

System x iDataPlex dx360 M4 Types 7918 and 7919



# Problem Determination and Service Guide



System x iDataPlex dx360 M4 Types 7918 and 7919



# Problem Determination and Service Guide

**Note:** Before using this information and the product it supports, read the information in Appendix B, "Notices," on page 245, the *IBM Safety Information* and *Environmental Notices and User Guide* documents on the *IBM Documentation CD*, and the *Warranty Information* document.

**The most recent version of this document is available at <http://www.ibm.com/supportportal/>.**

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## Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الأمنية

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

在安装本产品之前，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.

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

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

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

Перед установкой продукта прочтите инструкции по технике безопасности.

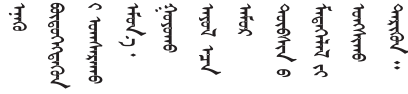
Pred inštaláciou tohto zariadenia si pečítajte Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

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

Läs säkerhetsinformationen innan du installerar den här produkten.

Bu ürünü kurmadan önce güvenlik bilgilerini okuyun.



ཐོན་རྐྱེས་འདི་བདེ་སྐྱོད་མ་བྱས་གོང་། རྫོང་གི་ཡིད་གཟབ་  
བྱ་འདྲ་མིན་ཡོད་པའི་འོད་སྟེར་བལྟ་དགོས།

مەزكۇر مەھسۇلاتنى ئورنىتىشتىن بۇرۇن بىخەتەرلىك ئۇچۇرلىرىنى ئوقۇپ چىقىڭ.

Youq mwngz yungh canjbinj neix gaxgonq, itdingh aeu doeg aen  
canjbinj soengq cungj vahgangj ancien siusik.

---

## Guidelines for trained service technicians

This section contains information for trained service technicians.

### Inspecting for unsafe conditions

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

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

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

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

1. Make sure that the power is off and the power cord is disconnected.
2. Make sure that the exterior cover is not damaged, loose, or broken, and observe any sharp edges.
3. Check the power cord:
  - Make sure that the third-wire ground connector is in good condition. Use a meter to measure third-wire ground continuity for 0.1 ohm or less between the external ground pin and the frame ground.
  - Make sure that the power cord is the correct type, as specified in “Power cords” on page 159.
  - Make sure that the insulation is not frayed or worn.
4. Remove the cover.
5. Check for any obvious non-IBM alterations. Use good judgment as to the safety of any non-IBM alterations.

6. Check inside the server for any obvious unsafe conditions, such as metal filings, contamination, water or other liquid, or signs of fire or smoke damage.
7. Check for worn, frayed, or pinched cables.
8. Make sure that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

## Guidelines for servicing electrical equipment

Observe the following guidelines when servicing electrical equipment:

- Check the area for electrical hazards such as moist floors, nongrounded power extension cords, power surges, and missing safety grounds.
- Use only approved tools and test equipment. Some hand tools have handles that are covered with a soft material that does not provide insulation from live electrical currents.
- Regularly inspect and maintain your electrical hand tools for safe operational condition. Do not use worn or broken tools or testers.
- Do not touch the reflective surface of a dental mirror to a live electrical circuit. The surface is conductive and can cause personal injury or equipment damage if it touches a live electrical circuit.
- Some rubber floor mats contain small conductive fibers to decrease electrostatic discharge. Do not use this type of mat to protect yourself from electrical shock.
- Do not work alone under hazardous conditions or near equipment that has hazardous voltages.
- Locate the emergency power-off (EPO) switch, disconnecting switch, or electrical outlet so that you can turn off the power quickly in the event of an electrical accident.
- Disconnect all power before you perform a mechanical inspection, work near power supplies, or remove or install main units.
- Before you work on the equipment, disconnect the power cord. If you cannot disconnect the power cord, have the customer power-off the wall box that supplies power to the equipment and lock the wall box in the off position.
- Never assume that power has been disconnected from a circuit. Check it to make sure that it has been disconnected.
- If you have to work on equipment that has exposed electrical circuits, observe the following precautions:
  - Make sure that another person who is familiar with the power-off controls is near you and is available to turn off the power if necessary.
  - When you are working with powered-on electrical equipment, use only one hand. Keep the other hand in your pocket or behind your back to avoid creating a complete circuit that could cause an electrical shock.
  - When 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, and motor generators, do not service these components outside of their normal operating locations.
- If an electrical accident occurs, use caution, turn off the power, and send another person to get medical aid.

---

## Safety statements

### **Important:**

Each caution and danger statement in this document 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 document before you perform the procedures. Read any additional safety information that comes with the server or optional device before you install the device.

**Attention:** Use No. 26 AWG or larger UL-listed or CSA certified telecommunication line cord.

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:**



≥ 18 kg (39.7 lb)



≥ 32 kg (70.5 lb)



≥ 55 kg (121.2 lb)

**CAUTION:**

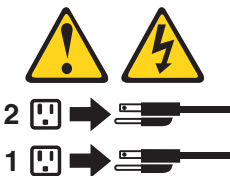
Use safe practices when lifting.

**Statement 5:**



**CAUTION:**

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



**Statement 6:**



**CAUTION:**

Do not place any objects on top of a rack-mounted device unless that rack-mounted device is intended for use as a shelf.

**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 12:



**CAUTION:**

The following label indicates a hot surface nearby.



Statement 14:



**CAUTION:**

This lubricant might cause irritation to the skin and eyes. Avoid direct contact with the lubricant.

(C034)

**CAUTION:**

Goggles are needed for the procedure.

Vorsicht: Bei dieser Prozedur eine Schutzbrille tragen.

(L011)

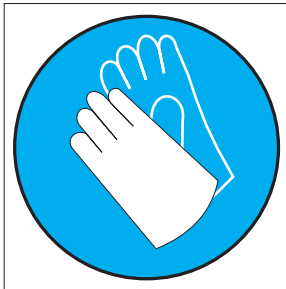


**CAUTION:**

**Chemical resistant gloves are needed for this procedure.**

Vorsicht: Bei dieser Aktion müssen chemische Schutzhandschuhe getragen werden.  
(L014)

(L014)



**Statement 26:**



**CAUTION:**

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



**Attention:** This server is suitable for use on an IT power distribution system whose maximum phase-to-phase voltage is 240 V under any distribution fault condition.

**Statement 27:**



**CAUTION:**  
Hazardous moving parts are nearby.





---

## Chapter 1. Start here

You can solve many problems without outside assistance by following the troubleshooting procedures in this *Problem Determination and Service Guide* 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:

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 event logs.**

The server is designed for ease of diagnosis of hardware and software problems.

- **Event logs:** See “System event log” on page 38 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?brand=5000008&Indocid=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.

**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?brand=5000008&Indocid=SERV-XPRESS> and “Updating the firmware” on page 221. For more information about the Bootable Media Creator, see <http://www.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=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 blade 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 must remove nonsupported hardware before you contact IBM or an approved warranty service provider for support.

b. **Make sure that the server, operating system, and software are installed and configured correctly.**

Many configuration problems are caused by loose power or signal cables or incorrectly seated adapters. You might be able to solve the problem by turning off the server, reconnecting cables, reseating adapters, and turning the server back on. For information about performing the checkout procedure, see “Checkout procedure” on page 86. For information about configuring the server, see “Configuring the server” on page 222.

6. **See controller and management software documentation.**

If the problem is associated with a specific function (for example, if a RAID hard disk drive is marked offline in the RAID array), see the documentation for the associated controller and management or controlling software to verify that the controller is correctly configured.

Problem determination information is available for many devices such as RAID and network adapters.

For problems with operating systems or IBM software or devices, go to <http://www.ibm.com/supportportal/>.

7. **Check for troubleshooting procedures and RETAIN tips.**

Troubleshooting procedures and RETAIN tips document known problems and suggested solutions. To search for troubleshooting procedures and RETAIN tips, go to <http://www.ibm.com/supportportal/>.

8. **Use the troubleshooting tables.**

See “Troubleshooting tables” on page 88 to find a solution to a problem that has identifiable symptoms.

A single problem might cause multiple symptoms. Follow the troubleshooting procedure for the most obvious symptom. If that procedure does not diagnose the problem, use the procedure for another symptom, if possible.

If the problem remains, contact IBM or an approved warranty service provider for assistance with additional problem determination and possible hardware replacement. To open an online service request, go to the [http://www.ibm.com/support/entry/portal/Open\\_service\\_request/](http://www.ibm.com/support/entry/portal/Open_service_request/). Be prepared to provide information about any error codes and collected data.

---

## Undocumented problems

If you have completed the diagnostic procedure and the problem remains, the problem might not have been previously identified by IBM. After you have verified that all code is at the latest level, all hardware and software configurations are valid, and no log entries indicate a hardware component failure, contact IBM or an approved warranty service provider for assistance. To open an online service request, go to [http://www.ibm.com/support/entry/portal/Open\\_service\\_request/](http://www.ibm.com/support/entry/portal/Open_service_request/). Be prepared to provide information about any error codes and collected data and the problem determination procedures that you have used.





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## Chapter 2. Introduction

This *Problem Determination and Service Guide* contains information to help you solve problems that might occur in your IBM® System x iDataPlex™ dx360 M4 system-board tray (dx360 M4 Type 7918 system-board tray) or System x iDataPlex 2U Flex Chassis (Type 7919 2U chassis). It describes the diagnostic tools that come with the server, error codes and suggested actions, and instructions for replacing failing components.

The most recent version of this document is available at <http://www.ibm.com/supportportal/>.

For information about the terms of the warranty, see the *Warranty Information* document that comes with the server. For information about getting service and assistance, see Appendix A, “Getting help and technical assistance,” on page 243.

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### Related documentation

In addition to this document, 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. It contains translated versions of the IBM License Agreement for Machine code for your server.
- *IBM Warranty Information*  
This printed document contains the warranty terms and a pointer to the IBM Statement of Limited Warranty on the IBM website.
- *User's Guide*  
This document is in Portable Document Format (PDF) on the IBM *System x Documentation* CD. It provides general information about how to use, upgrade, and configure the dx360 M4 system-board tray and the 2U chassis.
- *Licenses and Attributions Documents*  
This document is in PDF. It contains information about 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 *Documentation* CD.

The ToolsCenter for System x and BladeCenter is an online information center that contains information about tools for updating, managing, and deploying firmware, device drivers, and operating systems. The ToolsCenter for System x and BladeCenter is at <http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp>.

The server might have features that are not described in the documentation that comes 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/>.

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## Notices and statements in this document

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

The following notices and statements are used in this document:

- **Note:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.
- **Attention:** These notices indicate potential damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage 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.

## Features and specifications

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

Table 1. Features and specifications

<p><b>Microprocessor:</b></p> <ul style="list-style-type: none"> <li>• Supports up to two Intel Xeon™ E5-2600/E5-2600 v2 series multi-core microprocessors (one installed)</li> <li>• Level-3 cache</li> <li>• QuickPath Interconnect (QPI) links speed up to 8.0 GT per second</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Use the Setup utility program to determine the type and speed of the microprocessors.</li> <li>• For a list of supported microprocessors, see <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> </ul> <p><b>Hard disk drives:</b> Each system-board tray supports either one 3.5-inch simple-swap SATA hard disk drive bay or up to two 2.5-inch solid-state drives.</p> <p><b>Memory:</b></p> <ul style="list-style-type: none"> <li>• Sixteen DIMM connectors (with eight DIMMs and eight fillers installed)</li> <li>• Total memory: up to 64 GB</li> <li>• Type: <ul style="list-style-type: none"> <li>– 4 GB dual-rank registered PC3-12800 double-data-rate 3 (DDR3) 1600 MHz SDRAM DIMMs</li> <li>– 8 GB dual-rank registered PC3-14900 double-data-rate 3 (DDR3) 1866 MHz SDRAM DIMMs</li> </ul> </li> <li>• Chipkill memory protection</li> </ul> <p><b>Size:</b></p> <ul style="list-style-type: none"> <li>• 2U chassis: <ul style="list-style-type: none"> <li>– Depth: 56.8 cm (22.4 inches)</li> <li>– Width (EIA flange to EIA flange outer edge): 48.6 cm (19.1 inches)</li> <li>– Height: 8.78 cm (3.46 inches)</li> <li>– Weight (with 2 fully configured nodes, PSU and PSU filler): 21.5 kg (47.5 lb)</li> </ul> </li> <li>• 1U node: <ul style="list-style-type: none"> <li>– Depth: 55.8 cm (22.0 inches)</li> <li>– Width (cam lever tip-to-tip): 47.3 cm (18.6 inches)</li> <li>– Height: 4.15 cm (1.63 inches)</li> <li>– Weight (fully configured with 8x dimms, 8x dimm fillers, 8x memory springs, water loop, and infinite band card): 7.39 kg (16.3 lb)</li> </ul> </li> <li>• Water: <ul style="list-style-type: none"> <li>– Required water to fill the node: 70 grams (0.07 liter)</li> <li>– Required water to fill the rack manifold: 7 kg (7 liters)</li> <li>– Maximum pressure: 4.4 bars</li> </ul> </li> </ul>	<p><b>Integrated functions:</b></p> <ul style="list-style-type: none"> <li>• Integrated Management Module II (IMM2), which consolidates multiple management functions in a single chip.</li> <li>• Intel I350AM4 Quad Port Gigabit Ethernet controller with Wake on LAN support</li> <li>• Eight Universal Serial Bus (USB) 2.0 ports (three front and four rear of the chassis, and one near the SAS/SATA RAID riser card in which the optional USB flash device with embedded hypervisor software is installed)</li> <li>• Six network ports (four 1 Gb Ethernet ports on the system board and two additional ports when the optional IBM Dual-Port 10 Gb Network Daughter Card is installed)</li> <li>• One System Management RJ-45 on the rear to connect to a systems management network. This system management connector is dedicated to the IMM2 functions.</li> <li>• One serial port</li> </ul> <p><b>Predictive Failure Analysis (PFA) alerts:</b></p> <ul style="list-style-type: none"> <li>• Memory</li> <li>• Hard disk drives</li> </ul> <p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>• Air temperature: <ul style="list-style-type: none"> <li>– Server on: 5°C to 40°C (41°F to 104°F); altitude: 0 to 950 m (0 to 3116 ft). Derate maximum temperature by 1°C for every 175 m (574 ft) increase in elevation to a maximum of 3050 m (10004 ft) at an ambient temperature of 24°C</li> <li>– Server off: 5°C to 45°C (41°F to 113°F); maximum altitude: 3050 m (10004 ft)</li> </ul> </li> <li>• Humidity: <ul style="list-style-type: none"> <li>– Server on: 8% to 85%</li> <li>– Server off: 8% to 85%</li> </ul> </li> <li>• Particulate contamination: <p><b>Attention:</b> 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” on page 247.</p> </li> </ul>	<p><b>Environment: (cont.)</b></p> <ul style="list-style-type: none"> <li>• Water Temperature: <ul style="list-style-type: none"> <li>– Minimum Temperature: 18 °C (may adjust based upon dew point)</li> <li>– Maximum Temperature: 45 °C</li> </ul> </li> <li>• Rack Water Flow Rate: <ul style="list-style-type: none"> <li>– Minimum Rack flow rate: 30 lpm</li> <li>– Nominal Rack flow rate: 37 lpm</li> <li>– Maximum Rack flow rate: 63 lpm</li> </ul> </li> <li>• Water Treatment: <ul style="list-style-type: none"> <li>– The water must be treated with anti-biological and anti-corrosion measures.</li> <li>– IBM Part Number 00J0351 is the specification that describes the details for the IBM required water treatment.</li> </ul> </li> </ul> <p><b>Power supply:</b></p> <ul style="list-style-type: none"> <li>• Support one 900-watt ac power supply</li> </ul> <p><b>Electrical input:</b></p> <ul style="list-style-type: none"> <li>• Sine-wave input (50 - 60 Hz) required</li> <li>• Input voltage low range: <ul style="list-style-type: none"> <li>– Minimum: 100 V ac</li> <li>– Maximum: 127 V ac</li> </ul> </li> <li>• Input voltage high range: <ul style="list-style-type: none"> <li>– Minimum: 200 V ac</li> <li>– Maximum: 240 V ac</li> </ul> </li> <li>• Input kilovolt-amperes (kVA), approximately: <ul style="list-style-type: none"> <li>– Minimum: 0.150 kVA</li> <li>– Maximum: 0.839 kVA</li> </ul> </li> </ul> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2. The sound levels were measured in controlled acoustical environments according to the procedures specified by 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.</li> </ol>
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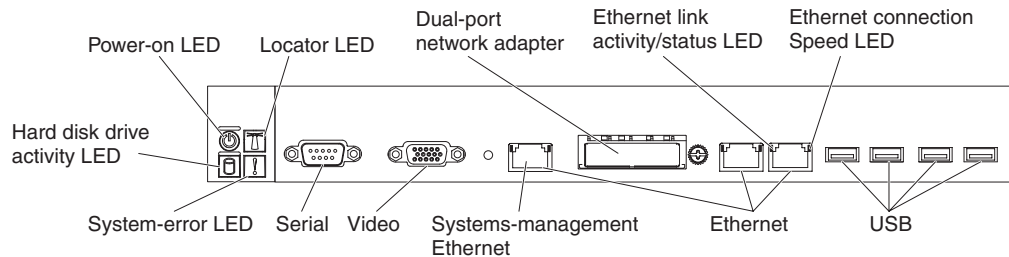
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## Server controls, LEDs, and power

This section describes the controls and light-emitting diodes (LEDs) and how to turn the server on and off. For the location of the LEDs on the system board, see “System-board LEDs” on page 15.

### Front view

The following illustration shows the controls, connectors, and LEDs on the front of the server. The operator panel on the system-board tray is the same for all server configurations.



- **Power-control button and power-on LED:** Press this button to turn the server on and off manually or to wake the server from a reduced-power state. The states of the power-on LED are as follows:
  - Off:** Power is not present or the power supply, or the LED itself has failed.
  - Flashing rapidly (4 times per second):** The server is turned off and is not ready to be turned on. The power-control button is disabled. This will last approximately 20 to 40 seconds.
  - Flashing slowly (once per second):** The server is turned off and is ready to be turned on. You can press the power-control button to turn on the server.
  - Lit:** The server is turned on.
  - Fading on and off:** The server is in a reduced-power state. To wake the server, press the power-control button or use the IMM2 web interface. See “Logging on to the web interface” on page 231 for information on logging on to the IMM2 web interface.
- **System-locator button/LED:** Use this blue LED to visually locate the server among other servers. A system-locator LED is also on the rear of the server. This LED is used as a presence detection button as well. You can use IBM Systems Director to light this LED remotely. This LED is controlled by the IMM2. When you press the System-locator button, the LED will blink and it will continue to blink until you press it again to turn it off. The locator button is pressed to visually locate the server among the others servers.
- **Hard drive activity LED:** When this green LED is lit, it indicates that one of the hard disk drives is in use.
- **System-error LED:** When this amber LED is lit, it indicates that a system error has occurred. This LED is controlled by the IMM2.
- **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 perform text console redirection and to redirect serial traffic, using Serial over LAN (SOL).
- **Video connector:** Connect a monitor to this connector. The video connectors on the front and rear of the server can be used simultaneously.

**Note:** The maximum video resolution is 1600 x 1200 at 75 Hz.

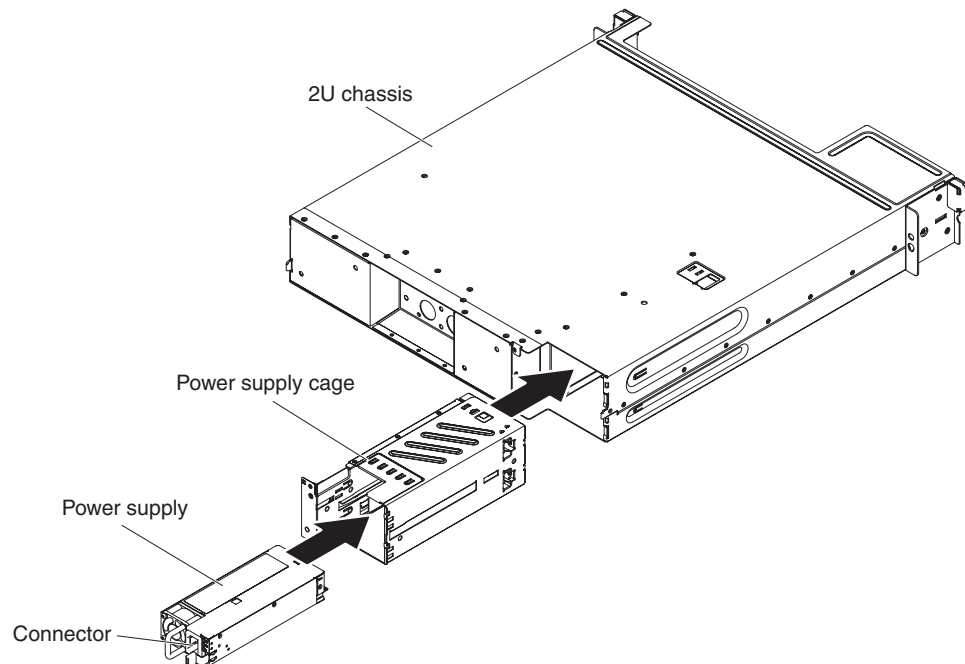
- **Systems-management Ethernet connector:** Use this connector to connect the server to a network for full systems-management information control. This connector is used only by the integrated baseboard management controller (iBMC). A dedicated management network provides additional security by physically 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.
- **Ethernet connectors:** Use either of these connectors to connect the server to a network. When you enable shared Ethernet for iBMC in the Setup utility, you can access the iBMC using either the Ethernet 1 or the system-management Ethernet connector.

