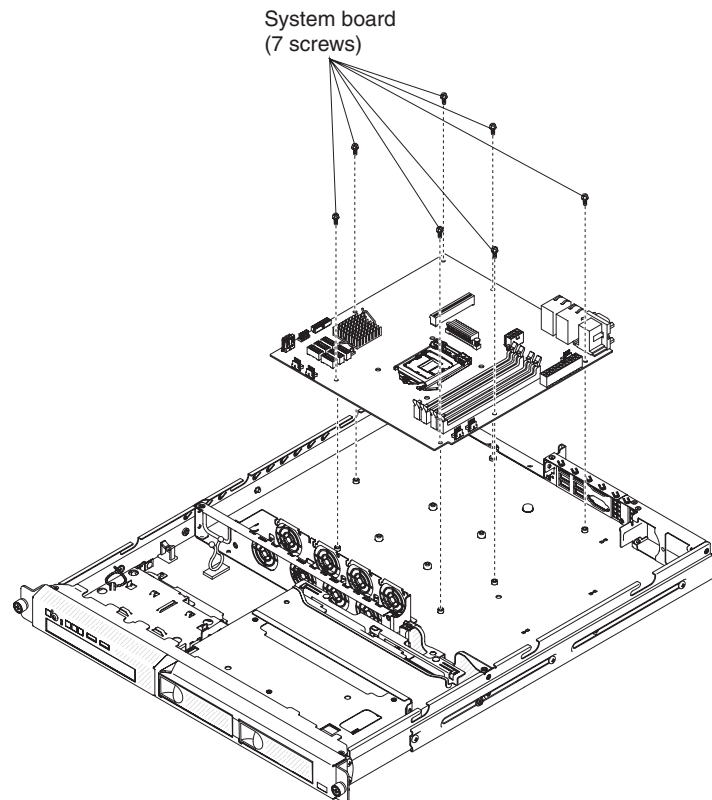
If you are replacing a server component in the server, you need to turn off the server and peripheral devices, and disconnect the power cords and all external cables.

About this task

To replace the system board, complete the following steps.

Procedure

1. Touch the static-protective package that contains the system board to any unpainted metal surface on the server; then, remove the system board from the package.
2. Align the system board with the chassis and replace the nine screws that you removed.



3. Install any of the following components that you removed from the system board:

Note: Make sure that none of the server cables are caught under the system board.

- Microprocessor and heat sink (see “Replacing a microprocessor and heat sink” on page 219)
 - DIMMs (see “Installing a DIMM” on page 178)
 - Adapters (see “Replacing an adapter” on page 157)
 - Battery (see “Replacing the system battery” on page 185)
4. Reconnect any cables to the system board that you disconnected during removal (see “System-board internal connectors” on page 25).
 5. Reinstall the PCI riser-card assembly (see “Replacing the PCI riser-card assembly” on page 63).
 6. Reinstall the air baffle (see “Replacing the air baffle” on page 64).
 7. Reinstall the cover (see “Replacing the cover” on page 65).
 8. Push the power supplies back into the server.
 9. Slide the server into the rack.
 10. Reconnect the external cables and power cords; then, turn on the attached devices and turn on the server.
 11. Start the Setup utility and reset the configuration.
 - a. Set the system date and time.
 - b. Set the power-on password.
 - c. Reconfigure the server.See “Using the Setup utility” on page 74 for details.
 12. Either update the server with the latest RAID firmware or restore the pre-existing firmware from a diskette or CD image.
 13. Update the UUID (see “Updating the Universal Unique Identifier (UUID)” on page 90).
 14. Update the DMI/SMBIOS (see “Updating the DMI/SMBIOS data” on page 92).
 15. Reactivate any Features on Demand features.

Appendix A. Integrated Management Module II (IMM2) error messages

This section details the Integrated Management Module II (IMM2) error messages.

When a hardware event is detected by the IMM2 on the server, the IMM2 logs that event in the system-event log in the server.

For each event code, the following fields are displayed:

Event identifier

A hexadecimal identifier that uniquely identifies an event or class of events. In this documentation, the event identifiers are prefixed with 0x and followed by eight characters.

Event description

The logged message string that appears for an event. When the event string is displayed in the event log, information such as a specific component is displayed. In this documentation, that additional information appears as variables, such as [arg1] or [arg2].

Explanation

Provides additional information to explain why the event occurred.

Severity

An indication of the level of concern for the condition. In the system-event log, severity is abbreviated to the first character. The following severities can be displayed.

Info: The event was recorded for audit purposes, usually a user action or a change of states that is normal behavior.

Warning:

The event is not as severe as an error, but if possible, the condition should be corrected before it becomes an error. It might also be a condition that requires additional monitoring or maintenance.

Error: The event is a failure or critical condition that impairs service or an expected function.

Alert Category

Similar events are grouped together in categories. The alert category is in the following format:

severity - device

severity is one of the following severity levels:

- **Critical:** A key component in the server is no longer functioning.
- **Warning:** The event might progress to a critical level.
- **System:** The event is the result of a system error or a configuration change.

device is the specific device in the server that caused the event to be generated.

Serviceable

Specifies whether user action is required to correct the problem.

CIM Information

Provides the prefix of the message ID and the sequence number that is used by the CIM message registry.

SNMP Trap ID

The SNMP trap ID that is found in the SNMP alert management information base (MIB).

Automatically contact Service

If this field is set to **Yes**, and you have enabled Electronic Service Agent™ (ESA), IBM Support will be notified automatically if the event is generated.

While you wait for IBM Support to call, you can perform the recommended actions for the event.

User response

Indicates what actions you should perform to solve the event.

Perform the steps listed in this section in the order shown until the problem is solved. After you perform all of the actions that are described in this field, if you cannot solve the problem, contact IBM Support.

Note: This list includes error codes and messages that might not apply to this machine type and model.

The following is the list of IMM2 error messages and suggested actions to correct the detected server problems. For more information about IMM2, see the *Integrated Management Module II User's Guide* at <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=migr-5086346>.

IMM Events that automatically notify Support

You can configure the Integrated Management Module II (IMM2) to automatically notify Support (also known as *call home*) if certain types of errors are encountered. If you have configured this function, see the table for a list of events that automatically notify Support.

Table 35. Events that automatically notify Support

Event ID	Message String	Automatically Notify Support
40000086-00000000	Test Call Home Generated by user [arg1].	Yes
40000087-00000000	Manual Call Home by user [arg1]: [arg2].	Yes
80010202-0701ffff	Numeric sensor [NumericSensorElementName] going low (lower critical) has asserted. (CMOS Battery)	Yes
80010902-0701ffff	Numeric sensor [NumericSensorElementName] going high (upper critical) has asserted.	Yes
806f0021-2582ffff	Fault in slot [PhysicalConnectorSystemElementName] on system [ComputerSystemElementName]. (All PCI Error)	Yes

Table 35. Events that automatically notify Support (continued)

Event ID	Message String	Automatically Notify Support
806f0021-3001ffff	Fault in slot [PhysicalConnectorSystemElementName] on system [ComputerSystemElementName]. (PCI 1)	Yes
806f0108-0a01ffff	[PowerSupplyElementName] has Failed. (Power Supply 1)	Yes
806f0108-0a02ffff	[PowerSupplyElementName] has Failed. (Power Supply 2)	Yes
806f010c-2001ffff	Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 1)	Yes
806f010c-2002ffff	Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 2)	Yes
806f010c-2003ffff	Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 3)	Yes
806f010c-2004ffff	Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 4)	Yes
806f010c-2581ffff	Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (All DIMMS)	Yes
806f010d-0400ffff	The Drive [StorageVolumeElementName] has been disabled due to a detected fault. (Drive 0)	Yes
806f010d-0401ffff	The Drive [StorageVolumeElementName] has been disabled due to a detected fault. (Drive 1)	Yes
806f010d-0402ffff	The Drive [StorageVolumeElementName] has been disabled due to a detected fault. (Drive 2)	Yes
806f010d-0403ffff	The Drive [StorageVolumeElementName] has been disabled due to a detected fault. (Drive 3)	Yes
806f0207-0301ffff	[ProcessorElementName] has Failed with FRB1/BIST condition. (CPU 1)	Yes
806f020d-0400ffff	Failure Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 0)	Yes
806f020d-0401ffff	Failure Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 1)	Yes

Table 35. Events that automatically notify Support (continued)

Event ID	Message String	Automatically Notify Support
806f020d-0402ffff	Failure Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 2)	Yes
806f020d-0403ffff	Failure Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 3)	Yes
806f050c-2001ffff	Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 1)	Yes
806f050c-2002ffff	Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 2)	Yes
806f050c-2003ffff	Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 3)	Yes
806f050c-2004ffff	Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 4)	Yes
806f050c-2581ffff	Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (All DIMMS)	Yes
806f060d-0400ffff	Array [ComputerSystemElementName] has failed. (Drive 0)	Yes
806f060d-0401ffff	Array [ComputerSystemElementName] has failed. (Drive 1)	Yes
806f060d-0402ffff	Array [ComputerSystemElementName] has failed. (Drive 2)	Yes
806f060d-0403ffff	Array [ComputerSystemElementName] has failed. (Drive 3)	Yes
806f0813-0301ffff	A Uncorrectable Bus Error has occurred on system [ComputerSystemElementName]. (CPUs)	Yes
806f0813-2581ffff	A Uncorrectable Bus Error has occurred on system [ComputerSystemElementName]. (DIMMs)	Yes
806f0813-2582ffff	A Uncorrectable Bus Error has occurred on system [ComputerSystemElementName]. (PCIs)	Yes

40000001-00000000 Management Controller [arg1] Network Initialization Complete.

Explanation: This message is for the use case where a Management Controller network has completed initialization.

May also be shown as 4000000100000000 or 0x4000000100000000

Severity: Info

Alert Category: System - IMM Network event

Serviceable: No

CIM Information: Prefix: IMM and ID: 0001

SNMP Trap ID: 37

Automatically notify Support: No

User response: Information only; no action is required.

40000002-00000000 Certificate Authority [arg1] has detected a [arg2] Certificate Error.

Explanation: This message is for the use case when there is an error with an SSL Server, SSL Client, or SSL Trusted CA Certificate.

May also be shown as 4000000200000000 or 0x4000000200000000

Severity: Error

Alert Category: System - SSL certification

Serviceable: No

CIM Information: Prefix: IMM and ID: 0002

SNMP Trap ID: 22

Automatically notify Support: No

User response: Make sure that the certificate that you are importing is correct and properly generated.

40000003-00000000 Ethernet Data Rate modified from [arg1] to [arg2] by user [arg3].

Explanation: This message is for the use case where a user modifies the Ethernet Port data rate.

May also be shown as 4000000300000000 or 0x4000000300000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0003

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000004-00000000 • 40000006-00000000

40000004-00000000 Ethernet Duplex setting modified from [arg1] to [arg2] by user [arg3].

Explanation: This message is for the use case where A user modifies the Ethernet Port duplex setting.

May also be shown as 4000000400000000 or 0x4000000400000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0004

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000005-00000000 Ethernet MTU setting modified from [arg1] to [arg2] by user [arg3].

Explanation: This message is for the use case where a user modifies the Ethernet Port MTU setting.

May also be shown as 4000000500000000 or 0x4000000500000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0005

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000006-00000000 Ethernet locally administered MAC address modified from [arg1] to [arg2] by user [arg3].

Explanation: This message is for the use case where a user modifies the Ethernet Port MAC address setting.

May also be shown as 4000000600000000 or 0x4000000600000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0006

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000007-00000000 Ethernet interface [arg1] by user [arg2].

Explanation: This message is for the use case where a user enables or disabled the ethernet interface.

May also be shown as 4000000700000000 or 0x4000000700000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0007

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000008-00000000 Hostname set to [arg1] by user [arg2].

Explanation: This message is for the use case where user modifies the Hostname of a Management Controller.

May also be shown as 4000000800000000 or 0x4000000800000000

Severity: Info

Alert Category: System - IMM Network event

Serviceable: No

CIM Information: Prefix: IMM and ID: 0008

SNMP Trap ID: 37

Automatically notify Support: No

User response: Information only; no action is required.

40000009-00000000 IP address of network interface modified from [arg1] to [arg2] by user [arg3].

Explanation: This message is for the use case where user modifies the IP address of a Management Controller.

May also be shown as 4000000900000000 or 0x4000000900000000

Severity: Info

Alert Category: System - IMM Network event

Serviceable: No

CIM Information: Prefix: IMM and ID: 0009

SNMP Trap ID: 37

Automatically notify Support: No

User response: Information only; no action is required.

4000000a-00000000 • 4000000c-00000000

4000000a-00000000 IP subnet mask of network interface modified from [arg1] to [arg2] by user [arg3].

Explanation: This message is for the use case where a user modifies the IP subnet mask of a Management Controller.

May also be shown as 4000000a00000000 or 0x4000000a00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0010

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000000b-00000000 IP address of default gateway modified from [arg1] to [arg2] by user [arg3].

Explanation: This message is for the use case where a user modifies the default gateway IP address of a Management Controller.

May also be shown as 4000000b00000000 or 0x4000000b00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0011

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000000c-00000000 OS Watchdog response [arg1] by [arg2] .

Explanation: This message is for the use case where an OS Watchdog has been enabled or disabled by a user.

May also be shown as 4000000c00000000 or 0x4000000c00000000

Severity: Warning

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0012

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000000d-00000000 DHCP[[arg1]] failure, no IP address assigned.

Explanation: This message is for the use case where a DHCP server fails to assign an IP address to a Management Controller.

May also be shown as 4000000d00000000 or 0x4000000d00000000

Severity: Warning

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0013

SNMP Trap ID:

Automatically notify Support: No

User response: Complete the following steps until the problem is solved:

1. Make sure that the IMM network cable is connected.
2. Make sure that there is a DHCP server on the network that can assign an IP address to the IMM.

4000000e-00000000 Remote Login Successful. Login ID: [arg1] from [arg2] at IP address [arg3].

Explanation: This message is for the use case where a user successfully logs in to a Management Controller.

May also be shown as 4000000e00000000 or 0x4000000e00000000

Severity: Info

Alert Category: System - Remote Login

Serviceable: No

CIM Information: Prefix: IMM and ID: 0014

SNMP Trap ID: 30

Automatically notify Support: No

User response: Information only; no action is required.

4000000f-00000000 Attempting to [arg1] server [arg2] by user [arg3].

Explanation: This message is for the use case where a user is using the Management Controller to perform a power function on the system.

May also be shown as 4000000f00000000 or 0x4000000f00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0015

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000010-00000000 Security: Userid: [arg1] had [arg2] login failures from WEB client at IP address [arg3].

Explanation: This message is for the use case where a user has failed to log in to a Management Controller from a web browser.

May also be shown as 4000001000000000 or 0x4000001000000000

Severity: Warning

Alert Category: System - Remote Login

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0016

SNMP Trap ID: 30

Automatically notify Support: No

User response: Complete the following steps until the problem is solved:

1. Make sure that the correct login ID and password are being used.
2. Have the system administrator reset the login ID or password.

40000011-00000000 Security: Login ID: [arg1] had [arg2] login failures from CLI at [arg3].

Explanation: This message is for the use case where a user has failed to log in to a Management Controller from the Legacy CLI.

May also be shown as 4000001100000000 or 0x4000001100000000

Severity: Warning

Alert Category: System - Remote Login

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0017

SNMP Trap ID: 30

Automatically notify Support: No

User response: Complete the following steps until the problem is solved:

1. Make sure that the correct login ID and password are being used.
2. Have the system administrator reset the login ID or password.

40000012-00000000 Remote access attempt failed. Invalid userid or password received. Userid is [arg1] from WEB browser at IP address [arg2].

Explanation: This message is for the use case where a remote user has failed to establish a remote control session from a Web browser session.

May also be shown as 4000001200000000 or 0x4000001200000000

Severity: Info

Alert Category: System - Remote Login

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0018

SNMP Trap ID: 30

Automatically notify Support: No

User response: Make sure that the correct login ID and password are being used.

40000013-00000000 Remote access attempt failed. Invalid userid or password received. Userid is [arg1] from TELNET client at IP address [arg2].

Explanation: This message is for the use case where a user has failed to log in to a Management Controller from a telnet session.

May also be shown as 4000001300000000 or 0x4000001300000000

Severity: Info

Alert Category: System - Remote Login

Serviceable: No

CIM Information: Prefix: IMM and ID: 0019

SNMP Trap ID: 30

Automatically notify Support: No

User response: Make sure that the correct login ID and password are being used.

40000014-00000000 The [arg1] on system [arg2] cleared by user [arg3].

Explanation: This message is for the use case where a Management Controller Event Log on a system is cleared by a user.

May also be shown as 4000001400000000 or 0x4000001400000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0020

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000015-00000000 Management Controller [arg1] reset was initiated by user [arg2].

Explanation: This message is for the use case where a Management Controller reset is initiated by a user.

May also be shown as 4000001500000000 or 0x4000001500000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0021

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000016-00000000 • 40000018-00000000

40000016-00000000 ENET[[arg1]] DHCP-HSTN=[arg2], DN=[arg3], IP@[arg4], SN=[arg5], GW@[arg6], DNS1@[arg7] .

Explanation: This message is for the use case where a Management Controller IP address and configuration has been assigned by the DHCP server.

May also be shown as 4000001600000000 or 0x4000001600000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0022

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000017-00000000 ENET[[arg1]] IP-Cfg:HstName=[arg2], IP@[arg3], NetMsk=[arg4], GW@[arg5] .

Explanation: This message is for the use case where a Management Controller IP address and configuration has been assigned statically using user data.

May also be shown as 4000001700000000 or 0x4000001700000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0023

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000018-00000000 LAN: Ethernet[[arg1]] interface is no longer active.

Explanation: This message is for the use case where a Management Controller ethernet interface is no longer active.

May also be shown as 4000001800000000 or 0x4000001800000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0024

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000019-00000000 LAN: Ethernet[[arg1]] interface is now active.

Explanation: This message is for the use case where a Management Controller ethernet interface is now active.

May also be shown as 4000001900000000 or 0x4000001900000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0025

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000001a-00000000 DHCP setting changed to [arg1] by user [arg2].

Explanation: This message is for the use case where a user changes the DHCP setting.

May also be shown as 4000001a00000000 or 0x4000001a00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0026

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000001b-00000000 Management Controller [arg1]: Configuration restored from a file by user [arg2].

Explanation: This message is for the use case where a user restores a Management Controller configuration from a file.

May also be shown as 4000001b00000000 or 0x4000001b00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0027

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000001c-00000000 Watchdog [arg1] Screen Capture Occurred .

Explanation: This message is for the use case where an operating system error has occurred and the screen was captured.

May also be shown as 4000001c00000000 or 0x4000001c00000000

Severity: Info

Alert Category: System - other

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0028

SNMP Trap ID: 22

Automatically notify Support: No

User response: If there was no operating-system error, complete the following steps until the problem is solved:

1. Reconfigure the watchdog timer to a higher value.
2. Make sure that the IMM Ethernet-over-USB interface is enabled.
3. Reinstall the RNDIS or cdc_ether device driver for the operating system.
4. Disable the watchdog.

If there was an operating-system error, check the integrity of the installed operating system.

4000001d-00000000 Watchdog [arg1] Failed to Capture Screen.

Explanation: This message is for the use case where an operating system error has occurred and the screen capture failed.

May also be shown as 4000001d00000000 or 0x4000001d00000000

Severity: Error

Alert Category: System - other

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0029

SNMP Trap ID: 22

Automatically notify Support: No

User response: Complete the following steps until the problem is solved:

1. Reconfigure the watchdog timer to a higher value.
2. Make sure that the IMM Ethernet over USB interface is enabled.
3. Reinstall the RNDIS or cdc_ether device driver for the operating system.
4. Disable the watchdog. Check the integrity of the installed operating system.
5. Update the IMM firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

4000001e-00000000 Running the backup Management Controller [arg1] main application.

Explanation: This message is for the use case where a Management Controller has resorted to running the backup main application.

May also be shown as 4000001e00000000 or 0x4000001e00000000

Severity: Warning

Alert Category: System - other

Serviceable: No

CIM Information: Prefix: IMM and ID: 0030

SNMP Trap ID: 22

Automatically notify Support: No

User response: Update the IMM firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

4000001f-00000000 Please ensure that the Management Controller [arg1] is flashed with the correct firmware. The Management Controller is unable to match its firmware to the server.

Explanation: This message is for the use case where a Management Controller firmware version does not match the server.

May also be shown as 4000001f00000000 or 0x4000001f00000000

Severity: Error

Alert Category: System - other

Serviceable: No

CIM Information: Prefix: IMM and ID: 0031

SNMP Trap ID: 22

Automatically notify Support: No

User response: Update the IMM firmware to a version that the server supports. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.

40000020-00000000 Management Controller [arg1] Reset was caused by restoring default values.

Explanation: This message is for the use case where a Management Controller has been reset due to a user restoring the configuration to default values.

May also be shown as 4000002000000000 or 0x4000002000000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0032

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000021-00000000 • 40000023-00000000

40000021-00000000 Management Controller [arg1] clock has been set from NTP server [arg2].

Explanation: This message is for the use case where a Management Controller clock has been set from the Network Time Protocol server.

May also be shown as 4000002100000000 or 0x4000002100000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0033

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000022-00000000 SSL data in the Management Controller [arg1] configuration data is invalid. Clearing configuration data region and disabling SSL.

Explanation: This message is for the use case where a Management Controller has detected invalid SSL data in the configuration data and is clearing the configuration data region and disabling the SSL.

May also be shown as 4000002200000000 or 0x4000002200000000

Severity: Error

Alert Category: System - other

Serviceable: No

CIM Information: Prefix: IMM and ID: 0034

SNMP Trap ID: 22

Automatically notify Support: No

User response: Complete the following steps until the problem is solved:

1. Make sure that the certificate that you are importing is correct.
 2. Try to import the certificate again.
-

40000023-00000000 Flash of [arg1] from [arg2] succeeded for user [arg3] .

Explanation: This message is for the use case where a user has successfully flashed the firmware component (MC Main Application, MC Boot ROM, BIOS, Diagnostics, System Power Backplane, Remote Expansion Enclosure Power Backplane, Integrated System Management Processor, or Remote Expansion Enclosure Processor) from the interface and IP address (%d).

May also be shown as 4000002300000000 or 0x4000002300000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0035

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000024-00000000 Flash of [arg1] from [arg2] failed for user [arg3].

Explanation: This message is for the use case where a user has not flashed the firmware component from the interface and IP address due to a failure.

May also be shown as 4000002400000000 or 0x4000002400000000

Severity: Info

Alert Category: System - other

Serviceable: No

CIM Information: Prefix: IMM and ID: 0036

SNMP Trap ID: 22

Automatically notify Support: No

User response: Information only; no action is required.

40000025-00000000 The [arg1] on system [arg2] is 75% full.

Explanation: This message is for the use case where a Management Controller Event Log on a system is 75% full.

May also be shown as 4000002500000000 or 0x4000002500000000

Severity: Info

Alert Category: System - Event Log 75% full

Serviceable: No

CIM Information: Prefix: IMM and ID: 0037

SNMP Trap ID: 35

Automatically notify Support: No

User response: Information only; no action is required.

40000026-00000000 The [arg1] on system [arg2] is 100% full.

Explanation: This message is for the use case where a Management Controller Event Log on a system is 100% full.

May also be shown as 4000002600000000 or 0x4000002600000000

Severity: Info

Alert Category: System - Event Log 75% full

Serviceable: No

CIM Information: Prefix: IMM and ID: 0038

SNMP Trap ID: 35

Automatically notify Support: No

User response: To avoid losing older log entries, save the log as a text file and clear the log.

40000027-00000000 Platform Watchdog Timer expired for [arg1].

Explanation: This message is for the use case when an implementation has detected a Platform Watchdog Timer Expired

May also be shown as 4000002700000000 or 0x4000002700000000

Severity: Error

Alert Category: System - OS Timeout

Serviceable: No

CIM Information: Prefix: IMM and ID: 0039

SNMP Trap ID: 21

Automatically notify Support: No

User response: Complete the following steps until the problem is solved:

1. Reconfigure the watchdog timer to a higher value.
2. Make sure that the IMM Ethernet-over-USB interface is enabled.
3. Reinstall the RNDIS or cdc_ether device driver for the operating system.
4. Disable the watchdog.
5. Check the integrity of the installed operating system.

40000028-00000000 Management Controller Test Alert Generated by [arg1].

Explanation: This message is for the use case where a user has generated a Test Alert.

May also be shown as 4000002800000000 or 0x4000002800000000

Severity: Info

Alert Category: System - other

Serviceable: No

CIM Information: Prefix: IMM and ID: 0040

SNMP Trap ID: 22

Automatically notify Support: No

User response: Information only; no action is required.

40000029-00000000 Security: Userid: [arg1] had [arg2] login failures from an SSH client at IP address [arg3].

Explanation: This message is for the use case where a user has failed to log in to a Management Controller from SSH.

May also be shown as 4000002900000000 or 0x4000002900000000

Severity: Info

Alert Category: System - Remote Login

Serviceable: No

CIM Information: Prefix: IMM and ID: 0041

SNMP Trap ID: 30

Automatically notify Support: No

User response: Complete the following steps until the problem is solved:

1. Make sure that the correct login ID and password are being used.
2. Have the system administrator reset the login ID or password.

4000002a-00000000 [arg1] firmware mismatch internal to system [arg2]. Please attempt to flash the [arg3] firmware.

Explanation: This message is for the use case where a specific type of firmware mismatch has been detected.

May also be shown as 4000002a00000000 or 0x4000002a00000000

Severity: Error

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: IMM and ID: 0042

SNMP Trap ID: 22

Automatically notify Support: No

User response: Reflash the IMM firmware to the latest version.

4000002b-00000000 Domain name set to [arg1].

Explanation: Domain name set by user

May also be shown as 4000002b00000000 or 0x4000002b00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0043

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000002c-00000000 Domain Source changed to [arg1] by user [arg2].

Explanation: Domain source changed by user

May also be shown as 4000002c00000000 or 0x4000002c00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0044

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000002d-00000000 • 4000002f-00000000

4000002d-00000000 DDNS setting changed to [arg1] by user [arg2].

Explanation: DDNS setting changed by user

May also be shown as 4000002d00000000 or 0x4000002d00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0045

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000002e-00000000 DDNS registration successful. The domain name is [arg1].

Explanation: DDNS registration and values

May also be shown as 4000002e00000000 or 0x4000002e00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0046

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000002f-00000000 IPv6 enabled by user [arg1] .

Explanation: IPv6 protocol is enabled by user

May also be shown as 4000002f00000000 or 0x4000002f00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0047

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000030-00000000 IPv6 disabled by user [arg1] .

Explanation: IPv6 protocol is disabled by user

May also be shown as 4000003000000000 or 0x4000003000000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0048

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000031-00000000 IPv6 static IP configuration enabled by user [arg1].

Explanation: IPv6 static address assignment method is enabled by user

May also be shown as 4000003100000000 or 0x4000003100000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0049

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000032-00000000 IPv6 DHCP enabled by user [arg1].

Explanation: IPv6 DHCP assignment method is enabled by user

May also be shown as 4000003200000000 or 0x4000003200000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0050

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000033-00000000 • 40000035-00000000

40000033-00000000 IPv6 stateless auto-configuration enabled by user [arg1].

Explanation: IPv6 statless auto-assignment method is enabled by user

May also be shown as 4000003300000000 or 0x4000003300000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0051

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000034-00000000 IPv6 static IP configuration disabled by user [arg1].

Explanation: IPv6 static assignment method is disabled by user

May also be shown as 4000003400000000 or 0x4000003400000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0052

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000035-00000000 IPv6 DHCP disabled by user [arg1].

Explanation: IPv6 DHCP assignment method is disabled by user

May also be shown as 4000003500000000 or 0x4000003500000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0053

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000036-00000000 IPv6 stateless auto-configuration disabled by user [arg1].

Explanation: IPv6 statless auto-assignment method is disabled by user

May also be shown as 4000003600000000 or 0x4000003600000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0054

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000037-00000000 ENET[[arg1]] IPv6-LinkLocal:HstName=[arg2], IP@=[arg3] ,Pref=[arg4] .

Explanation: IPv6 Link Local address is active

May also be shown as 4000003700000000 or 0x4000003700000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0055

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000038-00000000 ENET[[arg1]] IPv6-Static:HstName=[arg2], IP@=[arg3] ,Pref=[arg4], GW@=[arg5] .

Explanation: IPv6 Static address is active

May also be shown as 4000003800000000 or 0x4000003800000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0056

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000039-00000000 ENET[[arg1]] DHCPv6-HSTN=[arg2], DN=[arg3], IP@[arg4], Pref=[arg5].

Explanation: IPv6 DHCP-assigned address is active

May also be shown as 4000003900000000 or 0x4000003900000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0057

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000003a-00000000 IPv6 static address of network interface modified from [arg1] to [arg2] by user [arg3].

Explanation: A user modifies the IPv6 static address of a Management Controller

May also be shown as 4000003a00000000 or 0x4000003a00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0058

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000003b-00000000 DHCPv6 failure, no IP address assigned.

Explanation: S DHCPv6 server fails to assign an IP address to a Management Controller.

May also be shown as 4000003b00000000 or 0x4000003b00000000

Severity: Warning

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0059

SNMP Trap ID:

Automatically notify Support: No

User response: Complete the following steps until the problem is solved:

1. Make sure that the IMM network cable is connected.
2. Make sure that there is a DHCPv6 server on the network that can assign an IP address to the IMM.

4000003c-00000000 Platform Watchdog Timer expired for [arg1].

Explanation: An implementation has detected an OS Loader Watchdog Timer Expired

May also be shown as 4000003c00000000 or 0x4000003c00000000

Severity: Error

Alert Category: System - Loader timeout

Serviceable: No

CIM Information: Prefix: IMM and ID: 0060

SNMP Trap ID: 26

Automatically notify Support: No

User response:

1. Reconfigure the watchdog timer to a higher value.
2. Make sure that the IMM Ethernet over USB interface is enabled.
3. Reinstall the RNDIS or cdc_ether device driver for the operating system.
4. Disable the watchdog.
5. Check the integrity of the installed operating system.

4000003d-00000000 Telnet port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the telnet port number

May also be shown as 4000003d00000000 or 0x4000003d00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0061

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000003e-00000000 SSH port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the SSH port number

May also be shown as 4000003e00000000 or 0x4000003e00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0062

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000003f-00000000 • 40000041-00000000

4000003f-00000000 Web-HTTP port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the Web HTTP port number

May also be shown as 4000003f00000000 or 0x4000003f00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0063

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000040-00000000 Web-HTTPS port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the Web HTTPS port number

May also be shown as 4000004000000000 or 0x4000004000000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0064

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000041-00000000 CIM/XML HTTP port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the CIM HTTP port number

May also be shown as 4000004100000000 or 0x4000004100000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0065

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000042-00000000 CIM/XML HTTPS port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the CIM HTTPS port number

May also be shown as 4000004200000000 or 0x4000004200000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0066

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000043-00000000 SNMP Agent port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the SNMP Agent port number

May also be shown as 4000004300000000 or 0x4000004300000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0067

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000044-00000000 SNMP Traps port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the SNMP Traps port number

May also be shown as 4000004400000000 or 0x4000004400000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0068

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000045-00000000 • 40000047-00000000

40000045-00000000 Syslog port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the Syslog receiver port number

May also be shown as 4000004500000000 or 0x4000004500000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0069

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000046-00000000 Remote Presence port number changed from [arg1] to [arg2] by user [arg3].

Explanation: A user has modified the Remote Presence port number

May also be shown as 4000004600000000 or 0x4000004600000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0070

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000047-00000000 LED [arg1] state changed to [arg2] by [arg3].

Explanation: A user has modified the state of an LED

May also be shown as 4000004700000000 or 0x4000004700000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0071

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000048-00000000 Inventory data changed for device [arg1], new device data hash=[arg2], new master data hash=[arg3] .

Explanation: Something has caused the physical inventory to change

May also be shown as 4000004800000000 or 0x4000004800000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0072

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000049-00000000 SNMP [arg1] enabled by user [arg2] .

Explanation: A user enabled SNMPv1 or SNMPv3 or Traps

May also be shown as 4000004900000000 or 0x4000004900000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0073

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000004a-00000000 SNMP [arg1] disabled by user [arg2] .

Explanation: A user disabled SNMPv1 or SNMPv3 or Traps

May also be shown as 4000004a00000000 or 0x4000004a00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0074

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000004b-00000000 • 4000004d-00000000

4000004b-00000000 SNMPv1 [arg1] set by user [arg2]: Name=[arg3], AccessType=[arg4], Address=[arg5], .

Explanation: A user changed the SNMP community string

May also be shown as 4000004b00000000 or 0x4000004b00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0075

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000004c-00000000 LDAP Server configuration set by user [arg1]: SelectionMethod=[arg2], DomainName=[arg3], Server1=[arg4], Server2=[arg5], Server3=[arg6], Server4=[arg7].

Explanation: A user changed the LDAP server configuration

May also be shown as 4000004c00000000 or 0x4000004c00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0076

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000004d-00000000 LDAP set by user [arg1]: RootDN=[arg2], UIDSearchAttribute=[arg3], BindingMethod=[arg4], EnhancedRBS=[arg5], TargetName=[arg6], GroupFilter=[arg7], GroupAttribute=[arg8], LoginAttribute=[arg9].

Explanation: A user configured an LDAP Miscellaneous setting

May also be shown as 4000004d00000000 or 0x4000004d00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0077

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000004e-00000000 Serial Redirection set by user [arg1]: Mode=[arg2], BaudRate=[arg3], StopBits=[arg4], Parity=[arg5], SessionTerminateSequence=[arg6].

Explanation: A user configured the Serial Port mode

May also be shown as 4000004e00000000 or 0x4000004e00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0078

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000004f-00000000 Date and Time set by user [arg1]: Date=[arg2], Time=[arg3], DST Auto-adjust=[arg4], Timezone=[arg5].

Explanation: A user configured the Date and Time settings

May also be shown as 4000004f00000000 or 0x4000004f00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0079

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000050-00000000 Server General Settings set by user [arg1]: Name=[arg2], Contact=[arg3], Location=[arg4], Room=[arg5], RackID=[arg6], Rack U-position=[arg7].

Explanation: A user configured the Location setting

May also be shown as 4000005000000000 or 0x4000005000000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0080

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000051-00000000 • 40000053-00000000

40000051-00000000 Server Power Off Delay set to [arg1] by user [arg2].

Explanation: A user configured the Server Power Off Delay

May also be shown as 4000005100000000 or 0x4000005100000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0081

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000052-00000000 Server [arg1] scheduled for [arg2] at [arg3] by user [arg4].

Explanation: A user configured a Server Power action at a specific time

May also be shown as 4000005200000000 or 0x4000005200000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0082

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000053-00000000 Server [arg1] scheduled for every [arg2] at [arg3] by user [arg4].

Explanation: A user configured a recurring Server Power Action

May also be shown as 4000005300000000 or 0x4000005300000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0083

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000054-00000000 Server [arg1] [arg2] cleared by user [arg3].

Explanation: A user cleared a Server Power Action.

May also be shown as 4000005400000000 or 0x4000005400000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0084

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000055-00000000 Synchronize time setting by user [arg1]: Mode=[arg2],
NTPServerHost=[arg3]:[arg4],NTPUpdateFrequency=[arg5].

Explanation: A user configured the Date and Time synchronize settings

May also be shown as 4000005500000000 or 0x4000005500000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0085

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000056-00000000 SMTP Server set by user [arg1] to [arg2]:[arg3].

Explanation: A user configured the SMTP server

May also be shown as 4000005600000000 or 0x4000005600000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0086

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000057-00000000 • 40000059-00000000

40000057-00000000 Telnet [arg1] by user [arg2].

Explanation: A user enables or disables Telnet services

May also be shown as 4000005700000000 or 0x4000005700000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0087

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000058-00000000 DNS servers set by user [arg1]: UseAdditionalServers=[arg2], PreferredDNStype=[arg3], IPv4Server1=[arg4], IPv4Server2=[arg5], IPv4Server3=[arg6], IPv6Server1=[arg7], IPv6Server2=[arg8], IPv6Server3=[arg9].

Explanation: A user configures the DNS servers

May also be shown as 4000005800000000 or 0x4000005800000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0088

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000059-00000000 LAN over USB [arg1] by user [arg2].

Explanation: A user configured USB-LAN

May also be shown as 4000005900000000 or 0x4000005900000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0089

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000005a-00000000 LAN over USB Port Forwarding set by user [arg1]: ExternalPort=[arg2], USB-LAN port=[arg3].

Explanation: A user configured USB-LAN port forwarding

May also be shown as 4000005a00000000 or 0x4000005a00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0090

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000005b-00000000 Secure Web services (HTTPS) [arg1] by user [arg2].

Explanation: A user enables or disables Secure web services

May also be shown as 4000005b00000000 or 0x4000005b00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0091

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000005c-00000000 Secure CIM/XML(HTTPS) [arg1] by user [arg2].

Explanation: A user enables or disables Secure CIM/XML services

May also be shown as 4000005c00000000 or 0x4000005c00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0092

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000005d-00000000 • 4000005f-00000000

4000005d-00000000 Secure LDAP [arg1] by user [arg2].

Explanation: A user enables or disables Secure LDAP services

May also be shown as 4000005d00000000 or 0x4000005d00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0093

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000005e-00000000 SSH [arg1] by user [arg2].

Explanation: A user enables or disables SSH services

May also be shown as 4000005e00000000 or 0x4000005e00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0094

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000005f-00000000 Server timeouts set by user [arg1]: EnableOSWatchdog=[arg2], OSWatchdogTimout=[arg3], EnableLoaderWatchdog=[arg4], LoaderTimeout=[arg5].

Explanation: A user configures Server Timeouts

May also be shown as 4000005f00000000 or 0x4000005f00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0095

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000060-00000000 License key for [arg1] added by user [arg2].

Explanation: A user installs License Key

May also be shown as 4000006000000000 or 0x4000006000000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0096

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000061-00000000 License key for [arg1] removed by user [arg2].

Explanation: A user removes a License Key

May also be shown as 4000006100000000 or 0x4000006100000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0097

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000062-00000000 Global Login General Settings set by user [arg1]: AuthenticationMethod=[arg2], LockoutPeriod=[arg3], SessionTimeout=[arg4].

Explanation: A user changes the Global Login General Settings

May also be shown as 4000006200000000 or 0x4000006200000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0098

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000063-00000000 Global Login Account Security set by user [arg1]: PasswordRequired=[arg2], PasswordExpirationPeriod=[arg3], MinimumPasswordReuseCycle=[arg4], MinimumPasswordLength=[arg5], MinimumPasswordChangeInterval=[arg6], MaximumLoginFailures=[arg7], LockoutAfterMaxFailures=[arg8], MinimumDifferentCharacters=[arg9], DefaultIDExpired=[arg10], ChangePasswordFirstAccess=[arg11].

Explanation: A user changes the Global Login Account Security Settings to Legacy

May also be shown as 4000006300000000 or 0x4000006300000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0099

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000064-00000000 User [arg1] created..

Explanation: A user account was created

May also be shown as 4000006400000000 or 0x4000006400000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0100

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000065-00000000 User [arg1] removed...

Explanation: A user account was deleted

May also be shown as 4000006500000000 or 0x4000006500000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0101

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000066-00000000 User [arg1] password modified..

Explanation: A user account was changed

May also be shown as 4000006600000000 or 0x4000006600000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0102

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000067-00000000 User [arg1] role set to [arg2].

Explanation: A user account role assigned

May also be shown as 4000006700000000 or 0x4000006700000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0103

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000068-00000000 User [arg1] custom privileges set: [arg2].

Explanation: User account privileges assigned

May also be shown as 4000006800000000 or 0x4000006800000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0104

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000069-00000000 • 4000006b-00000000

40000069-00000000 User [arg1] for SNMPv3 set: AuthenticationProtocol=[arg2], PrivacyProtocol=[arg3], AccessType=[arg4], HostforTraps=[arg5].

Explanation: User account SNMPv3 settings changed

May also be shown as 4000006900000000 or 0x4000006900000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0105

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000006a-00000000 SSH Client key added for user [arg1].

Explanation: User locally defined an SSH Client key

May also be shown as 4000006a00000000 or 0x4000006a00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0106

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000006b-00000000 SSH Client key imported for user [arg1] from [arg2].

Explanation: User imported an SSH Client key

May also be shown as 4000006b00000000 or 0x4000006b00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0107

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000006c-00000000 SSH Client key removed from user [arg1].

Explanation: User removed an SSH Client key

May also be shown as 4000006c00000000 or 0x4000006c00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0108

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000006d-00000000 Management Controller [arg1]: Configuration saved to a file by user [arg2].

Explanation: A user saves a Management Controller configuration to a file.

May also be shown as 4000006d00000000 or 0x4000006d00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0109

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000006e-00000000 Alert Configuration Global Event Notification set by user [arg1]: RetryLimit=[arg2],
RetryInterval=[arg3], EntryInterval=[arg4].

Explanation: A user changes the Global Event Notification settings.

May also be shown as 4000006e00000000 or 0x4000006e00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0110

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000006f-00000000 • 40000071-00000000

4000006f-00000000 Alert Recipient Number [arg1] updated: Name=[arg2], DeliveryMethod=[arg3], Address=[arg4], IncludeLog=[arg5], Enabled=[arg6], EnabledAlerts=[arg7], AllowedFilters=[arg8].

Explanation: A user adds or updates an Alert Recipient

May also be shown as 4000006f00000000 or 0x4000006f00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0111

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000070-00000000 SNMP Traps enabled by user [arg1]: EnabledAlerts=[arg2], AllowedFilters=[arg3] .

Explanation: A user enabled the SNMP Traps configuration

May also be shown as 4000007000000000 or 0x4000007000000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0112

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000071-00000000 The power cap value changed from [arg1] watts to [arg2] watts by user [arg3].

Explanation: Power Cap values changed by user

May also be shown as 4000007100000000 or 0x4000007100000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0113

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000072-00000000 The minimum power cap value changed from [arg1] watts to [arg2] watts.

Explanation: Minimum Power Cap value changed

May also be shown as 4000007200000000 or 0x4000007200000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0114

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000073-00000000 The maximum power cap value changed from [arg1] watts to [arg2] watts.

Explanation: Maximum Power Cap value changed

May also be shown as 4000007300000000 or 0x4000007300000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0115

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000074-00000000 The soft minimum power cap value changed from [arg1] watts to [arg2] watts.

Explanation: Soft Minimum Power Cap value changed

May also be shown as 4000007400000000 or 0x4000007400000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0116

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000075-00000000 • 40000077-00000000

40000075-00000000 The measured power value exceeded the power cap value.

Explanation: Power exceeded cap

May also be shown as 4000007500000000 or 0x4000007500000000

Severity: Warning

Alert Category: Warning - Power

Serviceable: No

CIM Information: Prefix: IMM and ID: 0117

SNMP Trap ID: 164

Automatically notify Support: No

User response: Information only; no action is required.

40000076-00000000 The new minimum power cap value exceeded the power cap value.

Explanation: Minimum Power Cap exceeds Power Cap

May also be shown as 4000007600000000 or 0x4000007600000000

Severity: Warning

Alert Category: Warning - Power

Serviceable: No

CIM Information: Prefix: IMM and ID: 0118

SNMP Trap ID: 164

Automatically notify Support: No

User response: Information only; no action is required.

40000077-00000000 Power capping was activated by user [arg1].

Explanation: Power capping activated by user

May also be shown as 4000007700000000 or 0x4000007700000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0119

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000078-00000000 Power capping was deactivated by user [arg1].

Explanation: Power capping deactivated by user

May also be shown as 4000007800000000 or 0x4000007800000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0120

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000079-00000000 Static Power Savings mode has been turned on by user [arg1].

Explanation: Static Power Savings mode turned on by user

May also be shown as 4000007900000000 or 0x4000007900000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0121

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000007a-00000000 Static Power Savings mode has been turned off by user [arg1].

Explanation: Static Power Savings mode turned off by user

May also be shown as 4000007a00000000 or 0x4000007a00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0122

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000007b-00000000 • 4000007d-00000000

4000007b-00000000 Dynamic Power Savings mode has been turned on by user [arg1].

Explanation: Dynamic Power Savings mode turned on by user

May also be shown as 4000007b00000000 or 0x4000007b00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0123

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000007c-00000000 Dynamic Power Savings mode has been turned off by user [arg1].

Explanation: Dynamic Power Savings mode turned off by user

May also be shown as 4000007c00000000 or 0x4000007c00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0124

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000007d-00000000 Power cap and external throttling occurred.

Explanation: Power cap and external throttling occurred

May also be shown as 4000007d00000000 or 0x4000007d00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0125

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000007e-00000000 External throttling occurred .

Explanation: External throttling occurred

May also be shown as 4000007e00000000 or 0x4000007e00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0126

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

4000007f-00000000 Power cap throttling occurred.

Explanation: Power cap throttling occurred

May also be shown as 4000007f00000000 or 0x4000007f00000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0127

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000080-00000000 Remote Control session started by user [arg1] in [arg2] mode.

Explanation: Remote Control session started

May also be shown as 4000008000000000 or 0x4000008000000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0128

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000081-00000000 • 40000083-00000000

40000081-00000000 PXE boot requested by user [arg1].

Explanation: PXE boot requested

May also be shown as 4000008100000000 or 0x4000008100000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0129

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000082-00000000 The measured power value has returned below the power cap value.

Explanation: Power exceeded cap recovered

May also be shown as 4000008200000000 or 0x4000008200000000

Severity: Info

Alert Category: Warning - Power

Serviceable: No

CIM Information: Prefix: IMM and ID: 0130

SNMP Trap ID: 164

Automatically notify Support: No

User response: Information only; no action is required.

40000083-00000000 The new minimum power cap value has returned below the power cap value.

Explanation: Minimum Power Cap exceeds Power Cap recovered

May also be shown as 4000008300000000 or 0x4000008300000000

Severity: Info

Alert Category: Warning - Power

Serviceable: No

CIM Information: Prefix: IMM and ID: 0131

SNMP Trap ID: 164

Automatically notify Support: No

User response: Information only; no action is required.

40000084-00000000 IMM firmware mismatch between nodes [arg1] and [arg2]. Please attempt to flash the IMM firmware to the same level on all nodes.

Explanation: A mismatch of IMM firmware has been detected between nodes

May also be shown as 4000008400000000 or 0x4000008400000000

Severity: Error

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0132

SNMP Trap ID: 22

Automatically notify Support: No

User response: Attempt to flash the IMM firmware to the same level on all nodes.

40000085-00000000 FPGA firmware mismatch between nodes [arg1] and [arg2]. Please attempt to flash the FPGA firmware to the same level on all nodes.

Explanation: A mismatch of FPGA firmware has been detected between nodes

May also be shown as 4000008500000000 or 0x4000008500000000

Severity: Error

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0133

SNMP Trap ID: 22

Automatically notify Support: No

User response: Attempt to flash the FPGA firmware to the same level on all nodes.

40000086-00000000 Test Call Home Generated by user [arg1].

Explanation: Test Call Home generated by user.

May also be shown as 4000008600000000 or 0x4000008600000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0134

SNMP Trap ID:

Automatically notify Support: Yes

User response: Information only; no action is required.

40000087-00000000 Manual Call Home by user [arg1]: [arg2].

Explanation: Manual Call Home by user.

May also be shown as 4000008700000000 or 0x4000008700000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0135

SNMP Trap ID:

Automatically notify Support: Yes

User response: IBM Support will address the problem.

40000088-00000000 Management Controller [arg1]: Configuration restoration from a file by user [arg2] completed..

Explanation: This message is for the use case where a user restores a Management Controller configuration from a file and it completes.

May also be shown as 4000008800000000 or 0x4000008800000000

Severity: Info

Alert Category: none

Serviceable: No

CIM Information: Prefix: IMM and ID: 0136

SNMP Trap ID:

Automatically notify Support: No

User response: Information only; no action is required.

40000089-00000000 Management Controller [arg1]: Configuration restoration from a file by user [arg2] failed to complete..

Explanation: This message is for the use case where a user restores a Management Controller configuration from a file and the restoration fails to complete.

May also be shown as 4000008900000000 or 0x4000008900000000

Severity: Error

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: IMM and ID: 0137

SNMP Trap ID: 22

Automatically notify Support: No

User response:

1. Turn off the server and disconnect it from the power source. You must disconnect the server from ac power to reset the IMM.
2. After 45 seconds, reconnect the server to the power source and turn on the server.
3. Retry the operation.

4000008a-00000000 Management Controller [arg1]: Configuration restoration from a file by user [arg2] failed to start..

Explanation: This message is for the use case where a user restores a Management Controller configuration from a file and the restoration fails to start.

May also be shown as 4000008a00000000 or 0x4000008a00000000

Severity: Error

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0138

SNMP Trap ID: 22

Automatically notify Support: No

User response:

1. Turn off the server and disconnect it from the power source. You must disconnect the server from ac power to reset the IMM.
2. After 45 seconds, reconnect the server to the power source and turn on the server.
3. Retry the operation.

4000008b-00000000 One or more of the Storage Management IP addresses has changed..

Explanation: This message is for the use case where an IP address for the Storage Management has changed

May also be shown as 4000008b00000000 or 0x4000008b00000000

Severity: Info

Alert Category: System - IMM Network event

Serviceable: No

CIM Information: Prefix: IMM and **ID:** 0139

SNMP Trap ID: 37

Automatically notify Support: No

User response: Information only; no action is required.

80010002-0701ffff Numeric sensor [NumericSensorElementName] going low (lower non-critical) has asserted. (CMOS Battery)

Explanation: This message is for the use case when an implementation has detected a Lower Non-critical sensor going low has asserted.

May also be shown as 800100020701ffff or 0x800100020701ffff

Severity: Warning

Alert Category: Warning - Voltage

Serviceable: Yes

CIM Information: Prefix: PLAT and **ID:** 0476

SNMP Trap ID: 13

Automatically notify Support: No

User response: Replace the system battery.

80010202-0701ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has asserted. (CMOS Battery)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has asserted.

May also be shown as 800102020701ffff or 0x800102020701ffff

Severity: Error

Alert Category: Critical - Voltage

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0480

SNMP Trap ID: 1

Automatically notify Support: Yes

User response: If the specified sensor is CMOS battery, replace the system battery. If the specified sensor is Planar 3.3V or Planar 5V, (trained technician only) replace the system board. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:

1. Check power supply n LED.
2. Remove the failing power supply.
3. Follow actions in "Power Problems and Solving Power Problems".
4. (Trained technician only) Replace the system board. (n = power supply number)

80010204-1d01ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has asserted. (Fan 1 Tach)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has asserted.

May also be shown as 800102041d01ffff or 0x800102041d01ffff

Severity: Error

Alert Category: Critical - Fan Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0480

SNMP Trap ID: 11

Automatically notify Support: No

User response:

1. Reseat the failing fan n, which is indicated by a lit LED near the fan connector on the system board.
2. Replace the failing fan. (n = fan number)

80010204-1d02ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has asserted. (Fan 2 Tach)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has asserted.

May also be shown as 800102041d02ffff or 0x800102041d02ffff

Severity: Error

Alert Category: Critical - Fan Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0480

SNMP Trap ID: 11

Automatically notify Support: No

User response:

1. Reseat the failing fan n, which is indicated by a lit LED near the fan connector on the system board.
2. Replace the failing fan. (n = fan number)

80010204-1d03ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has asserted. (Fan 3 Tach)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has asserted.

May also be shown as 800102041d03ffff or 0x800102041d03ffff

Severity: Error

Alert Category: Critical - Fan Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0480

SNMP Trap ID: 11

Automatically notify Support: No

User response:

1. Reseat the failing fan n, which is indicated by a lit LED near the fan connector on the system board.
2. Replace the failing fan. (n = fan number)

80010204-1d04ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has asserted. (Fan 4 Tach)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has asserted.

May also be shown as 800102041d04ffff or 0x800102041d04ffff

Severity: Error

Alert Category: Critical - Fan Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0480

SNMP Trap ID: 11

Automatically notify Support: No

User response:

1. Reseat the failing fan n, which is indicated by a lit LED near the fan connector on the system board.

80010701-0701ffff • 80010901-0701ffff

2. Replace the failing fan. (n = fan number)

80010701-0701ffff Numeric sensor [NumericSensorElementName] going high (upper non-critical) has asserted. (Ambient Temp)

Explanation: This message is for the use case when an implementation has detected an Upper Non-critical sensor going high has asserted.

May also be shown as 800107010701ffff or 0x800107010701ffff

Severity: Warning

Alert Category: Warning - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0490

SNMP Trap ID: 12

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffle is in place and correctly installed, and that the server cover is installed and completely closed.
2. Check the ambient temperature. You must be operating within the specifications (see Server Features and specifications for more information).
3. Make sure that the heat sink for microprocessor n.
4. (Trained technician only) Replace system board.

80010901-0701ffff Numeric sensor [NumericSensorElementName] going high (upper critical) has asserted. (Ambient Temp)

Explanation: This message is for the use case when an implementation has detected an Upper Critical sensor going high has asserted.

May also be shown as 800109010701ffff or 0x800109010701ffff

Severity: Error

Alert Category: Critical - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0494

SNMP Trap ID: 0

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffle is in place and correctly installed, and that the server cover is installed and completely closed.
2. Check the ambient temperature. You must be operating within the specifications (see Server Features and specifications for more information).
3. Make sure that the heat sink for microprocessor n.
4. (Trained technician only) Replace system board.

80010902-0701ffff Numeric sensor [NumericSensorElementName] going high (upper critical) has asserted.

Explanation: This message is for the use case when an implementation has detected an Upper Critical sensor going high has asserted.

May also be shown as 800109020701ffff or 0x800109020701ffff

Severity: Error

Alert Category: Critical - Voltage

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0494

SNMP Trap ID: 1

Automatically notify Support: Yes

User response: If the specified sensor is Planar 3.3V or Planar 5V, (Trained technician only) replace the system board. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:

1. Check power supply n LED.
2. Remove the failing power supply.
3. (Trained technician only) Replace the system board. (n = power supply number)

80010b01-0701ffff Numeric sensor [NumericSensorElementName] going high (upper non-recoverable) has asserted. (Ambient Temp)

Explanation: This message is for the use case when an implementation has detected an Upper Non-recoverable sensor going high has asserted.

May also be shown as 80010b010701ffff or 0x80010b010701ffff

Severity: Error

Alert Category: Critical - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0498

SNMP Trap ID: 0

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffle is in place and correctly installed, and that the server cover is installed and completely closed.
2. Check the ambient temperature. You must be operating within the specifications (see Server Features and specifications for more information).
3. Make sure that the heat sink for microprocessor n.
4. (Trained technician only) Replace system board.

80030006-2101ffff Sensor [SensorElementName] has deasserted. (Sig Verify Fail)

Explanation: This message is for the use case when an implementation has detected a Sensor has deasserted.

May also be shown as 800300062101ffff or 0x800300062101ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0509

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

80030012-2301ffff Sensor [SensorElementName] has deasserted. (OS RealTime Mod)

Explanation: This message is for the use case when an implementation has detected a Sensor has deasserted.

May also be shown as 800300122301ffff or 0x800300122301ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0509

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

8007010f-2201ffff Sensor [SensorElementName] has transitioned from normal to non-critical state. (GPT Status)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to non-critical from normal.

May also be shown as 8007010f2201ffff or 0x8007010f2201ffff

Severity: Warning

Alert Category: Warning - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0520

SNMP Trap ID: 60

Automatically notify Support: No

User response:

1. Check the IBM support site for service bulletins or firmware updates that apply to this GPT error.
2. Set the UEFI setting DISK GPT Recovery to Automatic.
3. Replace the corrupt disk.

80070201-0301ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (CPU 1 OverTemp)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702010301ffff or 0x800702010301ffff

Severity: Error

Alert Category: Critical - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 0

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed.
2. Check the ambient temperature. You must be operating within the specifications (see Features and specifications for more information).
3. Make sure that the heat sink for microprocessor n is installed correctly.
4. (Trained technician only) Replace microprocessor n. (n = microprocessor number)

80070201-2001ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (DIMM 1 Temp)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702012001ffff or 0x800702012001ffff

Severity: Error

Alert Category: Critical - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 0

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed.
2. Check the ambient temperature. You must be operating within the specifications (see Features and specifications for more information).
3. Make sure that the heat sink for microprocessor n is installed correctly.
4. (Trained technician only) Replace microprocessor n. (n = microprocessor number)

80070201-2002ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (DIMM 2 Temp)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702012002ffff or 0x800702012002ffff

Severity: Error

Alert Category: Critical - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 0

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed.
2. Check the ambient temperature. You must be operating within the specifications (see Features and specifications for more information).
3. Make sure that the heat sink for microprocessor n is installed correctly.
4. (Trained technician only) Replace microprocessor n. (n = microprocessor number)

80070201-2003ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (DIMM 3 Temp)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702012003ffff or 0x800702012003ffff

Severity: Error

Alert Category: Critical - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 0

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed.
2. Check the ambient temperature. You must be operating within the specifications (see Features and specifications for more information).
3. Make sure that the heat sink for microprocessor n is installed correctly.
4. (Trained technician only) Replace microprocessor n. (n = microprocessor number)

80070201-2004ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (DIMM 4 Temp)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702012004ffff or 0x800702012004ffff

Severity: Error

Alert Category: Critical - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 0

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed.
2. Check the ambient temperature. You must be operating within the specifications (see Features and specifications for more information).
3. Make sure that the heat sink for microprocessor n is installed correctly.
4. (Trained technician only) Replace microprocessor n. (n = microprocessor number)

80070202-0701ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (SysBrd Vol Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702020701ffff or 0x800702020701ffff

Severity: Error

Alert Category: Critical - Voltage

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 1

Automatically notify Support: No

User response:

1. Check the system-event log.
2. Check for an error LED on the system board.
3. Replace any failing device.
4. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
5. (Trained technician only) Replace the system board.

80070204-0a01ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (PS 1 Fan Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702040a01ffff or 0x800702040a01ffff

Severity: Error

Alert Category: Critical - Fan Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 11

Automatically notify Support: No

User response:

1. Make sure that there are no obstructions, such as bundled cables, to the airflow from the power-supply fan.
2. Replace power supply n. (n = power supply number)

80070204-0a02ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (PS 2 Fan Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702040a02ffff or 0x800702040a02ffff

Severity: Error

Alert Category: Critical - Fan Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 11

Automatically notify Support: No

User response:

1. Make sure that there are no obstructions, such as bundled cables, to the airflow from the power-supply fan.
2. Replace power supply n. (n = power supply number)

80070208-0a01ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (PS 1 Therm Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702080a01ffff or 0x800702080a01ffff

Severity: Error

Alert Category: Critical - Power

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 4

Automatically notify Support: No

User response:

1. Make sure that there are no obstructions, such as bundled cables, to the airflow from the power-supply fan.

2. Use the IBM Power Configurator utility to ensure current system power consumption is under limitation. For more information and to download the utility, go to <http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html>.
3. Replace power supply n. (n = power supply number)

80070208-0a02ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (PS 2 Therm Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702080a02ffff or 0x800702080a02ffff

Severity: Error

Alert Category: Critical - Power

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 4

Automatically notify Support: No

User response:

1. Make sure that there are no obstructions, such as bundled cables, to the airflow from the power-supply fan.
2. Use the IBM Power Configurator utility to ensure current system power consumption is under limitation. For more information and to download the utility, go to <http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html>.
3. Replace power supply n. (n = power supply number)

80070219-0701ffff Sensor [SensorElementName] has transitioned to critical from a less severe state. (SysBrd Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to critical from less severe.

May also be shown as 800702190701ffff or 0x800702190701ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0522

SNMP Trap ID: 50

Automatically notify Support: No

User response:

1. Check for an error LED on the system board.
2. Check the system-event log.
3. Check for the system firmware version and update to the latest version. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
4. Unplug and restore AC power cord, then, perform step 1 and 2 again.
5. If problems still occurred, (trained technician only) replace the system board.

80070301-0301ffff Sensor [SensorElementName] has transitioned to non-recoverable from a less severe state.
(CPU 1 OverTemp)

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to non-recoverable from less severe.