**Note:** One of the two Infinite Band Mezzanine adapter ports is used to connect to an Infinite Band core switch. The other port on the adapter is unused.

- **Ethernet link activity/status LED:** When any of these LEDs is lit, they indicate that the server is transmitting to or receiving signals from the Ethernet LAN that is connected to the Ethernet port that corresponds to that LED.
- **Ethernet connection speed LED:** This LED is on each Ethernet connector. The status of this LED indicates the connection speed, in megabits-per-second (Mbps), between the server and the network as follows:
  - LED off: 10 Mbps connection
  - LED lit amber: 100 Mbps connection
  - LED lit green: 1000 Mbps connection
- **USB connectors:** Connect a USB device, such as a USB mouse or keyboard to any of these connectors.

## Rear view

The following illustration shows the connector on the rear of the 2U chassis.



- **Power cord connector:** Connect the power cord to this connector. When the chassis is installed in an iDataPlex rack, the power cord needs to be manually plugged in to the back of the power supply.

## 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 shut down; however, the server can respond to requests from IMM2, such as a remote request to turn on the server. The power-on LED flashes to indicate that the server is connected to an ac power source but is not turned on.

### Turning on the system-board tray

After you install the system-board tray in a chassis, the system-board tray starts in approximately 5 seconds and the power-on button LED will blink quickly. Approximately 20 to 40 seconds after the system-board tray is connected to power, the power-control button becomes active (the power-on LED will blink slowly) to provide cooling while the server is connected to power. You can turn on the server by pressing the power-control button.

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.

#### Notes:

1. 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.
2. Ethernet 1 connector supports Wake on LAN feature.
3. When you turn on the server with external graphical adapters installed, the IBM logo displays on the screen after approximately 3 minutes. This is normal operation while the system loads.

### Turning off the system-board tray

When you turn off the system-board tray and leave it connected to ac power, the server can respond to requests from IMM2, such as a remote request to turn on the server. To remove all power from the system-board tray, you must disconnect it from the power source.

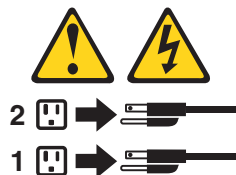
Some operating systems require an orderly shutdown before you turn off the server. See your operating-system documentation for information about shutting down the operating system.

#### Statement 5:



#### CAUTION:

**The power control button on the device 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.**



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

- You can turn off the system-board tray 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 riser-card assembly and the PCI-X riser-card assembly. Otherwise, the active power management event signal will be disabled by the system-board logic, and the Wake on LAN feature might not work. However, after the server is powered-on locally, the active power management event signal will be enabled by the system-board logic.

- The integrated management module II (IMM2) can turn off the server as an automatic response to a critical system failure.

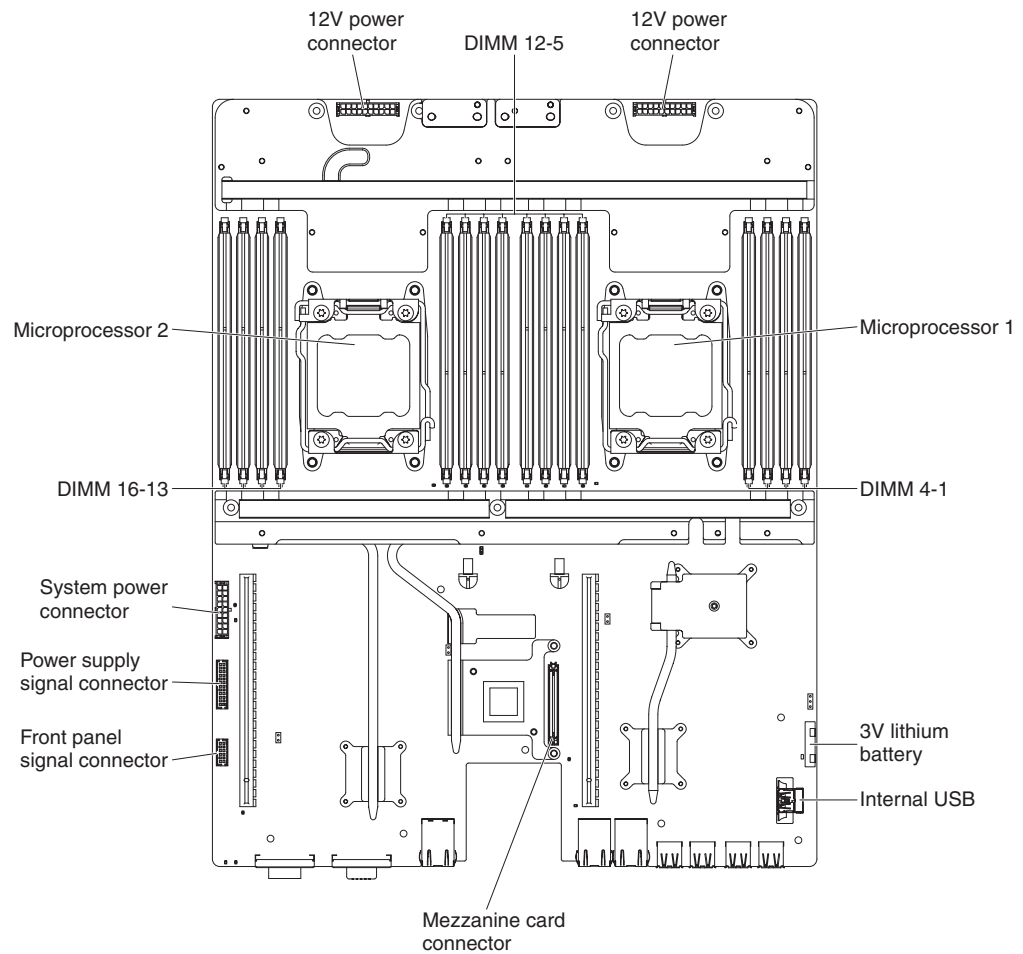
## Internal LEDs, connectors, and jumpers

The illustrations in this section show the connectors, LEDs, and jumpers on the internal boards.

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

### System-board connectors

The following illustration shows the connectors on the system board.





## System-board switches and jumpers

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

**Note:** If there is a clear protective sticker on the top of the switch blocks, you must remove and discard it to access the switches.

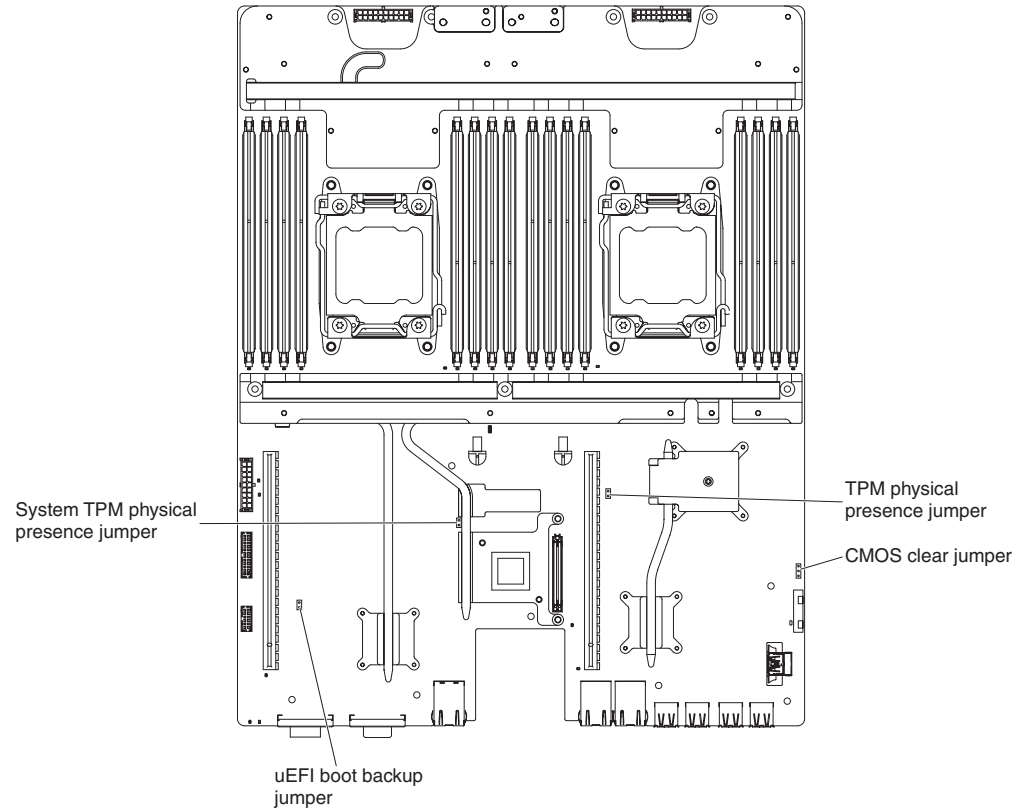


Table 2. System board jumpers

Jumper number	Jumper name	Jumper setting
JP1	CMOS clear jumper	<ul style="list-style-type: none"> <li>• Pins 1 and 2: Normal (default).</li> <li>• Pins 2 and 3: Clears the real-time clock (RTC) registry.</li> </ul>
JP3	UEFI boot backup jumper	<ul style="list-style-type: none"> <li>• Pins 1 and 2: Normal (default). Loads the primary server firmware ROM page.</li> <li>• Pins 2 and 3: Loads the secondary (backup) server firmware ROM page.</li> </ul>
JP5	System TPM physical presence jumper	<ul style="list-style-type: none"> <li>• Pins 1 and 2: Normal (default).</li> <li>• Pins 2 and 3: Indicates a physical presence to the system TPM.</li> </ul>

Table 2. System board jumpers (continued)

Jumper number	Jumper name	Jumper setting
<b>Notes:</b>		
1. If no jumper is present, the server responds as if the pins are set to normal (default).		
2. Changing the position of the UEFI boot recovery 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.		

The following table describes the functions of the SW3 switch block on the system board.

Table 3. System board SW3 switch block definition

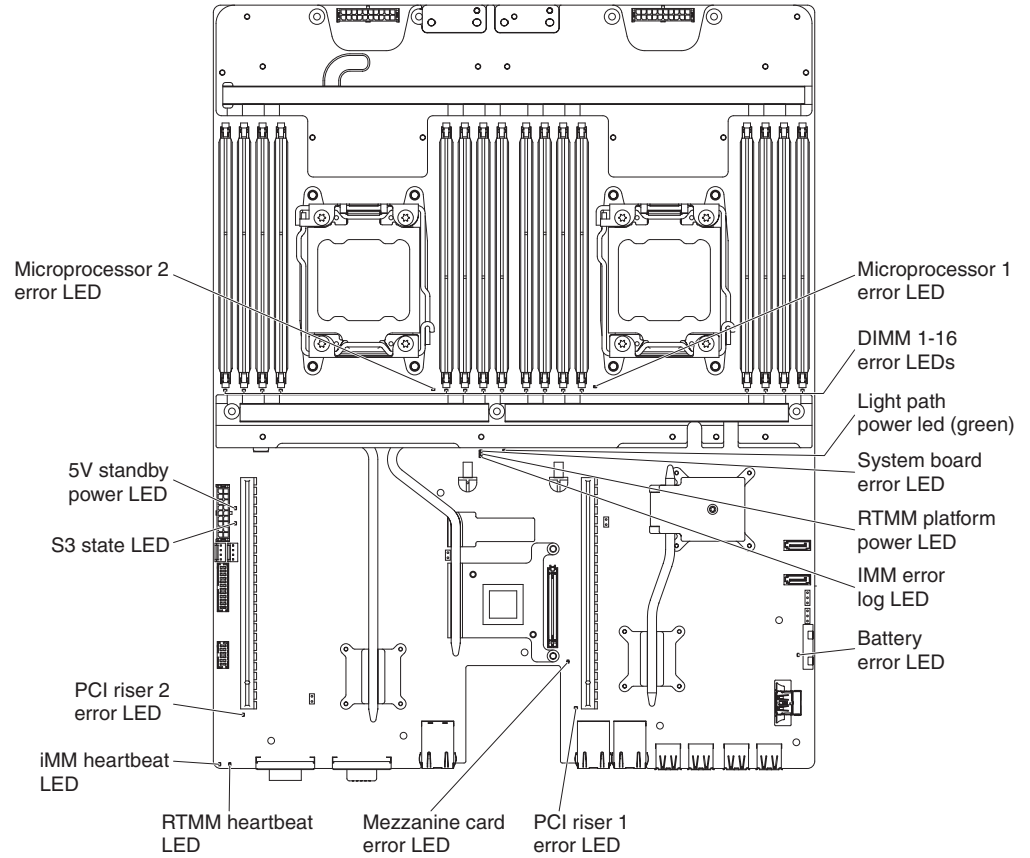
Switch number	Default position	Description
1	Off	Reserved.
2	Off	Reserved.
3	Off	Reserved.
4	Off	<p>Power-on password override. Changing the position of this switch bypasses the power-on password check the next time the server is turned on and starts the Setup utility so that you can change or delete the power-on password. You do not have to move the switch back to the default position after the power-on password is overridden.</p> <p>Changing the position of this switch does not affect the administrator password check if an administrator password is set.</p> <p>See “Passwords” on page 228 for additional information about passwords.</p>

**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 vii, “Installation guidelines” on page 163, “Handling static-sensitive devices” on page 165, and “Turning off the system-board tray” on page 10.
2. Any system-board switch or jumper block that is not shown in the illustrations in this document are reserved.

# System-board LEDs

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





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## Chapter 3. Diagnostics

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

If you cannot locate and correct a problem by using the information in this chapter, see Appendix A, “Getting help and technical assistance,” on page 243 for more information.

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### Diagnostic tools

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

- **Dynamic System Analysis (DSA) Preboot diagnostic programs**

The DSA Preboot diagnostic programs provide problem isolation, configuration analysis, and error log collection. The diagnostic programs are the primary method of testing the major components of the server and are stored in integrated USB memory. The diagnostic programs collect the following information about the server:

- System configuration
- Network interfaces and settings
- Installed hardware
- Service processor status and configuration
- Vital product data, firmware, and UEFI configuration
- Hard disk drive health
- RAID controller configuration
- Controller and service processor event logs, including the following information:
  - System error logs
  - Temperature and voltage information
  - Self-monitoring Analysis, and Reporting Technology (SMART) data
  - Machine check registers
  - USB information
  - Monitor configuration information
  - PCI slot information

The diagnostic programs create a merged log that includes events from all collected logs. The information is collected into a file that you can send to IBM service and support. Additionally, you can view the server information locally through a generated text report file. You can also copy the log to removable media and view the log from a web browser. See “Running the diagnostic programs” on page 110 for more information.

- **Troubleshooting tables**

These tables list problem symptoms and actions to correct the problems. See “Troubleshooting tables” on page 88 for more information.

- **IBM Electronic Service Agent**

IBM Electronic Service Agent is a software tool that monitors the server for hardware error events and automatically submits electronic service requests to IBM service and support. In addition, it can collect and transmit system configuration information on a scheduled basis so that the information is available to you and your support representative. It uses minimal system resources, and is available free of charge. For more information and to download IBM Electronic Service Agent, go to [http://www.ibm.com/support/entry/portal/Open\\_service\\_request/](http://www.ibm.com/support/entry/portal/Open_service_request/).

- **POST error codes and event logs**

The power-on self-test (POST) generates messages to indicate successful test completion or the detection of a problem. For more information, see “Event logs” and “POST” on page 20.

- **Checkpoint codes**

Checkpoint codes track the progress of POST routines at system startup or reset. Checkpoint codes are shown on the checkpoint code display.

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## Event logs

Error codes and messages are displayed in the following types of event logs. Some of the error codes and messages in the logs are abbreviated. When you are troubleshooting PCI-X slots, note that the event logs report the PCI-X buses numerically. The numerical assignments vary depending on the configuration. You can check the assignments by running the Setup utility (see “Using the Setup utility” on page 224 for more information).

- **POST event log:** This log contains the three most recent error codes and messages that were generated during POST. You can view the contents of the POST event log through the Setup utility.
- **System-event log:** This log contains messages that were generated during POST and all system status messages from the service processor. You can view the contents of the system-event log from the Setup utility.

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, be sure to clear the system-event log so that you can find current errors more easily.

Each system-event log entry is displayed on its own page. 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.

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

- **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 and through the Dynamic System Analysis (DSA) program (as the ASM event log).
- **DSA 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 log through the DSA program.

## Viewing event logs from the Setup utility

To view the error logs, complete the following steps:

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 error logs.
3. Select **System Event Logs** and use one of the following procedures:
  - To view the POST error log, select **POST Event Viewers**.
  - To view the IMM2 system-event log, select **System Event Log**.

## Viewing event logs without restarting the server

If the server is not hung, 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 or DSA Installable, you can use it to view the system-event log (as the IPMI event log), 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, DSA Installable, or DSA Preboot or to download a DSA Preboot CD image, go to <http://www.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=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 system 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 231.

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 4. Methods for viewing event logs

Condition	Action
The server is not hung and is connected to a network.	Use any of the following methods: <ul style="list-style-type: none"><li>• Run DSA Portable or DSA Installable to view the event logs or create an output file that you can send to a support representative.</li><li>• In a web browser, type the IP address of the IMM2 and go to the Event Log page.</li><li>• Use IPMItool to view the system-event log.</li></ul>
The server is not hung and is not connected to a network.	Use IPMItool locally to view the system-event log.
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 IP address for the IMM2” on page 231 and “Logging on to the web interface” on page 231.

Table 4. Methods for viewing event logs (continued)

Condition	Action
The server is hung.	<ul style="list-style-type: none"> <li>• If DSA Preboot is installed, restart the server and press F2 to start DSA Preboot and view the event logs.</li> <li>• If DSA Preboot is not installed, insert the DSA Preboot CD and restart the server to start DSA Preboot and view the event logs.</li> <li>• 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 from the Setup utility” on page 18.</li> </ul>

## Clearing the error logs

To clear the error logs, complete the following steps.

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

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 error logs.
3. Use one of the following procedures:
  - To clear the IMM2 system-event log, select **System Event Logs --> System Event Log**. Select **Clear System Event Log**; then, press **Enter** twice.

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## POST

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

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



## POST/uEFI diagnostic codes

The following table describes the POST/uEFI diagnostic codes and suggested actions to correct the detected problems. These diagnostic codes can appear as severe, warning, or informational.

- Severe = S
- Warning = W
- Informational = I

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>			
Diagnostic code	Message	Description	Action
I.11002	[I.11002] A processor mismatch has been detected between one or more processors in the system.	One or More Mismatched Processors Detected.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>
W.11004	[W.11004] A processor within the system has failed the BIST.	Processor Self Test Failure Detected.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. (Trained technician only) If there are more than one microprocessor installed, swap the microprocessors. If the problem follows the affected microprocessor or there is only one microprocessor installed, replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> <li>3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
S.1100C	[S.1100C] An uncorrectable error has been detected on processor %.	Uncorrectable microprocessor error detected.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. Restart the server.</li> <li>3. Contact your IBM service representative for support.</li> </ol> <p>(% = microprocessor number)</p>

- 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.