May also be shown as 800703010301ffff or 0x800703010301ffff

Severity: Error

Alert Category: Critical - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0524

SNMP Trap ID: 0

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffle is in place and correctly installed, and that the server cover is installed and completely closed.
2. Check the ambient temperature. You must be operating within the specifications (see Server Features and specifications for more information).
3. Make sure that the heat sink for microprocessor n.
4. (Trained technician only) Replace microprocessor n. (n = microprocessor number)

80070608-0a01ffff Sensor [SensorElementName] has transitioned to non-recoverable.

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to non-recoverable.

May also be shown as 800706080a01ffff or 0x800706080a01ffff

Severity: Error

Alert Category: Critical - Power

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0530

SNMP Trap ID: 4

Automatically notify Support: No

User response: If the specified sensor is PS n 12V OC Fault, complete the following steps until the problem is solved:

1. Use the IBM Power Configurator utility to determine current system power consumption. For more information and to download the utility, go to <http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html>.
2. Follow actions in "Power Problems and Solving Power Problems".

If the specified sensor is PS n 12V OV Fault, complete the following steps until the problem is solved:

1. Check power supply n LED.
2. Remove the failing power supply.
3. (Trained technician only) Replace the system board. (n = power supply number)

If the specified sensor is PS n 12V UV Fault, complete the following steps until the problem is solved:

1. Check power supply n LED.
2. Remove the failing power supply.
3. Follow actions in "Power Problems and Solving Power Problems".
4. (Trained technician only) Replace the system board. (n = power supply number)

If the specified sensor is PS n 12Vaux Fault, complete the following steps until the problem is solved:

1. Check power supply n LED.
2. Replace power supply n. (n = power supply number)

80070608-0a02ffff Sensor [SensorElementName] has transitioned to non-recoverable.

Explanation: This message is for the use case when an implementation has detected a Sensor transitioned to non-recoverable.

May also be shown as 800706080a02ffff or 0x800706080a02ffff

Severity: Error

Alert Category: Critical - Power

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0530

SNMP Trap ID: 4

Automatically notify Support: No

User response: If the specified sensor is PS n 12V OC Fault, complete the following steps until the problem is solved:

1. Use the IBM Power Configurator utility to determine current system power consumption. For more information and to download the utility, go to <http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html>.
2. Follow actions in "Power Problems and Solving Power Problems".

If the specified sensor is PS n 12V OV Fault, complete the following steps until the problem is solved:

1. Check power supply n LED.
2. Remove the failing power supply.
3. (Trained technician only) Replace the system board. (n = power supply number)

If the specified sensor is PS n 12V UV Fault, complete the following steps until the problem is solved:

1. Check power supply n LED.
2. Remove the failing power supply.
3. Follow actions in "Power Problems and Solving Power Problems".
4. (Trained technician only) Replace the system board. (n = power supply number)

If the specified sensor is PS n 12Vaux Fault, complete the following steps until the problem is solved:

1. Check power supply n LED.
2. Replace power supply n. (n = power supply number)

80080128-2101ffff Device [LogicalDeviceElementName] has been added. (Low Security Jmp)

Explanation: This message is for the use case when an implementation has detected a Device was inserted.

May also be shown as 800801282101ffff or 0x800801282101ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0536

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

800b0108-1301ffff Redundancy Lost for [RedundancySetElementName] has asserted. (Power Unit)

Explanation: This message is for the use case when Redundancy Lost has asserted.

May also be shown as 800b01081301ffff or 0x800b01081301ffff

Severity: Error

Alert Category: Critical - Redundant Power Supply

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0802

SNMP Trap ID: 9

Automatically notify Support: No

User response:

1. Check the LEDs for both power supplies.
 2. Follow the actions in Power-supply LEDs.
-

806f0007-0301ffff [ProcessorElementName] has Failed with IERR. (CPU 1)

Explanation: This message is for the use case when an implementation has detected a Processor Failed - IERR Condition.

May also be shown as 806f00070301ffff or 0x806f00070301ffff

Severity: Error

Alert Category: Critical - CPU

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0042

SNMP Trap ID: 40

Automatically notify Support: No

User response:

1. Update the latest level of system firmware and device drivers are installed for all adapters and standard devices, such as UEFI, IMM Ethernet, and SAS. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
2. Run the DSA program.
3. Reseat the adapter.
4. Replace the adapter.
5. (Trained technician only) Replace microprocessor n. (n = microprocessor number)

6. (Trained technician only) Replace the system board.

**806f0008-0a01ffff [PowerSupplyElementName] has been added to container [PhysicalPackageElementName].
(Power Supply 1)**

Explanation: This message is for the use case when an implementation has detected a Power Supply has been added.

May also be shown as 806f00080a01ffff or 0x806f00080a01ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0084

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

**806f0008-0a02ffff [PowerSupplyElementName] has been added to container [PhysicalPackageElementName].
(Power Supply 2)**

Explanation: This message is for the use case when an implementation has detected a Power Supply has been added.

May also be shown as 806f00080a02ffff or 0x806f00080a02ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0084

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f0009-1301ffff [PowerSupplyElementName] has been turned off. (Host Power)

Explanation: This message is for the use case when an implementation has detected a Power Unit that has been Disabled.

May also be shown as 806f00091301ffff or 0x806f00091301ffff

Severity: Info

Alert Category: System - Power Off

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0106

SNMP Trap ID: 23

Automatically notify Support: No

User response: No action; information only.

806f000d-0400ffff The Drive [StorageVolumeElementName] has been added. (Drive 0)

Explanation: This message is for the use case when an implementation has detected a Drive has been Added.

May also be shown as 806f000d0400ffff or 0x806f000d0400ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0162

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

806f000d-0401ffff The Drive [StorageVolumeElementName] has been added. (Drive 1)

Explanation: This message is for the use case when an implementation has detected a Drive has been Added.

May also be shown as 806f000d0401ffff or 0x806f000d0401ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0162

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

806f000d-0402ffff The Drive [StorageVolumeElementName] has been added. (Drive 2)

Explanation: This message is for the use case when an implementation has detected a Drive has been Added.

May also be shown as 806f000d0402ffff or 0x806f000d0402ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0162

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

806f000d-0403ffff The Drive [StorageVolumeElementName] has been added. (Drive 3)

Explanation: This message is for the use case when an implementation has detected a Drive has been Added.

May also be shown as 806f000d0403ffff or 0x806f000d0403ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0162

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

806f000f-220101ff The System [ComputerSystemElementName] has detected no memory in the system. (ABR Status)

Explanation: This message is for the use case when an implementation has detected that memory was detected in the system.

May also be shown as 806f000f220101ff or 0x806f000f220101ff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0794

SNMP Trap ID: 41

Automatically notify Support: No

User response: This is a UEFI detected event. The UEFI diagnostic code for this event can be found in the logged IMM message text. Please refer to the UEFI diagnostic code in the "UEFI diagnostic code" section of the Info Center for the appropriate user response. Firmware Error :

806f000f-220102ff Subsystem [MemoryElementName] has insufficient memory for operation. (ABR Status)

Explanation: This message is for the use case when an implementation has detected that the usable Memory is insufficient for operation.

May also be shown as 806f000f220102ff or 0x806f000f220102ff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0132

SNMP Trap ID: 41

Automatically notify Support: No

User response: This is a UEFI detected event. The UEFI diagnostic code for this event can be found in the logged IMM message text. Please refer to the UEFI diagnostic code in the "UEFI diagnostic code" section of the Info Center for the appropriate user response. Firmware Error :

806f000f-220103ff The System [ComputerSystemElementName] encountered firmware error - unrecoverable boot device failure. (ABR Status)

Explanation: This message is for the use case when an implementation has detected that System Firmware Error Unrecoverable boot device failure has occurred.

May also be shown as 806f000f220103ff or 0x806f000f220103ff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0770

SNMP Trap ID: 5

Automatically notify Support: No

User response: This is a UEFI detected event. The UEFI diagnostic code for this event can be found in the logged IMM message text. Please refer to the UEFI diagnostic code in the "UEFI diagnostic code" section of the Info Center for the appropriate user response. Firmware Error :

806f000f-220104ff The System [ComputerSystemElementName] has encountered a motherboard failure. (ABR Status)

Explanation: This message is for the use case when an implementation has detected that a fatal motherboard failure in the system.

May also be shown as 806f000f220104ff or 0x806f000f220104ff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0795

SNMP Trap ID: 50

Automatically notify Support: No

User response: This is a UEFI detected event. The UEFI diagnostic code for this event can be found in the logged IMM message text. Please refer to the UEFI diagnostic code in the "UEFI diagnostic code" section of the Info Center for the appropriate user response. Firmware Error :

806f000f-220107ff The System [ComputerSystemElementName] encountered firmware error - unrecoverable keyboard failure. (ABR Status)

Explanation: This message is for the use case when an implementation has detected that System Firmware Error Unrecoverable Keyboard failure has occurred.

May also be shown as 806f000f220107ff or 0x806f000f220107ff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0764

SNMP Trap ID: 50

Automatically notify Support: No

User response: This is a UEFI detected event. The UEFI diagnostic code for this event can be found in the logged IMM message text. Please refer to the UEFI diagnostic code in the "UEFI diagnostic code" section of the Info Center for the appropriate user response. Firmware Error :

806f000f-22010aff The System [ComputerSystemElementName] encountered firmware error - no video device detected. (ABR Status)

Explanation: This message is for the use case when an implementation has detected that System Firmware Error No video device detected has occurred.

May also be shown as 806f000f22010aff or 0x806f000f22010aff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0766

SNMP Trap ID: 50

Automatically notify Support: No

User response: This is a UEFI detected event. The UEFI diagnostic code for this event can be found in the logged IMM message text. Please refer to the UEFI diagnostic code in the "UEFI diagnostic code" section of the Info Center for the appropriate user response. Firmware Error :

806f000f-22010bff Firmware BIOS (ROM) corruption was detected on system [ComputerSystemElementName] during POST. (ABR Status)

Explanation: Firmware BIOS (ROM) corruption was detected on the system during POST.

May also be shown as 806f000f22010bff or 0x806f000f22010bff

Severity: Info

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0850

SNMP Trap ID: 40

Automatically notify Support: No

User response:

1. Make sure the server meets the minimum configuration to start (see Power-supply LEDs).
2. Recover the server firmware from the backup page: a.Restart the server. b.At the prompt, press F3 to recover the firmware.
3. Update the server firmware to the latest level (see Updating the firmware). Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
4. Remove components one at a time, restarting the server each time, to see if the problem goes away.
5. If the problem remains, (trained service technician) replace the system board.

Firmware Error :

806f000f-22010cff • 806f0013-1701ffff

806f000f-22010cff CPU voltage mismatch detected on [ProcessorElementName]. (ABR Status)

Explanation: This message is for the use case when an implementation has detected a CPU voltage mismatch with the socket voltage.

May also be shown as 806f000f22010cff or 0x806f000f22010cff

Severity: Error

Alert Category: Critical - CPU

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0050

SNMP Trap ID: 40

Automatically notify Support: No

User response: This is a UEFI detected event. The UEFI diagnostic code for this event can be found in the logged IMM message text. Please refer to the UEFI diagnostic code in the "UEFI diagnostic code" section of the Info Center for the appropriate user response. Firmware Error :

806f000f-2201ffff The System [ComputerSystemElementName] encountered a POST Error. (ABR Status)

Explanation: This message is for the use case when an implementation has detected a Post Error.

May also be shown as 806f000f2201ffff or 0x806f000f2201ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0184

SNMP Trap ID: 50

Automatically notify Support: No

User response: This is a UEFI detected event. The UEFI diagnostic code for this event can be found in the logged IMM message text. Please refer to the UEFI diagnostic code in the "UEFI diagnostic code" section of the Info Center for the appropriate user response. Firmware Error :

806f0013-1701ffff A diagnostic interrupt has occurred on system [ComputerSystemElementName]. (NMI State)

Explanation: This message is for the use case when an implementation has detected a Front Panel NMI / Diagnostic Interrupt.

May also be shown as 806f00131701ffff or 0x806f00131701ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0222

SNMP Trap ID: 50

Automatically notify Support: No

User response: If the NMI button has not been pressed, complete the following steps:

1. Make sure that the NMI button is not pressed.
2. Replace the operator information panel cable.
3. Replace the operator information panel.

806f0021-2582ffff Fault in slot [PhysicalConnectorSystemElementName] on system
[ComputerSystemElementName]. (All PCI Error)

Explanation: This message is for the use case when an implementation has detected a Fault in a slot.

May also be shown as 806f00212582ffff or 0x806f00212582ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0330

SNMP Trap ID: 50

Automatically notify Support: Yes

User response:

1. Check the PCI LED.
2. Reseat the affected adapters and riser card.
3. Update the server firmware (UEFI and IMM) and adapter firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
4. Replace the affected adapters.
5. Replace the riser card.
6. (Trained service technicians only) Replace the system board.

One of PCI Error :

806f0021-3001ffff Fault in slot [PhysicalConnectorSystemElementName] on system
[ComputerSystemElementName]. (PCI 1)

Explanation: This message is for the use case when an implementation has detected a Fault in a slot.

May also be shown as 806f00213001ffff or 0x806f00213001ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0330

SNMP Trap ID: 50

Automatically notify Support: Yes

User response:

1. Check the PCI LED.
2. Reseat the affected adapters and riser card.
3. Update the server firmware (UEFI and IMM) and adapter firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
4. Replace the affected adapters.
5. Replace the riser card.
6. (Trained service technicians only) Replace the system board.

PCI 2 :

806f0023-2101ffff Watchdog Timer expired for [WatchdogElementName]. (Watchdog)

Explanation: This message is for the use case when an implementation has detected a Watchdog Timer Expired.

May also be shown as 806f00232101ffff or 0x806f00232101ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0368

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f0107-0301ffff An Over-Temperature Condition has been detected on [ProcessorElementName]. (CPU 1)

Explanation: This message is for the use case when an implementation has detected an Over-Temperature Condition Detected for Processor.

May also be shown as 806f01070301ffff or 0x806f01070301ffff

Severity: Error

Alert Category: Critical - Temperature

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0036

SNMP Trap ID: 0

Automatically notify Support: No

User response:

1. Make sure that the fans are operating. There are no obstructions to the airflow (front and rear of the server), the air baffles are in place and correctly installed, and the server cover is installed and completely closed.
 2. Make sure that the heat sink for microprocessor n is installed correctly.
 3. (Trained technician only) Replace microprocessor n. (n = microprocessor number)
-

806f0108-0a01ffff [PowerSupplyElementName] has Failed. (Power Supply 1)

Explanation: This message is for the use case when an implementation has detected a Power Supply has failed.

May also be shown as 806f01080a01ffff or 0x806f01080a01ffff

Severity: Error

Alert Category: Critical - Power

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0086

SNMP Trap ID: 4

Automatically notify Support: Yes

User response:

1. Reseat power supply n.
2. If the power-on LED is not lit and the power-supply error LED is lit, replace power supply n.
3. If both the power-on LED and the power-supply error LED are not lit, see Power problems for more information. (n = power supply number)

806f0108-0a02ffff [PowerSupplyElementName] has Failed. (Power Supply 2)

Explanation: This message is for the use case when an implementation has detected a Power Supply has failed.

May also be shown as 806f01080a02ffff or 0x806f01080a02ffff

Severity: Error

Alert Category: Critical - Power

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0086

SNMP Trap ID: 4

Automatically notify Support: Yes

User response:

1. Reseat power supply n.
2. If the power-on LED is not lit and the power-supply error LED is lit, replace power supply n.
3. If both the power-on LED and the power-supply error LED are not lit, see Power problems for more information.
(n = power supply number)

806f0109-1301ffff [PowerSupplyElementName] has been Power Cycled. (Host Power)

Explanation: This message is for the use case when an implementation has detected a Power Unit that has been power cycled.

May also be shown as 806f01091301ffff or 0x806f01091301ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0108

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f010c-2001ffff Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 1)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error.

May also be shown as 806f010c2001ffff or 0x806f010c2001ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0138

SNMP Trap ID: 41

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
3. If the problem follows the DIMM, replace the failing DIMM.

806f010c-2002ffff

4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
6. (Trained technician only) Replace the affected microprocessor.
7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

806f010c-2002ffff Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 2)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error.

May also be shown as 806f010c2002ffff or 0x806f010c2002ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0138

SNMP Trap ID: 41

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
3. If the problem follows the DIMM, replace the failing DIMM.
4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
6. (Trained technician only) Replace the affected microprocessor.
7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

806f010c-2003ffff Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 3)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error.

May also be shown as 806f010c2003ffff or 0x806f010c2003ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0138

SNMP Trap ID: 41

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
3. If the problem follows the DIMM, replace the failing DIMM.
4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
6. (Trained technician only) Replace the affected microprocessor.
7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

806f010c-2004ffff Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 4)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error.

May also be shown as 806f010c2004ffff or 0x806f010c2004ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0138

SNMP Trap ID: 41

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
3. If the problem follows the DIMM, replace the failing DIMM.
4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
6. (Trained technician only) Replace the affected microprocessor.

806f010c-2581ffff • 806f010d-0400ffff

7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

806f010c-2581ffff Uncorrectable error detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (All DIMMS)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error.

May also be shown as 806f010c2581ffff or 0x806f010c2581ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0138

SNMP Trap ID: 41

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
3. If the problem follows the DIMM, replace the failing DIMM.
4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
6. (Trained technician only) Replace the affected microprocessor.
7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

One of the DIMMs :

806f010d-0400ffff The Drive [StorageVolumeElementName] has been disabled due to a detected fault. (Drive 0)

Explanation: This message is for the use case when an implementation has detected a Drive was Disabled due to fault.

May also be shown as 806f010d0400ffff or 0x806f010d0400ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0164

SNMP Trap ID: 5

Automatically notify Support: Yes

User response:

1. Run the hard disk drive diagnostic test on drive n.
2. Reseat the following components: a. Hard disk drive (wait 1 minute or more before reinstalling the drive) b. Cable from the system board to the backplane

3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Hard disk drive b. Cable from the system board to the backplane c. Hard disk drive backplane (n = hard disk drive number)

806f010d-0401ffff The Drive [StorageVolumeElementName] has been disabled due to a detected fault. (Drive 1)

Explanation: This message is for the use case when an implementation has detected a Drive was Disabled due to fault.

May also be shown as 806f010d0401ffff or 0x806f010d0401ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0164

SNMP Trap ID: 5

Automatically notify Support: Yes

User response:

1. Run the hard disk drive diagnostic test on drive n.
2. Reseat the following components: a. Hard disk drive (wait 1 minute or more before reinstalling the drive) b. Cable from the system board to the backplane
3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Hard disk drive b. Cable from the system board to the backplane c. Hard disk drive backplane (n = hard disk drive number)

806f010d-0402ffff The Drive [StorageVolumeElementName] has been disabled due to a detected fault. (Drive 2)

Explanation: This message is for the use case when an implementation has detected a Drive was Disabled due to fault.

May also be shown as 806f010d0402ffff or 0x806f010d0402ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0164

SNMP Trap ID: 5

Automatically notify Support: Yes

User response:

1. Run the hard disk drive diagnostic test on drive n.
2. Reseat the following components: a. Hard disk drive (wait 1 minute or more before reinstalling the drive) b. Cable from the system board to the backplane
3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Hard disk drive b. Cable from the system board to the backplane c. Hard disk drive backplane (n = hard disk drive number)

806f010d-0403ffff The Drive [StorageVolumeElementName] has been disabled due to a detected fault. (Drive 3)

Explanation: This message is for the use case when an implementation has detected a Drive was Disabled due to fault.

May also be shown as 806f010d0403ffff or 0x806f010d0403ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0164

SNMP Trap ID: 5

Automatically notify Support: Yes

User response:

1. Run the hard disk drive diagnostic test on drive n.
2. Reseat the following components: a. Hard disk drive (wait 1 minute or more before reinstalling the drive) b. Cable from the system board to the backplane
3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Hard disk drive b. Cable from the system board to the backplane c. Hard disk drive backplane (n = hard disk drive number)

806f010f-2201ffff The System [ComputerSystemElementName] encountered a firmware hang. (Firmware Error)

Explanation: This message is for the use case when an implementation has detected a System Firmware Hang.

May also be shown as 806f010f2201ffff or 0x806f010f2201ffff

Severity: Error

Alert Category: System - Boot failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0186

SNMP Trap ID: 25

Automatically notify Support: No

User response:

1. Make sure the server meets the minimum configuration to start (see Power-supply LEDs).
2. Update the server firmware on the primary page. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
3. (Trained technician only) Replace the system board.

806f0123-2101ffff Reboot of system [ComputerSystemElementName] initiated by [WatchdogElementName]. (Watchdog)

Explanation: This message is for the use case when an implementation has detected a Reboot by a Watchdog occurred.

May also be shown as 806f01232101ffff or 0x806f01232101ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0370

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f0125-1d01ffff [ManagedElementName] detected as absent. (Fan 1)

Explanation: This message is for the use case when an implementation has detected a Managed Element is Absent.

May also be shown as 806f01251d01ffff or 0x806f01251d01ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0392

SNMP Trap ID:

Automatically notify Support: No

User response: Please ensure the PCI riser 1 has been installed correctly.

806f0125-1d02ffff [ManagedElementName] detected as absent. (Fan 2)

Explanation: This message is for the use case when an implementation has detected a Managed Element is Absent.

May also be shown as 806f01251d02ffff or 0x806f01251d02ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0392

SNMP Trap ID:

Automatically notify Support: No

User response: Please ensure the PCI riser 1 has been installed correctly.

806f0125-1d03ffff [ManagedElementName] detected as absent. (Fan 3)

Explanation: This message is for the use case when an implementation has detected a Managed Element is Absent.
May also be shown as 806f01251d03ffff or 0x806f01251d03ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0392

SNMP Trap ID:

Automatically notify Support: No

User response: Please ensure the PCI riser 1 has been installed correctly.

806f0125-1d04ffff [ManagedElementName] detected as absent. (Fan 4)

Explanation: This message is for the use case when an implementation has detected a Managed Element is Absent.
May also be shown as 806f01251d04ffff or 0x806f01251d04ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0392

SNMP Trap ID:

Automatically notify Support: No

User response: Please ensure the PCI riser 1 has been installed correctly.

806f0207-0301ffff [ProcessorElementName] has Failed with FRB1/BIST condition. (CPU 1)

Explanation: This message is for the use case when an implementation has detected a Processor Failed - FRB1/BIST condition.

May also be shown as 806f02070301ffff or 0x806f02070301ffff

Severity: Error

Alert Category: Critical - CPU

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0044

SNMP Trap ID: 40

Automatically notify Support: Yes

User response:

1. Update the latest level of system firmware and device drivers are installed for all adapters and standard devices, such as UEFI, IMM Ethernet, and SAS. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
2. Run the DSA program.
3. Reseat the adapter.
4. Replace the adapter.
5. (Trained technician only) Replace microprocessor n. (n = microprocessor number)
6. (Trained technician only) Replace the system board.

806f020d-0400ffff Failure Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 0)

Explanation: This message is for the use case when an implementation has detected an Array Failure is Predicted.

May also be shown as 806f020d0400ffff or 0x806f020d0400ffff

Severity: Warning

Alert Category: System - Predicted Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0168

SNMP Trap ID: 27

Automatically notify Support: Yes

User response:

1. Run the hard disk drive diagnostic test on drive n.
2. Reseat the following components: a. Hard disk drive (wait 1 minute or more before reinstalling the drive) b. Cable from the system board to the backplane
3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Hard disk drive b. Cable from the system board to the backplane c. Hard disk drive backplane (n = hard disk drive number)

806f020d-0401ffff Failure Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 1)

Explanation: This message is for the use case when an implementation has detected an Array Failure is Predicted.

May also be shown as 806f020d0401ffff or 0x806f020d0401ffff

Severity: Warning

Alert Category: System - Predicted Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0168

SNMP Trap ID: 27

Automatically notify Support: Yes

User response:

1. Run the hard disk drive diagnostic test on drive n.
2. Reseat the following components: a. Hard disk drive (wait 1 minute or more before reinstalling the drive) b. Cable from the system board to the backplane
3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Hard disk drive b. Cable from the system board to the backplane c. Hard disk drive backplane (n = hard disk drive number)

806f020d-0402ffff Failure Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 2)

Explanation: This message is for the use case when an implementation has detected an Array Failure is Predicted.

May also be shown as 806f020d0402ffff or 0x806f020d0402ffff

Severity: Warning

Alert Category: System - Predicted Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0168

SNMP Trap ID: 27

Automatically notify Support: Yes

User response:

1. Run the hard disk drive diagnostic test on drive n.
2. Reseat the following components: a. Hard disk drive (wait 1 minute or more before reinstalling the drive) b. Cable from the system board to the backplane
3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Hard disk drive b. Cable from the system board to the backplane c. Hard disk drive backplane (n = hard disk drive number)

806f020d-0403ffff Failure Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 3)

Explanation: This message is for the use case when an implementation has detected an Array Failure is Predicted.

May also be shown as 806f020d0403ffff or 0x806f020d0403ffff

Severity: Warning

Alert Category: System - Predicted Failure

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0168

SNMP Trap ID: 27

Automatically notify Support: Yes

User response:

1. Run the hard disk drive diagnostic test on drive n.
2. Reseat the following components: a. Hard disk drive (wait 1 minute or more before reinstalling the drive) b. Cable from the system board to the backplane
3. Replace the following components one at a time, in the order shown, restarting the server each time: a. Hard disk drive b. Cable from the system board to the backplane c. Hard disk drive backplane (n = hard disk drive number)

806f0223-2101ffff Powering off system [ComputerSystemElementName] initiated by [WatchdogElementName].
(Watchdog)

Explanation: This message is for the use case when an implementation has detected a Poweroff by Watchdog has occurred.

May also be shown as 806f02232101ffff or 0x806f02232101ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0372

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f0308-0a01ffff [PowerSupplyElementName] has lost input. (Power Supply 1)

Explanation: This message is for the use case when an implementation has detected a Power Supply that has input that has been lost.

May also be shown as 806f03080a01ffff or 0x806f03080a01ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0100

SNMP Trap ID:

Automatically notify Support: No

User response:

1. Reconnect the power cords.
 2. Check power supply n LED.
 3. See Power-supply LEDs for more information. (n = power supply number)
-

806f0308-0a02ffff [PowerSupplyElementName] has lost input. (Power Supply 2)

Explanation: This message is for the use case when an implementation has detected a Power Supply that has input that has been lost.

May also be shown as 806f03080a02ffff or 0x806f03080a02ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0100

SNMP Trap ID:

Automatically notify Support: No

User response:

1. Reconnect the power cords.
2. Check power supply n LED.
3. See Power-supply LEDs for more information. (n = power supply number)

**806f030c-2001ffff Scrub Failure for [PhysicalMemoryElementName] on Subsystem [MemoryElementName].
(DIMM 1)**

Explanation: This message is for the use case when an implementation has detected a Memory Scrub failure.

May also be shown as 806f030c2001ffff or 0x806f030c2001ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0136

SNMP Trap ID: 41

Automatically notify Support: No

User response: Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Manually re-enable all affected DIMMs.
3. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
4. If the problem follows the DIMM, replace the failing DIMM.
5. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
6. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
7. (Trained technician only) Replace the affected microprocessor.

**806f030c-2002ffff Scrub Failure for [PhysicalMemoryElementName] on Subsystem [MemoryElementName].
(DIMM 2)**

Explanation: This message is for the use case when an implementation has detected a Memory Scrub failure.

May also be shown as 806f030c2002ffff or 0x806f030c2002ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0136

SNMP Trap ID: 41

Automatically notify Support: No

User response: Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Manually re-enable all affected DIMMs.
3. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
4. If the problem follows the DIMM, replace the failing DIMM.
5. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
6. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
7. (Trained technician only) Replace the affected microprocessor.

**806f030c-2003ffff Scrub Failure for [PhysicalMemoryElementName] on Subsystem [MemoryElementName].
(DIMM 3)**

Explanation: This message is for the use case when an implementation has detected a Memory Scrub failure.

May also be shown as 806f030c2003ffff or 0x806f030c2003ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0136

SNMP Trap ID: 41

Automatically notify Support: No

User response: Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Manually re-enable all affected DIMMs.
3. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
4. If the problem follows the DIMM, replace the failing DIMM.
5. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
6. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
7. (Trained technician only) Replace the affected microprocessor.

**806f030c-2004ffff Scrub Failure for [PhysicalMemoryElementName] on Subsystem [MemoryElementName].
(DIMM 4)**

Explanation: This message is for the use case when an implementation has detected a Memory Scrub failure.

May also be shown as 806f030c2004ffff or 0x806f030c2004ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0136

SNMP Trap ID: 41

Automatically notify Support: No

User response: Note: Each time you install or remove a DIMM, you must disconnect the server from the power source; then, wait 10 seconds before restarting the server.

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Manually re-enable all affected DIMMs.
3. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
4. If the problem follows the DIMM, replace the failing DIMM.
5. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
6. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
7. (Trained technician only) Replace the affected microprocessor.

806f0313-1701ffff A software NMI has occurred on system [ComputerSystemElementName]. (NMI State)

Explanation: This message is for the use case when an implementation has detected a Software NMI.

May also be shown as 806f03131701ffff or 0x806f03131701ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0228

SNMP Trap ID: 50

Automatically notify Support: No

User response:

1. Check the device driver.
2. Reinstall the device driver.
3. Update all device drivers to the latest level.
4. Update the firmware (UEFI and IMM).

806f0323-2101ffff Power cycle of system [ComputerSystemElementName] initiated by watchdog [WatchdogElementName]. (Watchdog)

Explanation: This message is for the use case when an implementation has detected a Power Cycle by Watchdog occurred.

May also be shown as 806f03232101ffff or 0x806f03232101ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0374

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f040c-2001ffff [PhysicalMemoryElementName] Disabled on Subsystem [MemoryElementName]. (DIMM 1)

Explanation: This message is for the use case when an implementation has detected that Memory has been Disabled.

May also be shown as 806f040c2001ffff or 0x806f040c2001ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0131

SNMP Trap ID:

Automatically notify Support: No

User response:

1. Make sure the DIMM is installed correctly.
2. If the DIMM was disabled because of a memory fault (memory uncorrectable error or memory logging limit reached), follow the suggested actions for that error event and restart the server.

3. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory event. If no memory fault is recorded in the logs and no DIMM connector error LED is lit, you can re-enable the DIMM through the Setup utility or the Advanced Settings Utility (ASU).

806f040c-2002ffff [PhysicalMemoryElementName] Disabled on Subsystem [MemoryElementName]. (DIMM 2)

Explanation: This message is for the use case when an implementation has detected that Memory has been Disabled.

May also be shown as 806f040c2002ffff or 0x806f040c2002ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0131

SNMP Trap ID:

Automatically notify Support: No

User response:

1. Make sure the DIMM is installed correctly.
2. If the DIMM was disabled because of a memory fault (memory uncorrectable error or memory logging limit reached), follow the suggested actions for that error event and restart the server.
3. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory event. If no memory fault is recorded in the logs and no DIMM connector error LED is lit, you can re-enable the DIMM through the Setup utility or the Advanced Settings Utility (ASU).

806f040c-2003ffff [PhysicalMemoryElementName] Disabled on Subsystem [MemoryElementName]. (DIMM 3)

Explanation: This message is for the use case when an implementation has detected that Memory has been Disabled.

May also be shown as 806f040c2003ffff or 0x806f040c2003ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0131

SNMP Trap ID:

Automatically notify Support: No

User response:

1. Make sure the DIMM is installed correctly.
2. If the DIMM was disabled because of a memory fault (memory uncorrectable error or memory logging limit reached), follow the suggested actions for that error event and restart the server.
3. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory event. If no memory fault is recorded in the logs and no DIMM connector error LED is lit, you can re-enable the DIMM through the Setup utility or the Advanced Settings Utility (ASU).

806f040c-2004ffff [PhysicalMemoryElementName] Disabled on Subsystem [MemoryElementName]. (DIMM 4)

Explanation: This message is for the use case when an implementation has detected that Memory has been Disabled.

May also be shown as 806f040c2004ffff or 0x806f040c2004ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0131

SNMP Trap ID:

Automatically notify Support: No

User response:

1. Make sure the DIMM is installed correctly.
2. If the DIMM was disabled because of a memory fault (memory uncorrectable error or memory logging limit reached), follow the suggested actions for that error event and restart the server.
3. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory event. If no memory fault is recorded in the logs and no DIMM connector error LED is lit, you can re-enable the DIMM through the Setup utility or the Advanced Settings Utility (ASU).

806f040c-2581ffff [PhysicalMemoryElementName] Disabled on Subsystem [MemoryElementName]. (All DIMMS)

Explanation: This message is for the use case when an implementation has detected that Memory has been Disabled.

May also be shown as 806f040c2581ffff or 0x806f040c2581ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0131

SNMP Trap ID:

Automatically notify Support: No

User response:

1. Make sure the DIMM is installed correctly.
2. If the DIMM was disabled because of a memory fault (memory uncorrectable error or memory logging limit reached), follow the suggested actions for that error event and restart the server.
3. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory event. If no memory fault is recorded in the logs and no DIMM connector error LED is lit, you can re-enable the DIMM through the Setup utility or the Advanced Settings Utility (ASU).

One of the DIMMs :

806f0413-2582ffff A PCI PERR has occurred on system [ComputerSystemElementName]. (PCIs)

Explanation: This message is for the use case when an implementation has detected a PCI PERR.

May also be shown as 806f04132582ffff or 0x806f04132582ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0232

SNMP Trap ID: 50

Automatically notify Support: No

User response:

1. Check the PCI LED.
2. Reseat the affected adapters and riser cards.
3. Update the server firmware (UEFI and IMM) and adapter firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
4. Remove both adapters.
5. Replace the PCIe adapters.
6. Replace the riser card.

806f0507-0301ffff [ProcessorElementName] has a Configuration Mismatch. (CPU 1)

Explanation: This message is for the use case when an implementation has detected a Processor Configuration Mismatch has occurred.

May also be shown as 806f05070301ffff or 0x806f05070301ffff

Severity: Error

Alert Category: Critical - CPU

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0062

SNMP Trap ID: 40

Automatically notify Support: No

User response:

1. Check the CPU LED. See more information about the CPU LED in Light path diagnostics.
2. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
3. Make sure that the installed microprocessors are compatible with each other.
4. (Trained technician only) Reseat microprocessor n.
5. (Trained technician only) Replace microprocessor n. (n = microprocessor number)

806f050c-2001ffff Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 1)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Reached.

May also be shown as 806f050c2001ffff or 0x806f050c2001ffff

Severity: Warning

Alert Category: Warning - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0144

SNMP Trap ID: 43

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
3. If the problem follows the DIMM, replace the failing DIMM.
4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
6. (Trained technician only) Replace the affected microprocessor.
7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

806f050c-2002ffff Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 2)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Reached.

May also be shown as 806f050c2002ffff or 0x806f050c2002ffff

Severity: Warning

Alert Category: Warning - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0144

SNMP Trap ID: 43

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
3. If the problem follows the DIMM, replace the failing DIMM.
4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.

6. (Trained technician only) Replace the affected microprocessor.
7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

806f050c-2003ffff Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 3)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Reached.

May also be shown as 806f050c2003ffff or 0x806f050c2003ffff

Severity: Warning

Alert Category: Warning - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0144

SNMP Trap ID: 43

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
3. If the problem follows the DIMM, replace the failing DIMM.
4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
6. (Trained technician only) Replace the affected microprocessor.
7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

806f050c-2004ffff Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 4)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Reached.

May also be shown as 806f050c2004ffff or 0x806f050c2004ffff

Severity: Warning

Alert Category: Warning - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0144

SNMP Trap ID: 43

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.

806f050c-2581ffff

3. If the problem follows the DIMM, replace the failing DIMM.
4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
6. (Trained technician only) Replace the affected microprocessor.
7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

806f050c-2581ffff Memory Logging Limit Reached for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (All DIMMS)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Reached.

May also be shown as 806f050c2581ffff or 0x806f050c2581ffff

Severity: Warning

Alert Category: Warning - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0144

SNMP Trap ID: 43

Automatically notify Support: Yes

User response:

1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.
2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel or microprocessor.
3. If the problem follows the DIMM, replace the failing DIMM.
4. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. If the connector contains any foreign material or is damaged, replace the system board.
5. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found, replace the system board.
6. (Trained technician only) Replace the affected microprocessor.
7. Manually re-enable all affected DIMMs if the server firmware version is older than UEFI v1.10. If the server firmware version is UEFI v1.10 or newer, disconnect and reconnect the server to the power source and restart the server.
8. (Trained Service technician only) Replace the affected microprocessor.

One of the DIMMs :

806f050d-0400ffff Array [ComputerSystemElementName] is in critical condition. (Drive 0)

Explanation: This message is for the use case when an implementation has detected that an Array is Critical.

May also be shown as 806f050d0400ffff or 0x806f050d0400ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0174

SNMP Trap ID: 5

Automatically notify Support: No

User response:

1. Make sure that the RAID adapter firmware and hard disk drive firmware are at the latest level.
2. Make sure that the SAS cable is connected correctly.
3. Replace the SAS cable.
4. Check backplane cable connection.
5. Replace the RAID adapter.
6. Replace the hard disk drive that is indicated by a lit status LED.

806f050d-0401ffff Array [ComputerSystemElementName] is in critical condition. (Drive 1)

Explanation: This message is for the use case when an implementation has detected that an Array is Critical.

May also be shown as 806f050d0401ffff or 0x806f050d0401ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0174

SNMP Trap ID: 5

Automatically notify Support: No

User response:

1. Make sure that the RAID adapter firmware and hard disk drive firmware are at the latest level.
2. Make sure that the SAS cable is connected correctly.
3. Replace the SAS cable.
4. Check backplane cable connection.
5. Replace the RAID adapter.
6. Replace the hard disk drive that is indicated by a lit status LED.

806f050d-0402ffff Array [ComputerSystemElementName] is in critical condition. (Drive 2)

Explanation: This message is for the use case when an implementation has detected that an Array is Critical.

May also be shown as 806f050d0402ffff or 0x806f050d0402ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0174

SNMP Trap ID: 5

Automatically notify Support: No

User response:

1. Make sure that the RAID adapter firmware and hard disk drive firmware are at the latest level.
2. Make sure that the SAS cable is connected correctly.
3. Replace the SAS cable.
4. Check backplane cable connection.
5. Replace the RAID adapter.
6. Replace the hard disk drive that is indicated by a lit status LED.

806f050d-0403ffff Array [ComputerSystemElementName] is in critical condition. (Drive 3)

Explanation: This message is for the use case when an implementation has detected that an Array is Critical.

May also be shown as 806f050d0403ffff or 0x806f050d0403ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0174

SNMP Trap ID: 5

Automatically notify Support: No

User response:

1. Make sure that the RAID adapter firmware and hard disk drive firmware are at the latest level.
2. Make sure that the SAS cable is connected correctly.
3. Replace the SAS cable.
4. Check backplane cable connection.
5. Replace the RAID adapter.
6. Replace the hard disk drive that is indicated by a lit status LED.

806f0513-2582ffff A PCI SERR has occurred on system [ComputerSystemElementName]. (PCIs)

Explanation: This message is for the use case when an implementation has detected a PCI SERR.

May also be shown as 806f05132582ffff or 0x806f05132582ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0234

SNMP Trap ID: 50

Automatically notify Support: No

User response:

1. Check the PCI LED.
2. Reseat the affected adapters and riser card.
3. Update the server firmware (UEFI and IMM) and adapter firmware. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
4. Make sure that the adapter is supported. For a list of supported optional devices, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/>.
5. Remove both adapters.
6. Replace the PCIe adapters.
7. Replace the riser card.

806f052b-2101ffff Invalid or Unsupported firmware or software was detected on system [ComputerSystemElementName]. (IMM2 FW Failover)

Explanation: This message is for the use case when an implementation has detected an Invalid/Unsupported Firmware/Software Version.

May also be shown as 806f052b2101ffff or 0x806f052b2101ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0446

SNMP Trap ID: 50

Automatically notify Support: No

User response:

1. Make sure the server meets the minimum configuration to start (see Power-supply LEDs).
2. Recover the server firmware from the backup page by restarting the server.
3. Update the server firmware to the latest level (see Updating the firmware). Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
4. Remove components one at a time, restarting the server each time, to see if the problem goes away.
5. If the problem remains, (trained service technician) replace the system board.

806f0607-0301ffff An SM BIOS Uncorrectable CPU complex error for [ProcessorElementName] has asserted. (CPU 1)

Explanation: This message is for the use case when an SM BIOS Uncorrectable CPU complex error has asserted.

May also be shown as 806f06070301ffff or 0x806f06070301ffff

Severity: Error

Alert Category: Critical - CPU

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0816

SNMP Trap ID: 40

Automatically notify Support: No

User response:

1. Update the latest level of system firmware and device drivers are installed for all adapters and standard devices, such as UEFI, IMM Ethernet, and SAS. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
2. Run the DSA program.
3. Reseat the adapter.
4. Replace the adapter.
5. (Trained technician only) Replace microprocessor n. (n = microprocessor number)
6. (Trained technician only) Replace the system board.

806f0608-0a01ffff [PowerSupplyElementName] has a Configuration Mismatch. (Power Supply 1)

Explanation: This message is for the use case when an implementation has detected a Power Supply with a Configuration Error.

May also be shown as 806f06080a01ffff or 0x806f06080a01ffff

Severity: Error

Alert Category: Critical - Power

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0104

SNMP Trap ID: 4

Automatically notify Support: No

User response:

1. Make sure that the power supplies installed are with the same rating or wattage.
2. Reinstall the power supplies with the same rating or wattage.

806f0608-0a02ffff [PowerSupplyElementName] has a Configuration Mismatch. (Power Supply 2)

Explanation: This message is for the use case when an implementation has detected a Power Supply with a Configuration Error.

May also be shown as 806f06080a02ffff or 0x806f06080a02ffff

Severity: Error

Alert Category: Critical - Power

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0104

SNMP Trap ID: 4

Automatically notify Support: No

User response:

1. Make sure that the power supplies installed are with the same rating or wattage.
2. Reinstall the power supplies with the same rating or wattage.

806f060d-0400ffff Array [ComputerSystemElementName] has failed. (Drive 0)

Explanation: This message is for the use case when an implementation has detected that an Array Failed.

May also be shown as 806f060d0400ffff or 0x806f060d0400ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0176

SNMP Trap ID: 5

Automatically notify Support: Yes

User response:

1. Make sure that the RAID adapter firmware and hard disk drive firmware are at the latest level.
2. Make sure that the SAS cable is connected correctly.
3. Replace the SAS cable.
4. Replace the RAID adapter.
5. Replace the hard disk drive that is indicated by a lit status LED.

806f060d-0401ffff Array [ComputerSystemElementName] has failed. (Drive 1)

Explanation: This message is for the use case when an implementation has detected that an Array Failed.

May also be shown as 806f060d0401ffff or 0x806f060d0401ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0176

SNMP Trap ID: 5

Automatically notify Support: Yes

User response:

1. Make sure that the RAID adapter firmware and hard disk drive firmware are at the latest level.
 2. Make sure that the SAS cable is connected correctly.
 3. Replace the SAS cable.
 4. Replace the RAID adapter.
 5. Replace the hard disk drive that is indicated by a lit status LED.
-

806f060d-0402ffff Array [ComputerSystemElementName] has failed. (Drive 2)

Explanation: This message is for the use case when an implementation has detected that an Array Failed.

May also be shown as 806f060d0402ffff or 0x806f060d0402ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0176

SNMP Trap ID: 5

Automatically notify Support: Yes

User response:

1. Make sure that the RAID adapter firmware and hard disk drive firmware are at the latest level.
2. Make sure that the SAS cable is connected correctly.
3. Replace the SAS cable.
4. Replace the RAID adapter.
5. Replace the hard disk drive that is indicated by a lit status LED.

806f060d-0403ffff Array [ComputerSystemElementName] has failed. (Drive 3)

Explanation: This message is for the use case when an implementation has detected that an Array Failed.

May also be shown as 806f060d0403ffff or 0x806f060d0403ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0176

SNMP Trap ID: 5

Automatically notify Support: Yes

User response:

1. Make sure that the RAID adapter firmware and hard disk drive firmware are at the latest level.
2. Make sure that the SAS cable is connected correctly.
3. Replace the SAS cable.
4. Replace the RAID adapter.
5. Replace the hard disk drive that is indicated by a lit status LED.

806f070c-2001ffff Configuration Error for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 1)

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has been corrected.

May also be shown as 806f070c2001ffff or 0x806f070c2001ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0126

SNMP Trap ID: 41

Automatically notify Support: No

User response: Make sure that DIMMs are installed and following the memory population chart in the system publication.

806f070c-2002ffff Configuration Error for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 2)

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has been corrected.

May also be shown as 806f070c2002ffff or 0x806f070c2002ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0126

SNMP Trap ID: 41

Automatically notify Support: No

User response: Make sure that DIMMs are installed and following the memory population chart in the system publication.

**806f070c-2003ffff Configuration Error for [PhysicalMemoryElementName] on Subsystem
[MemoryElementName]. (DIMM 3)**

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has been corrected.

May also be shown as 806f070c2003ffff or 0x806f070c2003ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0126

SNMP Trap ID: 41

Automatically notify Support: No

User response: Make sure that DIMMs are installed and following the memory population chart in the system publication.

**806f070c-2004ffff Configuration Error for [PhysicalMemoryElementName] on Subsystem
[MemoryElementName]. (DIMM 4)**

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has been corrected.

May also be shown as 806f070c2004ffff or 0x806f070c2004ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0126

SNMP Trap ID: 41

Automatically notify Support: No

User response: Make sure that DIMMs are installed and following the memory population chart in the system publication.

**806f070c-2581ffff Configuration Error for [PhysicalMemoryElementName] on Subsystem
[MemoryElementName]. (All DIMMS)**

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has been corrected.

May also be shown as 806f070c2581ffff or 0x806f070c2581ffff

Severity: Error

Alert Category: Critical - Memory

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0126

SNMP Trap ID: 41

Automatically notify Support: No

User response: Make sure that DIMMs are installed and following the memory population chart in the system publication. One of the DIMMs :

806f070d-0400ffff Rebuild in progress for Array in system [ComputerSystemElementName]. (Drive 0)

Explanation: This message is for the use case when an implementation has detected that an Array Rebuild is in Progress.

May also be shown as 806f070d0400ffff or 0x806f070d0400ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0178

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f070d-0401ffff Rebuild in progress for Array in system [ComputerSystemElementName]. (Drive 1)

Explanation: This message is for the use case when an implementation has detected that an Array Rebuild is in Progress.

May also be shown as 806f070d0401ffff or 0x806f070d0401ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0178

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f070d-0402ffff Rebuild in progress for Array in system [ComputerSystemElementName]. (Drive 2)

Explanation: This message is for the use case when an implementation has detected that an Array Rebuild is in Progress.

May also be shown as 806f070d0402ffff or 0x806f070d0402ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0178

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f070d-0403ffff Rebuild in progress for Array in system [ComputerSystemElementName]. (Drive 3)

Explanation: This message is for the use case when an implementation has detected that an Array Rebuild is in Progress.

May also be shown as 806f070d0403ffff or 0x806f070d0403ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0178

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f0807-0301ffff [ProcessorElementName] has been Disabled. (CPU 1)

Explanation: This message is for the use case when an implementation has detected a Processor has been Disabled.

May also be shown as 806f08070301ffff or 0x806f08070301ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0061

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f0813-0301ffff A Uncorrectable Bus Error has occurred on system [ComputerSystemElementName]. (CPUs)

Explanation: This message is for the use case when an implementation has detected a Bus Uncorrectable Error.

May also be shown as 806f08130301ffff or 0x806f08130301ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0240

SNMP Trap ID: 50

Automatically notify Support: Yes

User response:

1. Check the system-event log.
2. (Trained technician only) Remove the failing microprocessor from the system board (see Removing a microprocessor and heat sink).
3. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
4. (Trained technician only) Replace the system board.

806f0813-2581ffff A **Uncorrectable Bus Error has occurred on system [ComputerSystemElementName]. (DIMMs)**

Explanation: This message is for the use case when an implementation has detected a Bus Uncorrectable Error.

May also be shown as 806f08132581ffff or 0x806f08132581ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: **Prefix:** PLAT and **ID:** 0240

SNMP Trap ID: 50

Automatically notify Support: Yes

User response:

1. Check the system-event log.
2. Check the DIMM error LEDs.
3. Remove the failing DIMM from the system board.
4. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
5. Make sure that the installed DIMMs are supported and configured correctly.
6. (Trained technician only) Replace the system board.

806f0813-2582ffff A **Uncorrectable Bus Error has occurred on system [ComputerSystemElementName]. (PCIs)**

Explanation: This message is for the use case when an implementation has detected a Bus Uncorrectable Error.

May also be shown as 806f08132582ffff or 0x806f08132582ffff

Severity: Error

Alert Category: Critical - Other

Serviceable: Yes

CIM Information: **Prefix:** PLAT and **ID:** 0240

SNMP Trap ID: 50

Automatically notify Support: Yes

User response:

1. Check the system-event log.
2. Check the PCI LED.
3. Remove the adapter from the indicated PCI slot.
4. Check for a server firmware update. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
5. (Trained technician only) Replace the system board.

806f0823-2101ffff Watchdog Timer interrupt occurred for [WatchdogElementName]. (Watchdog)

Explanation: This message is for the use case when an implementation has detected a Watchdog Timer interrupt occurred.

May also be shown as 806f08232101ffff or 0x806f08232101ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0376

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

806f0a07-0301ffff [ProcessorElementName] is operating in a Degraded State. (CPU 1)

Explanation: This message is for the use case when an implementation has detected a Processor is running in the Degraded state.

May also be shown as 806f0a070301ffff or 0x806f0a070301ffff

Severity: Warning

Alert Category: Warning - CPU

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0038

SNMP Trap ID: 42

Automatically notify Support: No

User response:

1. Make sure that the fans are operating, that there are no obstructions to the airflow (front and rear of the server), that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed.
 2. Check the ambient temperature. You must be operating within the specifications.
 3. Make sure that the heat sink for microprocessor n is installed correctly.
 4. (Trained technician only) Replace microprocessor n. (n = microprocessor number)
-

81010002-0701ffff Numeric sensor [NumericSensorElementName] going low (lower non-critical) has deasserted. (CMOS Battery)

Explanation: This message is for the use case when an implementation has detected a Lower Non-critical sensor going low has deasserted.

May also be shown as 810100020701ffff or 0x810100020701ffff

Severity: Info

Alert Category: Warning - Voltage

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0477

SNMP Trap ID: 13

Automatically notify Support: No

User response: No action; information only.

81010202-0701ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has deasserted. (CMOS Battery)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has deasserted.

May also be shown as 810102020701ffff or 0x810102020701ffff

Severity: Info

Alert Category: Critical - Voltage

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0481

SNMP Trap ID: 1

Automatically notify Support: No

User response: No action; information only. SysBrd 12V : SysBrd 3.3V : SysBrd 5V :

81010204-1d01ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has deasserted. (Fan 1 Tach)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has deasserted.

May also be shown as 810102041d01ffff or 0x810102041d01ffff

Severity: Info

Alert Category: Critical - Fan Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0481

SNMP Trap ID: 11

Automatically notify Support: No

User response: No action; information only.

81010204-1d02ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has deasserted. (Fan 2 Tach)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has deasserted.

May also be shown as 810102041d02ffff or 0x810102041d02ffff

Severity: Info

Alert Category: Critical - Fan Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0481

SNMP Trap ID: 11

Automatically notify Support: No

User response: No action; information only.

81010204-1d03ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has deasserted. (Fan 3 Tach)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has deasserted.

May also be shown as 810102041d03ffff or 0x810102041d03ffff

Severity: Info

Alert Category: Critical - Fan Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0481

SNMP Trap ID: 11

Automatically notify Support: No

User response: No action; information only.

81010204-1d04ffff Numeric sensor [NumericSensorElementName] going low (lower critical) has deasserted. (Fan 4 Tach)

Explanation: This message is for the use case when an implementation has detected a Lower Critical sensor going low has deasserted.

May also be shown as 810102041d04ffff or 0x810102041d04ffff

Severity: Info

Alert Category: Critical - Fan Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0481

SNMP Trap ID: 11

Automatically notify Support: No

User response: No action; information only.

81010701-0701ffff Numeric sensor [NumericSensorElementName] going high (upper non-critical) has deasserted. (Ambient Temp)

Explanation: This message is for the use case when an implementation has detected an Upper Non-critical sensor going high has deasserted.

May also be shown as 810107010701ffff or 0x810107010701ffff

Severity: Info

Alert Category: Warning - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0491

SNMP Trap ID: 12

Automatically notify Support: No

User response: No action; information only.

81010901-0701ffff Numeric sensor [NumericSensorElementName] going high (upper critical) has deasserted. (Ambient Temp)

Explanation: This message is for the use case when an implementation has detected an Upper Critical sensor going high has deasserted.

May also be shown as 810109010701ffff or 0x810109010701ffff

Severity: Info

Alert Category: Critical - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0495

SNMP Trap ID: 0

Automatically notify Support: No

User response: No action; information only.

81010902-0701ffff Numeric sensor [NumericSensorElementName] going high (upper critical) has deasserted. (SysBrd 12V)

Explanation: This message is for the use case when an implementation has detected an Upper Critical sensor going high has deasserted.

May also be shown as 810109020701ffff or 0x810109020701ffff

Severity: Info

Alert Category: Critical - Voltage

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0495

SNMP Trap ID: 1

Automatically notify Support: No

User response: No action; information only. SysBrd 3.3V : SysBrd 5V :

81010b01-0701ffff Numeric sensor [NumericSensorElementName] going high (upper non-recoverable) has deasserted. (Ambient Temp)

Explanation: This message is for the use case when an implementation has detected an Upper Non-recoverable sensor going high has deasserted.

May also be shown as 81010b010701ffff or 0x81010b010701ffff

Severity: Info

Alert Category: Critical - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0499

SNMP Trap ID: 0

Automatically notify Support: No

User response: No action; information only.

81030006-2101ffff Sensor [SensorElementName] has asserted. (Sig Verify Fail)

Explanation: This message is for the use case when an implementation has detected a Sensor has asserted.

May also be shown as 810300062101ffff or 0x810300062101ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0508

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

81030012-2301ffff Sensor [SensorElementName] has asserted. (OS RealTime Mod)

Explanation: This message is for the use case when an implementation has detected a Sensor has asserted.

May also be shown as 810300122301ffff or 0x810300122301ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0508

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

8107010f-2201ffff Sensor [SensorElementName] has deasserted the transition from normal to non-critical state.
(GPT Status)

Explanation: This message is for the use case when an implementation has detected that a Sensor has deasserted a transition to non-critical from normal.

May also be shown as 8107010f2201ffff or 0x8107010f2201ffff

Severity: Info

Alert Category: Warning - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0521

SNMP Trap ID: 60

Automatically notify Support: No

User response: No action; information only.

81070201-0301ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (CPU 1 OverTemp)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702010301ffff or 0x810702010301ffff

Severity: Info

Alert Category: Critical - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 0

Automatically notify Support: No

User response: No action; information only.

81070201-2001ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (DIMM 1 Temp)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702012001ffff or 0x810702012001ffff

Severity: Info

Alert Category: Critical - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 0

Automatically notify Support: No

User response: No action; information only.

81070201-2002ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (DIMM 2 Temp)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702012002ffff or 0x810702012002ffff

Severity: Info

Alert Category: Critical - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 0

Automatically notify Support: No

User response: No action; information only.

81070201-2003ffff • 81070202-0701ffff

81070201-2003ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (DIMM 3 Temp)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702012003ffff or 0x810702012003ffff

Severity: Info

Alert Category: Critical - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 0

Automatically notify Support: No

User response: No action; information only.

81070201-2004ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (DIMM 4 Temp)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702012004ffff or 0x810702012004ffff

Severity: Info

Alert Category: Critical - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 0

Automatically notify Support: No

User response: No action; information only.

81070202-0701ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (SysBrd Vol Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702020701ffff or 0x810702020701ffff

Severity: Info

Alert Category: Critical - Voltage

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 1

Automatically notify Support: No

User response: No action; information only.

81070204-0a01ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (PS 1 Fan Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702040a01ffff or 0x810702040a01ffff

Severity: Info

Alert Category: Critical - Fan Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 11

Automatically notify Support: No

User response: No action; information only.

81070204-0a02ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (PS 2 Fan Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702040a02ffff or 0x810702040a02ffff

Severity: Info

Alert Category: Critical - Fan Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 11

Automatically notify Support: No

User response: No action; information only.

81070208-0a01ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (PS 1 Therm Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702080a01ffff or 0x810702080a01ffff

Severity: Info

Alert Category: Critical - Power

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 4

Automatically notify Support: No

User response: No action; information only.

81070208-0a02ffff • 81070301-0301ffff

81070208-0a02ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (PS 2 Therm Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702080a02ffff or 0x810702080a02ffff

Severity: Info

Alert Category: Critical - Power

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 4

Automatically notify Support: No

User response: No action; information only.

81070219-0701ffff Sensor [SensorElementName] has transitioned to a less severe state from critical. (SysBrd Fault)

Explanation: This message is for the use case when an implementation has detected a Sensor transition to less severe from critical.

May also be shown as 810702190701ffff or 0x810702190701ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0523

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only.

81070301-0301ffff Sensor [SensorElementName] has deasserted the transition to non-recoverable from a less severe state. (CPU 1 OverTemp)

Explanation: This message is for the use case when an implementation has detected that the Sensor transition to non-recoverable from less severe has deasserted.

May also be shown as 810703010301ffff or 0x810703010301ffff

Severity: Info

Alert Category: Critical - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0525

SNMP Trap ID: 0

Automatically notify Support: No

User response: No action; information only.

81070608-0a01ffff Sensor [SensorElementName] has deasserted the transition to non-recoverable. (PS 1 VCO Fault)

Explanation: This message is for the use case when an implementation has detected that the Sensor transition to non-recoverable has deasserted.

May also be shown as 810706080a01ffff or 0x810706080a01ffff

Severity: Info

Alert Category: Critical - Power

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0531

SNMP Trap ID: 4

Automatically notify Support: No

User response: No action; information only. PS1 12V OC Fault : PS1 12V OV Fault : PS1 12V UV Fault :

81070608-0a02ffff Sensor [SensorElementName] has deasserted the transition to non-recoverable. (PS 2 VCO Fault)

Explanation: This message is for the use case when an implementation has detected that the Sensor transition to non-recoverable has deasserted.

May also be shown as 810706080a02ffff or 0x810706080a02ffff

Severity: Info

Alert Category: Critical - Power

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0531

SNMP Trap ID: 4

Automatically notify Support: No

User response: No action; information only. PS2 12V OC Fault : PS2 12V OV Fault : PS2 12V UV Fault :

810b0108-1301ffff Redundancy Lost for [RedundancySetElementName] has deasserted. (Power Unit)

Explanation: This message is for the use case when Redundancy Lost has deasserted.

May also be shown as 810b01081301ffff or 0x810b01081301ffff

Severity: Info

Alert Category: Critical - Redundant Power Supply

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0803

SNMP Trap ID: 9

Automatically notify Support: No

User response: No action; information only.

816f0008-0a01ffff [PowerSupplyElementName] has been removed from container
[PhysicalPackageElementName]. (Power Supply 1)

Explanation: This message is for the use case when an implementation has detected a Power Supply has been removed.

May also be shown as 816f00080a01ffff or 0x816f00080a01ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0085

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f0008-0a02ffff [PowerSupplyElementName] has been removed from container
[PhysicalPackageElementName]. (Power Supply 2)

Explanation: This message is for the use case when an implementation has detected a Power Supply has been removed.

May also be shown as 816f00080a02ffff or 0x816f00080a02ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0085

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f0009-1301ffff [PowerSupplyElementName] has been turned on. (Host Power)

Explanation: This message is for the use case when an implementation has detected a Power Unit that has been Enabled.

May also be shown as 816f00091301ffff or 0x816f00091301ffff

Severity: Info

Alert Category: System - Power On

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0107

SNMP Trap ID: 24

Automatically notify Support: No

User response: No action; information only.

816f000d-0400ffff The Drive [StorageVolumeElementName] has been removed from unit [PhysicalPackageElementName]. (Drive 0)

Explanation: This message is for the use case when an implementation has detected a Drive has been Removed.

May also be shown as 816f000d0400ffff or 0x816f000d0400ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0163

SNMP Trap ID: 5

Automatically notify Support: No

User response:

1. Reseat hard disk drive n.(n = hard disk drive number). Wait 1 minute or more before reinstalling the drive.
2. Make sure that the disk firmware and RAID controller and backplane firmware are at the latest level.
3. Check the SAS cable.
4. Replace the hard disk drive.