Diagnostic code	Message	Description	Action
I.18005	[I.18005] A discrepancy has been detected in the number of cores reported by one or more processor packages within the system.	Processors have mismatched number of cores.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>
I.18006	[I.18006] A mismatch between the maximum allowed QPI link speed has been detected for one or more processor packages.	Processors have mismatched QPI Speed.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>
I.18007	[I.18007] A power segment mismatch has been detected for one or more processor packages.	Processors have mismatched Power Segments.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
I.18008	[I.18008] Currently, there is no additional information for this event.	Processors have mismatched Internal DDR3 Frequency.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>
I.18009	[I.18009] A core speed mismatch has been detected for one or more processor packages.	Processors have mismatched Core Speed.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>
I.1800A	[I.1800A] A mismatch has been detected between the speed at which a QPI link has trained between two or more processor packages.	Processors have mismatched Bus Speed.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
I.1800B	[I.1800B] A cache size mismatch has been detected for one or more processor packages.	Processors have one or more cache levels with mismatched size.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>
I.1800C	[I.1800C] A cache type mismatch has been detected for one or more processor packages.	Processors have one or more cache levels with mismatched type.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>
I.1800D	[I.1800D] A cache associativity mismatch has been detected for one or more processor packages.	Processors have one or more cache levels with mismatched associativity.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
I.1800E	[I.1800E] A processor model mismatch has been detected for one or more processor packages.	Processors have mismatched Model Number.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>
I.1800F	[I.1800F] A processor family mismatch has been detected for one or more processor packages.	Processors have mismatched Family.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>
I.18010	[I.18010] A processor stepping mismatch has been detected for one or more processor packages.	Processors of the same model have mismatched Stepping ID.	<ol style="list-style-type: none"> <li>1. Make sure that the microprocessor is on the ServerProven website at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Check the IBM support website for a firmware update and update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Remove and replace the affected microprocessor (error LED is lit) with a supported type (see “Installing a microprocessor and water loop” on page 198).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
W.50001	[W.50001] A DIMM has been disabled due to an error detected during POST.	DIMM Disabled.	<p><b>Note:</b> 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"> <li>1. Make sure the DIMM is installed correctly (see “Installing a memory module” on page 174).</li> <li>2. If the DIMM was disabled because of a memory fault, follow the suggested actions for that error event.</li> <li>3. 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).</li> </ol>
S.51003	<p>[S.51003] An uncorrectable memory error was detected in DIMM slot % on rank %.</p> <p>[S.51003] An uncorrectable memory error was detected on processor % channel %. The failing DIMM within the channel could not be determined.</p> <p>[S.51003] An uncorrectable memory error has been detected during POST.</p>	Fatal Memory Error Occurred.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>2. If the problem remains, replace the affected DIMMs.</li> <li>3. (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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>4. (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.</li> <li>5. (Trained technician only) Replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol>
S.51006	[S.51006] A memory mismatch has been detected. Please verify that the memory configuration is valid.	One or More Mismatched DIMMs Detected.	<p><b>Note:</b> 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. Make sure that the DIMMs have been installed in the correct sequence (see “Installing a memory module” on page 174).</p>

- 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.

Diagnostic code	Message	Description	Action
S.51009	[S.51009] No system memory has been detected.	No Memory Detected.	<ol style="list-style-type: none"> <li>1. Make sure that there is at least one DIMM installed in the server.</li> <li>2. If there are no memory fault recorded in the logs and no DIMM connector error LEDs are lit, make sure that all DIMM connectors are enabled by using the Setup utility or the Advance Settings Utility (ASU).</li> <li>3. Reinstall all DIMMs in the correct population sequence (see “Installing a memory module” on page 174 for more information).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
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 %.	DIMM PFA Threshold Exceeded.	<p><b>Note:</b> 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"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>2. Swap the affected DIMMs (as indicated by the error LEDs on the system board or the event logs) to a different memory channel (see “Installing a memory module” on page 174 for memory population sequence).</li> <li>3. If the error still occurs on the same DIMM, replace the affected DIMM (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>4. If the problem occurs on the same DIMM connector, swap other DIMMs (in the same memory channel) to a different memory channel or microprocessor (see “Installing a memory module” on page 174 for memory population sequence). If the problem follows a moved DIMM to a different memory channel, replace the affected DIMM.</li> <li>5. (Trained technician only) If the problem occurs on the same DIMM connector, check the DIMM connector. Remove any foreign material on the DIMM connector, if found. If the connector is damaged, replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>6. (Trained technician only) Remove the affected microprocessor and check the microprocessor socket pins for any damaged pins. If a damage is found or the microprocessor is an upgrade part, replace the system board.</li> <li>7. (Trained technician only) Replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> <li>8. (Trained technician only) Replace the system board.</li> </ol>



- 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.

Diagnostic code	Message	Description	Action
W.58007	[W.58007] Invalid memory configuration (Unsupported DIMM Population) detected. Please verify memory configuration is valid.	Unsupported DIMM Population.	<p><b>Note:</b> 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"> <li>1. Reseat the DIMMs and restart the server (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>2. Make sure that the DIMMs are installed in the proper sequence (see “Installing a memory module” on page 174).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
S.58008	[S.58008] A DIMM has failed the POST memory test.	DIMM Failed Memory Test.	<p><b>Note:</b> 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"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>2. Make sure that the DIMMs are firmly seated and no foreign material is found in the DIMM connector. Then, retry with the same DIMM.</li> <li>3. If the problem is related to a DIMM, replace the failing DIMM indicated by the error LEDs (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>4. If the problem occurs on the same DIMM connector, 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 (see “Installing a memory module” on page 174 for memory population).</li> <li>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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>7. (Trained technician only) Swap the affected microprocessor, if there are more than one microprocessor installed. If the problem follows the microprocessor, replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> <li>8. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
W.580A1	[W.580A1] Invalid memory configuration for Mirror Mode. Please correct memory configuration.	Unsupported DIMM Population for Mirror Mode.	<ol style="list-style-type: none"> <li>1. If a DIMM connector error LED is lit on the system board, check the event logs and follow the procedure for that event and restart the server.</li> <li>2. Make sure that the DIMMs have been installed in the correct sequence for mirrored channel mode.</li> </ol>
W.580A2	[W.580A2] Invalid memory configuration for Sparing Mode. Please correct memory configuration.	Unsupported DIMM Population for Spare Mode.	Make sure that the DIMMs have been installed in the correct sequence for rank sparing mode.
I.580A4	[I.580A4] Memory population change detected.	DIMM Population Change Detected.	Information only. Memory has been added, moved, or changed.
I.580A5	[I.580A5] Mirror Fail-over complete. DIMM number % has failed over to the mirrored copy.	DIMM Mirror Fail-over Detected.	Information only. Memory redundancy has been lost. Check the event log for uncorrected DIMM failure events (see “Event logs” on page 18).
I.580A6	[I.580A6] Memory spare copy has completed successfully.	Spare Copy Complete.	Information only. Memory redundancy or spare rank has been lost. Check the event log for uncorrected DIMM failure events (see “Event logs” on page 18).
I.58015	[I.58015] Memory spare copy initiated.	Spare Copy Started.	No action; information only.
W.68002	[W.68002] A CMOS battery error has been detected.	CMOS Battery Fault.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>2. Replace the CMOS battery (see “Removing the battery” on page 169 and “Installing the battery” on page 170).</li> <li>3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
S.68005	[S.68005] An error has been detected by the I/O 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.	Critical IOH-PCI Error.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>2. Replace the following components one at a time in the order shown, restarting the server each time: <ul style="list-style-type: none"> <li>• (Trained technician only) System board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ul> </li> </ol>
S.680B8	[S.680B8] Internal QPI Link Failure Detected.	Internal QPI Link Failure Detected.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. Inspect the microprocessor socket for foreign material, if the microprocessor socket contains any foreign material, remove the foreign material. If it is found damaged, (trained technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
S.680B9	[S.680B9] External QPI Link Failure Detected.	External QPI Link Failure Detected.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. Inspect the microprocessor socket for foreign material, if the microprocessor socket contains any foreign material, remove the foreign material. If it is found damaged, (trained technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
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 %.	PCI SERR Detected.	<ol style="list-style-type: none"> <li>1. Check the riser-card LEDs.</li> <li>2. Reseat all affected adapters and riser cards.</li> <li>3. Update the PCI adapter firmware.</li> <li>4. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
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 %.	PCIe Uncorrected Error Detected.	<ol style="list-style-type: none"> <li>1. Check the riser-card LEDs.</li> <li>2. Reseat all affected adapters and riser cards.</li> <li>3. Update the PCI adapter firmware.</li> <li>4. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
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 %.	OUT_OF_RESOURCES (PCI Option ROM).	<ol style="list-style-type: none"> <li>1. Run the Setup utility (see “Using the Setup utility” on page 224). Select <b>Startup Options</b> from the menu and modify the boot sequence to change the load order of the optional-device ROM code.</li> <li>2. Informational message that some devices might not be initialized.</li> </ol>
I.2018003	[I.2018003] A bad option ROM checksum was detected for the device found at Bus % Device % Function %. The Vendor ID for the device is % and the Device ID is %.	ROM CHECKSUM ERROR.	<ol style="list-style-type: none"> <li>1. Check the riser-card LEDs.</li> <li>2. Reseat all affected adapters and riser cards.</li> <li>3. Move the affected adapter to a different slot.</li> <li>4. Update the PCI adapter firmware.</li> </ol>
S.3020007	[S.3020007] A firmware fault has been detected in the UEFI image.	Internal UEFI Firmware Fault Detected, System halted.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> <li>3. (Trained technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
S.3028002	[S.3028002] Boot permission timeout detected.	Boot Permission Negotiation Timeout.	<ol style="list-style-type: none"> <li>1. Check the IMM2 error messages (see “Integrated management module II (IMM2) error messages” on page 38) for communication errors and follow the actions.</li> <li>2. Restart the server.</li> <li>3. If the problem remains, contact your IBM service representative for support.</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
S.3030007	[S.3030007] A firmware fault has been detected in the UEFI image.	Internal UEFI Firmware Fault Detected, System halted.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> <li>3. (Trained technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
S.3040007	[S.3040007] A firmware fault has been detected in the UEFI image.	Internal UEFI Firmware Fault Detected, System halted.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
I.3048005	[I.3048005] UEFI has booted from the backup flash bank.	Booting Backup UEFI Image.	Information only. Set the JP3 jumper in the backup position (pins 2 and 3) to allow the server to boot from the backup UEFI (see “System-board switches and jumpers” on page 13).
W.3048006	[W.3048006] UEFI has booted from the backup flash bank due to an Automatic Boot Recovery (ABR) event.	Automated Boot Recovery, Booting Backup UEFI Image.	<ol style="list-style-type: none"> <li>1. Run the Setup utility (see “Using the Setup utility” on page 224). Select <b>Load Default Settings</b> and save the settings.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
S.30050007	[S.3050007] A firmware fault has been detected in the UEFI image.	Internal UEFI Firmware Fault Detected, System halted.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
W.305000A	[W.305000A] An invalid date and time have been detected.	RTC Date and Time Incorrect.	<ol style="list-style-type: none"> <li>1. Run the Setup utility (see “Using the Setup utility” on page 224). Select <b>Load Default Settings</b>, and save the settings.</li> <li>2. Reseat the battery (see “Removing the battery” on page 169 and “Installing the battery” on page 170).</li> <li>3. Replace the battery.</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
S.3058004	[S.3058004] A Three Strike boot failure has occurred. The system has booted with default UEFI settings.	POST failure has occurred! System booted with default settings..	<ol style="list-style-type: none"> <li>1. Undo any recent system changes, such as new settings or newly installed devices.</li> <li>2. Make sure that the server is attached to a reliable power source.</li> <li>3. Remove all hardware that is not listed on the ServerProven web site at <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>4. Update the firmware to the latest level (see “Updating the firmware” on page 221 for more information).</li> <li>5. Make sure that the operating system is not corrupted.</li> <li>6. Run the Setup utility, save the configuration, and then restart the server.</li> <li>7. (Trained technician only) If the problem remains, replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
W.3058009	[W.3058009] DRIVER HEALTH PROTOCOL: Missing Configuraiton. Requires Change Settings From F1.	DRIVER HEALTH PROTOCOL: Missing Configuration. Requires Change Settings From F1.	<ol style="list-style-type: none"> <li>1. Select <b>System Settings</b> → <b>Settings</b> → <b>Driver Health Status List</b> and find a driver/controller reporting configuration required status.</li> <li>2. Search for the driver menu from <b>System Settings</b> and change the settings appropriately.</li> <li>3. Save the settings and restart the system.</li> </ol>
W.305800A	[W.305800A] DRIVER HEALTH PROTOCOL: Reports 'Failed' Status Controller.	DRIVER HEALTH PROTOCOL: Reports 'Failed' Status Controller.	<ol style="list-style-type: none"> <li>1. Restart the system.</li> <li>2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image.</li> <li>3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
W.305800B	[W.305800B] DRIVER HEALTH PROTOCOL: Reports 'Reboot' Required Controller.	DRIVER HEALTH PROTOCOL: Reports 'Reboot' Required Controller.	<ol style="list-style-type: none"> <li>1. No action required. The system will reboot at the end of POST.</li> <li>2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image.</li> <li>3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>

- 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.

Diagnostic code	Message	Description	Action
W.305800C	[W.305800C] DRIVER HEALTH PROTOCOL: Reports 'System Shutdown' Required Controller.	DRIVER HEALTH PROTOCOL: Reports 'System Shutdown' Required Controller.	<ol style="list-style-type: none"> <li>1. Restart the system.</li> <li>2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image.</li> <li>3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
W.305800D	[W.305800D] DRIVER HEALTH PROTOCOL: Disconnect Controller Failed. Requires 'Reboot'.	DRIVER HEALTH PROTOCOL: Disconnect Controller Failed. Requires 'Reboot'.	<ol style="list-style-type: none"> <li>1. Restart the system.</li> <li>2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image.</li> <li>3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
W.305800E	[W.305800E] DRIVER HEALTH PROTOCOL: Reports Invalid Health Status Driver.	DRIVER HEALTH PROTOCOL: Reports Invalid Health Status Driver.	<ol style="list-style-type: none"> <li>1. Restart the system.</li> <li>2. If the problem persists, switch to the backup UEFI image or reload the current UEFI image.</li> <li>3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
S.3060007	[S.3060007] A firmware fault has been detected in the UEFI image.	Internal UEFI Firmware Fault Detected, System halted.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
S.3070007	[S.3070007] A firmware fault has been detected in the UEFI image.	Internal UEFI Firmware Fault Detected, System halted.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
S.3108007	[S.3108007] The default system settings have been restored.	System Configuration Restored to Defaults.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this error.</li> <li>2. If the settings differ from defaults, run the Setup utility, select <b>Load Default Settings</b>, and save the settings.</li> </ol>



- 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.

Diagnostic code	Message	Description	Action
W.3808000	[W.3808000] An IMM communication failure has occurred.	IMM Communication Failure.	<ol style="list-style-type: none"> <li>1. Shut down the system and remove the power cords from the server for 30 seconds; then, reconnect the server to power and restart it.</li> <li>2. Update the IMM firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
W.3808002	[W.3808002] An error occurred while saving UEFI settings to the IMM.	Error Updating System Configuration to IMM.	<ol style="list-style-type: none"> <li>1. Run the Setup utility, select <b>Save Settings</b>, and restart the server (see “Using the Setup utility” on page 224).</li> <li>2. Update the IMM firmware to the latest level (see “Updating the firmware” on page 221).</li> </ol>
W.3808003	[W.3808003] Unable to retrieve the system configuration from the IMM.	Error Retrieving System Configuration from IMM.	<ol style="list-style-type: none"> <li>1. Run the Setup utility, select <b>Save Settings</b>, and restart the server (see “Using the Setup utility” on page 224).</li> <li>2. Update the IMM firmware to the latest level (see “Updating the firmware” on page 221).</li> </ol>
I.3808004	[I.3808004] The IMM System Event log (SEL) is full.	IPMI System Event Log is Full.	Run the Setup utility to clear IMM logs and restart the server (see “Using the Setup utility” on page 224).
I.3818001	[I.3818001] The firmware image capsule signature for the currently booted flash bank is invalid.	Current Bank CRTM Capsule Update Signature Invalid.	<ol style="list-style-type: none"> <li>1. Run the Setup utility, select <b>Load Default Settings</b>, and save the settings.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
I.3818002	[I.3818002] The firmware image capsule signature for the non-booted flash bank is invalid.	Opposite Bank CRTM Capsule Update Signature Invalid.	<ol style="list-style-type: none"> <li>1. Run the Setup utility, select <b>Load Default Settings</b>, and save the settings.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
I.3818003	[I.3818003] The CRTM flash driver could not lock the secure flash region.	CRTM Could not lock secure flash region.	<ol style="list-style-type: none"> <li>1. Run the Setup utility, select <b>Load Default Settings</b>, and save the settings.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
S.3818004	[S.3818004] The CRTM flash driver could not successfully flash the staging area. A failure occurred.	CRTM Update Failed.	<ol style="list-style-type: none"> <li>1. Run the Setup utility, select <b>Load Default Settings</b>, and save the settings.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• If an action step is preceded by “(Trained technician only),” that step must be performed only by a trained technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>			
Diagnostic code	Message	Description	Action
W.3818005	[W.3818005] The CRTM flash driver could not successfully flash the staging area. The update was aborted.	CRTM Update Aborted.	<ol style="list-style-type: none"> <li>1. Run the Setup utility, select <b>Load Default Settings</b>, and save the settings.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
S.3818007	[S.3818007] The firmware image capsules for both flash banks could not be verified.	CRTM image capsule could not be verified.	<ol style="list-style-type: none"> <li>1. Run the Setup utility, select <b>Load Default Settings</b>, and save the settings.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>
W.3938002	[W.3938002] A boot configuration error has been detected.	Boot Configuration Error.	<ol style="list-style-type: none"> <li>1. Run the Setup utility, select <b>Load Default Settings</b>, and save the settings.</li> <li>2. Recover the server firmware (see “Recovering the server firmware” on page 147).</li> </ol>

## System event log

The system event log contains messages of three types:

### Information

Information messages do not require action; they record significant system-level events, such as when the server is started.

### Warning

Warning messages do not require immediate action; they indicate possible problems, such as when the recommended maximum ambient temperature is exceeded.

**Error** Error messages might require action; they indicate system errors.

Each message contains date and time information, and it indicates the source of the message (POST or the IMM2).

## Integrated management module II (IMM2) error messages

The following table describes the IMM2 error messages and suggested actions to correct the detected problems.

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

Table 5. IMM2 error messages

Event ID	Message	Severity	Description	Action
<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
<b>Temperature messages</b>				
80010701-0c01xxxx	Numeric sensor Ambient Temp going high (upper non-critical) has asserted.	Warning	An upper non-critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>Reduce the ambient temperature.</li> <li>Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010901-0c01xxxx	Numeric sensor Ambient Temp going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>Reduce the ambient temperature.</li> <li>Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010b01-0c01xxxx	Numeric sensor Ambient Temp going high (upper non-recoverable) has asserted.	Error	An upper non-recoverable sensor going high has asserted.	Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.
81010701-0c01xxxx	Numeric sensor Ambient Temp going high (upper non-critical) has deasserted.	Info	An upper non-critical sensor going high has deasserted.	No action; information only.
81010901-0c01xxxx	Numeric sensor Ambient Temp going high (upper critical) has deasserted.	Info	An upper critical sensor going high has deasserted.	No action; information only.
81010b01-0c01xxxx	Numeric sensor Ambient Temp going high (upper non-recoverable) has deasserted.	Info	An upper non-recoverable sensor going high has deasserted.	No action; information only.
80010701-1401xxxx 80010701-1402xxxx	Sensor CPU <i>n</i> VR Temp going high (upper non-critical) has asserted. ( <i>n</i> = microprocessor number)	Warning	An upper non-critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>Reduce the ambient temperature.</li> <li>Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010901-1401xxxx 80010901-1402xxxx	Sensor CPU <i>n</i> VR Temp going high (upper critical) has asserted. ( <i>n</i> = microprocessor number)	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>Reduce the ambient temperature.</li> <li>Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80010b01-1401xxxx 80010b01-1402xxxx	Sensor CPU <i>n</i> VR Temp going high (upper non-recoverable) has asserted. ( <i>n</i> = microprocessor number)	Error	An upper non-recoverable sensor going high has asserted.	Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.
80010701-1403xxxx	Sensor DIMM AB VR Temp going high (upper non-critical) has asserted.	Warning	An upper non-critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010901-1403xxxx	Sensor DIMM AB VR Temp going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010b01-1403xxxx	Sensor DIMM AB VR Temp going high (upper non-recoverable) has asserted.	Error	An upper non-recoverable sensor going high has asserted.	Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.
80010701-1404xxxx	Sensor DIMM CD VR Temp going high (upper non-critical) has asserted.	Warning	An upper non-critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010901-1404xxxx	Sensor DIMM CD VR Temp going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010b01-1404xxxx	Sensor DIMM CD VR Temp going high (upper non-recoverable) has asserted.	Error	An upper non-recoverable sensor going high has asserted.	Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.
80010701-1405xxxx	Sensor DIMM EF VR Temp going high (upper non-critical) has asserted.	Warning	An upper non-critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80010901-1405xxxx	Sensor DIMM EF VR Temp going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010b01-1405xxxx	Sensor DIMM EF VR Temp going high (upper non-recoverable) has asserted.	Error	An upper non-recoverable sensor going high has asserted.	Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.
80010701-1406xxxx	Sensor DIMM GH VR Temp going high (upper non-critical) has asserted.	Warning	An upper non-critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010901-1406xxxx	Sensor DIMM GH VR Temp going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010b01-1406xxxx	Sensor DIMM GH VR Temp going high (upper non-recoverable) has asserted.	Error	An upper non-recoverable sensor going high has asserted.	Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.
80010701-2d01xxxx	Numeric sensor PCH Temp going high (upper non-critical) has asserted.	Warning	An upper non-critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010901-2d01xxxx	Numeric sensor PCH Temp going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010b01-2d01xxxx	Numeric sensor PCH Temp going high (upper non-recoverable) has asserted.	Error	An upper non-recoverable sensor going high has asserted.	Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.
81010701-2d01xxxx	Numeric sensor PCH Temp going high (upper non-critical) has deasserted.	Info	An upper non-critical sensor going high has deasserted.	No action; information only.