816f000d-0401ffff The Drive [StorageVolumeElementName] has been removed from unit [PhysicalPackageElementName]. (Drive 1)

Explanation: This message is for the use case when an implementation has detected a Drive has been Removed.

May also be shown as 816f000d0401ffff or 0x816f000d0401ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0163

SNMP Trap ID: 5

Automatically notify Support: No

User response:

1. Reseat hard disk drive n.(n = hard disk drive number). Wait 1 minute or more before reinstalling the drive.
2. Make sure that the disk firmware and RAID controller and backplane firmware are at the latest level.
3. Check the SAS cable.
4. Replace the hard disk drive.

816f000d-0402ffff The Drive [StorageVolumeElementName] has been removed from unit [PhysicalPackageElementName]. (Drive 2)

Explanation: This message is for the use case when an implementation has detected a Drive has been Removed.

May also be shown as 816f000d0402ffff or 0x816f000d0402ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0163

SNMP Trap ID: 5

Automatically notify Support: No

User response:

1. Reseat hard disk drive n.(n = hard disk drive number). Wait 1 minute or more before reinstalling the drive.
2. Make sure that the disk firmware and RAID controller and backplane firmware are at the latest level.
3. Check the SAS cable.
4. Replace the hard disk drive.

816f000d-0403ffff The Drive [StorageVolumeElementName] has been removed from unit [PhysicalPackageElementName]. (Drive 3)

Explanation: This message is for the use case when an implementation has detected a Drive has been Removed.

May also be shown as 816f000d0403ffff or 0x816f000d0403ffff

Severity: Error

Alert Category: Critical - Hard Disk drive

Serviceable: Yes

CIM Information: Prefix: PLAT and ID: 0163

SNMP Trap ID: 5

Automatically notify Support: No

User response:

1. Reseat hard disk drive n.(n = hard disk drive number). Wait 1 minute or more before reinstalling the drive.
2. Make sure that the disk firmware and RAID controller and backplane firmware are at the latest level.
3. Check the SAS cable.
4. Replace the hard disk drive.

816f000f-2201ffff The System [ComputerSystemElementName] has detected a POST Error deassertion. (ABR Status)

Explanation: This message is for the use case when an implementation has detected that Post Error has deasserted. May also be shown as 816f000f2201ffff or 0x816f000f2201ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0185

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only. Firmware Error :

816f0013-1701ffff System [ComputerSystemElementName] has recovered from a diagnostic interrupt. (NMI State)

Explanation: This message is for the use case when an implementation has detected a recovery from a Front Panel NMI / Diagnostic Interrupt

May also be shown as 816f00131701ffff or 0x816f00131701ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0223

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only.

816f0021-2582ffff Fault condition removed on slot [PhysicalConnectorElementName] on system [ComputerSystemElementName]. (All PCI Error)

Explanation: This message is for the use case when an implementation has detected a Fault condition in a slot has been removed.

May also be shown as 816f00212582ffff or 0x816f00212582ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0331

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only. One of PCI Error :

816f0021-3001ffff • 816f0108-0a01ffff

816f0021-3001ffff Fault condition removed on slot [PhysicalConnectorElementName] on system [ComputerSystemElementName]. (PCI 1)

Explanation: This message is for the use case when an implementation has detected a Fault condition in a slot has been removed.

May also be shown as 816f00213001ffff or 0x816f00213001ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0331

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only. PCI 2 :

816f0107-0301ffff An Over-Temperature Condition has been removed on [ProcessorElementName]. (CPU 1)

Explanation: This message is for the use case when an implementation has detected a Over-Temperature Condition has been Removed for Processor.

May also be shown as 816f01070301ffff or 0x816f01070301ffff

Severity: Info

Alert Category: Critical - Temperature

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0037

SNMP Trap ID: 0

Automatically notify Support: No

User response: No action; information only.

816f0108-0a01ffff [PowerSupplyElementName] has returned to OK status. (Power Supply 1)

Explanation: This message is for the use case when an implementation has detected a Power Supply return to normal operational status.

May also be shown as 816f01080a01ffff or 0x816f01080a01ffff

Severity: Info

Alert Category: Critical - Power

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0087

SNMP Trap ID: 4

Automatically notify Support: No

User response: No action; information only.

816f0108-0a02ffff [PowerSupplyElementName] has returned to OK status. (Power Supply 2)

Explanation: This message is for the use case when an implementation has detected a Power Supply return to normal operational status.

May also be shown as 816f01080a02ffff or 0x816f01080a02ffff

Severity: Info

Alert Category: Critical - Power

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0087

SNMP Trap ID: 4

Automatically notify Support: No

User response: No action; information only.

816f010c-2001ffff Uncorrectable error recovery detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 1)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error recovery.

May also be shown as 816f010c2001ffff or 0x816f010c2001ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0139

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

816f010c-2002ffff Uncorrectable error recovery detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 2)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error recovery.

May also be shown as 816f010c2002ffff or 0x816f010c2002ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0139

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

816f010c-2003ffff • 816f010c-2581ffff

816f010c-2003ffff Uncorrectable error recovery detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 3)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error recovery.

May also be shown as 816f010c2003ffff or 0x816f010c2003ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0139

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

816f010c-2004ffff Uncorrectable error recovery detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 4)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error recovery.

May also be shown as 816f010c2004ffff or 0x816f010c2004ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0139

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

816f010c-2581ffff Uncorrectable error recovery detected for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (All DIMMS)

Explanation: This message is for the use case when an implementation has detected a Memory uncorrectable error recovery.

May also be shown as 816f010c2581ffff or 0x816f010c2581ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0139

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only. One of the DIMMs :

816f010d-0400ffff The Drive [StorageVolumeElementName] has been enabled. (Drive 0)

Explanation: This message is for the use case when an implementation has detected a Drive was Enabled.

May also be shown as 816f010d0400ffff or 0x816f010d0400ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0167

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f010d-0401ffff The Drive [StorageVolumeElementName] has been enabled. (Drive 1)

Explanation: This message is for the use case when an implementation has detected a Drive was Enabled.

May also be shown as 816f010d0401ffff or 0x816f010d0401ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0167

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f010d-0402ffff The Drive [StorageVolumeElementName] has been enabled. (Drive 2)

Explanation: This message is for the use case when an implementation has detected a Drive was Enabled.

May also be shown as 816f010d0402ffff or 0x816f010d0402ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0167

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f010d-0403ffff • 816f0125-1d01ffff

816f010d-0403ffff The Drive [StorageVolumeElementName] has been enabled. (Drive 3)

Explanation: This message is for the use case when an implementation has detected a Drive was Enabled.

May also be shown as 816f010d0403ffff or 0x816f010d0403ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0167

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f010f-2201ffff The System [ComputerSystemElementName] has recovered from a firmware hang. (Firmware Error)

Explanation: This message is for the use case when an implementation has recovered from a System Firmware Hang.

May also be shown as 816f010f2201ffff or 0x816f010f2201ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0187

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only.

816f0125-1d01ffff [ManagedElementName] detected as present. (Fan 1)

Explanation: This message is for the use case when an implementation has detected a Managed Element is now Present.

May also be shown as 816f01251d01ffff or 0x816f01251d01ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0390

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f0125-1d02ffff [ManagedElementName] detected as present. (Fan 2)

Explanation: This message is for the use case when an implementation has detected a Managed Element is now Present.

May also be shown as 816f01251d02ffff or 0x816f01251d02ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0390

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f0125-1d03ffff [ManagedElementName] detected as present. (Fan 3)

Explanation: This message is for the use case when an implementation has detected a Managed Element is now Present.

May also be shown as 816f01251d03ffff or 0x816f01251d03ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0390

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f0125-1d04ffff [ManagedElementName] detected as present. (Fan 4)

Explanation: This message is for the use case when an implementation has detected a Managed Element is now Present.

May also be shown as 816f01251d04ffff or 0x816f01251d04ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0390

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f0207-0301ffff [ProcessorElementName] has Recovered from FRB1/BIST condition. (CPU 1)

Explanation: This message is for the use case when an implementation has detected a Processor Recovered - FRB1/BIST condition.

May also be shown as 816f02070301ffff or 0x816f02070301ffff

Severity: Info

Alert Category: Critical - CPU

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0045

SNMP Trap ID: 40

Automatically notify Support: No

User response: No action; information only.

816f020d-0400ffff Failure no longer Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 0)

Explanation: This message is for the use case when an implementation has detected an Array Failure is no longer Predicted.

May also be shown as 816f020d0400ffff or 0x816f020d0400ffff

Severity: Info

Alert Category: System - Predicted Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0169

SNMP Trap ID: 27

Automatically notify Support: No

User response: No action; information only.

816f020d-0401ffff Failure no longer Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 1)

Explanation: This message is for the use case when an implementation has detected an Array Failure is no longer Predicted.

May also be shown as 816f020d0401ffff or 0x816f020d0401ffff

Severity: Info

Alert Category: System - Predicted Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0169

SNMP Trap ID: 27

Automatically notify Support: No

User response: No action; information only.

816f020d-0402ffff Failure no longer Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 2)

Explanation: This message is for the use case when an implementation has detected an Array Failure is no longer Predicted.

May also be shown as 816f020d0402ffff or 0x816f020d0402ffff

Severity: Info

Alert Category: System - Predicted Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0169

SNMP Trap ID: 27

Automatically notify Support: No

User response: No action; information only.

816f020d-0403ffff Failure no longer Predicted on drive [StorageVolumeElementName] for array [ComputerSystemElementName]. (Drive 3)

Explanation: This message is for the use case when an implementation has detected an Array Failure is no longer Predicted.

May also be shown as 816f020d0403ffff or 0x816f020d0403ffff

Severity: Info

Alert Category: System - Predicted Failure

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0169

SNMP Trap ID: 27

Automatically notify Support: No

User response: No action; information only.

816f0308-0a01ffff [PowerSupplyElementName] has returned to a Normal Input State. (Power Supply 1)

Explanation: This message is for the use case when an implementation has detected a Power Supply that has input that has returned to normal.

May also be shown as 816f03080a01ffff or 0x816f03080a01ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0099

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f0308-0a02ffff [PowerSupplyElementName] has returned to a Normal Input State. (Power Supply 2)

Explanation: This message is for the use case when an implementation has detected a Power Supply that has input that has returned to normal.

May also be shown as 816f03080a02ffff or 0x816f03080a02ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0099

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f030c-2001ffff Scrub Failure for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]has recovered. (DIMM 1)

Explanation: This message is for the use case when an implementation has detected a Memory Scrub failure recovery.

May also be shown as 816f030c2001ffff or 0x816f030c2001ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0137

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

816f030c-2002ffff Scrub Failure for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]has recovered. (DIMM 2)

Explanation: This message is for the use case when an implementation has detected a Memory Scrub failure recovery.

May also be shown as 816f030c2002ffff or 0x816f030c2002ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0137

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

816f030c-2003ffff Scrub Failure for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]has recovered. (DIMM 3)

Explanation: This message is for the use case when an implementation has detected a Memory Scrub failure recovery.

May also be shown as 816f030c2003ffff or 0x816f030c2003ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0137

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

816f030c-2004ffff Scrub Failure for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]has recovered. (DIMM 4)

Explanation: This message is for the use case when an implementation has detected a Memory Scrub failure recovery.

May also be shown as 816f030c2004ffff or 0x816f030c2004ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0137

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

816f0313-1701ffff System [ComputerSystemElementName] has recovered from an NMI. (NMI State)

Explanation: This message is for the use case when an implementation has detected a Software NMI has been Recovered from.

May also be shown as 816f03131701ffff or 0x816f03131701ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0230

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only.

816f040c-2001ffff • 816f040c-2003ffff

816f040c-2001ffff [PhysicalMemoryElementName] Enabled on Subsystem [MemoryElementName]. (DIMM 1)

Explanation: This message is for the use case when an implementation has detected that Memory has been Enabled.
May also be shown as 816f040c2001ffff or 0x816f040c2001ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0130

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f040c-2002ffff [PhysicalMemoryElementName] Enabled on Subsystem [MemoryElementName]. (DIMM 2)

Explanation: This message is for the use case when an implementation has detected that Memory has been Enabled.
May also be shown as 816f040c2002ffff or 0x816f040c2002ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0130

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f040c-2003ffff [PhysicalMemoryElementName] Enabled on Subsystem [MemoryElementName]. (DIMM 3)

Explanation: This message is for the use case when an implementation has detected that Memory has been Enabled.
May also be shown as 816f040c2003ffff or 0x816f040c2003ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0130

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f040c-2004ffff [PhysicalMemoryElementName] Enabled on Subsystem [MemoryElementName]. (DIMM 4)

Explanation: This message is for the use case when an implementation has detected that Memory has been Enabled.
May also be shown as 816f040c2004ffff or 0x816f040c2004ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0130

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f040c-2581ffff [PhysicalMemoryElementName] Enabled on Subsystem [MemoryElementName]. (All DIMMS)

Explanation: This message is for the use case when an implementation has detected that Memory has been Enabled.
May also be shown as 816f040c2581ffff or 0x816f040c2581ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0130

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only. One of the DIMMs :

816f0413-2582ffff A PCI PERR recovery has occurred on system [ComputerSystemElementName]. (PCIs)

Explanation: This message is for the use case when an implementation has detected a PCI PERR recovered.
May also be shown as 816f04132582ffff or 0x816f04132582ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0233

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only.

816f0507-0301ffff [ProcessorElementName] has Recovered from a Configuration Mismatch. (CPU 1)

Explanation: This message is for the use case when an implementation has Recovered from a Processor Configuration Mismatch.

May also be shown as 816f05070301ffff or 0x816f05070301ffff

Severity: Info

Alert Category: Critical - CPU

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0063

SNMP Trap ID: 40

Automatically notify Support: No

User response: No action; information only.

816f050c-2001ffff Memory Logging Limit Removed for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 1)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Removed.

May also be shown as 816f050c2001ffff or 0x816f050c2001ffff

Severity: Info

Alert Category: Warning - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0145

SNMP Trap ID: 43

Automatically notify Support: No

User response: No action; information only.

816f050c-2002ffff Memory Logging Limit Removed for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 2)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Removed.

May also be shown as 816f050c2002ffff or 0x816f050c2002ffff

Severity: Info

Alert Category: Warning - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0145

SNMP Trap ID: 43

Automatically notify Support: No

User response: No action; information only.

816f050c-2003ffff Memory Logging Limit Removed for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 3)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Removed.

May also be shown as 816f050c2003ffff or 0x816f050c2003ffff

Severity: Info

Alert Category: Warning - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0145

SNMP Trap ID: 43

Automatically notify Support: No

User response: No action; information only.

816f050c-2004ffff Memory Logging Limit Removed for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (DIMM 4)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Removed.

May also be shown as 816f050c2004ffff or 0x816f050c2004ffff

Severity: Info

Alert Category: Warning - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0145

SNMP Trap ID: 43

Automatically notify Support: No

User response: No action; information only.

816f050c-2581ffff Memory Logging Limit Removed for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]. (All DIMMS)

Explanation: This message is for the use case when an implementation has detected that the Memory Logging Limit has been Removed.

May also be shown as 816f050c2581ffff or 0x816f050c2581ffff

Severity: Info

Alert Category: Warning - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0145

SNMP Trap ID: 43

Automatically notify Support: No

User response: No action; information only. One of the DIMMs :

816f050d-0400ffff Critical Array [ComputerSystemElementName] has deasserted. (Drive 0)

Explanation: This message is for the use case when an implementation has detected that an Critical Array has deasserted.

May also be shown as 816f050d0400ffff or 0x816f050d0400ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0175

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f050d-0401ffff Critical Array [ComputerSystemElementName] has deasserted. (Drive 1)

Explanation: This message is for the use case when an implementation has detected that an Critical Array has deasserted.

May also be shown as 816f050d0401ffff or 0x816f050d0401ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0175

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f050d-0402ffff Critical Array [ComputerSystemElementName] has deasserted. (Drive 2)

Explanation: This message is for the use case when an implementation has detected that an Critical Array has deasserted.

May also be shown as 816f050d0402ffff or 0x816f050d0402ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0175

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f050d-0403ffff Critical Array [ComputerSystemElementName] has deasserted. (Drive 3)

Explanation: This message is for the use case when an implementation has detected that an Critical Array has deasserted.

May also be shown as 816f050d0403ffff or 0x816f050d0403ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0175

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f0607-0301ffff An SM BIOS Uncorrectable CPU complex error for [ProcessorElementName] has deasserted. (CPU 1)

Explanation: This message is for the use case when an SM BIOS Uncorrectable CPU complex error has deasserted.

May also be shown as 816f06070301ffff or 0x816f06070301ffff

Severity: Info

Alert Category: Critical - CPU

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0817

SNMP Trap ID: 40

Automatically notify Support: No

User response: No action; information only.

816f0608-0a01ffff [PowerSupplyElementName] Configuration is OK. (Power Supply 1)

Explanation: This message is for the use case when an implementation when a Power Supply configuration is OK.

May also be shown as 816f06080a01ffff or 0x816f06080a01ffff

Severity: Info

Alert Category: Critical - Power

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0105

SNMP Trap ID: 4

Automatically notify Support: No

User response: No action; information only.

816f0608-0a02ffff [PowerSupplyElementName] Configuration is OK. (Power Supply 2)

Explanation: This message is for the use case when an implementation when a Power Supply configuration is OK.
May also be shown as 816f06080a02ffff or 0x816f06080a02ffff

Severity: Info

Alert Category: Critical - Power

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0105

SNMP Trap ID: 4

Automatically notify Support: No

User response: No action; information only.

816f060d-0400ffff Array in system [ComputerSystemElementName] has been restored. (Drive 0)

Explanation: This message is for the use case when an implementation has detected that a Failed Array has been Restored.

May also be shown as 816f060d0400ffff or 0x816f060d0400ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0177

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f060d-0401ffff Array in system [ComputerSystemElementName] has been restored. (Drive 1)

Explanation: This message is for the use case when an implementation has detected that a Failed Array has been Restored.

May also be shown as 816f060d0401ffff or 0x816f060d0401ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0177

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f060d-0402ffff Array in system [ComputerSystemElementName] has been restored. (Drive 2)

Explanation: This message is for the use case when an implementation has detected that a Failed Array has been Restored.

May also be shown as 816f060d0402ffff or 0x816f060d0402ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0177

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f060d-0403ffff Array in system [ComputerSystemElementName] has been restored. (Drive 3)

Explanation: This message is for the use case when an implementation has detected that a Failed Array has been Restored.

May also be shown as 816f060d0403ffff or 0x816f060d0403ffff

Severity: Info

Alert Category: Critical - Hard Disk drive

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0177

SNMP Trap ID: 5

Automatically notify Support: No

User response: No action; information only.

816f070c-2001ffff Configuration error for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]has deasserted. (DIMM 1)

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has deasserted.

May also be shown as 816f070c2001ffff or 0x816f070c2001ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0127

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

**816f070c-2002ffff Configuration error for [PhysicalMemoryElementName] on Subsystem
[MemoryElementName]has deasserted. (DIMM 2)**

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has deasserted.

May also be shown as 816f070c2002ffff or 0x816f070c2002ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0127

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

**816f070c-2003ffff Configuration error for [PhysicalMemoryElementName] on Subsystem
[MemoryElementName]has deasserted. (DIMM 3)**

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has deasserted.

May also be shown as 816f070c2003ffff or 0x816f070c2003ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0127

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

**816f070c-2004ffff Configuration error for [PhysicalMemoryElementName] on Subsystem
[MemoryElementName]has deasserted. (DIMM 4)**

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has deasserted.

May also be shown as 816f070c2004ffff or 0x816f070c2004ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0127

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only.

816f070c-2581ffff Configuration error for [PhysicalMemoryElementName] on Subsystem [MemoryElementName]has deasserted. (All DIMMS)

Explanation: This message is for the use case when an implementation has detected a Memory DIMM configuration error has deasserted.

May also be shown as 816f070c2581ffff or 0x816f070c2581ffff

Severity: Info

Alert Category: Critical - Memory

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0127

SNMP Trap ID: 41

Automatically notify Support: No

User response: No action; information only. One of the DIMMs :

816f070d-0400ffff Rebuild completed for Array in system [ComputerSystemElementName]. (Drive 0)

Explanation: This message is for the use case when an implementation has detected that an Array Rebuild has Completed.

May also be shown as 816f070d0400ffff or 0x816f070d0400ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0179

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f070d-0401ffff Rebuild completed for Array in system [ComputerSystemElementName]. (Drive 1)

Explanation: This message is for the use case when an implementation has detected that an Array Rebuild has Completed.

May also be shown as 816f070d0401ffff or 0x816f070d0401ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0179

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f070d-0402ffff Rebuild completed for Array in system [ComputerSystemElementName]. (Drive 2)

Explanation: This message is for the use case when an implementation has detected that an Array Rebuild has Completed.

May also be shown as 816f070d0402ffff or 0x816f070d0402ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0179

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f070d-0403ffff Rebuild completed for Array in system [ComputerSystemElementName]. (Drive 3)

Explanation: This message is for the use case when an implementation has detected that an Array Rebuild has Completed.

May also be shown as 816f070d0403ffff or 0x816f070d0403ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0179

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f0807-0301ffff [ProcessorElementName] has been Enabled. (CPU 1)

Explanation: This message is for the use case when an implementation has detected a Processor has been Enabled.

May also be shown as 816f08070301ffff or 0x816f08070301ffff

Severity: Info

Alert Category: System - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0060

SNMP Trap ID:

Automatically notify Support: No

User response: No action; information only.

816f0813-0301ffff System [ComputerSystemElementName]has recovered from an Uncorrectable Bus Error. (CPUs)

Explanation: This message is for the use case when an implementation has detected a that a system has recovered from a Bus Uncorrectable Error.

May also be shown as 816f08130301ffff or 0x816f08130301ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0241

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only.

816f0813-2581ffff System [ComputerSystemElementName]has recovered from an Uncorrectable Bus Error. (DIMMs)

Explanation: This message is for the use case when an implementation has detected a that a system has recovered from a Bus Uncorrectable Error.

May also be shown as 816f08132581ffff or 0x816f08132581ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0241

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only.

816f0813-2582ffff System [ComputerSystemElementName]has recovered from an Uncorrectable Bus Error. (PCIs)

Explanation: This message is for the use case when an implementation has detected a that a system has recovered from a Bus Uncorrectable Error.

May also be shown as 816f08132582ffff or 0x816f08132582ffff

Severity: Info

Alert Category: Critical - Other

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0241

SNMP Trap ID: 50

Automatically notify Support: No

User response: No action; information only.

816f0a07-0301ffff

816f0a07-0301ffff The Processor [ProcessorElementName] is no longer operating in a Degraded State. (CPU 1)

Explanation: This message is for the use case when an implementation has detected a Processor is no longer running in the Degraded state.

May also be shown as 816f0a070301ffff or 0x816f0a070301ffff

Severity: Info

Alert Category: Warning - CPU

Serviceable: No

CIM Information: Prefix: PLAT and ID: 0039

SNMP Trap ID: 42

Automatically notify Support: No

User response: No action; information only.

Appendix B. UEFI (POST) error codes

This section details the UEFI (POST) error codes.

UEFI (POST) diagnostic error codes can be generated when the server starts up or while the server is running. UEFI (POST) codes are logged in the IMM2 event log in the server.

For each event code, the following fields are displayed:

Event identifier

An identifier that uniquely identifies an event.

Event description

The logged message string that appears for an event.

Explanation

Additional information to explain why the event occurred.

Severity

An indication of the level of concern for the condition. The severity is abbreviated in the event log to the first character. The following severities can be displayed:

Table 36. Event severity levels

Severity	Description
Informational	An informational message is something that was recorded for audit purposes, usually a user action or a change of states that is normal behavior.
Warning	A warning is not as severe as an error, but if possible, the condition should be corrected before it becomes an error. It might also be a condition that requires additional monitoring or maintenance.
Error	An error typically indicates a failure or critical condition that impairs service or an expected function.

User response

Indicate the actions that you should take to resolve the event.

Perform the steps listed in this section in the order shown until the problem is solved. After you perform all of the actions that are described in this field, if you cannot solve the problem, contact IBM support.

The following is the list of the UEFI (POST) error codes and suggested actions to correct the detected problems.

I.11002 [I.11002] A processor mismatch has been detected between one or more processors in the system.

Explanation: One or More Mismatched Processors Detected

Severity: Error

User response: Complete the following steps:

1. This message could occur with messages about other Processor configuration problems. Resolve those messages first.
2. If the problem persists, ensure that matching processors are installed (i.e., matching option part numbers, etc)
3. Verify that the Processor's are installed in the correct sockets according to the service information for this product. If not, correct that problem.
4. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
5. (Trained Service technician only) Replace mismatching processor. Inspect Processor socket and replace the system board first if socket is damaged.

I.1100A [I.1100A] A processor microcode update failed.

Explanation: Processor Microcode Failed to Load

Severity: Error

User response: Complete the following steps:

1. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
2. (Trained Service technician only) Replace the Processor.

I.18005 [I.18005] A discrepancy has been detected in the number of cores reported by one or more processor packages within the system.

Explanation: Processors have mismatched number of cores

Severity: Error

User response: Complete the following steps:

1. If this is a newly installed option, ensure that matching Processors are installed in the correct Processor sockets according to the service information for this product.
2. Check IBM support site for an applicable service bulletin that applies to this Processor error.
3. (Trained Service technician only) Replace Processor. Inspect Processor socket and replace the system board first if socket is damaged.

I.18007 [I.18007] A power segment mismatch has been detected for one or more processor packages.

Explanation: Processors have mismatched Power Segments

Severity: Error

User response: Complete the following steps:

1. Processors installed do not have the same power requirements
2. Ensure that all Processors have matching power requirements (such as 65, 95, or 130 Watts)
3. If power requirements match, check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
4. (Trained Service technician only) Replace Processor. Inspect Processor socket and replace the system board first if socket is damaged

I.18008 [I.18008] **Currently, there is no additional information for this event.**

Explanation: Processors have mismatched Internal DDR3 Frequency

Severity: Error

User response: Complete the following steps:

1. Verify that matching DIMMs are installed in the correct population sequence, according to the service information for this product. Correct any configuration issues found.
2. (Trained Service technician only) Replace associated Processor. Inspect Processor socket and replace the system board first if socket is damaged

I.18009 [I.18009] **A core speed mismatch has been detected for one or more processor packages.**

Explanation: Processors have mismatched Core Speed

Severity: Error

User response: Complete the following steps:

1. Verify that matching processors are installed in the correct processor sockets according to the service information for this product. Correct any mismatch issues found.
2. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
3. (Trained Service technician only) Replace Processor. Inspect Processor socket and replace the system board first if socket is damaged.

I.1800B [I.1800B] **A cache size mismatch has been detected for one or more processor packages.**

Explanation: Processors have one or more cache levels with mismatched size

Severity: Error

User response: Complete the following steps:

1. Verify that matching processors are installed in the correct processor sockets according to the service information for this product. Correct any mismatch found.
2. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
3. (Trained Service technician only) Replace the system board.

I.1800C [I.1800C] **A cache type mismatch has been detected for one or more processor packages.**

Explanation: Processors have one or more cache levels with mismatched type

Severity: Error

User response: Complete the following steps:

1. Verify that matching Processors are installed in the correct Processor sockets according to the service information for this product.
2. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
3. (Trained Service technician only) Replace the system board.

I.1800D [I.1800D] **A cache associativity mismatch has been detected for one or more processor packages.**

Explanation: Processors have one or more cache levels with mismatched associativity

Severity: Error

User response: Complete the following steps:

1. Verify that matching Processors are installed in the correct Processor sockets according to the service information for this product.
2. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
3. (Trained Service technician only) Replace the system board.

I.1800E [I.1800E] **A processor model mismatch has been detected for one or more processor packages.**

Explanation: Processors have mismatched Model Number

Severity: Error

User response: Complete the following steps:

1. Verify that matching Processors are installed in the correct Processor sockets according to the service information for this product.
2. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
3. (Trained Service technician only) Replace the system board.

I.1800F [I.1800F] **A processor family mismatch has been detected for one or more processor packages.**

Explanation: Processors have mismatched Family

Severity: Error

User response: Complete the following steps:

1. Verify that matching Processors are installed in the correct Processor sockets according to the service information for this product
2. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
3. (Trained Service technician only) Replace the system board.

I.18010 [I.18010] **A processor stepping mismatch has been detected for one or more processor packages.**

Explanation: Processors of the same model have mismatched Stepping ID

Severity: Error

User response: Complete the following steps:

1. Verify that matching Processors are installed in the correct Processor sockets according to the service information for this product.
2. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
3. (Trained Service technician only) Replace the system board.

I.2018002 [I.2018002] The device found at Bus % Device % Function % could not be configured due to resource constraints. The Vendor ID for the device is % and the Device ID is %.

Explanation: OUT_OF_RESOURCES (PCI Option ROM)

Severity: Info

User response: Complete the following steps:

1. If this PCIe device and/or any attached cables were recently installed, moved, serviced or upgraded, reseal adapter and any attached cables.
2. Check IBM support site for any applicable service bulletin or UEFI or adapter firmware update that applies to this error. NOTE: It may be necessary to disable unused option ROMs from UEFI F1 setup or ASU or using adapter manufacturer utilities so that adapter firmware can be updated.
3. Move card to a different slot. If slot not available or error re-occurs, replace adapter.
4. (Trained Service technician only) If adapter was moved to a different slot and error did not re-occur, verify that this is not a system limitation and then replace the system board. Also, if this is not the initial installation and the error persists after adapter replacement, replace system board.

I.3818001 [I.3818001] The firmware image capsule signature for the currently booted flash bank is invalid.

Explanation: Current Bank CRTM Capsule Update Signature Invalid

Severity: Info

User response: Complete the following steps:

1. Reboot system. Will come up on backup UEFI image. Reflash the primary UEFI image.
2. If error does not persist no additional recovery action is required.
3. If error persists, or boot is unsuccessful, (Trained service technician only) Replace the system board.

I.3818002 [I.3818002] The firmware image capsule signature for the non-booted flash bank is invalid.

Explanation: Opposite Bank CRTM Capsule Update Signature Invalid

Severity: Info

User response: Complete the following steps:

1. Reflash backup UEFI image.
2. If error does not persist no additional recovery action is required.
3. If error persists, or boot is unsuccessful, (Trained service technician only) Replace the system board.

I.3818003 [I.3818003] The CRTM flash driver could not lock the secure flash region.

Explanation: CRTM Could not lock secure flash region

Severity: Info

User response: Complete the following steps:

1. If system failed to boot successfully, DC cycle system.
2. If system boots to F1 setup, flash UEFI image and reset bank to primary (if required). If system boots without error, recovery is complete and no additional action is required.
3. If system fails to boot, or if flash attempt fails, (Trained service technician only) Replace the system board.

I.58015 [I.58015] **Memory spare copy initiated.**

Explanation: Spare Copy Started

Severity: Info

User response: Complete the following steps:

1. No user required for this event. This is for informational purposes only.
-

I.580A4 [I.580A4] **Memory population change detected.**

Explanation: DIMM Population Change Detected

Severity: Info

User response: Complete the following steps:

1. Check system event log for uncorrected DIMM failures and replace those DIMMs.
-

I.580A5 [I.580A5] **Mirror Fail-over complete. DIMM number % has failed over to to the mirrored copy.**

Explanation: DIMM Mirror Fail-over Detected

Severity: Info

User response: Complete the following steps:

1. Check the system-event log for uncorrected DIMM failures and replace those DIMMs.
-

I.580A6 [I.580A6] **Memory spare copy has completed successfully.**

Explanation: Spare Copy Complete

Severity: Info

User response: Complete the following steps:

1. Check system log for related DIMM failures and replace those DIMMs.
-

S.1100B [S.1100B] **CATERR(IERR) has asserted on processor %.**

Explanation: Processor CATERR(IERR) has asserted

Severity: Error

User response: Complete the following steps:

1. Check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
2. (Trained Service technician only) Replace the Processor.

S.1100C [S.1100C] An uncorrectable error has been detected on processor %.

Explanation: Uncorrectable processor error detected

Severity: Error

User response: Complete the following steps:

1. Check IBM support site for an applicable service bulletin or firmware update that applies to this error.
2. Reboot system. If problem persists escalate to the next level of support.

S.2011000 [S.2011000] An Uncorrected PCIe Error has Occurred at Bus % Device % Function %. The Vendor ID for the device is % and the Device ID is %.

Explanation: PCI PERR Detected

Severity: Error

User response: Complete the following steps:

1. If this node and/or any attached cables were recently installed, moved, serviced or upgraded, a. Reseat Adapter and any attached cables. b. Reload Device Driver c. If device is not recognized, reconfiguring slot to Gen1 or Gen2 may be required. Gen1/Gen2 settings can be configured via F1 Setup -> System Settings -> Devices and I/O Ports -> PCIe Gen1/Gen2/Gen3 Speed Selection, or the ASU Utility.
2. Check IBM support site for an applicable device driver, firmware update, revision of service information for this product or other information that applies to this error. Load new device driver and any required firmware updates.
3. If problem persists, then remove Adapter Card. If system reboots successfully without the adapter, replace that card.
4. (Trained Service technician only) Replace the processor.

S.2011001 [S.2011001] An Uncorrected PCIe Error has Occurred at Bus % Device % Function %. The Vendor ID for the device is % and the Device ID is %.

Explanation: PCI SERR Detected

Severity: Error

User response: Complete the following steps:

1. If this node and/or any attached cables were recently installed, moved, serviced or upgraded, a. Reseat Adapter and any attached cables. b. Reload Device Driver c. If device is not recognized, reconfiguring slot to Gen1 or Gen2 may be required. Gen1/Gen2 settings can be configured via F1 Setup -> System Settings -> Devices and I/O Ports -> PCIe Gen1/Gen2/Gen3 Speed Selection, or the ASU Utility.
2. Check IBM support site for an applicable device driver, firmware update, revision of service information for this product or other information that applies to this error. Load new device driver and any required firmware updates.
3. If problem persists, then remove Adapter Card. If system reboots successfully without the adapter, replace that card.
4. (Trained Service technician only) Replace the processor.

S.2018001 [S.2018001] An Uncorrected PCIe Error has Occurred at Bus % Device % Function %. The Vendor ID for the device is % and the Device ID is %.

Explanation: PCIe Uncorrected Error Detected

Severity: Error

User response: Complete the following steps:

1. If this node and/or any attached cables were recently installed, moved, serviced or upgraded, a. Reseat Adapter and any attached cables. b. Reload Device Driver c. If device is not recognized, reconfiguring slot to Gen1 or Gen2 may be required. Gen1/Gen2 settings can be configured via F1 Setup -> System Settings -> Devices and I/O Ports -> PCIe Gen1/Gen2/Gen3 Speed Selection, or the ASU Utility.
2. Check IBM support site for an applicable device driver, firmware update, version of service information for this product or other information that applies to this error. Load new device driver and any required firmware updates.
3. If problem persists, then remove Adapter Card. If system reboots successfully without the adapter, replace that card.
4. Trained Service technician only) Replace the processor.

S.3020007 [S.3020007] A firmware fault has been detected in the UEFI image.

Explanation: Internal UEFI Firmware Fault Detected, System halted

Severity: Error

User response: Complete the following steps:

1. Check IBM support site for an applicable service bulletin or firmware update that applies to this error.
2. Reflash UEFI image.
3. (Trained service technician only) Replace the system board.

S.3030007 [S.3030007] A firmware fault has been detected in the UEFI image.

Explanation: Internal UEFI Firmware Fault Detected, System halted

Severity: Error

User response: Complete the following steps:

1. Check IBM support site for an applicable service bulletin or firmware update that applies to this error.
2. Reflash UEFI image.
3. (Trained service technician only) Replace the system board.

S.3040007 [S.3040007] A firmware fault has been detected in the UEFI image.

Explanation: Internal UEFI Firmware Fault Detected, System halted

Severity: Error

User response: Complete the following steps:

1. Check IBM support site for an applicable service bulletin or firmware update that applies to this error.
2. Reflash UEFI image.
3. (Trained service technician only) Replace the system board.

S.3050007 [S.3050007] A firmware fault has been detected in the UEFI image.

Explanation: Internal UEFI Firmware Fault Detected, System halted

Severity: Error

User response: Complete the following steps:

1. Check IBM support site for an applicable service bulletin or firmware update that applies to this error.
2. Reflash UEFI image.
3. (Trained service technician only) Replace the system board.

S.3060007 [S.3060007] A firmware fault has been detected in the UEFI image.

Explanation: Internal UEFI Firmware Fault Detected, System halted

Severity: Error

User response: Complete the following steps:

1. Check IBM support site for an applicable service bulletin or firmware update that applies to this error.
2. Reflash UEFI image.
3. (Trained service technician only) Replace the system board.

S.3070007 [S.3070007] A firmware fault has been detected in the UEFI image.

Explanation: Internal UEFI Firmware Fault Detected, System halted

Severity: Error

User response: Complete the following steps:

1. Check IBM support site for an applicable service bulletin or firmware update that applies to this error.
2. Reflash UEFI image.
3. (Trained service technician only) Replace the system board.

S.3818004 [S.3818004] The CRTM flash driver could not successfully flash the staging area. A failure occurred.

Explanation: CRTM Update Failed

Severity: Error

User response: Complete the following steps:

1. Continue booting system. If system does not reset, manually reset the system.
2. If the error is not reported on the subsequent boot, no additional recovery action is required.
3. If the error persists, continue booting system and reflash UEFI image.
4. (Trained service technician only) Replace the system board.

S.3818007 [S.3818007] **The firmware image capsules for both flash banks could not be verified.**

Explanation: CRTM image capsule could not be verified

Severity: Error

User response: Complete the following steps:

1. If system failed to boot successfully, DC cycle system.
2. If system boots to F1 steup, flash UEFI image and reset bank to primary (if required). If system boots without error, recovery is complete and no additional action is required.
3. If system fails to boot, or if flash attempt fails, (Trained service technician only) Replace the system board.

S.51003 [S.51003] **An uncorrectable memory error was detected in DIMM slot % on rank %.**

Explanation: [S.51003] An uncorrectable memory error was detected on processor % channel %. The failing DIMM within the channel could not be determined.

[S.51003] An uncorrectable memory error has been detected during POST.Fatal Memory Error Occurred

Severity: Error

User response: Complete the following steps:

1. If the node has recently been installed, moved, serviced, or upgraded, verify that the DIMM is properly seated and visually verify that there is no foreign material in any DIMM connector on that memory channel. If either of these conditions is found, correct and retry with the same DIMM. (Note: Event Log may contain a recent 00580A4 event denoting detected change in DIMM population that could be related to this problem.)
2. If no problem is observed on the DIMM connectors or the problem persists, replace the DIMM identified by LightPath and/or event log entry.
3. If problem re-occurs on the same DIMM connector, replace the other DIMMs on the same memory channel.
4. Check IBM support site for an applicable service bulletin or firmware update that applies to this memory error.
5. (Trained Service technician only) If problem re-occurs on the same DIMM connector, inspect connector for damage. If found, replace system board.
6. (Trained Service technician only) Replace affected Processor.
7. (Trained Service technician only) Replace system board.

S.51006 [S.51006] **A memory mismatch has been detected. Please verify that the memory configuration is valid.**

Explanation: One or More Mismatched DIMMs Detected

Severity: Error

User response: Complete the following steps:

1. Could follow an uncorrectable memory error or failed memory test. Check log and service that event first. DIMMs disabled by other errors or actions could cause this event.
2. Verify that the DIMMs are installed in the correct population sequence, according to the service information for this product.
3. Disable memory mirroring and sparing. If this action eliminates the mismatch, check IBM Support site for information related to this problem.
4. Reflash UEFI firmware.
5. Replace DIMM
6. (Trained Service technician only) Replace Processor.

S.51009 [S.51009] No system memory has been detected.**Explanation:** No Memory Detected**Severity:** Error**User response:** Complete the following steps:

1. Make sure that one or more DIMMs are installed in the server.
2. If no memory fault is recorded in the logs and no DIMM connector error LEDs are lit, verify that all DIMM connectors are enabled using the Setup utility or the Advanced Settings Utility (ASU).
3. Re-Install all DIMMs verifying the correct population sequence, according to the service information for this product.
4. (Trained service technician only) Replace the processor.
5. (Trained service technician only) Replace the system board.

S.5100A [S.5100A] Memory is present within the system but could not be configured. Please verify that the memory configuration is valid.**Explanation:** No Usable Memory Detected**Severity:** Error**User response:** Complete the following steps:

1. Make sure that one or more DIMMs are installed in the server.
2. If no memory fault is recorded in the logs and no DIMM connector error LEDs are lit, verify that all DIMM connectors are enabled using the Setup utility or the Advanced Settings Utility (ASU).
3. Reseat all DIMMs ensuring that DIMMs are installed in the correct population sequence, according to the service information for this product.
4. Clear CMOS memory. Note that all firmware settings will revert to the defaults.
5. Reflash UEFI firmware.
6. (Trained service technician only) Replace the processor.
7. (Trained service technician only) Replace the system board.

S.58008 [S.58008] A DIMM has failed the POST memory test.**Explanation:** DIMM Failed Memory Test**Severity:** Error**User response:** Complete the following steps:

1. You must AC-cycle the system to re-enable affected DIMM connector or re-enable manually using F1 setup
2. If the node has been recently installed, serviced, moved, or upgraded, check to ensure that DIMMs are firmly seated and that no foreign material can be seen in the DIMM connector. If either condition is observed, correct and retry with the same DIMM. (Note: Event Log may contain a recent 00580A4 event denoting detected change in DIMM population that could be related to this problem.)
3. If problem persists, replace the DIMM identified by LightPath and/or event log entry.
4. If problem re-occurs on the same DIMM connector, swap the other DIMMs on the same memory channel across channels one at a time to a different memory channel or Processor. (check service information for this product/Install guide for population requirements for sparing/paring modes). If problem follows a moved DIMM to a different memory channel, replace that DIMM.
5. Check IBM support site for an applicable service bulletin or firmware update that applies to this memory error.
6. (Trained service technician only) If problem stays with the original DIMM connector, re-inspect DIMM connector for foreign material and remove, if found. If connector is damaged, replace system board.
7. (Trained service technician only) Remove affected Processor and inspect Processor socket pins for damaged or mis-aligned pins. If damage is found, or this is an upgrade Processor, replace system board. If there are multiple Processor's, swap Processor's to move affected Processor to another Processor socket and retry. If problem follows the affected Processor (or there is only one Processor), replace the affected Processor.
8. (Trained Service technician only) Replace the system board.

S.68005 • W.3818005

S.68005 [S.68005] An error has been detected by the the IIO core logic on Bus %. The Global Fatal Error Status register contains %. The Global Non-Fatal Error Status register contains %. Please check error logs for the presence of additional downstream device error data.

Explanation: Critical IOH-PCI Error

Severity: Error

User response: Complete the following steps:

1. Check log for a separate error for an associated PCIe device and service that error.
2. Check IBM support site for an applicable service bulletin or firmware update for the system or adapter that applies to this error.
3. (Trained Service technician only) Replace the system board.

W.11004 [W.11004] A processor within the system has failed the BIST.

Explanation: Processor Self Test Failure Detected

Severity: Error

User response: Complete the following steps:

1. If the Processor or firmware was just updated, check IBM support site for an applicable service bulletin or firmware update that applies to this Processor error.
2. (Trained service technician only) If there are multiple Processor's, swap Processor's to move affected Processor to another Processor socket and retry. If problem follows the affected Processor, or this is a single Processor system, replace the Processor. Inspect Processor socket on each Processor removal and replace system board first if damaged or mis-aligned pins are found.
3. (Trained Service technician only) Replace the system board.

W.3818000 [W.3818000] TPM communication failure

Explanation: TPM communication failure.

Severity: Warning

User response: Complete the following steps:

1. (Trained service technician only) Replace the system board

W.3818005 [W.3818005] The CRTM flash driver could not successfully flash the staging area. The update was aborted

Explanation: CRTM Update Aborted

Severity: Warning

User response: Complete the following steps:

1. Continue booting system. If system does not reset, manually reset the system.
2. If the error is not reported on the subsequent boot, no additional recovery action is required.
3. If the event persists, continue booting system and reflash UEFI image.
4. (Trained service technician only) Replace the system board.

W.50001 [W.50001] A DIMM has been disabled due to an error detected during POST.

Explanation: DIMM Disabled

Severity: Info

User response: Complete the following steps:

1. If the DIMM was disabled because of a memory fault, follow the procedure for that event.
2. If no memory fault is recorded in the logs and no DIMM connector error LEDs are lit, re-enable the DIMM through the Setup utility or the Advanced Settings Utility (ASU).
3. If problem persists, Power cycle the node from management console.
4. Reset IMM to default settings.
5. Reset UEFI to default settings.
6. Reflash IMM and UEFI firmware.
7. (Trained Service technician only) Replace system board.

W.58001 [W.58001] The PFA Threshold limit (correctable error logging limit) has been exceeded on DIMM number % at address %. MC5 Status contains % and MC5 Misc contains %.

Explanation: DIMM PFA Threshold Exceeded

Severity: Error

User response: Complete the following steps:

1. If the node has recently been installed, moved, serviced, or upgraded, verify that the DIMM is properly seated and visually verify that there is no foreign material in any DIMM connector on that memory channel. If either of these conditions is found, correct and retry with the same DIMM. (Note: Event Log may contain a recent 00580A4 event denoting detected change in DIMM population that could be related to this problem.)
2. Check IBM support site for an applicable firmware update that applies to this memory error. The release notes will list the known problems the update addresses.
3. If the previous steps do not resolve the problem, at the next maintenance opportunity, replace the affected DIMM (as indicated by LightPath and/or failure log entry).
4. If PFA re-occurs on the same DIMM connector, swap the other DIMMs on the same memory channel one at a time to a different memory channel or Processor. (check service information for this product/Install guide for population requirements for sparing/paring modes). If PFA follows a moved DIMM to any DIMM connector on the different memory channel, replace the moved DIMM.
5. Check IBM support site for an applicable Service Bulletins (Service bulletins) that applies to this memory error. (Link to IBM support service bulletins)
6. (Trained service technician only) If problem continues to re-occur on the same DIMM connector, inspect DIMM connector for foreign material and remove, if found. If connector is damaged, replace system board.
7. (Trained service technician only) Remove affected Processor and inspect Processor socket pins for damaged or mis-aligned pins. If damage is found or Processor is an upgrade part, replace system board.
8. (Trained Service technician only) Replace affected processor.
9. (Trained Service technician only) Replace system board.

W.58007 [W.58007] Invalid memory configuration (Unsupported DIMM Population) detected. Please verify memory configuration is valid.

Explanation: Unsupported DIMM Population

Severity: Error

User response: Complete the following steps:

1. Ensure that the DIMM are populated according to the guidelines in the service information for this product.

W.580A1 [W.580A1] Invalid memory configuration for Mirror Mode. Please correct memory configuration.

Explanation: Unsupported DIMM Population for Mirror Mode

Severity: Error

User response: Complete the following steps:

1. If a DIMM connector error LED is lit, resolve the failure.
2. Make sure that the DIMM connectors are correctly populated for mirroring mode, according to the service information for this product.

W.580A2 [W.580A2] Invalid memory configuration for Sparing Mode. Please correct memory configuration.

Explanation: Unsupported DIMM Population for Spare Mode

Severity: Error

User response: Complete the following steps:

1. Make sure that the DIMM connectors are correctly populated for sparing mode, according to the service information for this product.

W.580A3 [W.580A3] Invalid memory configuration for Lock-Step Mode. Please correct memory configuration.

Explanation: Unsupported DIMM Population for Lockstep Mode

Severity: Warning

User response: Complete the following steps:

1. Make sure that the DIMM connectors are correctly populated for lock-step mode, according to the service information for this product.

W.68002 [W.68002] A CMOS battery error has been detected

Explanation: CMOS Battery Fault

Severity: Error

User response: Complete the following steps:

1. If the system was recently Installed, Moved, or Serviced, make sure the battery is properly seated.
2. Check IBM support site for an applicable service bulletin or firmware update that applies to this error.
3. Replace CMOS Battery
4. (Trained Service technician only) Replace the system board.

Appendix C. DSA diagnostic test results

After running the DSA diagnostic tests, use this information to resolve any issues that were found.

DSA Broadcom network test results

The following messages can result when you run the Broadcom network test.

405-000-000 BRCM:TestControlRegisters Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-001-000 BRCM:TestMIIRegisters Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-002-000 BRCM:TestEEPROM Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

405-003-000 BRCM:TestInternalMemory Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

405-004-000 BRCM:TestInterrupt Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-005-000 BRCM:TestLoopbackMAC Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-006-000 BRCM:TestLoopbackPhysical Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-007-000 BRCM:TestLEDs Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-800-000 BRCM:TestControlRegisters Test Aborted

Explanation: The control registers test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

405-801-000 BRCM:TestMIRegisters Test Aborted

Explanation: The MII register test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

405-802-000 BRCM:TestEEPROM Test Aborted

Explanation: The EEPROM test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-803-000 BRCM:TestInternalMemory Test Aborted

Explanation: The internal memory test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-804-000 BRCM:TestInterrupt Test Aborted

Explanation: The interrupt test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-805-000 BRCM:TestLoopbackMAC Test Aborted

Explanation: Loopback testing at the MAC layer was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-806-000 BRCM:TestLoopbackPhysical Test Aborted

Explanation: Loopback testing at the physical layer was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

405-807-000 BRCM:TestLEDs Test Aborted

Explanation: Verification of status LEDs was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

405-900-000 BRCM:TestControlRegisters Test Failed

Explanation: A failure was detected while testing internal MAC registers

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-901-000 BRCM:TestMIRegisters Test Failed

Explanation: A failure was detected while testing internal PHY registers.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-902-000 BRCM:TestEEPROM Test Failed

Explanation: A failure was detected while testing non-volatile RAM.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-903-000 BRCM:TestInternalMemory Test Failed

Explanation: A failure was detected while testing internal memory.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

405-904-000 BRCM:TestInterrupt Test Failed

Explanation: A failure was detected while testing interrupts.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-905-000 BRCM:TestLoopbackMAC Test Failed

Explanation: BRCM:TestLoopbackMAC Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-906-000 BRCM:TestLoopbackPhysical Test Failed

Explanation: A failure was detected during the loopback test at the physical layer.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

405-907-000 BRCM:TestLEDs Test Failed

Explanation: A failure was detected while verifying operation of the status LEDs.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

DSA Brocade test results

The following messages can result when you run the Brocade test.

218-000-000 Brocade:MemoryTest Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-001-000 Brocade:ExternalLoopbackTest Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-002-000 Brocade:SerdesLoopbackTest Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-003-000 Brocade:PCILoopbackTest Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-004-000 Brocade:ExternalEthLoopbackTest Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

218-005-000 Brocade:SerdesEthLoopbackTest Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

218-006-000 Brocade:InternalLoopbackTest Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-800-000 Brocade:MemoryTest Aborted

Explanation: The test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-801-000 Brocade:ExternalLoopbackTest Aborted

Explanation: The test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-802-000 Brocade:SerdesLoopbackTest Aborted

Explanation: The test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-803-000 Brocade:PCILoopbackTest Aborted

Explanation: The test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

218-804-000 Brocade:ExternalEthLoopbackTest Aborted

Explanation: The test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

218-805-000 Brocade:SerdesEthLoopbackTest Aborted

Explanation: The test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-806-000 Brocade:InternalLoopbackTest Aborted

Explanation: The test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-900-000 Brocade:MemoryTest Failed

Explanation: A failure was detected while testing the adapter memory.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Rerun the test.
2. Verify whether the firmware is at proper level.
3. Rerun the test.
4. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-901-000 Brocade:ExternalLoopbackTest Failed

Explanation: A failure was detected during the Loopback test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check cable connections.
2. Rerun the test.
3. Verify whether the firmware is at proper level.
4. Rerun the test.
5. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-902-000 Brocade:SerdesLoopbackTest Failed

Explanation: A failure was detected during the Loopback test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Rerun the test.
2. Verify whether the firmware is at proper level.
3. Rerun the test.
4. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

218-903-000 Brocade:PCILoopbackTest Failed

Explanation: A failure was detected during the Loopback test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Rerun the test.
2. Verify whether the firmware is at proper level.
3. Rerun the test.
4. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-904-000 Brocade:ExternalEthLoopbackTest Failed

Explanation: A failure was detected during the Loopback test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check or replace SFP/cable.
2. Rerun the test.
3. Verify whether the firmware is at proper level.
4. Rerun the test.
5. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-905-000 Brocade:SerdesEthLoopbackTest Failed

Explanation: A failure was detected during the Loopback test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Rerun the test.
2. Verify whether the firmware is at proper level.
3. Rerun the test.
4. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

218-906-000 Brocade:InternalLoopbackTest Failed

Explanation: A failure was detected during the Loopback test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Rerun the test.
2. Verify whether the firmware is at proper level.
3. Rerun the test.
4. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

DSA checkpoint panel test results

The following messages can result when you run the checkpoint panel test.

180-000-000 Check-point Panel Test Passed

Explanation: Check-point Panel Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

180-801-000 Check-point Panel Test Aborted

Explanation: Check-point Panel Test Aborted. BMC is unable to verify that the operator information panel cable is connected.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Inspect and reseal operator information panel cable at both ends.
2. Verify that the Baseboard Management Controller (BMC) is working.
3. Run the test again.
4. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

180-901-000 Check-point Panel Test Failed

Explanation: Check-point Panel Test Failed. Operator reported incorrect display.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check the operator information panel cabling for loose or broken connections at both ends or damage to the cable.
2. Replace the information panel cable if damage is present.
3. Run the test again.
4. Replace the operator information panel assembly.
5. Run the test again.
6. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA CPU stress test results

The following messages can result when you run the CPU stress test.

089-000-000 CPU Stress Test Passed

Explanation: CPU Stress Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

089-801-000 CPU Stress Test Aborted

Explanation: CPU Stress Test Aborted. Internal Program Error.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Turn off and restart the system.
2. Make sure that the DSA Diagnostic code is at the latest level.
3. Run the test again.
4. Check system firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component. The latest level firmware for this component can be found in reference to this system type at the IBM Support website.
5. Run the test again.
6. If the system has stopped responding, turn off and restart the system and then run the test again.
7. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

089-802-000 CPU Stress Test Aborted

Explanation: CPU Stress Test Aborted. System resource unavailability error.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Turn off and restart the system.
2. Make sure that the DSA Diagnostic code is at the latest level.
3. Run the test again.
4. Check system firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
5. Run the test again.
6. If the system has stopped responding, turn off and restart the system and then run the test again.
7. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

089-803-000 CPU Stress Test Aborted

Explanation: CPU Stress Test Aborted. Memory size is insufficient to run the test. At least 1GB is required.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

089-804-000 CPU Stress Test Aborted

Explanation: CPU Stress Test Aborted. User pressed Ctrl-C.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

089-901-000 CPU Stress Test Failed

Explanation: CPU Stress Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. If the system has stopped responding, turn off and restart the system and then run the test again.
2. Make sure that the DSA Diagnostic code is at the latest level.
3. Run the test again.
4. Check system firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
5. Run the test again.
6. If the system has stopped responding, turn off and restart the system and then run the test again.
7. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA Emulex adapter test results

The following messages can result when you run the Emulex adapter test.

516-000-000 ELXUCNA: NIC MAC LoopBackTest Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

516-001-000 ELXUCNA: NIC PHY LoopBackTest Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

516-002-000 ELXUCNA: ELXUCNA: NIC LED(Beacon)Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

516-800-000 ELXUCNA: NIC MAC LoopBackTest Aborted

Explanation: Loopback testing at the MAC layer was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

516-801-000 ELXUCNA: NIC PHY LoopBackTest Aborted

Explanation: Loopback testing at the physical layer was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

516-802-000 ELXUCNA: ELXUCNA: NIC LED(Beacon)Test Aborted

Explanation: Verification of status LEDs was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

516-900-000 ELXUCNA: NIC MAC LoopBackTest Failed

Explanation: A failure was detected during the loopback test at the MAC layer.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

516-901-000 ELXUCNA: NIC PHY LoopBackTest Failed

Explanation: A failure was detected during the loopback test at the physical layer.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

516-902-000 ELXUCNA: ELXUCNA: NIC LED(Beacon)Test Failed

Explanation: A failure was detected while verifying operation of the status LEDs.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA EXA port ping test results

The following messages can result when you run the EXA port ping test.

401-000-000 EXA Port Ping Test Passed

Explanation: EXA Port Ping Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

401-801-000 EXA Port Ping Test Aborted

Explanation: EXA Port Ping Test Aborted. Unable to get device base address.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Remove power cables, wait for 45 seconds, reconnect and rerun the test.
2. Make sure that the scalability cable connections are as per specification.
3. Make sure that DSA and BIOS/uEFI are at the latest level.
4. If the problem remains, contact your technical-service representative.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

401-802-000 EXA Port Ping Test Aborted

Explanation: EXA Port Ping Test Aborted. Port connections may not be correct.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Remove power cables, wait for 45 seconds, reconnect and rerun the test.
2. Make sure that the scalability cable connections are as per specification.
3. Make sure that DSA and BIOS/uEFI are at the latest level.
4. If the problem remains, contact your technical-service representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

401-901-001 EXA Port Ping Test Failed

Explanation: EXA Port Ping Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Remove power cables, wait for 45 seconds, reconnect and rerun the test.
2. Make sure that the scalability cable connections are as per specification.
3. Check scalability cables for loose connections.
4. Replace the scalability cable(s) for specified port(s).
5. If the problem remains, contact your technical-service representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA hard drive test results

The following messages can result when you run the hard drive test.

217-000-000 HDD Test Passed

Explanation: HDD Stress Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

217-800-000 HDD Test Aborted

Explanation: HDD Test Aborted. The test was canceled.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check cable connections.
2. Rerun the test.
3. Verify that Hard drive supports self test and self test logging.
4. If the problem remains, contact your technical-support representative.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

217-900-000 HDD Test Failed

Explanation: HDD Test Failed. The hard drive self-test detected a failure.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check cable connections.
2. Rerun the test.
3. Verify the firmware is at the latest level.
4. Rerun the test.
5. If the problem remains, contact your technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA Intel network test results

The following messages can result when you run the Intel network test.

406-000-000 IANet:Registers Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

406-001-000 IANet:EEPROM Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

406-002-000 IANet:FIFO Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

406-003-000 IANet:Interrupts Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

406-004-000 IANet:Loopback Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

406-800-000 IANet:Registers Test Aborted

Explanation: Registers test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

406-801-000 IANet:EEPROM Test Aborted

Explanation: EEPROM test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

406-802-000 IANet:FIFO Test Aborted

Explanation: FIFO test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

406-803-000 IANet:Interrupts Test Aborted

Explanation: Interrupt test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

406-804-000 IANet:Loopback Test Aborted

Explanation: Loopback test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

406-900-000 IANet:Registers Test Failed

Explanation: A failure was detected during the Registers test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

406-901-000 IANet:EEPROM Test Failed

Explanation: A failure was detected during the EEPROM test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

406-902-000 IANet:FIFO Test Failed

Explanation: A failure was detected during the FIFO test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

406-903-000 IANet:Interrupts Test Failed

Explanation: A failure was detected during the Interrupt test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
2. Rerun the test.
3. Check interrupt assignments in the PCI Hardware section of the DSA Diagnostic Log. If the ethernet device is sharing interrupts, if possible modify the interrupt assignments using F1 Setup to assign a unique interrupt to the device.
4. Rerun the test.
5. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

406-904-000 IANet:Loopback Test Failed

Explanation: A failure was detected during the Loopback test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check the Ethernet cable for damage and ensure correct cable type and attachment.
2. Check component firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
3. Rerun the test.
4. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

DSA LSI hard drive test results

The following messages can result when you run the LSI hard drive test.

407-000-000 LSIESG:DiskDefaultDiagnostic Test Passed

Explanation: The test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

407-800-000 LSIESG:DiskDefaultDiagnostic Test Aborted

Explanation: The test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

407-900-000 LSIESG:DiskDefaultDiagnostic Test Failed

Explanation: The hard drive self-test detected a failure.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check cable connections.
2. Rerun the test.
3. Verify whether the firmware is at the latest level.
4. Rerun the test.
5. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA Mellanox adapter test results

The following messages can result when you run the Mellanox adapter test.