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
81010901-2d01xxxx	Numeric sensor PCH Temp going high (upper critical) has deasserted.	Info	An upper critical sensor going high has deasserted.	No action; information only.
81010b01-2d01xxxx	Numeric sensor PCH Temp going high (upper non-recoverable) has deasserted.	Info	An upper non-recoverable sensor going high has deasserted.	No action; information only.
80010701-2c01xxxx	Sensor Mezz Card Temp going high (upper non-critical) has asserted.	Warning	An upper non-critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010901-2c01xxxx	Sensor Mezz Card Temp going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010b01-2c01xxxx	Sensor Mezz Card Temp going high (upper non-recoverable) has asserted.	Error	An upper non-recoverable sensor going high has asserted.	Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.
80070204-0a01xxxx 80070204-0a02xxxx	Sensor PS <i>n</i> Fan Fault has transitioned to critical from a less severe state. ( <i>n</i> = power supply number)	Error	A sensor has changed to Critical state from a less severe state.	<ol style="list-style-type: none"> <li>1. Make sure that there are no obstructions, such as bundled cables, to the airflow from the power-supply fan.</li> <li>2. Replace power supply <i>n</i>. (<i>n</i> = power supply number)</li> </ol>
<b>Power messages</b>				
80010902-0701xxxx	Numeric sensor Planar 3.3V going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	(Trained service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).
80010202-0701xxxx	Numeric sensor Planar 3.3V going low (lower critical) has asserted.	Error	A lower critical sensor going low has asserted.	(Trained service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80010902-0701xxxx	Numeric sensor Planar 5V going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	(Trained service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).
80010202-0701xxxx	Numeric sensor Planar 5V going low (lower critical) has asserted.	Error	A lower critical sensor going low has asserted.	(Trained service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).
80010902-0701xxxx	Numeric sensor Planar 12V going high (upper critical) has asserted.	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Check power supply <i>n</i> LED.</li> <li>2. Remove the failing power supply.</li> <li>3. (Trained service technician only) Replace the system board.</li> </ol> ( <i>n</i> = power supply number)
80010202-0701xxxx	Numeric sensor Planar 12V going low (lower critical) has asserted.	Error	A lower critical sensor going low has asserted.	<ol style="list-style-type: none"> <li>1. Check power supply <i>n</i> LED.</li> <li>2. Remove the failing power supply.</li> <li>3. (Trained service technician only) Replace the system board.</li> </ol> ( <i>n</i> = power supply number)
80010002-0701xxxx	Numeric sensor Planar VBAT going low (lower non-critical) has asserted.	Warning	A lower critical sensor going low has asserted.	Replace the system battery (see “Removing the battery” on page 169 and “Installing the battery” on page 170).
80010202-0701xxxx	Numeric sensor Planar VBAT going low (lower critical) has asserted.	Error	A lower critical sensor going low has asserted.	Replace the system battery (see “Removing the battery” on page 169 and “Installing the battery” on page 170).
806f0008-0a01xxxx	The Power Supply (Power Supply <i>n</i> ) presence has been detected. ( <i>n</i> = power supply number)	Info	Power supply <i>n</i> has been added. ( <i>n</i> = power supply number)	No action; information only.

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f0108-0a01xxxx 806f0108-0a02xxxx	The Power Supply <i>n</i> has failed. ( <i>n</i> = power supply number)	Error	Power supply <i>n</i> has failed. ( <i>n</i> = power supply number)	<ol style="list-style-type: none"> <li>Reseat power supply <i>n</i>.</li> <li>If the power-on LED is not lit and the power-supply error LED is lit, replace power supply <i>n</i>.</li> <li>If both the power-on LED and the power-supply error LED are not lit, see “Power problems” on page 101 for more information.</li> </ol> <p>(<i>n</i> = power supply number)</p>
806f0308-0a01xxxx 806f0308-0a02xxxx	The Power Supply <i>n</i> has lost input. ( <i>n</i> = power supply number)	Info	Power supply <i>n</i> AC has lost. ( <i>n</i> = power supply number)	<ol style="list-style-type: none"> <li>Reconnect the power cords.</li> <li>Check power supply <i>n</i> LED.</li> <li>See “Power-supply LEDs” on page 108 for more information.</li> </ol> <p>(<i>n</i> = power supply number)</p>
80070208-0a01xxxx 80070208-0a02xxxx	Sensor PS <i>n</i> Therm Fault has transitioned to critical from a less severe state. ( <i>n</i> = power supply number)	Error	A sensor has changed to Critical state from a less severe state.	<ol style="list-style-type: none"> <li>Make sure that there are no obstructions, such as bundled cables, to the airflow from the power-supply fan.</li> <li>Use the IBM Power Configurator utility to determine current system power consumption. For more information and to download the utility, go to <a href="http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html">http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html</a>.</li> <li>Replace power supply <i>n</i>.</li> </ol> <p>(<i>n</i> = power supply number)</p>
80070608-0a01xxxx 80070608-0a02xxxx	Sensor PS <i>n</i> 12V AUX Fault has transitioned to non-recoverable from a less severe state. ( <i>n</i> = power supply number)	Error	A sensor has changed to non-recoverable state from a less severe state.	<ol style="list-style-type: none"> <li>Check power supply <i>n</i> LED.</li> <li>Replace power supply <i>n</i>.</li> </ol> <p>(<i>n</i> = power supply number)</p>



Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80070608-0a01xxxx 80070608-0a02xxxx	Sensor PS <i>n</i> 12V OC Fault has transitioned to non-recoverable from a less severe state. ( <i>n</i> = power supply number)	Error	A sensor has changed to non-recoverable state from a less severe state.	<ol style="list-style-type: none"> <li>1. Use the IBM Power Configurator utility to determine current system power consumption. For more information and to download the utility, go to <a href="http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html">http://www-03.ibm.com/systems/bladecenter/resources/powerconfig.html</a>.</li> <li>2. Check Pwr Rail (1, 2, 3, 4, 5, and 6) error has been recorded in the IMM2 event log (see “Power problems” on page 101 for more information).</li> </ol>
80070608-0a01xxxx 80070608-0a02xxxx	Sensor PS <i>n</i> 12V OV Fault has transitioned to non-recoverable from a less severe state. ( <i>n</i> = power supply number)	Error	A sensor has changed to non-recoverable state from a less severe state.	<ol style="list-style-type: none"> <li>1. Check power supply <i>n</i> LED.</li> <li>2. Remove the failing power supply.</li> <li>3. (Trained service technician only) Replace the system board.</li> </ol> ( <i>n</i> = power supply number)
80070608-0a01xxxx 80070608-0a02xxxx	Sensor PS <i>n</i> 12V UV Fault has transitioned to non-recoverable from a less severe state. ( <i>n</i> = power supply number)	Error	A sensor has changed to non-recoverable state from a less severe state.	<ol style="list-style-type: none"> <li>1. Check power supply <i>n</i> LED.</li> <li>2. Remove the failing power supply.</li> <li>3. (Trained service technician only) Replace the system board.</li> </ol> ( <i>n</i> = power supply number)
800b0008-1301xxxx	Power Unit has been fully redundant.	Info	Power unit redundancy has been restored.	No action; information only.
800b0108-1301xxxx	Power Unit redundancy lost has asserted.	Error	Redundancy has been lost and is insufficient to continue operation.	<ol style="list-style-type: none"> <li>1. Check the LEDs for both power supplies.</li> <li>2. Follow the actions in “Power-supply LEDs” on page 108.</li> </ol>
<b>Microprocessor messages</b>				

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f0007-0301xxxx 806f0007-0302xxxx	The Processor CPU <i>n</i> Status has Failed with IERR. ( <i>n</i> = microprocessor number)	Error	A processor failed - IERR condition has occurred.	<ol style="list-style-type: none"> <li>1. Make sure that the latest levels of firmware and device drivers are installed for all adapters and standard devices, such as Ethernet, SCSI, and SAS. <b>Important:</b> 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.</li> <li>2. Update the firmware (UEFI and IMM) to the latest level “Updating the firmware” on page 221).</li> <li>3. Run the DSA program.</li> <li>4. Reseat the adapter.</li> <li>5. Replace the adapter.</li> <li>6. (Trained service technician only) Replace microprocessor <i>n</i>.</li> <li>7. (Trained service technician only) Replace the system board.</li> </ol> <p>(<i>n</i> = microprocessor number)</p>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f0107-0301xxxx 806f0107-0302xxxx	The Processor CPU <i>n</i> Status has been detected an over-temperature condition. ( <i>n</i> = microprocessor number)	Error	Microprocessor temperature has reached thermal trip point.	<ol style="list-style-type: none"> <li>1. Make sure that the latest levels of firmware and device drivers are installed for all adapters and standard devices, such as Ethernet, SCSI, and SAS. <b>Important:</b> 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.</li> <li>2. Update the firmware (UEFI and IMM) to the latest level “Updating the firmware” on page 221).</li> <li>3. Run the DSA program.</li> <li>4. Reseat the adapter (see “Removing the dual-port network adapter” on page 179 and “Installing the dual-port network adapter” on page 180).</li> <li>5. Replace the adapter.</li> <li>6. (Trained service technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> <li>7. (Trained service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol> <p>(<i>n</i> = microprocessor number)</p>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f0207-0301xxxx 806f0207-0302xxxx	The Processor CPU <i>n</i> Status has Failed with BIST condition. ( <i>n</i> = microprocessor number)	Error	A processor failed - BIST condition has occurred.	<ol style="list-style-type: none"> <li>1. Make sure that the water loop is 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.</li> <li>2. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly.</li> <li>3. (Trained service technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol> <p>(<i>n</i> = microprocessor number)</p>
806f0507-0301xxxx 806f0507-0302xxxx	The Processor CPU <i>n</i> Status has a Configuration Mismatch. ( <i>n</i> = microprocessor number)	Error	A processor configuration mismatch has occurred.	<ol style="list-style-type: none"> <li>1. Check the CPU LED.</li> <li>2. Check for a server firmware update. <b>Important:</b> 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.</li> <li>3. Make sure that the installed microprocessors are compatible with each other (see “Installing a microprocessor and water loop” on page 198 for information about microprocessor requirements).</li> <li>4. (Trained service technician only) Reseat microprocessor <i>n</i> (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> <li>5. (Trained service technician only) Replace microprocessor <i>n</i>.</li> </ol> <p>(<i>n</i> = microprocessor number)</p>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f0607-0301xxxx 806f0607-0302xxxx	An SM BIOS Uncorrectable CPU complex error for Processor <i>n</i> has asserted. ( <i>n</i> = microprocessor number)	Error	The system management handler has detected an internal microprocessor error.	<ol style="list-style-type: none"> <li>1. Make sure that the installed microprocessors are compatible with each other (see “Installing a microprocessor and water loop” on page 198 for information about microprocessor requirements).</li> <li>2. Update the server firmware to the latest level (see “Updating the firmware” on page 221).</li> <li>3. (Trained service technician only) Replace the incompatible microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol>
806f0807-0301xxxx 806f0807-0302xxxx	The Processor CPU <i>n</i> has been disabled. ( <i>n</i> = microprocessor number)	Info	A processor has been disabled.	No action; information only.
806f0807-2584xxxx	The Processor for One of the CPUs has been disabled.	Info	A processor has been disabled.	No action; information only.
806f0807-2584xxxx	The Processor for All CPUs has been disabled.	Info	A processor has been disabled.	No action; information only.
806f0a07-0301xxxx 806f0a07-0302xxxx	The Processor CPU <i>n</i> is operating in a Degraded State. ( <i>n</i> = microprocessor number)	Warning	Throttling has occurred for microprocessor <i>n</i> . ( <i>n</i> = microprocessor number)	<ol style="list-style-type: none"> <li>1. Make sure that the water loop is 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.</li> <li>2. Check the ambient temperature. You must be operating within the specifications.</li> <li>3. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly.</li> <li>4. (Trained service technician only) Replace microprocessor <i>n</i>.  (<i>n</i> = microprocessor number)</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80070201-0301xxxx 80070201-0302xxxx	Sensor CPU <i>n</i> OverTemp has transitioned to critical from a less severe state. ( <i>n</i> = microprocessor number)	Error	A sensor has changed to critical state from a less severe state.	<ol style="list-style-type: none"> <li>1. Make sure that the water loop is 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.</li> <li>2. Check the ambient temperature. You must be operating within the specifications (see “Features and specifications” on page 7 for more information).</li> <li>3. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly.</li> <li>4. (Trained service technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol> <p>(<i>n</i> = microprocessor number)</p>
80070301-0301xxxx 80070301-0302xxxx	Sensor CPU <i>n</i> OverTemp has transitioned to non-recoverable from a less severe state. ( <i>n</i> = microprocessor number)	Error	A sensor has changed to non-recoverable state from a less severe state.	<ol style="list-style-type: none"> <li>1. Make sure that the water loop is 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.</li> <li>2. Check the ambient temperature. You must be operating within the specifications (see “Features and specifications” on page 7 for more information).</li> <li>3. Make sure that the heat sink for microprocessor <i>n</i> is installed correctly (see “Installing a microprocessor and water loop” on page 198 for more information).</li> <li>4. (Trained service technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol> <p>(<i>n</i> = microprocessor number)</p>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f0212-2584xxxx	Sensor CPU Fault Reboot has asserted.	Error	An undetermined system hardware failure has occurred.	<ol style="list-style-type: none"> <li>Make sure that the water loop is 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.</li> <li>Make sure that the heat sink for microprocessor <i>n</i> is installed correctly (see “Installing a microprocessor and water loop” on page 198 for more information).</li> <li>(Trained service technician only) Replace microprocessor <i>n</i> (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol> <p>(<i>n</i> = microprocessor number)</p>
806f0813-2584xxxx	An Uncorrectable Bus Error has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName)	Error	A bus uncorrectable error has occurred. (Sensor = Critical Int CPU)	<ol style="list-style-type: none"> <li>Check the system-event log.</li> <li>(Trained service technician only) Remove the failing microprocessor from the system board (see “Removing a microprocessor and water loop” on page 192).</li> <li>Check for a server firmware update. <b>Important:</b> 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.</li> <li>Make sure that the two microprocessors are matching.</li> <li>(Trained service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
<b>Memory errors</b>				

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>					
806f0813-2581xxxx	An Uncorrectable Bus Error has occurred on system %1. (%1 = CIM_ComputerSystemElementName)	Error	A bus uncorrectable error has occurred. (Sensor = Critical Int DIMM)	<ol style="list-style-type: none"> <li>1. Check the system-event log.</li> <li>2. Check the DIMM error LEDs.</li> <li>3. Remove the failing DIMM from the system board (see “Removing a memory module” on page 173).</li> <li>4. Check for a server firmware update. <b>Important:</b> 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.</li> <li>5. Make sure that the installed DIMMs are supported and configured correctly (see “DIMM installation sequence” on page 177 for more information).</li> <li>6. (Trained service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>	



Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
<p>806f010c-2001xxxx              806f010c-2002xxxx              806f010c-2003xxxx              806f010c-2004xxxx              806f010c-2005xxxx              806f010c-2006xxxx              806f010c-2007xxxx              806f010c-2008xxxx              806f010c-2009xxxx              806f010c-200axxxx              806f010c-200bxxxx              806f010c-200cxxxx              806f010c-200dxxxx              806f010c-200exxxx              806f010c-200fxxxx              806f010c-2010xxxx              806f010c-2011xxxx              806f010c-2012xxxx              806f010c-2013xxxx              806f010c-2014xxxx              806f010c-2015xxxx              806f010c-2016xxxx              806f010c-2017xxxx              806f010c-2018xxxx</p>	<p>Memory uncorrectable error detected for Memory DIMM <i>n</i> Status. (<i>n</i> = DIMM number)</p>	<p>Error</p>	<p>A memory uncorrectable error has occurred.</p>	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>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 (see “Installing a memory module” on page 174 for memory population).</li> <li>3. If the problem follows the DIMM, replace the failing DIMM (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>4. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>5. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>6. (Trained Service technician only) Replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f010c-2581xxxx	Memory uncorrectable error detected for One of the DIMMs.	Error	A memory uncorrectable error has occurred.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>2. 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.</li> <li>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 (see “Installing a memory module” on page 174 for memory population).</li> <li>4. If the problem follows the DIMM, replace the failing DIMM (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>5. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>6. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>7. (Trained Service technician only) Replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f010c-2581xxxx	Memory uncorrectable error detected for All DIMMs.	Error	A memory uncorrectable error has occurred.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>2. 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.</li> <li>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 (see “Installing a memory module” on page 174 for memory population).</li> <li>4. If the problem follows the DIMM, replace the failing DIMM (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>5. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>6. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>7. (Trained Service technician only) Replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f030c-2001xxxx 806f030c-2002xxxx 806f030c-2003xxxx 806f030c-2004xxxx 806f030c-2005xxxx 806f030c-2006xxxx 806f030c-2007xxxx 806f030c-2008xxxx 806f030c-2009xxxx 806f030c-200axxxx 806f030c-200bxxxx 806f030c-200cxxxx 806f030c-200dxxxx 806f030c-200exxxx 806f030c-200fxxxx 806f030c-2010xxxx 806f030c-2011xxxx 806f030c-2012xxxx 806f030c-2013xxxx 806f030c-2014xxxx 806f030c-2015xxxx 806f030c-2016xxxx 806f030c-2017xxxx 806f030c-2018xxxx	Memory DIMM <i>n</i> Status Scrub failure detected. ( <i>n</i> = DIMM number)	Error	A memory scrub failure has been detected.	<p><b>Note:</b> 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"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>2. 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.</li> <li>3. Make sure that the DIMMs are firmly seated and no foreign material is found in the DIMM connector. Then, retry with the same DIMM.</li> <li>4. If the problem is related to a DIMM, replace the failing DIMM indicated by the error LEDs (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>5. If the problem occurs on the same DIMM connector, 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 (see “Installing a memory module” on page 174 for memory population).</li> <li>6. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol> <p>(continued on the next page)</p>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
	Memory DIMM <i>n</i> Status Scrub failure detected. ( <i>n</i> = DIMM number)	Error	A memory scrub failure has been detected.	<ol style="list-style-type: none"> <li>7. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>8. (Trained service technician only) Swap the affected microprocessor, if there are more than one microprocessor installed. If the problem follows the microprocessor, replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> <li>9. (Trained Service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
806f040c-2001xxxx 806f040c-2002xxxx 806f040c-2003xxxx 806f040c-2004xxxx 806f040c-2005xxxx 806f040c-2006xxxx 806f040c-2007xxxx 806f040c-2008xxxx 806f040c-2009xxxx 806f040c-200axxxx 806f040c-200bxxxx 806f040c-200cxxxx 806f040c-200dxxxx 806f040c-200exxxx 806f040c-200fxxxx 806f040c-2010xxxx 806f040c-2011xxxx 806f040c-2012xxxx 806f040c-2013xxxx 806f040c-2014xxxx 806f040c-2015xxxx 806f040c-2016xxxx 806f040c-2017xxxx 806f040c-2018xxxx	Memory DIMM disabled for DIMM <i>n</i> Status. ( <i>n</i> = DIMM number)	Info	DIMM disabled.	<ol style="list-style-type: none"> <li>1. Make sure the DIMM is installed correctly (see “Installing a memory module” on page 174).</li> <li>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.</li> <li>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).</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f040c-2581xxxx	Memory DIMM disabled for One of the DIMMs.	Info	DIMM disabled.	<ol style="list-style-type: none"> <li>1. Make sure the DIMM is installed correctly (see “Installing a memory module” on page 174).</li> <li>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.</li> <li>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).</li> </ol>
806f040c-2581xxxx	Memory DIMM disabled for All DIMMs.	Info	DIMM disabled.	<ol style="list-style-type: none"> <li>1. Make sure the DIMM is installed correctly (see “Installing a memory module” on page 174).</li> <li>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.</li> <li>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).</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f050c-2001xxxx 806f050c-2002xxxx 806f050c-2003xxxx 806f050c-2004xxxx 806f050c-2005xxxx 806f050c-2006xxxx 806f050c-2007xxxx 806f050c-2008xxxx 806f050c-2009xxxx 806f050c-200axxxx 806f050c-200bxxxx 806f050c-200cxxxx 806f050c-200dxxxx 806f050c-200exxxx 806f050c-200fxxxx 806f050c-2010xxxx 806f050c-2011xxxx 806f050c-2012xxxx 806f050c-2013xxxx 806f050c-2014xxxx 806f050c-2015xxxx 806f050c-2016xxxx 806f050c-2017xxxx 806f050c-2018xxxx	Memory Logging Limit Reached for DIMM <i>n</i> Status. ( <i>n</i> = DIMM number)	Error	The memory logging limit has been reached.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>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 (see “Installing a memory module” on page 174 for memory population).</li> <li>3. If the error still occurs on the same DIMM, replace the affected DIMM.</li> <li>4. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>5. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>6. (Trained Service technician only) Replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f050c-2581xxxx	Memory Logging Limit Reached for One of the DIMMs.	Error	The memory logging limit has been reached.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>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 (see “Installing a memory module” on page 174 for memory population).</li> <li>3. If the error still occurs on the same DIMM, replace the affected DIMM.</li> <li>4. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>5. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>6. (Trained Service technician only) Replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol>



Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f050c-2581xxxx	Memory Logging Limit Reached for All DIMMs.	Error	The memory logging limit has been reached.	<ol style="list-style-type: none"> <li>1. Check the IBM support website for an applicable retain tip or firmware update that applies to this memory error.</li> <li>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 (see “Installing a memory module” on page 174 for memory population).</li> <li>3. If the error still occurs on the same DIMM, replace the affected DIMM.</li> <li>4. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>5. (Trained service 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 (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>6. (Trained Service technician only) Replace the affected microprocessor (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f070c-2001xxxx 806f070c-2002xxxx 806f070c-2003xxxx 806f070c-2004xxxx 806f070c-2005xxxx 806f070c-2006xxxx 806f070c-2007xxxx 806f070c-2008xxxx 806f070c-2009xxxx 806f070c-200axxxx 806f070c-200bxxxx 806f070c-200cxxxx 806f070c-200dxxxx 806f070c-200exxxx 806f070c-200fxxxx 806f070c-2010xxxx 806f070c-2011xxxx 806f070c-2012xxxx 806f070c-2013xxxx 806f070c-2014xxxx 806f070c-2015xxxx 806f070c-2016xxxx 806f070c-2017xxxx 806f070c-2018xxxx	Memory DIMM Configuration Error for DIMM <i>n</i> Status. ( <i>n</i> = DIMM number)	Error	A memory DIMM configuration error has occurred.	Make sure that DIMMs are installed in the correct sequence and have the same size, type, speed, and technology.
806f070c-2581xxxx	Memory DIMM Configuration Error for One of the DIMMs.	Error	A memory DIMM configuration error has occurred.	Make sure that DIMMs are installed in the correct sequence and have the same size, type, speed, and technology.
806f070c-2581xxxx	Memory DIMM Configuration Error for All DIMMs.	Error	A memory DIMM configuration error has occurred.	Make sure that DIMMs are installed in the correct sequence and have the same size, type, speed, and technology.

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f090c-2001xxxx 806f090c-2002xxxx 806f090c-2003xxxx 806f090c-2004xxxx 806f090c-2005xxxx 806f090c-2006xxxx 806f090c-2007xxxx 806f090c-2008xxxx 806f090c-2009xxxx 806f090c-200axxxx 806f090c-200bxxxx 806f090c-200cxxxx 806f090c-200dxxxx 806f090c-200exxxx 806f090c-200fxxxx 806f090c-2010xxxx 806f090c-2011xxxx 806f090c-2012xxxx 806f090c-2013xxxx 806f090c-2014xxxx 806f090c-2015xxxx 806f090c-2016xxxx 806f090c-2017xxxx 806f090c-2018xxxx	Memory DIMM for DIMM <i>n</i> Status has been automatically throttled. ( <i>n</i> = DIMM number)	Info	A memory DIMM has been automatically throttled.	No action; information only.
806f0a0c-2001xxxx 806f0a0c-2002xxxx 806f0a0c-2003xxxx 806f0a0c-2004xxxx 806f0a0c-2005xxxx 806f0a0c-2006xxxx 806f0a0c-2007xxxx 806f0a0c-2008xxxx 806f0a0c-2009xxxx 806f0a0c-200axxxx 806f0a0c-200bxxxx 806f0a0c-200cxxxx 806f0a0c-200dxxxx 806f0a0c-200exxxx 806f0a0c-200fxxxx 806f0a0c-2010xxxx 806f0a0c-2011xxxx 806f0a0c-2012xxxx 806f0a0c-2013xxxx 806f0a0c-2014xxxx 806f0a0c-2015xxxx 806f0a0c-2016xxxx 806f0a0c-2017xxxx 806f0a0c-2018xxxx	An Over-Temperature condition has been detected on the DIMM <i>n</i> Status. ( <i>n</i> = DIMM number)	Error	An over-temperature condition has occurred for DIMM <i>n</i> . ( <i>n</i> = DIMM number)	<ol style="list-style-type: none"> <li>Make sure that the water loop is operating, that there are no obstructions to the airflow, that the air baffles are in place and correctly installed, and that the server cover is installed and completely closed.</li> <li>Make sure that ambient temperature is within the specifications.</li> <li>If the water loop has failed, complete the action for the water loop failure.</li> <li>Replace DIMM <i>n</i>.            (<i>n</i> = DIMM number)</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
800b010c-2581xxxx	Backup Memory redundancy lost has asserted.	Error	Redundancy has been lost.	<ol style="list-style-type: none"> <li>Check the system-event log for DIMM failure events (uncorrectable or PFA) and correct the failures.</li> <li>Re-enable mirroring in the Setup utility.</li> </ol>
800b030c-2581xxxx	Backup Memory sufficient resources from redundancy degraded has asserted.	Warning	There is no redundancy. The state has been transitioned from redundancy to sufficient resources.	<ol style="list-style-type: none"> <li>Check the system-event log for DIMM failure events (uncorrectable or PFA) and correct the failures.</li> <li>Re-enable mirroring in the Setup utility.</li> </ol>
800b050c-2581xxxx	Backup Memory insufficient resources has asserted.	Error	There is no redundancy and insufficient to continue operation.	<ol style="list-style-type: none"> <li>Check the system-event log for DIMM failure events (uncorrectable or PFA) and correct the failures.</li> <li>Re-enable mirroring in the Setup utility.</li> </ol>
<b>Storage messages</b>				
816f000d-0400xxxx 816f000d-0401xxxx 816f000d-0402xxxx 816f000d-0403xxxx 816f000d-0404xxxx 816f000d-0405xxxx 816f000d-0406xxxx 816f000d-0407xxxx	The Drive <i>n</i> Status has been removed from unit. ( <i>n</i> = hard disk drive number)	Error	A drive has been removed.	<ol style="list-style-type: none"> <li>Reseat hard disk drive <i>n</i>. (<i>n</i> = hard disk drive number). Wait 1 minute or more before reinstalling the drive.</li> <li>Replace the hard disk drive.</li> <li>Make sure that the disk firmware and RAID controller firmware is at the latest level.</li> <li>Check the SAS cable.</li> </ol>
806f010d-0400xxxx 806f010d-0401xxxx 806f010d-0402xxxx 806f010d-0403xxxx 806f010d-0404xxxx 806f010d-0405xxxx 806f010d-0406xxxx 806f010d-0407xxxx	The Drive <i>n</i> Status has been disabled due to a detected fault. ( <i>n</i> = hard disk drive number)	Error	A drive has been disabled because of a fault.	<ol style="list-style-type: none"> <li>Run the hard disk drive diagnostic test on drive <i>n</i>.</li> <li>Reseat the following components: <ol style="list-style-type: none"> <li>Hard disk drive (wait 1 minute or more before reinstalling the drive).</li> <li>Cable from the system board to the backplane</li> </ol> </li> <li>Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> <li>Hard disk drive</li> <li>Cable from the system board to the backplane</li> <li>Hard disk drive backplane</li> </ol> </li> </ol> <p>(<i>n</i> = hard disk drive number)</p>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f020d-0400xxxx 806f020d-0401xxxx 806f020d-0402xxxx 806f020d-0403xxxx 806f020d-0404xxxx 806f020d-0405xxxx 806f020d-0406xxxx 806f020d-0407xxxx	The Drive <i>n</i> Status has a predictive failure. ( <i>n</i> = hard disk drive number)	Warning	A predictive failure has been detected for drive <i>n</i> . ( <i>n</i> = hard disk drive number)	
806f050d-0400xxxx 806f050d-0401xxxx 806f050d-0402xxxx 806f050d-0403xxxx 806f050d-0404xxxx 806f050d-0405xxxx 806f050d-0406xxxx 806f050d-0407xxxx	Array %1 is in critical condition. (%1 = CIM_ComputerSystem.ElementName)	Error	An array is in a critical state. (Sensor = Drive <i>n</i> Status) ( <i>n</i> = hard disk drive number)	<ol style="list-style-type: none"> <li>Make sure that the RAID adapter firmware and hard disk drive firmware is at the latest level.</li> <li>Make sure that the SAS cable is connected correctly.</li> <li>Replace the SAS cable.</li> <li>Replace the RAID adapter.</li> <li>Replace the hard disk drive that is indicated by a lit status LED.</li> </ol>
806f060d-0400xxxx 806f060d-0401xxxx 806f060d-0402xxxx 806f060d-0403xxxx 806f060d-0404xxxx 806f060d-0405xxxx 806f060d-0406xxxx 806f060d-0407xxxx	Array %1 has failed. (%1 = CIM_ComputerSystem.ElementName)	Error	An array is in a failed state. (Sensor = Drive <i>n</i> Status) ( <i>n</i> = hard disk drive number)	<ol style="list-style-type: none"> <li>Make sure that the RAID adapter firmware and hard disk drive firmware is at the latest level.</li> <li>Make sure that the SAS cable is connected correctly.</li> <li>Replace the SAS cable.</li> <li>Replace the RAID adapter.</li> <li>Replace the hard disk drive that is indicated by a lit status LED.</li> </ol>
806f070d-0400xxxx 806f070d-0401xxxx 806f070d-0402xxxx 806f070d-0403xxxx 806f070d-0404xxxx 806f070d-0405xxxx 806f070d-0406xxxx 806f070d-0407xxxx	The Drive <i>n</i> Status rebuilt has been in progress. ( <i>n</i> = hard disk drive number)	Info	The Drive <i>n</i> has rebuilt in progress. ( <i>n</i> = hard disk drive number)	No action; information only.
<b>PCI messages</b>				

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f0021-3001xxxx	PCI fault has been detected for PCI <i>n</i> . ( <i>n</i> = PCI slot number)	Error	A PCI fault has been detected.	<ol style="list-style-type: none"> <li>1. Check the PCI LED.</li> <li>2. Reseat the affected adapters and riser card.</li> <li>3. Update the server firmware (UEFI and IMM) and adapter firmware. <b>Important:</b> 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.</li> <li>4. Remove both adapters.</li> <li>5. Replace the riser cards.</li> <li>6. (Trained service technicians only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
806f0021-2582xxxx	PCI fault has been detected for One of PCI Error.	Error	A PCI fault has been detected.	<ol style="list-style-type: none"> <li>1. Check the PCI LED.</li> <li>2. Reseat the affected adapters and riser cards.</li> <li>3. Update the server firmware (UEFI and IMM) and adapter firmware. <b>Important:</b> 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.</li> <li>4. Remove both adapters.</li> <li>5. Replace the riser cards.</li> <li>6. (Trained service technicians only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f0021-2582xxxx	PCI fault has been detected for All PCI Error.	Error	A PCI fault has been detected.	<ol style="list-style-type: none"> <li>1. Check the PCI LED.</li> <li>2. Reseat the affected adapters and riser cards.</li> <li>3. Update the server firmware (UEFI and IMM) and adapter firmware. <b>Important:</b> 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.</li> <li>4. Replace the adapters.</li> <li>5. Replace the riser cards.</li> <li>6. (Trained service technicians only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
806f0413-2582xxxx	A PCI PERR has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName)	Error	A PCI PERR has occurred. (Sensor = PCIs)	<ol style="list-style-type: none"> <li>1. Check the PCI LED.</li> <li>2. Reseat the affected adapters and riser cards.</li> <li>3. Update the server firmware (UEFI and IMM) and adapter firmware. <b>Important:</b> 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.</li> <li>4. Replace the adapters.</li> <li>5. Replace the riser cards.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f0513-2582xxxx	A PCI SERR has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName)	Error	A PCI SERR has occurred. (Sensor = PCIs)	<ol style="list-style-type: none"> <li>1. Check the PCI LED.</li> <li>2. Reseat the affected adapters and riser card.</li> <li>3. Update the server firmware (UEFI and IMM) and adapter firmware. <b>Important:</b> 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.</li> <li>4. Make sure that the adapter is supported. For a list of supported optional devices, see <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>5. Replace the adapters.</li> <li>6. Replace the riser cards.</li> </ol>
806f0813-2582xxxx	An Uncorrectable Bus Error has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName)	Error	A bus uncorrectable error has occurred. (Sensor = Critical Int PCIs)	<ol style="list-style-type: none"> <li>1. Check the system-event log.</li> <li>2. Check the PCI LED.</li> <li>3. Remove the adapter from the indicated PCI slot.</li> <li>4. Check for a server firmware update. <b>Important:</b> 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.</li> <li>5. (Trained service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
806f0125-1001xxxx 806f0125-1002xxxx	The entity of PCI riser has been detected absent for PCI <i>n</i> . ( <i>n</i> = PCI slot number)	Info	The entity of PCI riser <i>n</i> has been detected absent. ( <i>n</i> = PCI slot number)	No action; information only.



Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80010701-1001xxxx 80010701-1002xxxx	Sensor PCI riser <i>n</i> Temp going high (upper non-critical) has asserted. ( <i>n</i> = PCI slot number)	Warning	An upper non-critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010901-1001xxxx 80010901-1002xxxx	Sensor PCI riser <i>n</i> Temp going high (upper critical) has asserted. ( <i>n</i> = PCI slot number)	Error	An upper critical sensor going high has asserted.	<ol style="list-style-type: none"> <li>1. Reduce the ambient temperature.</li> <li>2. Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.</li> </ol>
80010b01-1001xxxx 80010b01-1002xxxx	Sensor PCI riser <i>n</i> Temp going high (upper non-recoverable) has asserted. ( <i>n</i> = PCI slot number)	Error	An upper non-recoverable sensor going high has asserted.	Check the server airflow. Make sure that nothing is blocking the air from coming into or preventing the air from exiting the server.
806f0125-2c01xxxx	The entity of Mezz Card has been detected absent.	Info	The entity of dual-port network adapter has been detected absent.	<ol style="list-style-type: none"> <li>1. Reseat the dual-port network adapter (see “Removing the dual-port network adapter” on page 179 and “Installing the dual-port network adapter” on page 180).</li> <li>2. Replace the dual-port network adapter.</li> </ol>
806f0021-3001xxxx	Mezz Card Error has been detected.	Error	A dual-port network adapter fault has been detected.	<ol style="list-style-type: none"> <li>1. Check the optional network adapter error LED.</li> <li>2. Reseat the dual-port network adapter (see “Removing the dual-port network adapter” on page 179 and “Installing the dual-port network adapter” on page 180).</li> <li>3. Update the firmware (UEFI and IMM) (see “Updating the firmware” on page 221) and dual-port network adapter driver to the latest level.</li> <li>4. Replace the dual-port network adapter.</li> <li>5. (Trained service technicians only) Replace the system board.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80070202-0701xxxx	Sensor Planar Fault has transitioned to critical from a less severe state.	Error	A sensor has changed to Critical state from a less severe state.	<ol style="list-style-type: none"> <li>1. Check the system-event log.</li> <li>2. Check for an error LED on the system board.</li> <li>3. Replace any failing device.</li> <li>4. Check for a server firmware update. <b>Important:</b> 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.</li> <li>5. (Trained service technician only) Replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> </ol>
806f011b-0701xxxx	The Front USB connector has encountered a configuration error.	Error	The system had detected an internal connection error.	Reseat the front USB cable on the system board.
806f011b-0701xxxx	The Front Video connector has encountered a configuration error.	Error	The system had detected an internal connection error.	Reseat the front video cable on the system board.
806f0125-0c01xxxx	Front panel entity has been detected Absent.	Info	A front panel entity has been detected absent.	No action; information only.
806f0013-1701xxxx	A front panel NMI has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName)	Error	An operator information panel NMI/diagnostic interrupt has occurred.	No action; information only.
806f0313-1701xxxx	A software NMI has occurred on system %1. (%1 = CIM_ComputerSystem.ElementName)	Error	A software NMI has occurred.	<ol style="list-style-type: none"> <li>1. Check the device driver.</li> <li>2. Reinstall the device driver.</li> <li>3. Update all device drivers to the latest level.</li> <li>4. Update the firmware (UEFI and IMM) (see “Updating the firmware” on page 221).</li> </ol>
81030012-2301xxxx	OS RealTime Mod state has asserted.	Info	OS RealTime Mod state has been asserted.	No action; information only.

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80070219-0701xxxx	Sensor Sys Board Fault has transitioned to critical.	Error	A sensor has changed to Critical state from a less severe state.	<ol style="list-style-type: none"> <li>1. Check the system-event log.</li> <li>2. Check for an error LED on the system board.</li> <li>3. Replace any failing device.</li> <li>4. Check for a server firmware update. <b>Important:</b> 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.</li> <li>5. (Trained service technician only) Replace the system board.</li> </ol>
806f020f-2201xxxx	The System %1 encountered a POST Progress. (%1 = CIM_ComputerSystem.ElementName)	Info	A POST progress has been detected. (Sensor = Progress)	No action; information only.
806f0608-1301xxxx	Power supply PS Configuration error with rating mismatch.	Error	A power supply configuration error (rating mismatch) has occurred.	<ol style="list-style-type: none"> <li>1. Make sure that the power supplies installed are with the same rating or wattage.</li> <li>2. Reinstall the power supplies with the same rating or wattage.</li> </ol>
80070603-0701xxxx	Sensor Pwr Rail 1 Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	<ol style="list-style-type: none"> <li>1. See “Power problems” on page 101 for more information.</li> <li>2. Turn off the server and disconnect it from power.</li> <li>3. (Trained service technician only) Remove the microprocessor from socket 1.</li> <li>4. (Trained service technician only) Reinstall the microprocessor in socket 1 and restart the server.</li> <li>5. (Trained service technician only) Replace the failing microprocessor.</li> <li>6. (Trained service technician only) Replace the system board.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80070603-0701xxxx	Sensor Pwr Rail 2 Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	<ol style="list-style-type: none"> <li>1. See “Power problems” on page 101 for more information.</li> <li>2. Turn off the server and disconnect it from power.</li> <li>3. (Trained service technician only) Remove the microprocessor from socket 2.</li> <li>4. (Trained service technician only) Reinstall the microprocessor in socket 2 and restart the server.</li> <li>5. (Trained service technician only) Replace the failing microprocessor.</li> <li>6. (Trained service technician only) Replace the system board.</li> </ol>
80070603-0701xxxx	Sensor Pwr Rail 3 Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	<ol style="list-style-type: none"> <li>1. See “Power problems” on page 101 for more information.</li> <li>2. Turn off the server and disconnect it from power.</li> <li>3. Remove the adapter.</li> <li>4. Reinstall each device, one at a time, starting the server each time to isolate the failing device.</li> <li>5. Replace the failing device.</li> <li>6. (Trained service technician only) Replace the system board.</li> </ol>
80070603-0701xxxx	Sensor Pwr Rail 4 Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	<ol style="list-style-type: none"> <li>1. See “Power problems” on page 101 for more information.</li> <li>2. Turn off the server and disconnect it from power.</li> <li>3. Remove the hard disk drives and the DIMMs in connectors 5 through 8.</li> <li>4. Reinstall each device, one at a time, starting the server each time to isolate the failing device.</li> <li>5. Replace the failing device.</li> <li>6. (Trained service technician only) Replace the system board.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
80070603-0701xxxx	Sensor Pwr Rail 5 Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	<ol style="list-style-type: none"> <li>1. See “Power problems” on page 101 for more information.</li> <li>2. Turn off the server and disconnect it from power.</li> <li>3. Remove the hard disk drives and the DIMMs in connectors 9 through 12.</li> <li>4. Reinstall each device, one at a time, starting the server each time to isolate the failing device.</li> <li>5. Replace the failing device.</li> <li>6. (Trained service technician only) Replace the system board.</li> </ol>
80070603-0701xxxx	Sensor Pwr Rail 6 Fault has transitioned to non-recoverable.	Error	A sensor has changed to Nonrecoverable state.	<ol style="list-style-type: none"> <li>1. See “Power problems” on page 101 for more information.</li> <li>2. Turn off the server and disconnect it from power.</li> <li>3. Remove the dual-port network adapter and the DIMMs in connectors 13 through 16.</li> <li>4. Reinstall each device, one at a time, starting the server each time to isolate the failing device.</li> <li>5. Replace the failing device.</li> <li>6. (Trained service technician only) Replace the system board.</li> </ol>
806f0312-2201xxxx	Entry to aux log has asserted.		Entry to aux log has been detected.	
<b>Firmware and software messages</b>				