408-000-000 MLNX:MLNX_DiagnosticTestEthernetPort Test Passed

Explanation: Port Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

408-001-000 MLNX:MLNX_DiagnosticTestIBPort Test Passed

Explanation: Port Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

408-800-000 MLNX:MLNX_DiagnosticTestEthernetPort Test Aborted

Explanation: Port Test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

408-801-000 MLNX:MLNX_DiagnosticTestIBPort Test Aborted

Explanation: Port Test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

408-900-000 MLNX:MLNX_DiagnosticTestEthernetPort Test Failed

Explanation: Port Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Make sure that the physical link of the port under test in the active state.
2. If these condition was met but the test keeps failing the port's adapter might be faulty.
3. Try replacing the adapter and repeating the test.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

408-901-000 MLNX:MLNX_DiagnosticTestIBPort Test Failed

Explanation: Port Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Make sure that the physical link of the port under test in the active state and a subnet manager running on the fabric to which the port is attached.
2. If these condition was met but the test keeps failing the port's adapter might be faulty.
3. Try replacing the adapter and repeating the test.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA memory isolation test results

The following messages can result when you run the memory isolation test.

201-000-000 Standalone Memory Test Passed

Explanation: Quick/Full Memory Test All CPUs Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-000-001 Standalone Memory Test Passed

Explanation: Quick/Full Memory Test CPU 1 Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-000-002 Standalone Memory Test Passed

Explanation: Quick/Full Memory Test CPU 2 Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-000-003 Standalone Memory Test Passed

Explanation: Quick/Full Memory Test CPU 3 Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-000-004 Standalone Memory Test Passed

Explanation: Quick/Full Memory Test CPU 4 Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-811-000 Standalone Memory Test Aborted

Explanation: Unable to Locate SMBIOS key "_SM_".

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-811-001 Standalone Memory Test Aborted

Explanation: Unable to Locate SMBIOS key "_SM_".

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-811-002 Standalone Memory Test Aborted

Explanation: Unable to Locate SMBIOS key "_SM_".

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-811-003 Standalone Memory Test Aborted

Explanation: Unable to Locate SMBIOS key "_SM_".

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-812-000 Standalone Memory Test Aborted

Explanation: Memory test is not supported for this system.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-812-001 Standalone Memory Test Aborted

Explanation: Memory test is not supported for this system.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-812-002 Standalone Memory Test Aborted

Explanation: Memory test is not supported for this system.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-812-003 Standalone Memory Test Aborted

Explanation: Memory test is not supported for this system.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-813-000 Standalone Memory Test Aborted

Explanation: Chipset Error: Can not turn OFF ECC error reporting in CPU.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-813-001 Standalone Memory Test Aborted

Explanation: Chipset Error: Can not turn OFF ECC error reporting in CPU.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-813-002 Standalone Memory Test Aborted

Explanation: Chipset Error: Can not turn OFF ECC error reporting in CPU.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-813-003 Standalone Memory Test Aborted

Explanation: Chipset Error: Can not turn OFF ECC error reporting in CPU.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-814-000 Standalone Memory Test Aborted

Explanation: Chipset Error: Can not disable Scubbing feature for CPU.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-814-001 Standalone Memory Test Aborted

Explanation: Chipset Error: Can not disable Scubbing feature for CPU.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-814-002 Standalone Memory Test Aborted

Explanation: Chipset Error: Can not disable Scubbing feature for CPU.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-814-003 Standalone Memory Test Aborted

Explanation: Chipset Error: Can not disable Scubbing feature for CPU.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-815-000 Standalone Memory Test Aborted

Explanation: Program Error with Quick Memory Menu Option Selection.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-815-001 Standalone Memory Test Aborted

Explanation: Program Error with Quick Memory Menu Option Selection.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-815-002 Standalone Memory Test Aborted

Explanation: Program Error with Quick Memory Menu Option Selection.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-815-003 Standalone Memory Test Aborted

Explanation: Program Error with Quick Memory Menu Option Selection.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-816-000 Standalone Memory Test Aborted

Explanation: Program Error with Full Memory Menu Option Selection.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-816-001 Standalone Memory Test Aborted

Explanation: Program Error with Full Memory Menu Option Selection.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-816-002 Standalone Memory Test Aborted

Explanation: Program Error with Full Memory Menu Option Selection.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-816-003 Standalone Memory Test Aborted

Explanation: Program Error with Full Memory Menu Option Selection.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-818-000 Standalone Memory Test Aborted

Explanation: Unable to Locate SMBIOS key "_SM_".

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-818-001 Standalone Memory Test Aborted

Explanation: Unable to Locate SMBIOS key "_SM_".

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-818-002 Standalone Memory Test Aborted

Explanation: Unable to Locate SMBIOS key "_SM_".

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-818-003 Standalone Memory Test Aborted

Explanation: Unable to Locate SMBIOS key "_SM_".

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-819-000 Standalone Memory Test Aborted

Explanation: The start-end address ranges in the restricted area of the memory.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-819-001 Standalone Memory Test Aborted

Explanation: The start-end address ranges in the restricted area of the memory.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-819-002 Standalone Memory Test Aborted

Explanation: The start-end address ranges in the restricted area of the memory.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-819-003 Standalone Memory Test Aborted

Explanation: The start-end address ranges in the restricted area of the memory.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-820-000 Standalone Memory Test Aborted

Explanation: Memory Upper limit is less than 16 Mbytes.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-820-001 Standalone Memory Test Aborted

Explanation: Memory Upper limit is less than 16 Mbytes.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-820-002 Standalone Memory Test Aborted

Explanation: Memory Upper limit is less than 16 Mbytes.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-820-003 Standalone Memory Test Aborted

Explanation: Memory Upper limit is less than 16 Mbytes.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-821-000 Standalone Memory Test Aborted

Explanation: Variable range MTRR registers are larger than fixed range MTRR registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-821-001 Standalone Memory Test Aborted

Explanation: Variable range MTRR registers are larger than fixed range MTRR registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-821-002 Standalone Memory Test Aborted

Explanation: Variable range MTRR registers are larger than fixed range MTRR registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-821-003 Standalone Memory Test Aborted

Explanation: Variable range MTRR registers are larger than fixed range MTRR registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-822-000 Standalone Memory Test Aborted

Explanation: Invalid MTRR service request.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-822-001 Standalone Memory Test Aborted

Explanation: Invalid MTRR service request.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-822-002 Standalone Memory Test Aborted

Explanation: Invalid MTRR service request.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-822-003 Standalone Memory Test Aborted

Explanation: Invalid MTRR service request.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-824-000 Standalone Memory Test Aborted

Explanation: Node Interleave feature must be OFF. Go to Setup and disable Node Interleave option and then re-run the test.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-824-001 Standalone Memory Test Aborted

Explanation: Node Interleave feature must be OFF. Go to Setup and disable Node Interleave option and then re-run the test.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-824-002 Standalone Memory Test Aborted

Explanation: Node Interleave feature must be OFF. Go to Setup and disable Node Interleave option and then re-run the test.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-824-003 Standalone Memory Test Aborted

Explanation: Node Interleave feature must be OFF. Go to Setup and disable Node Interleave option and then re-run the test.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-826-000 Standalone Memory Test Aborted

Explanation: BIOS: Memory Controller has been disabled. Go to Setup and Enable Memory Controller.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-826-001 Standalone Memory Test Aborted

Explanation: BIOS: Memory Controller has been disabled. Go to Setup and Enable Memory Controller.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-826-002 Standalone Memory Test Aborted

Explanation: BIOS: Memory Controller has been disabled. Go to Setup and Enable Memory Controller.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-826-003 Standalone Memory Test Aborted

Explanation: BIOS: Memory Controller has been disabled. Go to Setup and Enable Memory Controller.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-827-000 Standalone Memory Test Aborted

Explanation: BIOS: ECC function has been disabled by BIOS. Go to Setup and enable ECC generation.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-827-001 Standalone Memory Test Aborted

Explanation: BIOS: ECC function has been disabled by BIOS. Go to Setup and enable ECC generation.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-827-002 Standalone Memory Test Aborted

Explanation: BIOS: ECC function has been disabled by BIOS. Go to Setup and enable ECC generation.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-827-003 Standalone Memory Test Aborted

Explanation: BIOS: ECC function has been disabled by BIOS. Go to Setup and enable ECC generation.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-844-000 Standalone Memory Test Aborted

Explanation: Chipset Error: Problem in masking MSR machine check control MASK registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-844-001 Standalone Memory Test Aborted

Explanation: Chipset Error: Problem in masking MSR machine check control MASK registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-844-002 Standalone Memory Test Aborted

Explanation: Chipset Error: Problem in masking MSR machine check control MASK registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-844-003 Standalone Memory Test Aborted

Explanation: Chipset Error: Problem in masking MSR machine check control MASK registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-845-000 Standalone Memory Test Aborted

Explanation: Chipset Error: Problem clearing MSR machine check control registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-845-001 Standalone Memory Test Aborted

Explanation: Chipset Error: Problem clearing MSR machine check control registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-845-002 Standalone Memory Test Aborted

Explanation: Chipset Error: Problem clearing MSR machine check control registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-845-003 Standalone Memory Test Aborted

Explanation: Chipset Error: Problem clearing MSR machine check control registers.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-859-000 Standalone Memory Test Aborted

Explanation: INVALID XSECSRAT type.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-859-001 Standalone Memory Test Aborted

Explanation: INVALID XSECSRAT type.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-859-002 Standalone Memory Test Aborted

Explanation: INVALID XSECSRAT type.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-859-003 Standalone Memory Test Aborted

Explanation: INVALID XSECSRAT type.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-860-000 Standalone Memory Test Aborted

Explanation: No OEM0 type 1 found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-860-001 Standalone Memory Test Aborted

Explanation: No OEM0 type 1 found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-860-002 Standalone Memory Test Aborted

Explanation: No OEM0 type 1 found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-860-003 Standalone Memory Test Aborted

Explanation: No OEM0 type 1 found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-861-000 Standalone Memory Test Aborted

Explanation: No SRAT type 1 found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-861-001 Standalone Memory Test Aborted

Explanation: No SRAT type 1 found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-861-002 Standalone Memory Test Aborted

Explanation: No SRAT type 1 found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-861-003 Standalone Memory Test Aborted

Explanation: No SRAT type 1 found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-862-000 Standalone Memory Test Aborted

Explanation: No OEM1 structure found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-862-001 Standalone Memory Test Aborted

Explanation: No OEM1 structure found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-862-002 Standalone Memory Test Aborted

Explanation: No OEM1 structure found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-862-003 Standalone Memory Test Aborted

Explanation: No OEM1 structure found.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-863-000 Standalone Memory Test Aborted

Explanation: No IBMERROR key in OEM1 structure.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-863-001 Standalone Memory Test Aborted

Explanation: No IBMERROR key in OEM1 structure.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-863-002 Standalone Memory Test Aborted

Explanation: No IBMERROR key in OEM1 structure.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-863-003 Standalone Memory Test Aborted

Explanation: No IBMERROR key in OEM1 structure.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-864-000 Standalone Memory Test Aborted

Explanation: No GAS located in OEM1.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-864-001 Standalone Memory Test Aborted

Explanation: No GAS located in OEM1.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-864-002 Standalone Memory Test Aborted

Explanation: No GAS located in OEM1.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-864-003 Standalone Memory Test Aborted

Explanation: No GAS located in OEM1.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-865-000 Standalone Memory Test Aborted

Explanation: No XSECSRAT key in OEM0 structure.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-865-001 Standalone Memory Test Aborted

Explanation: No XSECSRAT key in OEM0 structure.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-865-002 Standalone Memory Test Aborted

Explanation: No XSECSRAT key in OEM0 structure.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-865-003 Standalone Memory Test Aborted

Explanation: No XSECSRAT key in OEM0 structure.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-866-000 Standalone Memory Test Aborted

Explanation: EFI-SAL Invalid parameter from GetMemoryMap function.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-866-001 Standalone Memory Test Aborted

Explanation: EFI-SAL Invalid parameter from GetMemoryMap function.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-866-002 Standalone Memory Test Aborted

Explanation: EFI-SAL Invalid parameter from GetMemoryMap function.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-866-003 Standalone Memory Test Aborted

Explanation: EFI-SAL Invalid parameter from GetMemoryMap function.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-867-000 Standalone Memory Test Aborted

Explanation: EFI/SAL: Buffer not allocated.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-867-001 Standalone Memory Test Aborted

Explanation: EFI/SAL: Buffer not allocated.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-867-002 Standalone Memory Test Aborted

Explanation: EFI/SAL: Buffer not allocated.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-867-003 Standalone Memory Test Aborted

Explanation: EFI/SAL: Buffer not allocated.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-868-000 Standalone Memory Test Aborted

Explanation: EFI/SAL: Buffer allocated in GetMemoryMap too small.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-868-001 Standalone Memory Test Aborted

Explanation: EFI/SAL: Buffer allocated in GetMemoryMap too small.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-868-002 Standalone Memory Test Aborted

Explanation: EFI/SAL: Buffer allocated in GetMemoryMap too small.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-868-003 Standalone Memory Test Aborted

Explanation: EFI/SAL: Buffer allocated in GetMemoryMap too small.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-869-000 Standalone Memory Test Aborted

Explanation: EFI/SAL Invalid parameter from GetMemoryMap function.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-869-001 Standalone Memory Test Aborted

Explanation: EFI/SAL Invalid parameter from GetMemoryMap function.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-869-002 Standalone Memory Test Aborted

Explanation: EFI/SAL Invalid parameter from GetMemoryMap function.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-869-003 Standalone Memory Test Aborted

Explanation: EFI/SAL Invalid parameter from GetMemoryMap function.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-870-000 Standalone Memory Test Aborted

Explanation: CPU Doamin in ACPI not valid.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-870-001 Standalone Memory Test Aborted

Explanation: CPU Doamin in ACPI not valid.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-870-002 Standalone Memory Test Aborted

Explanation: CPU Doamin in ACPI not valid.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-870-003 Standalone Memory Test Aborted

Explanation: CPU Doamin in ACPI not valid.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-871-000 Standalone Memory Test Aborted

Explanation: Data Mis-compare encountered.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-871-001 Standalone Memory Test Aborted

Explanation: Data Mis-compare encountered.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-871-002 Standalone Memory Test Aborted

Explanation: Data Mis-compare encountered.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-871-003 Standalone Memory Test Aborted

Explanation: Data Mis-compare encountered.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-877-000 Standalone Memory Test Aborted

Explanation: BIOS: Sparing in Extended PCI reg. must be OFF. Go to setup and disable sparing.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-877-001 Standalone Memory Test Aborted

Explanation: BIOS: Sparing in Extended PCI reg. must be OFF. Go to setup and disable sparing.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-877-002 Standalone Memory Test Aborted

Explanation: BIOS: Sparing in Extended PCI reg. must be OFF. Go to setup and disable sparing.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-877-003 Standalone Memory Test Aborted

Explanation: BIOS: Sparing in Extended PCI reg. must be OFF. Go to setup and disable sparing.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-878-000 Standalone Memory Test Aborted

Explanation: Sparing feature must be turned OFF. Go to setup and turn the sparing feature OFF.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-878-001 Standalone Memory Test Aborted

Explanation: Sparing feature must be turned OFF. Go to setup and turn the sparing feature OFF.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-878-002 Standalone Memory Test Aborted

Explanation: Sparing feature must be turned OFF. Go to setup and turn the sparing feature OFF.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-878-003 Standalone Memory Test Aborted

Explanation: Sparing feature must be turned OFF. Go to setup and turn the sparing feature OFF.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-885-000 Standalone Memory Test Aborted

Explanation: Processor does not support MTRR register manipulation. Can not write to memory without cache.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-885-001 Standalone Memory Test Aborted

Explanation: Processor does not support MTRR register manipulation. Can not write to memory without cache.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-885-002 Standalone Memory Test Aborted

Explanation: Processor does not support MTRR register manipulation. Can not write to memory without cache.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-885-003 Standalone Memory Test Aborted

Explanation: Processor does not support MTRR register manipulation. Can not write to memory without cache.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-886-000 Standalone Memory Test Aborted

Explanation: Memory Upper limit is less than 16 Mbytes.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-886-001 Standalone Memory Test Aborted

Explanation: Memory Upper limit is less than 16 Mbytes.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-886-002 Standalone Memory Test Aborted

Explanation: Memory Upper limit is less than 16 Mbytes.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-886-003 Standalone Memory Test Aborted

Explanation: Memory Upper limit is less than 16 Mbytes.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-899-000 Standalone Memory Test Aborted

Explanation: Memory Diagnostics Test Aborted by user.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-899-001 Standalone Memory Test Aborted

Explanation: Memory Diagnostics Test Aborted by user.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-899-002 Standalone Memory Test Aborted

Explanation: Memory Diagnostics Test Aborted by user.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-899-003 Standalone Memory Test Aborted

Explanation: Memory Diagnostics Test Aborted by user.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

201-901-000 Standalone Memory Test Failed

Explanation: Memory Diagnostics Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.
5. Replace any DIMMS(s) mentioned in error, one by one.
6. Make sure that all DIMMs are enabled in the Configuration/Setup Utility program.
7. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-901-001 Standalone Memory Test Failed

Explanation: Memory Diagnostics Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.
5. Replace any DIMMS(s) mentioned in error, one by one.
6. Make sure that all DIMMs are enabled in the Configuration/Setup Utility program.
7. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-901-002 Standalone Memory Test Failed

Explanation: Memory Diagnostics Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.
5. Replace any DIMMS(s) mentioned in error, one by one.
6. Make sure that all DIMMs are enabled in the Configuration/Setup Utility program.
7. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

201-901-003 Standalone Memory Test Failed

Explanation: Memory Diagnostics Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Perform the actions mentioned one at a time and try the test after each action.
2. If the problem remains, contact your technical-service representative.
3. Turn off the system and disconnect it from power. Wait for 45 seconds. Reseat DIMM(s). Reconnect it to power.
4. Make sure that DSA and BIOS/uEFI are at the latest level.
5. Replace any DIMMS(s) mentioned in error, one by one.
6. Make sure that all DIMMs are enabled in the Configuration/Setup Utility program.
7. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA memory stress test results

The following messages can result when you run the memory stress test.

202-000-000 MemStr Test Passed

Explanation: Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

202-801-000 MemStr Test Aborted

Explanation: Internal program error.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Turn off and restart the system.
2. Make sure that the DSA Diagnostic code is at the latest level.
3. Run the test again.
4. If the system has stopped responding, turn off and restart the system.
5. Check the system firmware level and upgrade if necessary.
6. Run the memory diagnostic to identify the specific failing DIMM.
7. If the failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

202-802-000 MemStr Test Aborted

Explanation: Memory size is insufficient to run the test. At least 1 GB is required.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

202-803-000 MemStr Test Aborted

Explanation: User pressed Ctrl-C.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

202-901-000 MemStr Test Failed

Explanation: Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Execute the standard DSA memory diagnostics to validate all memory.
2. Make sure that the DSA Diagnostic code is at the latest level.
3. Turn off the system and disconnect it from power.
4. Reseat the memory cards and DIMMs.
5. Reconnect the system to power and turn the system on.
6. Run the test again.
7. Execute the standard DSA memory diagnostics to validate all memory.
8. If the failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

202-902-000 MemStr Test Failed

Explanation: Memory size is insufficient to run the test.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Ensure that all memory is enabled by checking the "Available System Memory" in the "Resource Utilization" section of the DSA Diagnostic Event log.
2. If necessary, access the Configuration/Setup Utility program by pressing F1 during system boot and enable all memory.
3. Make sure that the DSA Diagnostic code is at the latest level.
4. Run the test again.
5. Execute the standard DSA memory diagnostics to validate all memory.
6. If the failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA Nvidia GPU test results

The following messages can result when you run the Nvidia GPU test.

409-000-000 NVIDIA User Diagnostic Test Passed

Explanation: NVIDIA User Diagnostic test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

409-003-000 Nvidia::DiagnosticServiceProvider::Bandwidth Test Passed

Explanation: Nvidia GPU Bandwidth test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

409-004-000 Nvidia::DiagnosticServiceProvider::Query Test Passed

Explanation: Nvidia GPU Query test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

409-005-000 Nvidia::DiagnosticServiceProvider::Matrix Test Passed

Explanation: Nvidia GPU Matrix test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

409-006-000 Nvidia::DiagnosticServiceProvider::Binomial Test Passed

Explanation: Nvidia GPU Binomial test passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

409-800-000 NVIDIA User Diagnostic Test Aborted

Explanation: NVIDIA User Diagnostic test was canceled.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

409-803-000 Nvidia::DiagnosticServiceProvider::Bandwidth Test Aborted

Explanation: Nvidia GPU Bandwidth test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

409-804-000 Nvidia::DiagnosticServiceProvider::Query Test Aborted

Explanation: Nvidia GPU Query test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

409-805-000 Nvidia::DiagnosticServiceProvider::Matrix Test Aborted

Explanation: Nvidia GPU Matrix test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

409-806-000 Nvidia::DiagnosticServiceProvider::Binomial Test Aborted

Explanation: Nvidia GPU Binomial test was canceled.

Severity: Warning

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

409-900-000 NVIDIA User Diagnostic Test Failed

Explanation: NVIDIA User Diagnostic Test Failed.

Severity: Event

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Verify that the GPU is seated in the PCIe slot correctly by reseating the GPU. Then power cycle the system.
2. Verify that the power connectors to the GPU are connected firmly. Then power cycle the system.
3. Run `nvidia-smi -q` In some cases this will report a poorly connected power cable.
4. Rerun the diagnostics, using the same GPU, on system that is known to be working. A variety of system issues can cause diagnostic failure.
5. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

409-903-000 Nvidia::DiagnosticServiceProvider::Bandwidth Test Failed

Explanation: Nvidia GPU Bandwidth Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Verify that the GPU is seated in the PCIe slot correctly by reseating the GPU. Then power cycle the system.
2. Verify that the power connectors to the GPU are connected firmly. Then power cycle the system.
3. Run `nvidia-smi -q` In some cases this will report a poorly connected power cable.
4. Rerun the diagnostics, using the same GPU, on system that is known to be working. A variety of system issues can cause diagnostic failure.
5. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

409-904-000 Nvidia::DiagnosticServiceProvider::Query Test Failed

Explanation: Nvidia GPU Query Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Verify that the GPU is seated in the PCIe slot correctly by reseating the GPU. Then power cycle the system.
2. Verify that the power connectors to the GPU are connected firmly. Then power cycle the system.
3. Run `nvidia-smi -q` In some cases this will report a poorly connected power cable.
4. Rerun the diagnostics, using the same GPU, on system that is known to be working. A variety of system issues can cause diagnostic failure.
5. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

409-905-000 Nvidia::DiagnosticServiceProvider::Matrix Test Failed

Explanation: Nvidia GPU Matrix Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Verify that the GPU is seated in the PCIe slot correctly by reseating the GPU. Then power cycle the system.
2. Verify that the power connectors to the GPU are connected firmly. Then power cycle the system.
3. Run `nvidia-smi -q` In some cases this will report a poorly connected power cable.
4. Rerun the diagnostics, using the same GPU, on system that is known to be working. A variety of system issues can cause diagnostic failure.
5. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

409-906-000 Nvidia::DiagnosticServiceProvider::Binomial Test Failed

Explanation: Nvidia GPU Binomial Test Failed.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Verify that the GPU is seated in the PCIe slot correctly by reseating the GPU. Then power cycle the system.
2. Verify that the power connectors to the GPU are connected firmly. Then power cycle the system.
3. Run `nvidia-smi -q` In some cases this will report a poorly connected power cable.
4. Rerun the diagnostics, using the same GPU, on system that is known to be working. A variety of system issues can cause diagnostic failure.
5. If the problem remains, contact your IBM technical-support representative.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA optical drive test results

The following messages can result when you run the optical drive test.

215-000-000 Optical Drive Test Passed

Explanation: Optical Drive Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

215-801-000 Optical Drive Test Aborted

Explanation: Optical Drive Test Aborted. Unable to communicate with driver.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Make sure that the DSA Diagnostic code is at the latest level.
2. Run the test again.
3. Check the drive cabling for loose or broken connections at both ends or damage to the cable. Replace the cable if damage is present.
4. Run the test again.
5. Check system firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
6. Run the test again.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

215-802-000 Optical Drive Test Aborted

Explanation: Optical Drive Test Aborted. A read error was encountered.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Insert a new CD or DVD into the drive and wait for 15 seconds for the media to be recognized. Rerun the test.
2. Check the drive cabling for loose or broken connections at both ends or damage to the cable. Replace the cable if damage is present.
3. Run the test again.
4. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

215-803-000 Optical Drive Test Failed

Explanation: Optical Drive Test Failed. Disk may be in use by the operating system.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Wait for the system activity to cease
2. Run the test again
3. Turn off and restart the system.
4. Run the test again.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

215-804-000 Optical Drive Test Aborted

Explanation: Optical Drive Test Aborted. The media tray is open.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Close the media tray and wait for 15 seconds for the media to be recognized. Run the test again.
2. Insert a new CD or DVD into the drive and wait for 15 seconds for the media to be recognized. Rerun the test.
3. Check the drive cabling for loose or broken connections at both ends or damage to the cable. Replace the cable if damage is present.
4. Run the test again.
5. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

215-901-000 Optical Drive Test Aborted

Explanation: Optical Drive Test Aborted. Drive media is not detected.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Insert a new CD or DVD into the drive and wait for 15 seconds for the media to be recognized. Rerun the test.
2. Check the drive cabling for loose or broken connections at both ends or damage to the cable. Replace the cable if damage is present.
3. Run the test again.
4. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

215-902-000 Optical Drive Test Failed

Explanation: Optical Drive Test Failed. Read miscompare.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Insert a new CD or DVD into the drive and wait for 15 seconds for the media to be recognized. Rerun the test.
2. Check the drive cabling for loose or broken connections at both ends or damage to the cable. Replace the cable if damage is present.
3. Run the test again.
4. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

215-903-000 Optical Drive Test Aborted

Explanation: Optical Drive Test Aborted. Could not access the device.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Insert a new CD or DVD into the drive and wait for 15 seconds for the media to be recognized. Rerun the test.
2. Check the drive cabling for loose or broken connections at both ends or damage to the cable. Replace the cable if damage is present.
3. Run the test again.
4. Check system firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
5. Run the test again.
6. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA system management test results

The following messages can result when you run the system management test.

166-000-001 IMM I2C Test Passed

Explanation: IMM I2C Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-801-001 IMM I2C Test Aborted

Explanation: IMM returned incorrect response length.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

166-802-001 IMM I2C Test Aborted

Explanation: Test cannot be completed for unknown reason.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

166-803-001 IMM I2C Test Aborted

Explanation: Node Busy. Try later.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-804-001 IMM I2C Test Aborted

Explanation: Invalid Command.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-805-001 IMM I2C Test Aborted

Explanation: Invalid Command for given LUN.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-806-001 IMM I2C Test Aborted

Explanation: Timeout while processing command.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-807-001 IMM I2C Test Aborted

Explanation: Out of space.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

166-808-001 IMM I2C Test Aborted

Explanation: Reservation Canceled or Invalid Reservation ID.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

166-809-001 IMM I2C Test Aborted

Explanation: Request data truncated.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-810-001 IMM I2C Test Aborted

Explanation: Request data length invalid.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-811-001 IMM I2C Test Aborted

Explanation: Request data field length limit exceeded.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-812-001 IMM I2C Test Aborted

Explanation: Parameter out of range.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-813-001 IMM I2C Test Aborted

Explanation: Cannot return number of requested data bytes.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

166-814-001 IMM I2C Test Aborted

Explanation: Requested Sensor, data, or record not present.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

166-815-001 IMM I2C Test Aborted

Explanation: Invalid data field in Request.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-816-001 IMM I2C Test Aborted

Explanation: Command illegal for specified sensor or record type.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-817-001 IMM I2C Test Aborted

Explanation: Command response could not be provided.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-818-001 IMM I2C Test Aborted

Explanation: Cannot execute duplicated request.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-819-001 IMM I2C Test Aborted

Explanation: Command response could not be provided. SDR Repository in?update mode.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

166-820-001 IMM I2C Test Aborted

Explanation: Command response could not be provided. Device in firmware update mode.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

166-821-001 IMM I2C Test Aborted

Explanation: Command response could not be provided. BMC initialization in progress.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-822-001 IMM I2C Test Aborted

Explanation: Destination unavailable.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-823-001 IMM I2C Test Aborted

Explanation: Cannot execute command. Insufficient privilege level.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-824-001 IMM I2C Test Aborted

Explanation: Cannot execute command.

Severity: Warning

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-901-001 IMM I2C Test Failed

Explanation: IMM Indicates failure in IMM Private bus (BUS 0).

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.
3. Run the test again.
4. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

166-903-001 IMM I2C Test Failed

Explanation: IMM Indicates failure in LED Bus (BUS 2).

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.
3. Run the test again.
4. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

166-907-001 IMM I2C Test Failed

Explanation: IMM Indicates failure in the Temperature Sensor bus (BUS 6).

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Perform the actions mentioned one at a time and try the test after each action:

1. Turn off the system and disconnect it from power. Wait for 45 seconds. Reconnect it to power.
2. Make sure that DSA and BMC/IMM are at the latest level.
3. Run the test again.
4. If failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

DSA tape drive test results

The following messages can result when you run the tape drive test.

264-000-000 Tape Test Passed

Explanation: Tape Test Passed.