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f000f-22010bxx	The System %1 encountered a POST Error. (%1 = CIM_ComputerSystemElementName)	Error	Firmware BIOS (ROM) corruption was detected during POST. (Sensor = ABR Status)	<ol style="list-style-type: none"> <li>1. Make sure the server meets the minimum configuration to start (see “Power-supply LEDs” on page 108).</li> <li>2. Recover the server firmware from the backup page:               <ol style="list-style-type: none"> <li>a. Restart the server.</li> <li>b. At the prompt, press F3 to recover the firmware.</li> </ol> </li> <li>3. Update the server firmware to the latest level (see “Updating the firmware” on page 221). <b>Important:</b> 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.</li> <li>4. Remove components one at a time, restarting the server each time, to see if the problem goes away.</li> <li>5. If the problem remains, (trained service technician) replace the system board.</li> </ol>
806f000f-220101xx	The System %1 encountered a POST Error. (%1 = CIM_ComputerSystemElementName)	Error	There is no memory detected. (Sensor = Firmware Error)	<ol style="list-style-type: none"> <li>1. Make sure the server meets the minimum configuration to start (see “Power-supply LEDs” on page 108).</li> <li>2. Update the server firmware on the primary page. <b>Important:</b> 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.</li> <li>3. (Trained service technician only) Replace the system board.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f000f-220102xx	The System %1 encountered a POST Error. (%1 = CIM_ComputerSystem.ElementName)	Error	There is insufficient memory to continue operation. (Sensor = Firmware Error)	<ol style="list-style-type: none"> <li>1. Make sure the server meets the minimum configuration to start (see “Power-supply LEDs” on page 108).</li> <li>2. Update the server firmware on the primary page. <b>Important:</b> 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.</li> <li>3. (Trained service technician only) Replace the system board.</li> </ol>
806f010f-2201xxxx	The System %1 encountered a POST Hang. (%1 = CIM_ComputerSystem.ElementName)	Error	The System encountered a firmware hang. (Sensor = Firmware Error)	<ol style="list-style-type: none"> <li>1. Make sure the server meets the minimum configuration to start (see “Power-supply LEDs” on page 108).</li> <li>2. Update the server firmware on the primary page. <b>Important:</b> 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.</li> <li>3. (Trained service technician only) Replace the system board.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
806f052b-2101xxxx	IMM2 FW Failover has been detected.	Error	Invalid or unsupported firmware or software was detected.	<ol style="list-style-type: none"> <li>1. Make sure the server meets the minimum configuration to start (see “Power-supply LEDs” on page 108).</li> <li>2. Recover the server firmware from the backup page by restarting the server.</li> <li>3. Update the server firmware to the latest level (see “Updating the firmware” on page 221). <b>Important:</b> 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.</li> <li>4. Remove components one at a time, restarting the server each time, to see if the problem goes away.</li> <li>5. If the problem remains, (trained service technician) replace the system board.</li> </ol>
<b>General messages</b>				
40000001-00000000	IMM Network Initialization Complete.	Info	An IMM network has completed initialization.	No action; information only.
40000002-00000000	Certificate Authority %1 has detected a %2 Certificate Error. (%1 = IBM_CertificateAuthority.CADistinguishedName; %2 = CIM_PublicKeyCertificate.ElementName)	Error	A problem has occurred with the SSL Server, SSL Client, or SSL Trusted CA certificate that has been imported into the IMM. The imported certificate must contain a public key that corresponds to the key pair that was previously generated by the <b>Generate a New Key and Certificate Signing Request</b> link.	<ol style="list-style-type: none"> <li>1. Make sure that the certificate that you are importing is correct.</li> <li>2. Try importing the certificate again.</li> </ol>



Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
40000003-00000000	Ethernet Data Rate modified from %1 to %2 by user %3. (%1 = CIM_EthernetPort.Speed; %2 = CIM_EthernetPort.Speed; %3 = user ID)	Info	A user has modified the Ethernet port data rate.	No action; information only.
40000004-00000000	Ethernet Duplex setting modified from %1 to %2 by user %3. (%1 = CIM_EthernetPort.FullDuplex; %2 = CIM_EthernetPort.FullDuplex; %3 = user ID)	Info	A user has modified the Ethernet port duplex setting.	No action; information only.
40000005-00000000	Ethernet MTU setting modified from %1 to %2 by user %3. (%1 = CIM_EthernetPort.ActiveMaximumTransmissionUnit; %2 = CIM_EthernetPort.ActiveMaximumTransmissionUnit; %3 = user ID)	Info	A user has modified the Ethernet port MTU setting.	No action; information only.
40000006-00000000	Ethernet Duplex setting modified from %1 to %2 by user %3. (%1 = CIM_EthernetPort.NetworkAddresses; %2 = CIM_EthernetPort.NetworkAddresses; %3 = user ID)	Info	A user has modified the Ethernet port MAC address setting.	No action; information only.
40000007-00000000	Ethernet interface %1 by user %2. (%1 = CIM_EthernetPort.EnabledState; %2 = user ID)	Info	A user has enabled or disabled the Ethernet interface.	No action; information only.

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
40000008-00000000	Hostname set to %1 by user %2. (%1 = CIM_DNSProtocolEndpoint.Hostname; %2 = user ID)	Info	A user has modified the host name of the IMM.	No action; information only.
40000009-00000000	IP address of network interface modified from %1 to %2 by user %3. (%1 = CIM_IPProtocolEndpoint.IPv4Address; %2 = CIM_StaticIPAssignmentSettingData.IPAddress; %3 = user ID)	Info	A user has modified the IP address of the IMM.	No action; information only.
4000000a-00000000	IP subnet mask of network interface modified from %1 to %2 by user %3s. (%1 = CIM_IPProtocolEndpoint.SubnetMask; %2 = CIM_StaticIPAssignmentSettingData.SubnetMask; %3 = user ID)	Info	A user has modified the IP subnet mask of the IMM.	No action; information only.
4000000b-00000000	IP address of default gateway modified from %1 to %2 by user %3s. (%1 = CIM_IPProtocolEndpoint.GatewayIPv4Address; %2 = CIM_StaticIPAssignmentSettingData.DefaultGatewayAddress; %3 = user ID)	Info	A user has modified the default gateway IP address of the IMM.	No action; information only.
4000000c-00000000	OS Watchdog response %1 by %2. (%1 = Enabled or Disabled; %2 = user ID)	Info	A user has enabled or disabled an OS Watchdog.	No action; information only.

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
4000000d-00000000	DHCP[%1] failure, no IP address assigned. (%1 = IP address, xxx.xxx.xxx.xxx)	Info	A DHCP server has failed to assign an IP address to the IMM.	<ol style="list-style-type: none"> <li>Make sure that the network cable is connected.</li> <li>Make sure that there is a DHCP server on the network that can assign an IP address to the IMM.</li> </ol>
4000000e-00000000	Remote Login Successful. Login ID: %1 from %2 at IP address %3. (%1 = user ID; %2 = ValueMap(CIM_Protocol Endpoint. ProtocollFType; %3 = IP address, xxx.xxx.xxx.xxx)	Info	A user has successfully logged in to the IMM.	No action; information only.
4000000f-00000000	Attempting to %1 server %2 by user %3. (%1 = Power Up, Power Down, Power Cycle, or Reset; %2 = IBM_ComputerSystem.ElementName; %3 = user ID)	Info	A user has used the IMM to perform a power function on the server.	No action; information only.
40000010-00000000	Security: Userid: '%1' had %2 login failures from WEB client at IP address %3. (%1 = user ID; %2 = MaximumSuccessive LoginFailures (currently set to 5 in the firmware); %3 = IP address, xxx.xxx.xxx.xxx)	Error	A user has exceeded the maximum number of unsuccessful login attempts from a web browser and has been prevented from logging in for the lockout period.	<ol style="list-style-type: none"> <li>Make sure that the correct login ID and password are being used.</li> <li>Have the system administrator reset the login ID or password.</li> </ol>
40000011-00000000	Security: Login ID: '%1' had %2 login failures from CLI at %3. (%1 = user ID; %2 = MaximumSuccessive LoginFailures (currently set to 5 in the firmware); %3 = IP address, xxx.xxx.xxx.xxx)	Error	A user has exceeded the maximum number of unsuccessful login attempts from the command-line interface and has been prevented from logging in for the lockout period.	<ol style="list-style-type: none"> <li>Make sure that the correct login ID and password are being used.</li> <li>Have the system administrator reset the login ID or password.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
40000012-00000000	Remote access attempt failed. Invalid userid or password received. Userid is '%1' from WEB browser at IP address %2. (%1 = user ID; %2 = IP address, xxx.xxx.xxx.xxx)	Error	A user has attempted to log in from a web browser by using an invalid login ID or password.	<ol style="list-style-type: none"> <li>1. Make sure that the correct login ID and password are being used.</li> <li>2. Have the system administrator reset the login ID or password.</li> </ol>
40000013-00000000	Remote access attempt failed. Invalid userid or password received. Userid is '%1' from TELNET client at IP address %2. (%1 = user ID; %2 = IP address, xxx.xxx.xxx.xxx)	Error	A user has attempted to log in from a Telnet session by using an invalid login ID or password.	<ol style="list-style-type: none"> <li>1. Make sure that the correct login ID and password are being used.</li> <li>2. Have the system administrator reset the login ID or password.</li> </ol>
40000014-00000000	The Chassis Event Log (CEL) on system %1 cleared by user %2. (%1 = CIM_ComputerSystem.ElementName; %2 = user ID)	Info	A user has cleared the IMM event log.	No action; information only.
40000015-00000000	IMM reset was initiated by user %1. (%1 = user ID)	Info	A user has initiated a reset of the IMM.	No action; information only.

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
40000016-00000000	ENET[0] DHCP-HSTN=%1, DN=%2, IP@=%3, SN=%4, GW@=%5, DNS1@=%6. (%1 = CIM_DNSProtocol Endpoint.Hostname; %2 = CIM_DNSProtocol Endpoint.DomainName; %3 = CIM_IPProtocolEndpoint. IPv4Address; %4 = CIM_IPProtocolEndpoint. SubnetMask; %5 = IP address, xxx.xxx.xxx.xxx; %6 = IP address, xxx.xxx.xxx.xxx)	Info	The DHCP server has assigned an IMM IP address and configuration.	No action; information only.
40000017-00000000	ENET[0] IP-Cfg:HstName=%1, IP@%2, NetMsk=%3, GW@=%4. (%1 = CIM_DNSProtocol Endpoint.Hostname; %2 = CIM_StaticIPSettingData. IPv4Address; %3 = CIM_StaticIPSettingData. SubnetMask; %4 = CIM_StaticIPSettingData. DefaultGatewayAddress)	Info	An IMM IP address and configuration have been assigned using client data.	No action; information only.
40000018-00000000	LAN: Ethernet[0] interface is no longer active.	Info	The IMM Ethernet interface has been disabled.	No action; information only.
40000019-00000000	LAN: Ethernet[0] interface is now active.	Info	The IMM Ethernet interface has been enabled.	No action; information only.
4000001a-00000000	DHCP setting changed to by user %1. (%1 = user ID)	Info	A user has changed the DHCP mode.	No action; information only.

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
4000001b-00000000	IMM: Configuration %1 restored from a configuration file by user %2. (%1 = CIM_ConfigurationData.ConfigurationName; %2 = user ID)	Info	A user has restored the IMM configuration by importing a configuration file.	No action; information only.
4000001c-00000000	Watchdog %1 Screen Capture Occurred. (%1 = OS Watchdog or Loader Watchdog)	Error	An operating-system error has occurred, and the screen capture was successful.	<ol style="list-style-type: none"> <li>Reconfigure the watchdog timer to a higher value.</li> <li>Make sure that the IMM Ethernet over USB interface is enabled.</li> <li>Reinstall the RNDIS or cdc_ether device driver for the operating system.</li> <li>Disable the watchdog.</li> <li>Check the integrity of the installed operating system.</li> </ol>
4000001d-00000000	Watchdog %1 Failed to Capture Screen. (%1 = OS Watchdog or Loader Watchdog)	Error	An operating-system error has occurred, and the screen capture failed.	<ol style="list-style-type: none"> <li>Reconfigure the watchdog timer to a higher value.</li> <li>Make sure that the IMM Ethernet over USB interface is enabled.</li> <li>Reinstall the RNDIS or cdc_ether device driver for the operating system.</li> <li>Disable the watchdog.</li> <li>Check the integrity of the installed operating system.</li> <li>Update the IMM firmware. <b>Important:</b> 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.</li> </ol>
4000001e-00000000	Running the backup IMM main application.	Error	The IMM has resorted to running the backup main application.	<p>Update the IMM firmware.</p> <p><b>Important:</b> 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>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
4000001f-00000000	Please ensure that the IMM is flashed with the correct firmware. The IMM is unable to match its firmware to the server.	Error	The server does not support the installed IMM firmware version.	Update the IMM firmware to a version that the server supports. <b>Important:</b> 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	IMM reset was caused by restoring default values.	Info	The IMM has been reset because a user has restored the configuration to its default settings.	No action; information only.
40000021-00000000	IMM clock has been set from NTP server %1. (%1 = IBM_NTPTService.ElementName)	Info	The IMM clock has been set to the date and time that is provided by the Network Time Protocol server.	No action; information only.
40000022-00000000	SSL data in the IMM configuration data is invalid. Clearing configuration data region and disabling SSL+H25.	Error	There is a problem with the certificate that has been imported into the IMM. The imported certificate must contain a public key that corresponds to the key pair that was previously generated through the <b>Generate a New Key and Certificate Signing Request</b> link.	<ol style="list-style-type: none"> <li>1. Make sure that the certificate that you are importing is correct.</li> <li>2. Try to import the certificate again.</li> </ol>

Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
40000023-00000000	Flash of %1 from %2 succeeded for user %3. (%1 = CIM_ManagedElementName; %2 = Web or LegacyCLI; %3 = user ID)	Info	A user has successfully updated one of the following firmware components: <ul style="list-style-type: none"> <li>• IMM main application</li> <li>• IMM boot ROM</li> <li>• Server firmware (UEFI)</li> <li>• Diagnostics</li> <li>• System power backplane</li> <li>• Remote expansion enclosure power backplane</li> <li>• Integrated service processor</li> <li>• Remote expansion enclosure processor</li> </ul>	No action; information only.
40000024-00000000	Flash of %1 from %2 failed for user %3. (%1 = CIM_ManagedElementName; %2 = Web or LegacyCLI; %3 = user ID)	Info	An attempt to update a firmware component from the interface and IP address has failed.	Try to update the firmware again.
40000025-00000000	The Chassis Event Log (CEL) on system %1 is 75% full. (%1 = CIM_ComputerSystemElementName)	Info	The IMM event log is 75% full. When the log is full, older log entries are replaced by newer ones.	To avoid losing older log entries, save the log as a text file and clear the log.
40000026-00000000	The Chassis Event Log (CEL) on system %1 is 100% full. (%1 = CIM_ComputerSystemElementName)	Info	The IMM event log is full. When the log is full, older log entries are replaced by newer ones.	To avoid losing older log entries, save the log as a text file and clear the log.



Table 5. IMM2 error messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a trained service technician.</li> </ul>				
40000027-00000000	%1 Platform Watchdog Timer expired for %2. (%1 = OS Watchdog or Loader Watchdog; %2 = OS Watchdog or Loader Watchdog)	Error	A Platform Watchdog Timer Expired event has occurred.	<ol style="list-style-type: none"> <li>1. Reconfigure the watchdog timer to a higher value.</li> <li>2. Make sure that the IMM Ethernet over USB interface is enabled.</li> <li>3. Reinstall the RNDIS or cdc_ether device driver for the operating system.</li> <li>4. Disable the watchdog.</li> <li>5. Check the integrity of the installed operating system.</li> </ol>
40000028-00000000	IMM Test Alert Generated by %1. (%1 = user ID)	Info	A user has generated a test alert from the IMM.	No action; information only.
40000029-00000000	Security: Userid: '%1' had %2 login failures from an SSH client at IP address %3. (%1 = user ID; %2 = MaximumSuccessive LoginFailures (currently set to 5 in the firmware); %3 = IP address, xxx.xxx.xxx.xxx)	Error	A user has exceeded the maximum number of unsuccessful login attempts from SSH and has been prevented from logging in for the lockout period.	<ol style="list-style-type: none"> <li>1. Make sure that the correct login ID and password are being used.</li> <li>2. Have the system administrator reset the login ID or password.</li> </ol>

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

**Exception:** If multiple error codes indicate a microprocessor error, the error might be in the microprocessor or in the microprocessor socket. See “Microprocessor problems” on page 96 for information about diagnosing microprocessor problems.

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

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

- If the server is halted and a POST error code is displayed, see “Event logs” on page 18. If the server is halted and no error message is displayed, see “Troubleshooting tables” on page 88 and “Solving undetermined problems” on page 151.
- For information about power-supply problems, see “Solving power problems” on page 150.
- For intermittent problems, check the error log; see “Event logs” on page 18 and “Diagnostic programs and messages” on page 110.

### Performing the checkout procedure

To perform the checkout procedure, complete the following steps:

1. Is the server part of a cluster?

- **No:** Go to step 2.
  - **Yes:** Shut down all failing servers that are related to the cluster. Go to step 2.
2. Complete the following steps:
- a. Check the power supply LEDs (see “Power-supply LEDs” on page 108).
  - 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 tables” on page 88.
  - h. Check the system-error LED on the operator information panel.
  - i. Check for the following results:
    - Successful completion of POST (see “POST” on page 20 for more information)
    - Successful completion of startup

## Troubleshooting tables

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

If you cannot find a problem in these tables, see “Running the diagnostic programs” on page 110 for information about testing the server.

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

1. Check the system-error LED on the operator information panel.
2. Remove the software or device that you just added.
3. Run the diagnostic tests to determine whether the server is running correctly.
4. Reinstall the new software or new device.

## DVD drive problems

<ul style="list-style-type: none"><li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li><li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li><li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li><li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li></ul>	
Symptom	Action
The optional DVD drive is not recognized.	<ol style="list-style-type: none"><li>1. Make sure that:<ul style="list-style-type: none"><li>• The SATA connector to which the DVD drive is attached (primary or secondary) is enabled in the Setup utility.</li><li>• All cables and jumpers are installed correctly.</li><li>• The correct device driver is installed for the DVD drive.</li></ul></li><li>2. Run the DVD drive diagnostic programs.</li><li>3. Reseat the following components:<ol style="list-style-type: none"><li>a. DVD drive</li><li>b. DVD drive cable</li></ol></li><li>4. Replace the components listed in step 3 one at a time, in the order shown, restarting the server each time.</li><li>5. (Trained service technician only) Replace the system board.</li></ol>
A CD or DVD is not working correctly.	<ol style="list-style-type: none"><li>1. Clean the CD or DVD.</li><li>2. Replace the CD or DVD with new CD or DVD media.</li><li>3. Run the DVD drive diagnostic programs.</li><li>4. Reseat the DVD drive.</li><li>5. Replace the DVD drive.</li></ol>
The DVD drive tray is not working.	<ol style="list-style-type: none"><li>1. Make sure that the server is turned on.</li><li>2. Insert the end of a straightened paper clip into the manual tray-release opening.</li><li>3. Reseat the DVD drive.</li><li>4. Replace the DVD drive.</li></ol>

## General problems

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support web site at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
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 FRU, the part must be replaced by a trained service technician.
The server is hung while the screen is on. Cannot start the Setup utility by pressing F1.	<ol style="list-style-type: none"> <li>1. See “Nx boot failure” on page 149 for more information.</li> <li>2. See “Recovering the server firmware” on page 147 for more information.</li> </ol>

## Hard disk drive problems

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
Symptom	Action
A hard disk drive has failed, and the associated amber hard disk drive status LED is lit.	Replace the failed hard disk drive (see “Removing a simple-swap hard disk drive” on page 172 and “Installing a simple-swap hard disk drive” on page 172).