Severity: Event

Serviceable: No

Recoverable: No

Automatically notify Support: No

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

264-901-000 Tape Test Failed

Explanation: An error was found in the tape alert log.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Clean the tape drive using the appropriate cleaning media and install new media.
2. Run the test again.
3. Clear the error log.
4. Run the test again.
5. Make sure that the drive firmware is at the latest level.
6. Rerun the test after upgrading to the latest firmware level.
7. If the failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

264-902-000 Tape Test Failed

Explanation: Tape Test Failed. Media is not detected.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Clean the tape drive using the appropriate cleaning media and install new media.
2. Run the test again.
3. Make sure that the drive firmware is at the latest level.
4. Rerun the test after upgrading to the latest firmware level.
5. If the failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

264-903-000 Tape Test Failed

Explanation: Tape Test Failed. Media is not detected.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Clean the tape drive using the appropriate cleaning media and install new media.
2. Run the test again.
3. Make sure that the drive firmware is at the latest level.
4. Rerun the test after upgrading to the latest firmware level.
5. If the failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

264-904-000 Tape Test Failed

Explanation: Tape Test Failed. Drive hardware error.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Check the tape drive cabling for loose or broken connections or damage to the cable. Replace the cable if damage is present.
2. Clean the tape drive using the appropriate cleaning media and install new media.
3. Run the test again.
4. Make sure that the drive firmware is at the latest level.
5. Rerun the test after upgrading to the latest firmware level.
6. If the failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

264-905-000 Tape Test Failed

Explanation: Tape Test Failed. Software error: invalid request.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. If the system has stopped responding, turn off and restart the system.
2. Check the system firmware level and upgrade if necessary. The installed firmware level can be found in the DSA Diagnostic Event Log within the Firmware/VPD section for this component.
3. Run the test again.
4. If the system has stopped responding, turn off and restart the system.
5. Make sure that the drive firmware is at the latest level.
6. Run the test again.
7. If the failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
 - Latest level of DSA
 - Latest level of BMC/IMM
-

264-906-000 Tape Test Failed

Explanation: Tape Test Failed. Unrecognized error.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Clean the tape drive using the appropriate cleaning media and install new media.
2. Run the test again.
3. Make sure that the drive firmware is at the latest level.
4. Rerun the test after upgrading to the latest firmware level.
5. Make sure that the DSA Diagnostic code is at the latest level.
6. Run the test again.
7. Check the system firmware level and upgrade if necessary.
8. Run the test again.
9. If the failure remains, refer to "Troubleshooting by symptom" in the system "Installation and Service Guide" for the next corrective action.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

264-907-000 Tape Test Failed

Explanation: An error was found in the block address somewhere.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Clean the tape drive using the appropriate cleaning media and install new media.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

264-908-000 Tape Test Failed

Explanation: An error was found in getting tape capacity.

Severity: Error

Serviceable: Yes

Recoverable: No

Automatically notify Support: No

User response: Complete the following steps:

1. Make sure that medium is present.
2. Clean the tape drive using the appropriate cleaning media and install new media.

Related Links:

- IBM Support Website
- Latest level of DSA
- Latest level of BMC/IMM

Appendix D. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you.

Use this information to obtain additional information about IBM and IBM products, determine what to do if you experience a problem with your IBM system or optional device, and determine whom to call for service, if it is necessary.

Before you call

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

If you believe that you require IBM to perform warranty service on your IBM product, the IBM service technicians will be able to assist you more efficiently if you prepare before you call.

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

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

Using the documentation

Information about your IBM system and preinstalled software, if any, or optional device is available in the documentation that comes with the product. That documentation can include printed documents, online documents, readme files, and help files.

See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.ibm.com/supportportal>.

Getting help and information from the World Wide Web

Up-to-date information about IBM products and support is available on the World Wide Web.

On the World Wide Web, up-to-date information about IBM systems, optional devices, services, and support is available at <http://www.ibm.com/supportportal>. IBM System x information is at <http://www.ibm.com/systems/x>. IBM BladeCenter information is at <http://www.ibm.com/systems/bladecenter>. IBM IntelliStation information is at <http://www.ibm.com/systems/intellistation>.

How to send DSA data to IBM

Use the IBM Enhanced Customer Data Repository to send diagnostic data to IBM.

Before you send diagnostic data to IBM, read the terms of use at <http://www.ibm.com/de/support/ecurep/terms.html>.

You can use any of the following methods to send diagnostic data to IBM:

- **Standard upload:** http://www.ibm.com/de/support/ecurep/send_http.html
- **Standard upload with the system serial number:** http://www.ecurep.ibm.com/app/upload_hw
- **Secure upload:** http://www.ibm.com/de/support/ecurep/send_http.html#secure
- **Secure upload with the system serial number:** https://www.ecurep.ibm.com/app/upload_hw

Creating a personalized support web page

You can create a personalized support web page by identifying IBM products that are of interest to you.

To create a personalized support web page, go to <http://www.ibm.com/support/mynotifications>. From this personalized page, you can subscribe to weekly email notifications about new technical documents, search for information and downloads, and access various administrative services.

Software service and support

Through IBM Support Line, you can get telephone assistance, for a fee, with usage, configuration, and software problems with your IBM products.

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

Hardware service and support

You can receive hardware service through your IBM reseller or IBM Services.

To locate a reseller authorized by IBM to provide warranty service, go to <http://www.ibm.com/partnerworld> and click **Business Partner Locator**. For IBM support telephone numbers, see <http://www.ibm.com/planetwide>. In the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

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

IBM Taiwan product service

Use this information to contact IBM Taiwan product service.

台灣 IBM 產品服務聯絡方式：
台灣國際商業機器股份有限公司
台北市松仁路 7 號 3 樓
電話：0800-016-888

IBM Taiwan product service contact information:

IBM Taiwan Corporation
3F, No 7, Song Ren Rd.
Taipei, Taiwan
Telephone: 0800-016-888

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Important notes

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

CD or DVD drive speed is the variable read rate. Actual speeds vary and are often less than the possible maximum.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for 1024 bytes, MB stands for 1,048,576 bytes, and GB stands for 1,073,741,824 bytes.

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 can 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 that are available from IBM.

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

Each solid-state memory cell has an intrinsic, finite number of write cycles that the cell can incur. Therefore, a solid-state device has a maximum number of write cycles that it can be subjected to, expressed as total bytes written (TBW). A

device that has exceeded this limit might fail to respond to system-generated commands or might be incapable of being written to. IBM is not responsible for replacement of a device that has exceeded its maximum guaranteed number of program/erase cycles, as documented in the Official Published Specifications for the device.

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

Particulate contamination

Attention: Airborne particulates (including metal flakes or particles) and reactive gases acting alone or in combination with other environmental factors such as humidity or temperature might pose a risk to the device that is described in this document.

Risks that are posed by the presence of excessive particulate levels or concentrations of harmful gases include damage that might cause the device to malfunction or cease functioning altogether. This specification sets forth limits for particulates and gases that are intended to avoid such damage. The limits must not be viewed or used as definitive limits, because numerous other factors, such as temperature or moisture content of the air, can influence the impact of particulates or environmental corrosives and gaseous contaminant transfer. In the absence of specific limits that are set forth in this document, you must implement practices that maintain particulate and gas levels that are consistent with the protection of human health and safety. If IBM determines that the levels of particulates or gases in your environment have caused damage to the device, IBM may condition provision of repair or replacement of devices or parts on implementation of appropriate remedial measures to mitigate such environmental contamination. Implementation of such remedial measures is a customer responsibility.

Table 37. Limits for particulates and gases

Contaminant	Limits
Particulate	<ul style="list-style-type: none"> The room air must be continuously filtered with 40% atmospheric dust spot efficiency (MERV 9) according to ASHRAE Standard 52.2¹. Air that enters a data center must be filtered to 99.97% efficiency or greater, using high-efficiency particulate air (HEPA) filters that meet MIL-STD-282. The deliquescent relative humidity of the particulate contamination must be more than 60%². The room must be free of conductive contamination such as zinc whiskers.
Gaseous	<ul style="list-style-type: none"> Copper: Class G1 as per ANSI/ISA 71.04-1985³ Silver: Corrosion rate of less than 300 Å in 30 days

Table 37. Limits for particulates and gases (continued)

Contaminant	Limits
	<p>¹ ASHRAE 52.2-2008 - <i>Method of Testing General Ventilation Air-Cleaning Devices for Removal Efficiency by Particle Size</i>. Atlanta: American Society of Heating, Refrigerating and Air-Conditioning Engineers, Inc.</p> <p>² The deliquescent relative humidity of particulate contamination is the relative humidity at which the dust absorbs enough water to become wet and promote ionic conduction.</p> <p>³ ANSI/ISA-71.04-1985. <i>Environmental conditions for process measurement and control systems: Airborne contaminants</i>. Instrument Society of America, Research Triangle Park, North Carolina, U.S.A.</p>

Documentation format

The publications for this product are in Adobe Portable Document Format (PDF) and should be compliant with accessibility standards. If you experience difficulties when you use the PDF files and want to request a web-based format or accessible PDF document for a publication, direct your mail to the following address:

*Information Development
IBM Corporation
205/A015
3039 E. Cornwallis Road
P.O. Box 12195
Research Triangle Park, North Carolina 27709-2195
U.S.A.*

In the request, be sure to include the publication part number and title.

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Telecommunication regulatory statement

This product may not be certified in your country for connection by any means whatsoever to interfaces of public telecommunications networks. Further certification may be required by law prior to making any such connection. Contact an IBM representative or reseller for any questions.

Electronic emission notices

When you attach a monitor to the equipment, you must use the designated monitor cable and any interference suppression devices that are supplied with the monitor.

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 might 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.

European Union EMC Directive conformance statement

This product is in conformity with the protection requirements of EU Council Directive 2004/108/EC 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.

Attention: This is an EN 55022 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.

Responsible manufacturer:

International Business Machines Corp.
New Orchard Road
Armonk, New York 10504
914-499-1900

European Community contact:

IBM Deutschland GmbH
Technical Regulations, Department M372
IBM-Allee 1, 71139 Ehningen, Germany
Telephone: +49 7032 15 2941
Email: lugi@de.ibm.com

Germany Class A statement

Deutschsprachiger EU Hinweis: Hinweis für Geräte der Klasse A EU-Richtlinie zur Elektromagnetischen Verträglichkeit

Dieses Produkt entspricht den Schutzanforderungen der EU-Richtlinie 2004/108/EG zur Angleichung der Rechtsvorschriften über die elektromagnetische Verträglichkeit in den EU-Mitgliedsstaaten und hält die Grenzwerte der EN 55022 Klasse A ein.

Um dieses sicherzustellen, sind die Geräte wie in den Handbüchern beschrieben zu installieren und zu betreiben. Des Weiteren dürfen auch nur von der IBM empfohlene Kabel angeschlossen werden. IBM übernimmt keine Verantwortung für die Einhaltung der Schutzanforderungen, wenn das Produkt ohne Zustimmung der IBM verändert bzw. wenn Erweiterungskomponenten von Fremdherstellern ohne Empfehlung der IBM gesteckt/eingebaut werden.

EN 55022 Klasse A Geräte müssen mit folgendem Warnhinweis versehen werden:
Warnung: Dieses ist eine Einrichtung der Klasse A. Diese Einrichtung kann im Wohnbereich Funk-Störungen verursachen; in diesem Fall kann vom Betreiber verlangt werden, angemessene Maßnahmen zu ergreifen und dafür aufzukommen.

Deutschland: Einhaltung des Gesetzes über die elektromagnetische Verträglichkeit von Geräten

Dieses Produkt entspricht dem Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG). Dies ist die Umsetzung der EU-Richtlinie 2004/108/EG in der Bundesrepublik Deutschland.

Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) (bzw. der EMC EG Richtlinie 2004/108/EG) für Geräte der Klasse A

Dieses Gerät ist berechtigt, in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen.

Verantwortlich für die Einhaltung der EMV Vorschriften ist der Hersteller:

International Business Machines Corp.
New Orchard Road
Armonk, New York 10504
914-499-1900

Der verantwortliche Ansprechpartner des Herstellers in der EU ist:

IBM Deutschland GmbH
Technical Regulations, Abteilung M372
IBM-Allee 1, 71139 Ehningen, Germany
Telephone: +49 7032 15 2941
Email: lugi@de.ibm.com

Generelle Informationen:

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

Japan VCCI Class A statement

この装置は、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。 VCCI-A

This is a Class A product based on the standard of the Voluntary Control Council for Interference (VCCI). If this equipment is used in a domestic environment, radio interference may occur, in which case the user may be required to take corrective actions.

Japan Electronics and Information Technology Industries Association (JEITA) statement

高調波ガイドライン準用品

Japan Electronics and Information Technology Industries Association (JEITA)
Confirmed Harmonics Guidelines with Modifications (products greater than 20 A per phase)

Korea Communications Commission (KCC) statement

이 기기는 업무용(A급)으로 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

This is electromagnetic wave compatibility equipment for business (Type A). Sellers and users need to pay attention to it. This is for any areas other than home.

Russia Electromagnetic Interference (EMI) Class A statement

ВНИМАНИЕ! Настоящее изделие относится к классу А. В жилых помещениях оно может создавать радиопомехи, для снижения которых необходимы дополнительные меры

People's Republic of China Class A electronic emission statement

声 明
此为 A 级产品。在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

Taiwan Class A compliance 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。

Index

Numerics

- 240 VA safety cover
 - remove 210
 - replacing 212

A

- ABR, automatic boot recovery 137
- ac power LED 16
- accessible documentation 526
- Active Energy Manager plug-in 9
- adapter, install 56
- adapter, remove 156
- adapter, replace 157
- administrator
 - password 79
- air baffle, remove 42, 152
- air baffle, replace 64, 153
- applying current firmware
 - using best practices 21
- ASM event log 9, 110
- assertion event, system-event log 109
- assistance, getting 519
- attention notices 5
- Australia Class A statement 527
- automatic boot recovery (ABR) 137
- availability, server 12

B

- backup firmware
 - starting 80
- battery
 - remove 183
 - replace 185
- bays 6
- before you install a legacy operating system 73
- best practices
 - use to apply current firmware and device-driver updates 21
- bezel, remove 150
- bezel, replace 151
- blue screen capture features 9
- blue-screen capture feature
 - overview 9, 83
- blue-screen feature 83
- Boot Manager 80
- Boot Manager program 70
- Business Partners instructions 21, 22

C

- cable, connection 66
- cache 6
- call home feature
 - IBM Electronic Service Agent 116
- call home tools 115

- Canada Class A electronic emission statement 527
- caution statements 5
- check log LED 14
- checkout procedure 100
 - performing 101
- China Class A electronic emission statement 530
- Class A electronic emission notice 527
- collecting data 97
- completing
 - options installation 63
- components
 - server 23, 139
- configuration
 - information 69
 - instructions 69
 - Nx-boot failure 138
 - ServerGuide Setup and Installation CD 69
 - Setup utility 69
- configuration programs 70
- configuring
 - Ethernet controller 87
 - RAID arrays 87
 - with ServerGuide 73
- configuring hardware 70
- configuring your server 69
- connecting
 - cable 66
- connector
 - USB 14
- connectors
 - Ethernet 16
 - external 25
 - front of server 14
 - internal 25
 - on the rear of the server 16
 - power supply 16
 - rear 16
 - serial 16
 - USB 16
 - video 16
- connectors, internal system board 25
- contamination, particulate and gaseous 6, 525
- controls, LEDs, and power 14
- cooling 9
- cover, remove 41, 148
- cover, replace 65, 149
- creating a personalized support web page 521
- custom support web page 521

D

- danger statements 5
- data collection 97
- dc power LED 16
- deassertion event, system-event log 109
- device drivers 81

- devices
 - installing 21
- devices, static-sensitive
 - handling guidelines 40
- diagnostic
 - on-board programs, starting 114
 - tools, overview 102
- diagnostics
 - program overview 112
- diagnostics program
 - DSA Preboot 9
- dimensions 6
- dimm
 - install 51, 176
 - unbuffered 31, 53, 177
- DIMM, install 54, 178
- DIMMs
 - removal 175
- display problems 123
- documentation
 - Documentation Browser 3
 - format 526
 - System x Documentation CD 3
 - using 520
- documentation cd 3
- documentation, updated
 - finding 4
- drive 6
- drives
 - installation rules 32, 45
- DSA 22
 - edition 113
 - program, overview 112
 - test log, viewing 115
 - text message format 115
- DSA data
 - how to send to IBM 22
- DSA log 9, 109, 110
- DSA Portable 102, 113
- DSA Preboot 102, 113
- DSA Preboot diagnostic program 9
- DSA, sending data to IBM 520
- DVD
 - drive activity LED 14
 - drive DVD LED 14
 - eject button 14
- DVD drive
 - install 35
 - problems 120
- DVD drive cable
 - remove 191
 - replace 192
- DVD drive, install 49
- DVD drive, remove 170
- DVD drive, replace 172
- Dynamic System Analysis 22
- Dynamic System Analysis (DSA) Preboot diagnostics program 9

E

- electrical equipment, servicing x
- electrical input 6
- electronic emission Class A notice 527
- embedded hypervisor
 - using 86
- enabling
 - Features on Demand
 - Ethernet software 87
 - RAID software 87
- environment 6
- error codes and messages
 - IMM2 229
 - UEFI (POST) 369
- error messages 116
- error messages, IMM2 229
- error symptoms 123
 - DVD drive 120
 - general 117
 - hard disk drive 117
 - intermittent 121
 - keyboard 121
 - memory 122
 - microprocessor 123
 - monitor 123
 - mouse 121
 - network connection 126
 - optional devices 126
 - power 127
 - serial port 128
 - ServerGuide 129
 - software 130
 - USB port 131
 - USB-device 121
- errors
 - format, DSA code 115
- Ethernet 9, 16
 - controller 132
 - link status LED 16
- Ethernet activity
 - LED 16
- Ethernet connector 16
- Ethernet controller configuration 70
- Ethernet controller, configure 87
- Ethernet support 9
- European Union EMC Directive conformance statement 528
- event log 109
 - viewing 110
- event log, POST 109
- event log, system 109
- event logs
 - clearing 111
- event logs, methods for viewing 110
- events, IMM2 229
- expansion
 - bays 6
- external connectors 25

F

- fan
 - simple-swap 6
- fan, install 44
- fan, remove 180
- fan, replace 181

- fans 9
- FCC Class A notice 527
- features 6
 - ServerGuide 72
- features, remote presence and blue-screen 9
- finding
 - updated documentation 4
- firmware updates 1, 38
- firmware updates best practices 21
- firmware, server, recovering 135
- firmware, updating 69
- fixed power supply
 - remove 206
- fixed power supply, replace 208
- front view
 - connectors 14
 - LED location 14
- front view of the server 14

G

- gaseous contamination 6, 525
- general
 - problems 117
- Germany Class A statement 528
- grease, thermal 222
- guidelines
 - options installation 38
 - servicing electrical equipment x
 - system reliability 39
 - trained service technicians ix

H

- handling static-sensitive devices 40
- hard disk drive
 - activity LED 14
 - problems 117
 - status LED 14
- hardware requirements 3
- hardware service and support telephone numbers 521
- hardware, configuring 70
- head output 6
- heat sink, remove 217
- heat sink, replace 219
- help
 - from the World Wide Web 520
 - from World Wide Web 520
 - sending diagnostic data to IBM 520
 - sources of 519
- hot-swap drive
 - installing 34
- hot-swap drive backplane
 - removing 195, 203
- hot-swap hard disk drive
 - remove 167
 - replace 168
- hot-swap hard disk drive, install 46
- hot-swap power supply
 - remove 187
- hot-swap power supply, install 61
- hot-swap power supply, replace 188
- how to send DSA data to IBM 22
- humidity 6

I

- IBM Advanced Settings Utility program
 - overview 88
- IBM Electronic Service Agent 116
- IBM Systems Director 9
 - systems management tool 13
 - updating 88
- IBM Taiwan product service 521
- IBM, next generation technology 9
- IMM host name 84
- IMM web interface 85
- IMM2 70
- IMM2 error messages 229
- IMM2 events 229
- IMM2 heartbeat
 - LED 108
- important notices 5, 524
- in-band
 - automated boot recovery
 - method 137
 - manual recovery method 135
- information center 520
- inspecting for unsafe conditions ix
- install
 - DVD drive 35
- installation 1
- installation guidelines 38
- installing
 - adapter 56
 - dimm 51, 176
 - DIMM 54, 178
 - drives 32, 45
 - DVD drive 49
 - fan 44
 - hot-swap drive 34
 - hot-swap hard disk drive 46
 - hot-swap power supply 61
 - memory 51, 176
 - memory module 30
 - ServeRAID adapter 58
 - simple-swap drives 33
 - simple-swap hard disk drive 47
- installing options 21
- instructions for IBM Business Partners 21, 22
- integrated baseboard management controller 18
- integrated functions 6
- integrated management module
 - event log 9
 - overview 9
 - using 82
- integrated management module II
 - event log 109, 110
 - programs 70
- intermittent
 - problems 121
- internal connectors 25
- internal, system board connectors 25
- introduction 1
- IP address for the IMM 84
- IPMI event log 9, 109, 110
- IPMItool 110

J

- Japan Class A electronic emission statement 529
- Japan Electronics and Information Technology Industries Association statement 530
- JEITA statement 530
- jumper
 - UEFI boot recovery 135
- jumpers
 - system board 26

K

- Korea Class A electronic emission statement 530

L

- LED
 - ac power 16
 - dc power 16
 - DVD drive activity 14
 - Ethernet activity 16
 - Ethernet-link status 16
 - hard disk drive activity 14
 - hard disk drive status 14
 - IMM2 heartbeat 108
 - power supply error 16
 - RTMM heartbeat 108
 - system pulse 108
- LEDs
 - front of server 14
 - light path diagnostics
 - power-supply 104, 106
 - on the system board 28
 - power-supply 104, 106
 - power-supply detected problems 104, 106
- legacy operating system requirement 73
- local area network (LAN) 9
- locator LED 14
- logging 85

M

- management, system 9
- memory 6, 9
 - install 51, 176
 - UDIMM 51, 176
 - unbuffered 31, 53, 177
- memory module
 - installing 30
 - removing 175
- memory support 9
- menu choices
 - Setup utility 74
- messages, error
 - POST 369
- method 137
- methods, viewing event logs 110
- microprocessor 9
 - problems 123
 - specifications 6

- model name
 - location 134

N

- New Zealand Class A statement 527
- next generation technology 9
- NMI button 16
- noise emissions 6
- NOS installation
 - with ServerGuide 73
 - without ServerGuide 73
- notes 5
- notes, important 524
- notices 523
 - electronic emission 527
 - FCC, Class A 527
- notices and statements 5
- Nx-boot failure 138

O

- obtaining 84
- online documentation 1
- online publications 4
- operating system 3
- operating-system event log 9, 109, 110
- operator information panel
 - assembly, removing 193
 - assembly, replacing 194
- optional device problems 126
- options
 - installing 21
- options installation, completing 63
- out-of-band 137

P

- particulate contamination 6, 525
- parts listing 139
- password 78
 - administrator 78
 - power-on 78
- password, power-on
 - switch on system board 79
- PCI
 - slot 1 16
 - slot 2 16
- PCI expansion
 - slots 6
- PCI riser-card assembly
 - connectors 29
 - PCI riser-card assembly 29
- PCI riser-card assembly, remove 43, 154
- People's Republic of China Class A electronic emission statement 530
- policy option 81
- POST
 - error codes 369
 - event log 110
- POST event log 109
- POST, intro 112
- power 81
 - power-control button 14
 - requirement 6
- power cords 144

- power features
 - of the server 17
- power on and working inside the server 40
- power paddle card, remove 214
- power paddle card, replace 215
- power problems 127, 131
- power supplies
 - redundancy support 9
- power supply 6
- power-control button 14
- power-on LED 17
- power-on self-test 112
- power-supply
 - LEDs 104, 106
 - LEDs and detected problems 104, 106
- power-supply LEDs 104, 106
- Preboot, DSA diagnostics program 9
- problems 123
 - DVD drive 120
 - Ethernet controller 132
 - general 117
 - hard disk drive 117
 - intermittent 121
 - keyboard 121
 - memory 122
 - microprocessor 123
 - monitor 123
 - mouse 121
 - network connection 126
 - optional devices 126
 - power 127, 131
 - serial port 128
 - ServerGuide 129
 - software 130
 - undetermined 133
 - USB port 131
- procedure, checkout 101
- product service, IBM Taiwan 521

R

- RAID arrays
 - configuring 87
- RAS features, server 12
- rear view 16
 - of the server 16
- recovering the server firmware 135
- redundancy support
 - power supplies 9
- redundant 9
 - cooling 9
 - Ethernet connection 9
- Redundant
 - Ethernet capabilities 12
 - hot-swap power supplies 12
- reliability, server 12
- remote presence feature
 - using 83
- removing
 - 240 VA safety cover 210
 - adapter 156
 - air baffle 42, 152
 - battery 183
 - bezel 150
 - components 147

- removing (*continued*)
 - cover 41, 148
 - DVD drive 170
 - DVD drive cable 191
 - fan 180
 - fixed power supply 206
 - heat sink 217
 - hot-swap drive backplane 195, 203
 - hot-swap hard disk drive 167
 - hot-swap power supply 187
 - memory modules 175
 - operator information panel assembly 193
 - PCI riser-card assembly 43, 154
 - power paddle card 214
 - second microprocessor 217
 - server components 147
 - ServeRAID adapter 160
 - simple-swap drive backplate assembly 195, 203
 - simple-swap hard disk drive 164
 - system board 223
 - Tier 1 CRUs 148
- removing and replacing
 - removing
 - structural parts 206
 - server components 147
 - structural parts 206
 - Tier 1 CRUs 148
- removing, DIMMs 175
- Replaceable server components 139
- replacing
 - 240 VA safety cover 212
 - adapter 157
 - air baffle 64, 153
 - battery 185
 - bezel 151
 - components 147
 - cover 65, 149
 - DVD drive 172
 - DVD drive cable 192
 - fan 181
 - fixed power supply 208
 - heat sink 219
 - hot-swap hard disk drive 168
 - hot-swap power supply 188
 - operator information panel assembly 194
 - power paddle card 215
 - second microprocessor 219
 - server components 147
 - ServeRAID adapter 161
 - simple-swap drive backplate assembly 196, 204
 - simple-swap hard disk drive 165
 - software RAID simple-swap hard disk drive backplate with hardware RAID simple-swap hard disk drive backplate 197
 - structural parts 206
 - system board 225
 - the PCI riser-card assembly 63, 155
 - Tier 1 CRUs 148
 - Tier 2 CRUs 190
- requirements
 - hardware 3
 - software 3

- reset button 14
- returning
 - component 147
 - device 147
- RTMM heartbeat LED 108
- Russia Class A electronic emission statement 530

S

- safety vii
- Safety Information 5
- safety statements vii, xi
- second microprocessor, remove 217
- second microprocessor, replace 219
- sending diagnostic data to IBM 520
- sending DSA data
 - to IBM 22
- serial connector 16
- serial number
 - location 134
- serial port problems 128
- server
 - offerings 9
 - power features 17
 - turn off 18
 - turn on 17
 - working inside with the power on 40
- server , backup firmware starting 80
- server components 23, 139
- server configuration, updating 68
- server controls, LEDs, and power 14
- server firmware, recovering 135
- server rear view 16
- server shutdown 18
- server, front view 14
- ServeRAID adapter, install 58
- ServeRAID adapter, remove 160
- ServeRAID adapter, replace 161
- ServeRAID support 9
- ServerGuide
 - features 72
 - NOS installation 73
 - setup 73
 - Setup and Installation CD 69
 - using 72
- ServerGuide CD 9
- serverproven 38
- service and support
 - before you call 519
 - hardware 521
 - software 521
- service bulletins 100
- serviceability, server 12
- servicing electrical equipment x
- Setup utility 69, 70
 - menu choices 74
 - starting 74
 - using 74
- shutting down the server 18
- simple-swap drive backplate assembly
 - hot-swap drive backplane replacing 196, 204
 - removing 195, 203

- simple-swap drive backplate assembly (*continued*)
 - replacing 196, 204
 - hot-swap drive backplane 196, 204
- simple-swap drives
 - installing 33
- simple-swap hard disk drive
 - remove 164
 - replace 165
- simple-swap hard disk drive, install 47
- size 6
- slots 6
- software problems 130
- software RAID simple-swap hard disk drive backplate with hardware RAID simple-swap hard disk drive backplate replace 197
- software requirements 3
- software service and support telephone numbers 521
- specifications 6
- standby mode 17
- starting
 - Setup utility 74
 - the backup firmware 80
- statements and notices 5
- static-sensitive devices
 - handling guidelines 40
- support web page, custom 521
- SW1 switch block description 26
- switch block 26
- switches
 - system board 26
- system board
 - external connectors 25
 - internal connectors 25
 - LEDs 28
 - power-on password switch 79
 - switches and jumpers 26
- system board internal connectors 25
- system board, remove 223
- system board, replace 225
- system event log 110
- system pulse LEDs 108
- system reliability guidelines 39
- system-error LED 14
- system-event log 109
- system-event log, assertion event 109
- system-event log, deassertion event 109
- Systems Director, IBM
 - systems management tool 13
- systems management 9
- systems management tool
 - IBM Systems Director 13

T

- Taiwan Class A electronic emission statement 531
- telecommunication regulatory statement 526
- telephone numbers 521
- temperature 6
- test log, viewing 115
- the PCI riser-card assembly, replace 63, 155

- thermal grease 222
- Tier 1 CRUs, replace 148
- Tier 2 CRUs, replacement 190
- tools, call home 115
- tools, diagnostic 102
- ToolsCenter for System x and BladeCenter 38
- trademarks 524
- trained service technicians, guidelines ix
- troubleshooting 97
 - symptom 116
- turning off the server 18
 - integrated baseboard management controller 18
- turning on the server 17

U

- UDIMM
 - considerations 31, 53, 177
 - requirement 31, 51, 53, 176, 177
- UEFI
 - boot recovery jumper 135
 - error codes 369
- unbuffered
 - dim 31, 53, 177
 - memory 31, 53, 177
- Unbuffered DIMM 31, 51, 53, 176, 177
- undetermined problems 133
- undocumented problems 99
- United States FCC Class A notice 527
- Universal Serial Bus (USB) problems 131
- unsafe conditions, inspecting for ix
- UpdateXpress 69, 81
- updating
 - firmware 69
 - IBM Systems Director 88
 - server configuration 68
 - Systems Director, IBM 88
 - Universal Unique Identifier (UUID) 90, 92
- USB
 - connector 14, 16
- using
 - embedded hypervisor 86
 - integrated management module 82
 - Setup utility 74
 - the remote presence feature 83
- using best practices
 - to apply firmware and device-driver updates 21
- Utility program
 - IBM Advanced Settings 88
- utility, Setup 70
 - starting 74
 - using 74

V

- video connector
 - rear 16
- video controller, integrated
 - specifications 6
- viewing event log 110

W

- Wake on LAN feature 17
- weight 6
- what the server offers 9
- working inside with the power on 40

X

- x3250
 - introduction 1



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