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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"> <li>1. Make sure that the installed hard disk drive or RAID adapter is supported. For a list of supported optional devices, see <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>.</li> <li>2. Observe the associated amber hard disk drive status LED. If the LED is lit, it indicates a drive fault.</li> <li>3. 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.</li> <li>4. Observe the associated green hard disk drive activity LED and the amber status LED: <ul style="list-style-type: none"> <li>• If the green activity LED is flashing and the amber status LED is not lit, the drive is recognized by the controller and is working correctly. Run the DSA diagnostics program to determine whether the drive is detected.</li> <li>• If the green activity LED is flashing and the amber status LED is flashing slowly, the drive is recognized by the controller and is rebuilding.</li> <li>• If neither LED is lit or flashing, check the hard disk drive backplane (go to step 5).</li> <li>• If the green activity LED is flashing and the amber status LED is lit, replace the drive. If the activity of the LEDs remains the same, go to step 5. If the activity of the LEDs changes, return to step 2.</li> </ul> </li> <li>5. 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.</li> <li>6. Reseat the backplane power cable and repeat steps 2 through 4.</li> <li>7. Reseat the backplane signal cable and repeat steps 2 through 4.</li> <li>8. Suspect the backplane signal cable or the backplane: <ul style="list-style-type: none"> <li>• If the server has eight hot-swap bays: <ol style="list-style-type: none"> <li>a. Replace the affected backplane signal cable.</li> <li>b. Replace the affected backplane.</li> </ol> </li> </ul> </li> <li>9. See “Problem determination tips” on page 152.</li> </ol>
Multiple hard disk drives fail.	<p>Make sure that the hard disk drive, SAS/SATA adapter, and server device drivers and firmware are at the latest level.</p> <p><b>Important:</b> 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"> <li>1. Review the storage subsystem logs for indications of problems within the storage subsystem, such as backplane or cable problems.</li> <li>2. See “Problem determination tips” on page 152.</li> </ol>

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
Symptom	Action
A replacement hard disk drive does not rebuild.	<ol style="list-style-type: none"> <li>1. Make sure that the hard disk drive is recognized by the adapter (the green hard disk drive activity LED is flashing).</li> <li>2. Review the SAS/SATA adapter documentation to determine the correct configuration parameters and settings.</li> </ol>
A green hard disk drive activity LED does not accurately represent the actual state of the associated drive.	<p>If the green hard disk drive activity LED does not flash when the drive is in use, run the DSA Preboot diagnostic programs to collect error logs (see “Running the diagnostic programs” on page 110).</p> <ul style="list-style-type: none"> <li>• If there is a hard disk drive error log, replace the affected hard disk drive.</li> <li>• If there is no disk drive error log error log, replace the affected backplane.</li> </ul>
An amber hard disk drive status LED does not accurately represent the actual state of the associated drive.	<ol style="list-style-type: none"> <li>1. If the amber 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"> <li>a. Turn off the server.</li> <li>b. Reseat the SAS/SATA adapter.</li> <li>c. Reseat the backplane signal cable and backplane power cable.</li> <li>d. Reseat the hard disk drive.</li> <li>e. Turn on the server and observe the activity of the hard disk drive LEDs.</li> </ol> </li> <li>2. See “Problem determination tips” on page 152.</li> </ol>

## Intermittent problems

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
Symptom	Action
A problem occurs only occasionally and is difficult to diagnose.	<ol style="list-style-type: none"> <li>1. Make sure that: <ul style="list-style-type: none"> <li>• All cables and cords are connected securely to the rear of the server and attached devices.</li> <li>• When the server is turned on, water is flowing through the water loop. If there is no water, the water loop is not working. This can cause the server to overheat and shut down.</li> </ul> </li> <li>2. Check the system-error log or IMM2 system event log (see “Event logs” on page 18).</li> </ol>

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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 resets (restarts) occasionally.	<ol style="list-style-type: none"> <li>1. If the reset occurs during POST and the POST watchdog timer is enabled (click <b>System Settings --&gt; Integrated Management Module --&gt; POST Watchdog Timer</b> in the Setup utility to see the POST watchdog setting), make sure that sufficient time is allowed in the watchdog timeout value (<b>POST Watchdog Timer</b>). If the server continues to reset during POST, see “POST” on page 20 and “Diagnostic programs and messages” on page 110.</li> <li>2. If the reset occurs after the operating system starts, disable any automatic server restart (ASR) utilities, such as the IBM Automatic Server Restart IPMI Application for Windows, or any ASR devices that are be installed. <b>Note:</b> ASR utilities operate as operating-system utilities and are related to the IPMI device driver. If the reset continues to occur after the operating system starts, the operating system might have a problem; see “Software problems” on page 107.</li> <li>3. If neither condition applies, check the system-error log or IMM2 system-event log (see “Event logs” on page 18).</li> </ol>

## Keyboard, mouse, or pointing-device problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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"> <li>1. Make sure that: <ul style="list-style-type: none"> <li>• The keyboard cable is securely connected.</li> <li>• The server and the monitor are turned on.</li> </ul> </li> <li>2. If you are using a USB keyboard, run the Setup utility and enable keyboardless operation.</li> <li>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.</li> <li>4. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> <li>a. Keyboard</li> <li>b. (Trained service technician only) System board</li> </ol> </li> </ol>



- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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 mouse or pointing device does not work.	<ol style="list-style-type: none"> <li>1. Make sure that: <ul style="list-style-type: none"> <li>• The mouse or pointing-device cable is securely connected to the server.</li> <li>• If you are using a pointing device, the keyboard and mouse or pointing-device cables are not reversed.</li> <li>• The mouse or pointing-device device drivers are installed correctly.</li> <li>• The server and the monitor are turned on.</li> <li>• The mouse option is enabled in the Setup utility.</li> </ul> </li> <li>2. If you are using a USB mouse or pointing device and it is connected to a USB hub, disconnect the mouse or pointing device from the hub and connect it directly to the server.</li> <li>3. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> <li>a. Mouse or pointing device</li> <li>b. (Trained service technician only) System board</li> </ol> </li> </ol>

## Memory problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- For additional memory troubleshooting information, refer to the “Troubleshooting Memory - IBM BladeCenter and System x” document at <http://www-947.ibm.com/support/entry/portal/docdisplay?brand=5000020&Indocid=MIGR-5081319>.
- 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><b>Note:</b> 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"> <li>1. Make sure that: <ul style="list-style-type: none"> <li>• No error LEDs are lit on the operator information panel.</li> <li>• No DIMM error LEDs are lit on the system board.</li> <li>• Memory mirroring does not account for the discrepancy.</li> <li>• The memory modules are seated correctly.</li> <li>• You have installed the correct type of memory.</li> <li>• If you changed the memory, you updated the memory configuration in the Setup utility.</li> <li>• 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.</li> <li>• There is no memory mismatch when the server is at the minimum memory configuration.</li> </ul> </li> <li>2. Reseat the DIMMs, and then restart the server.</li> <li>3. Check the POST error log: <ul style="list-style-type: none"> <li>• If a DIMM was disabled by a systems-management interrupt (SMI), replace the DIMM.</li> <li>• If a DIMM was disabled by the user or by POST, reseat the DIMM; then, run the Setup utility and enable the DIMM.</li> </ul> </li> <li>4. Check that all DIMMs are initialized in the Setup utility; then, run memory diagnostics (see “Running the diagnostic programs” on page 110).</li> <li>5. Reverse the DIMMs between the channels (of the same microprocessor), and then restart the server. If the problem is related to a DIMM, replace the failing DIMM.</li> <li>6. Re-enable all DIMMs using the Setup utility, and then restart the server.</li> <li>7. (Trained service technician only) Install the failing DIMM into a DIMM connector for microprocessor 2 (if installed) to verify that the problem is not the microprocessor or the DIMM connector.</li> <li>8. (Trained service technician only) Replace the system board.</li> </ol>

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- For additional memory troubleshooting information, refer to the "Troubleshooting Memory - IBM BladeCenter and System x" document at <http://www-947.ibm.com/support/entry/portal/docdisplay?brand=5000020&Indocid=MIGR-5081319>.
- 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
Multiple DIMMs in a channel are identified as failing.	<p><b>Note:</b> 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"> <li>1. Reseat the DIMMs; then, restart the server.</li> <li>2. Remove the highest-numbered DIMM of those that are identified and replace it with an identical known good DIMM; then, restart the server. Repeat as necessary. If the failures continue after all identified DIMMs are replaced, go to step 4.</li> <li>3. Return the removed DIMMs, one at a time, to their original connectors, restarting the server after each DIMM, until a DIMM fails. Replace each failing DIMM with an identical known good DIMM, restarting the server after each DIMM replacement. Repeat step 3 until you have tested all removed DIMMs.</li> <li>4. Replace the highest-numbered DIMM of those identified; then, restart the server. Repeat as necessary.</li> <li>5. Reverse the DIMMs between the channels (of the same microprocessor), and then restart the server. If the problem is related to a DIMM, replace the failing DIMM.</li> <li>6. (Trained service technician only) Install the failing DIMM into a DIMM connector for microprocessor 2 (if installed) to verify that the problem is not the microprocessor or the DIMM connector.</li> <li>7. (Trained service technician only) Replace the system board.</li> </ol>

## Microprocessor problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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"> <li>1. Correct any errors that are indicated.</li> <li>2. 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 <b>System Information → System Summary → Processor Details</b>.</li> <li>3. (Trained service technician only) Make sure that microprocessor 1 is seated correctly.</li> <li>4. (Trained service technician only) Remove microprocessor 2 and restart the server.</li> <li>5. Replace the following components one at a time, in the order shown, restarting the server each time:               <ol style="list-style-type: none"> <li>a. (Trained service technician only) Microprocessor</li> <li>b. (Trained service technician only) System board</li> </ol> </li> </ol>

## Monitor and video 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.

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
Symptom	Action
Testing the monitor.	<ol style="list-style-type: none"> <li>1. Make sure that the monitor cables are firmly connected.</li> <li>2. Try using a different monitor on the server, or try using the monitor that is being tested on a different server.</li> <li>3. Run the diagnostic programs. If the monitor passes the diagnostic programs, the problem might be a video device driver.</li> <li>4. (Trained service technician only) Replace the system board.</li> </ol>
The screen is blank.	<ol style="list-style-type: none"> <li>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.</li> <li>2. The IMM2 remote presence function is disabled if you install an optional video adapter. To use the IMM2 remote presence function, remove the optional video adapter.</li> <li>3. If the server installed with external graphical adapters while turning on the server, the IBM logo displays on the screen after approximately 3 minutes. This is normal operation while the system loads.</li> <li>4. Make sure that: <ul style="list-style-type: none"> <li>• The server is turned on. If there is no power to the server, see “Power problems” on page 101.</li> <li>• The monitor cables are connected correctly.</li> <li>• The monitor is turned on and the brightness and contrast controls are adjusted correctly.</li> </ul> </li> <li>5. Make sure that the correct server is controlling the monitor, if applicable.</li> <li>6. Make sure that damaged server firmware is not affecting the video; see “Updating the firmware” on page 221.</li> <li>7. Observe the checkpoint LEDs on the system board; if the codes are changing, go to step 6.</li> <li>8. Replace the following components one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> <li>a. Monitor</li> <li>b. Video adapter (if one is installed)</li> <li>c. (Trained service technician only) System board.</li> </ol> </li> <li>9. See “Solving undetermined problems” on page 151.</li> </ol>

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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 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"> <li>1. Make sure that: <ul style="list-style-type: none"> <li>• The application program is not setting a display mode that is higher than the capability of the monitor.</li> <li>• You installed the necessary device drivers for the application.</li> </ul> </li> <li>2. Run video diagnostics (see “Running the diagnostic programs” on page 110). <ul style="list-style-type: none"> <li>• If the server passes the video diagnostics, the video is good; see “Solving undetermined problems” on page 151.</li> <li>• (Trained service technician only) If the server fails the video diagnostics, replace the system board.</li> </ul> </li> </ol>
The monitor has screen jitter, or the screen image is wavy, unreadable, rolling, or distorted.	<ol style="list-style-type: none"> <li>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. <p><b>Attention:</b> Moving a color monitor while it is turned on might cause screen discoloration.</p> <p>Move the device and the monitor at least 305 mm (12 in.) apart, and turn on the monitor.</p> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>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.).</li> <li>b. Non-IBM monitor cables might cause unpredictable problems.</li> </ol> </li> <li>2. Reseat the monitor cable.</li> <li>3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> <li>a. Monitor cable</li> <li>b. Video adapter (if one is installed)</li> <li>c. Monitor</li> <li>d. (Trained service technician only) System board.</li> </ol> </li> </ol>
Wrong characters appear on the screen.	<ol style="list-style-type: none"> <li>1. If the wrong language is displayed, update the server firmware to the latest level (see “Updating the firmware” on page 221) with the correct language.</li> <li>2. Reseat the monitor cable.</li> <li>3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time: <ol style="list-style-type: none"> <li>a. Monitor cable</li> <li>b. Video adapter (if one is installed)</li> <li>c. Monitor</li> <li>d. (Trained service technician only) System board.</li> </ol> </li> </ol>

## Network connection problems

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
Symptom	Action
Unable to wake the server using the Wake on LAN feature.	<ol style="list-style-type: none"> <li>1. If you are using the dual-port network adapter and the server is connected to the network using Ethernet 5 connector, check the system-error log or IMM2 system event log (see “Event logs” on page 18), make sure:             <ol style="list-style-type: none"> <li>a. Water loop is running in standby mode, if Emulex Integrated Dual Port 10GbE Ethernet Adapter is installed.</li> <li>b. The room temperature is not too high (see “Features and specifications” on page 7).</li> </ol> </li> <li>2. Reseat the dual-port network adapter (see “Removing the dual-port network adapter” on page 179 and “Installing the dual-port network adapter” on page 180).</li> <li>3. Turn off the server and disconnect it from the power source; then, wait 10 seconds before restarting the server.</li> <li>4. If the problem still remains, replace the dual-port network adapter.</li> </ol>

## Optional-device problems

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
Symptom	Action
An IBM optional device that was just installed does not work.	<ol style="list-style-type: none"> <li>1. Make sure that:             <ul style="list-style-type: none"> <li>• The device is designed for the server (see <a href="http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/">http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/</a>).</li> <li>• You followed the installation instructions that came with the device and the device is installed correctly.</li> <li>• You have not loosened any other installed devices or cables.</li> <li>• You updated the configuration information in the Setup utility. Whenever memory or any other device is changed, you must update the configuration.</li> </ul> </li> <li>2. Reseat the device that you just installed.</li> <li>3. Replace the device that you just installed.</li> </ol>

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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 worked previously does not work now.	<ol style="list-style-type: none"> <li>1. Make sure that all of the cable connections for the device are secure.</li> <li>2. If the device comes with test instructions, use those instructions to test the device.</li> <li>3. If the failing device is a SCSI device, make sure that: <ul style="list-style-type: none"> <li>• The cables for all external SCSI devices are connected correctly.</li> <li>• The last device in each SCSI chain, or the end of the SCSI cable, is terminated correctly.</li> <li>• Any external SCSI device is turned on. You must turn on an external SCSI device before you turn on the server.</li> </ul> </li> <li>4. Reseat the failing device.</li> <li>5. Replace the failing device.</li> </ol>



## Power problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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 work (the server does not start).</p> <p><b>Note:</b> The power-control button will not function until approximately 20 to 40 seconds after the server has been connected to power.</p>	<ol style="list-style-type: none"> <li>1. Make sure that the power-control button is working correctly:               <ol style="list-style-type: none"> <li>a. Disconnect the server power cords.</li> <li>b. Reconnect the power cords.</li> <li>c. (Trained service technician only) Reseat the operator information panel cables, and then repeat steps 1a and 1b.                   <ul style="list-style-type: none"> <li>• (Trained service technician only) If the server starts, reseat the operator information panel. If the problem remains, replace the operator information panel.</li> <li>• 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 13). If the server starts, reseat the operator information panel. If the problem remains, replace the operator information panel.</li> </ul> </li> </ol> </li> <li>2. Make sure that the reset button is working correctly:               <ol style="list-style-type: none"> <li>a. Disconnect the server power cords.</li> <li>b. Reconnect the power cords.</li> <li>c. (Trained service technician only) Repeat steps 1a and 1b. If the server does not start, go to step 3.</li> </ol> </li> <li>3. Make sure that both power supplies installed in the server are of the same type. Mixing different power supplies in the server will cause a system error (the system-error LED on the front panel turns on and the PS and CNFG LEDs on the operator information panel are lit).</li> <li>4. Make sure that:               <ul style="list-style-type: none"> <li>• The power cords are correctly connected to the server and to a working electrical outlet.</li> <li>• The type of memory that is installed is correct.</li> <li>• The DIMMs are fully seated.</li> <li>• The LEDs on the power supply do not indicate a problem.</li> <li>• The microprocessors are installed in the correct sequence.</li> </ul> </li> <li>5. Reseat the following components:               <ol style="list-style-type: none"> <li>a. DIMMs</li> <li>b. Power supplies</li> <li>c. (Trained service technician only) Power switch connector</li> </ol> </li> <li>6. Replace the components listed in step 5 one at a time, in the order shown, restarting the server each time.</li> </ol> <p>(Continued on the next page)</p>
<p>The power-control button does not work, and the reset button does work (the server does not start).</p>	<ol style="list-style-type: none"> <li>7. 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.</li> <li>8. See “Power-supply LEDs” on page 108.</li> <li>9. See “Solving undetermined problems” on page 151.</li> </ol>

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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 Pwr Rail 1 error has been recorded in the IMM2 event log.	<ol style="list-style-type: none"> <li>1. Disconnect the server power cords.</li> <li>2. Remove the following component: <ul style="list-style-type: none"> <li>• (Trained service technician only) Microprocessor 1.</li> </ul> </li> <li>3. Restart the server. If the OVER SPEC LED is still lit and the Pwr Rail 1 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>4. Reinstall the component one at a time, in the order shown, restarting the server each time. If the Pwr Rail 1 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> <li>• (Trained service technician only) Microprocessor 1 (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ul> </li> </ol>
The Pwr Rail 2 error has been recorded in the IMM2 event log.	<ol style="list-style-type: none"> <li>1. Disconnect the server power cords.</li> <li>2. Remove the following component: <ul style="list-style-type: none"> <li>• (Trained service technician only) Microprocessor 2</li> </ul> </li> <li>3. Restart the server. If the OVER SPEC LED is still lit and the Pwr Rail 2 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>4. Reinstall the components one at a time, in the order shown, restarting the server each time. If the Pwr Rail 2 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> <li>• (Trained service technician only) Microprocessor 2 (see “Removing a microprocessor and water loop” on page 192 and “Installing a microprocessor and water loop” on page 198).</li> </ul> </li> </ol>

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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 Pwr Rail 3 error has been recorded in the IMM2 event log.	<ol style="list-style-type: none"> <li>1. Disconnect the server power cords.</li> <li>2. Remove the following components: <ul style="list-style-type: none"> <li>• Optional adapter (if one is present) installed in PCI riser-card assembly 1</li> <li>• PCI riser-card assembly 1</li> <li>• ServeRAID SAS/SATA adapter (if one is present)</li> <li>• DIMMs 1 through 6</li> </ul> </li> <li>3. Restart the server. If the OVER SPEC LED is still lit and the Pwr Rail 3 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>4. Reinstall the components one at a time, in the order shown, restarting the server each time. If the Pwr Rail 3 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> <li>• DIMMs 1 through 6 (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> </ul> </li> </ol>
The Pwr Rail 4 error has been recorded in the IMM2 event log.	<ol style="list-style-type: none"> <li>1. Disconnect the server power cords.</li> <li>2. Remove the following components: <ul style="list-style-type: none"> <li>• Optional PCI adapter power cable (if one is present)</li> <li>• Hard disk drives</li> <li>• DIMMs 7 through 12</li> </ul> </li> <li>3. Restart the server. If the OVER SPEC LED is still lit and the Pwr Rail 4 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>4. Reinstall the components one at a time, in the order shown, restarting the server each time. If the Pwr Rail 4 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> <li>• DIMMs 7 through 12 (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>• Hard disk drives</li> </ul> </li> </ol>

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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 Pwr Rail 5 error has been recorded in the IMM2 event log.	<ol style="list-style-type: none"> <li>1. Disconnect the server power cords.</li> <li>2. Remove the following components: <ul style="list-style-type: none"> <li>• Hard disk drives</li> <li>• DIMMs 13 through 18</li> </ul> </li> <li>3. Restart the server. If the OVER SPEC LED is still lit and the Pwr Rail 5 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>4. Reinstall the components one at a time, in the order shown, restarting the server each time. If the Pwr Rail 5 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> <li>• DIMMs 13 through 18 (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>• Hard disk drives</li> </ul> </li> </ol>
The Pwr Rail 6 error has been recorded in the IMM2 event log.	<ol style="list-style-type: none"> <li>1. Disconnect the server power cords.</li> <li>2. Remove the following components: <ul style="list-style-type: none"> <li>• Optional adapter (if one is present) installed in PCI riser-card assembly 2</li> <li>• PCI riser-card assembly 2</li> <li>• Optional dual-port network adapter (if one is present)</li> <li>• DIMMs 19 through 24</li> </ul> </li> <li>3. Restart the server. If the OVER SPEC LED is still lit and the Pwr Rail 6 error has been recorded in the IMM2 event log again, (trained service technician only) replace the system board (see “Removing the system-board tray” on page 209 and “Installing the system-board tray” on page 211).</li> <li>4. Reinstall the components one at a time, in the order shown, restarting the server each time. If the Pwr Rail 5 error has been recorded in the IMM2 event log again, the component that you just reinstalled is defective. Replace the defective component. <ul style="list-style-type: none"> <li>• DIMMs 19 through 24 (see “Removing a memory module” on page 173 and “Installing a memory module” on page 174).</li> <li>• Optional dual-port network adapter, if one is present (see “Removing the dual-port network adapter” on page 179 and “Installing the dual-port network adapter” on page 180).</li> </ul> </li> </ol>

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
Symptom	Action
The server does not turn off.	<ol style="list-style-type: none"> <li>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"> <li>a. Press Ctrl+Alt+Delete.</li> <li>b. Turn off the server by pressing the power-control button and hold it down for 5 seconds.</li> <li>c. Restart the server.</li> <li>d. If the server fails POST and the power-control button does not work, disconnect the power cord for 20 seconds; then, reconnect the power cord and restart the server.</li> </ol> </li> <li>2. If the problem remains or if you are using an ACPI-aware operating system, suspect the system board.</li> </ol>
The server unexpectedly shuts down, and the LEDs on the operator information panel are not lit.	See “Solving undetermined problems” on page 151.

## Serial-device problems

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
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"> <li>1. Make sure that: <ul style="list-style-type: none"> <li>• Each port is assigned a unique address in the Setup utility and none of the serial ports is disabled.</li> <li>• The serial-port adapter (if one is present) is seated correctly.</li> </ul> </li> <li>2. Reseat the serial port adapter.</li> <li>3. Replace the serial port adapter.</li> </ol>

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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"> <li>1. Make sure that: <ul style="list-style-type: none"> <li>• The device is compatible with the server.</li> <li>• The serial port is enabled and is assigned a unique address.</li> <li>• The device is connected to the correct connector (see “Internal LEDs, connectors, and jumpers” on page 12).</li> </ul> </li> <li>2. Reseat the following components: <ol style="list-style-type: none"> <li>a. Failing serial device</li> <li>b. Serial cable</li> </ol> </li> <li>3. Replace the components listed in step 2 one at a time, in the order shown, restarting the server each time.</li> <li>4. (Trained service technician only) Replace the system board.</li> </ol>

## ServerGuide problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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"> <li>1. Make sure that the server supports the ServerGuide program and has a startable (bootable) CD or DVD drive.</li> <li>2. If the startup (boot) sequence settings have been changed, make sure that the CD or DVD drive is first in the startup sequence.</li> <li>3. If more than one CD or DVD drive is installed, make sure that only one drive is set as the primary drive. Start the CD from the primary drive.</li> </ol>
The MegaRAID Storage Manager program cannot view all installed drives, or the operating system cannot be installed.	<ol style="list-style-type: none"> <li>1. Make sure that the hard disk drive is connected correctly.</li> <li>2. Make sure that the SAS/SATA hard disk drive cables are securely connected.</li> </ol>
The operating-system installation program continuously loops.	Make more space available on the hard disk.

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
Symptom	Action
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 <a href="http://www.ibm.com/support/entry/portal/docdisplay?Indocid=SERV-GUIDE">http://www.ibm.com/support/entry/portal/docdisplay?Indocid=SERV-GUIDE</a> , click IBM Service and Support Site, click the link for your ServerGuide version, and scroll down to the list of supported Microsoft Windows operating systems.
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

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>	
Symptom	Action
You suspect a software problem.	<ol style="list-style-type: none"> <li>1. To determine whether the problem is caused by the software, make sure that: <ul style="list-style-type: none"> <li>• 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.</li> <li>• The software is designed to operate on the server.</li> <li>• Other software works on the server.</li> <li>• The software works on another server.</li> </ul> </li> <li>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.</li> <li>3. Contact the software vendor.</li> </ol>

## Universal Serial Bus (USB) port problems

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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"><li>1. Make sure that:<ul style="list-style-type: none"><li>• The correct USB device driver is installed.</li><li>• The operating system supports USB devices.</li></ul></li><li>2. Make sure that the USB configuration options are set correctly in the Setup utility (see “Using the Setup utility” on page 224 for more information).</li><li>3. If you are using a USB hub, disconnect the USB device from the hub and connect it directly to the server.</li></ol>

## Video problems

See “Monitor and video problems” on page 97.

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## Power-supply LEDs

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

- Power supply
- Power cord

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

- One microprocessor in microprocessor socket 1
- One 2 GB DIMM on the system board
- One power supply
- Power cord

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



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"> <li>1. Check the ac power to the server.</li> <li>2. Make sure that the power cord is connected to a functioning power source.</li> <li>3. Restart the server. If the error remains, check the power-supply LEDs.</li> <li>4. Replace the power-supply.</li> </ol>	This is a normal condition when no ac power is present.
Off	Off	On	Faulty power-supply.	Replace the power supply.	
Off	On	Off	Faulty power-supply.	Replace the power supply.	
Off	On	On	Faulty power-supply.	Replace the power supply.	
On	Off	Off	Power-supply not fully seated, faulty system board, or faulty power-supply.	<ol style="list-style-type: none"> <li>1. Reseat the power supply.</li> <li>2. Check the error LEDs on the system board and the IMM2 error messages. Follow steps in “Power problems” on page 101 and “Solving power problems” on page 150 until the problem is solved.</li> </ol>	Typically indicates a power-supply is not fully seated.
On	Off	On	Faulty power-supply.	Replace the power supply.	
On	On	On	Faulty power-supply.	Replace the power supply.	

## System pulse LEDs

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 15 for the location of these LEDs):

Table 6. System pulse LEDs

LED	Description	Action
RTMM heartbeat	Power-on and power-off sequencing.	<ol style="list-style-type: none"> <li>1. If the LED blinks at 1Hz, it is functioning properly and no action is necessary.</li> <li>2. If the LED is not blinking, (trained service technician only) replace the system board.</li> </ol>

Table 6. System pulse LEDs (continued)

LED	Description	Action
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"> <li>1. When this LED is blinking fast (approximately 4Hz), this indicates, that the IMM2 code is in the loading process.</li> <li>2. When this LED goes off momentarily, this indicates that the IMM2 code has loaded completely.</li> <li>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.</li> <li>4. If this LED does not blink within 30 seconds of connecting a power source to the server, complete the following steps:               <ol style="list-style-type: none"> <li>a. (Trained service technician only) Replace the system board.</li> </ol> </li> </ol>

## Diagnostic programs and messages

The diagnostic programs are the primary method of testing the major components of the server. As you run the diagnostic programs, text messages are displayed on the screen and are saved in the test log. A diagnostic text message indicates that a problem has been detected and provides the action you should take as a result of the text message.

Make sure that the server has the latest version of the diagnostic programs. To download the latest version, go to <http://www.ibm.com/supportportal/>.

Utilities are available to reset and update the diagnostics code on the integrated USB flash device, if the diagnostic partition becomes damaged and does not start the diagnostic programs. For more information and to download the utilities, go to <http://www.ibm.com/systems/support/supportsite.wss/docdisplay?Indocid=MIGR-5072294&brandind=5000008>.

## Running the diagnostic programs

**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 diagnostic programs, complete the following steps:

1. If the server is running, turn off the server and all attached devices.
2. Turn on all attached devices; then, turn on the server.
3. When the prompt <F2> Dynamic System Analysis 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.

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.

**Exception:** If multiple error codes indicate a microprocessor error, the error might be in a microprocessor or in a microprocessor socket. See “Microprocessor problems” on page 96 for information about diagnosing microprocessor problems.

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

## 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

To view the test log when the tests are completed, type the **view** command in 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.

## Diagnostic messages

The following table describes the messages that the diagnostic programs might generate and suggested actions to correct the detected problems. Follow the suggested actions in the order in which they are listed in the column.

Table 7. DSA Preboot messages

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
089-801-xxx	CPU	CPU Stress Test	Aborted	Internal program error.	<ol style="list-style-type: none"> <li>1. Turn off and restart the system.</li> <li>2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>3. Run the test again.</li> <li>4. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>5. Run the test again.</li> <li>6. Turn off and restart the system if necessary to recover from a hung state.</li> <li>7. Run the test again.</li> <li>8. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
089-802-xxx	CPU	CPU Stress Test	Aborted	System resource availability error.	<ol style="list-style-type: none"> <li>1. Turn off and restart the system.</li> <li>2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>3. Run the test again.</li> <li>4. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For the latest level of firmware, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1MIGR-4JTS2T">http://www.ibm.com/support/docview.wss?uid=psg1MIGR-4JTS2T</a> and select your system to display a matrix of available firmware.</li> <li>5. Run the test again.</li> <li>6. Turn off and restart the system if necessary to recover from a hung state.</li> <li>7. Run the test again.</li> <li>8. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>9. Run the test again.</li> <li>10. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

Message number	Component	Test	State	Description	Action
089-901-xxx	CPU	CPU Stress Test	Failed	Test failure.	<ol style="list-style-type: none"> <li>1. Turn off and restart the system if necessary to recover from a hung state.</li> <li>2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>3. Run the test again.</li> <li>4. Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>5. Run the test again.</li> <li>6. Turn off and restart the system if necessary to recover from a hung state.</li> <li>7. Run the test again.</li> <li>8. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-801-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: the IMM returned an incorrect response length.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-802-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: the test cannot be completed for an unknown reason.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-803-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: the node is busy; try later.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-804-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: invalid command.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-805-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: invalid command for the given LUN.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-806-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: timeout while processing the command.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-807-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: out of space.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>



Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-808-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: reservation canceled or invalid reservation ID.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-809-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: request data was truncated.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-810-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: request data length is invalid.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-811-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: request data field length limit is exceeded.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-812-xxx	IMM	IMM I2C Test	Aborted	IMM I2C Test aborted: a parameter is out of range.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-813-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: cannot return the number of requested data bytes.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-814-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: requested sensor, data, or record is not present.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-815-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: invalid data field in the request.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-816-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: the command is illegal for the specified sensor or record type.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-817-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: a command response could not be provided.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-818-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: cannot execute a duplicated request.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-819-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: a command response could not be provided; the SDR repository is in update mode.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-820-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: a command response could not be provided; the device is in firmware update mode.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code and IMM firmware are at the latest level.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-821-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: a command response could not be provided; IMM initialization is in progress.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-822-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: the destination is unavailable.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DISA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DISA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-823-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test aborted: cannot execute the command; insufficient privilege level.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DISA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DISA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>



Table 7. DSA Preboot messages (continued)

Message number	Component	Test	State	Description	Action
166-824-xxx	IMM	IMM I2C Test	Aborted	IMM I2C test canceled: cannot execute the command.	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
166-901-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the HBS 2117 bus (Bus 0)	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>6. Run the test again.</li> <li>7. Shut down the system and remove the power cords from the server.</li> <li>8. (Trained service technician only) Reseat the system board.</li> <li>9. Reconnect the system to power and turn on the system.</li> <li>10. Run the test again.</li> <li>11. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-902-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the TPM bus (Bus 2).	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. Turn off the system and disconnect it from the power source.</li> <li>8. (Trained service technician only) Reseat the system board.</li> <li>9. Reconnect the system to the power source and turn on the system.</li> <li>10. Run the test again.</li> <li>11. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-903-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure on Powerville (Bus 2).	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. Disconnect the system from the power source.</li> <li>8. (Trained service technician only) Reseat the system board.</li> <li>9. Reconnect the system to the power source and turn on the system.</li> <li>10. Run the test again.</li> <li>11. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-904-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the PCA9543 bus (Bus 3)	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. Turn off the system and disconnect it from the power source.</li> <li>8. (Trained service technician only) Reseat the system board.</li> <li>9. Reconnect the system to the power source and turn on the system.</li> <li>10. Run the test again.</li> <li>11. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-905-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the PCA bus (Bus 4).	<p><b>Note:</b> Ignore the error if the hard disk drive backplane is not installed.</p> <ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> <li>8. (Trained service technician only) Reseat the system board.</li> <li>9. Reconnect the system to the power source and turn on the system.</li> <li>10. Run the test again.</li> <li>11. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-906-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the PCA bus (Bus 5).	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> <li>(Trained service technician only) Reseat the system board.</li> <li>Reconnect the system to the power source and turn on the system.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-906-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the PCA bus (Bus 5).	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> <li>8. (Trained service technician only) Reseat the system board.</li> <li>9. Reconnect the system to the power source and turn on the system.</li> <li>10. Run the test again.</li> <li>11. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
166-906-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the PCA bus (Bus 5).	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> <li>8. (Trained service technician only) Reseat the system board.</li> <li>9. Reconnect the system to the power source and turn on the system.</li> <li>10. Run the test again.</li> <li>11. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>



Table 7. DSA Preboot messages (continued)

Message number	Component	Test	State	Description	Action
166-906-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the PCA bus (Bus 5).	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> <li>8. (Trained service technician only) Reseat the system board.</li> <li>9. Reconnect the system to the power source and turn on the system.</li> <li>10. Run the test again.</li> <li>11. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, "Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919," on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by "(Trained service technician only)," that step must be performed only by a Trained service technician.
- 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.

Table 7. DSA Preboot messages (continued)

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).
- If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.
- 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.

Message number	Component	Test	State	Description	Action
166-907-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the PCA bus (Bus 6).	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> <li>8. Reseat the optional network adapter.</li> <li>9. Reseat the PCI riser-card assembly 1.</li> <li>10. Reseat the PCI riser-card assembly 2.</li> <li>11. (Trained service technician only) Reseat the system board.</li> <li>12. Reconnect the system to the power source and turn on the system.</li> <li>13. Run the test again.</li> <li>14. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

Message number	Component	Test	State	Description	Action
166-908-xxx	IMM	IMM I2C Test	Failed	The IMM indicates a failure in the PCA9567 bus (Bus 7).	<ol style="list-style-type: none"> <li>1. Turn off the system and disconnect it from the power source. You must disconnect the system from ac power to reset the IMM.</li> <li>2. After 45 seconds, reconnect the system to the power source and turn on the system.</li> <li>3. Run the test again.</li> <li>4. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>5. Make sure that the IMM firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>6. Run the test again.</li> <li>7. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> <li>8. (Trained service technician only) Reseat the system board.</li> <li>9. Reconnect the system to the power source and turn on the system.</li> <li>10. Run the test again.</li> <li>11. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
201-801-xxx	Memory	Memory Test	Aborted	Test canceled: the system UEFI programmed the memory controller with an invalid CBAR address	<ol style="list-style-type: none"> <li>1. Turn off and restart the system.</li> <li>2. Run the test again.</li> <li>3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>4. Run the test again.</li> <li>5. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
201-802-xxx	Memory	Memory Test	Aborted	Test canceled: the end address in the E820 function is less than 16 MB.	<ol style="list-style-type: none"> <li>Turn off and restart the system.</li> <li>Run the test again.</li> <li>Make sure that all DIMMs are enabled in the Setup utility.</li> <li>Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
201-803-xxx	Memory	Memory Test	Aborted	Test canceled: could not enable the processor cache.	<ol style="list-style-type: none"> <li>Turn off and restart the system.</li> <li>Run the test again.</li> <li>Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
201-804-xxx	Memory	Memory Test	Aborted	Test canceled: the memory controller buffer request failed.	<ol style="list-style-type: none"> <li>Turn off and restart the system.</li> <li>Run the test again.</li> <li>Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

Message number	Component	Test	State	Description	Action
201-805-xxx	Memory	Memory Test	Aborted	Test canceled: the memory controller display/alter write operation was not completed.	<ol style="list-style-type: none"> <li>1. Turn off and restart the system.</li> <li>2. Run the test again.</li> <li>3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>4. Run the test again.</li> <li>5. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
201-806-xxx	Memory	Memory Test	Aborted	Test canceled: the memory controller fast scrub operation was not completed.	<ol style="list-style-type: none"> <li>1. Turn off and restart the system.</li> <li>2. Run the test again.</li> <li>3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>4. Run the test again.</li> <li>5. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
201-807-xxx	Memory	Memory Test	Aborted	Test canceled: the memory controller buffer free request failed.	<ol style="list-style-type: none"> <li>1. Turn off and restart the system.</li> <li>2. Run the test again.</li> <li>3. Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>4. Run the test again.</li> <li>5. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
201-808-xxx	Memory	Memory Test	Aborted	Test canceled: memory controller display/ alter buffer execute error.	<ol style="list-style-type: none"> <li>Turn off and restart the system.</li> <li>Run the test again.</li> <li>Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
201-809-xxx	Memory	Memory Test	Aborted	Test canceled program error: operation running fast scrub.	<ol style="list-style-type: none"> <li>Turn off and restart the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
201-810-xxx	Memory	Memory Test	Aborted	Test stopped: unknown error code xxx received in COMMONEXIT procedure.	<ol style="list-style-type: none"> <li>Turn off and restart the system.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
201-901-xxx	Memory	Memory Test	Failed	Test failure: single-bit error, failing DIMM z.	<ol style="list-style-type: none"> <li>Turn off the system and disconnect it from the power source.</li> <li>Reseat DIMM z.</li> <li>Reconnect the system to power and turn on the system.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>Replace the failing DIMMs.</li> <li>Re-enable all memory in the Setup utility (see “Using the Setup utility” on page 224).</li> <li>Run the test again.</li> <li>Replace the failing DIMM.</li> <li>Re-enable all memory in the Setup utility (see “Using the Setup utility” on page 224).</li> <li>Run the test again.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
202-801-xxx	Memory	Memory Stress Test	Aborted	Internal program error.	<ol style="list-style-type: none"> <li>Turn off and restart the system.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Make sure that the server firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>Turn off and restart the system if necessary to recover from a hung state.</li> <li>Run the memory diagnostics to identify the specific failing DIMM.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>• See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>• If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>• Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
202-802-xxx	Memory	Memory Stress Test	Failed	General error: memory size is insufficient to run the test.	<ol style="list-style-type: none"> <li>1. Make sure that all memory is enabled by checking the Available System Memory in the Resource Utilization section of the DSA event log. If necessary, enable all memory in the Setup utility (see “Using the Setup utility” on page 224).</li> <li>2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>3. Run the test again.</li> <li>4. Run the standard memory test to validate all memory.</li> <li>5. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
202-901-xxx	Memory	Memory Stress Test	Failed	Test failure.	<ol style="list-style-type: none"> <li>1. Run the standard memory test to validate all memory.</li> <li>2. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>3. Turn off the system and disconnect it from power.</li> <li>4. Reseat the DIMMs.</li> <li>5. Reconnect the system to power and turn on the system.</li> <li>6. Run the test again.</li> <li>7. Run the standard memory test to validate all memory.</li> <li>8. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>



Table 7. DSA Preboot messages (continued)

Message number	Component	Test	State	Description	Action
215-801-xxx	Optical Drive	<ul style="list-style-type: none"> <li>Verify Media Installed</li> <li>Read/Write Test</li> <li>Self-Test</li> </ul> <p>Messages and actions apply to all three tests.</p>	Aborted	Unable to communicate with the device driver.	<ol style="list-style-type: none"> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Run the test again.</li> <li>Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged.</li> <li>Run the test again.</li> <li>For additional troubleshooting information, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559">http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559</a>.</li> <li>Run the test again.</li> <li>Make sure that the system firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>Run the test again.</li> <li>Replace the DVD drive.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
215-802-xxx	Optical Drive	<ul style="list-style-type: none"> <li>Verify Media Installed</li> <li>Read/Write Test</li> <li>Self-Test</li> </ul> <p>Messages and actions apply to all three tests.</p>	Aborted	The media tray is open.	<ol style="list-style-type: none"> <li>Close the media tray and wait 15 seconds.</li> <li>Run the test again.</li> <li>Insert a new CD/DVD into the drive and wait for 15 seconds for the media to be recognized.</li> <li>Run the test again.</li> <li>Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged.</li> <li>Run the test again.</li> <li>Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>Run the test again.</li> <li>For additional troubleshooting information, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559">http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559</a>.</li> <li>Run the test again.</li> <li>Replace the CD/DVD drive.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
215-803-xxx	Optical Drive	<ul style="list-style-type: none"> <li>Verify Media Installed</li> <li>Read/Write Test</li> <li>Self-Test</li> </ul> <p>Messages and actions apply to all three tests.</p>	Failed	The disc might be in use by the system.	<ol style="list-style-type: none"> <li>Wait for the system activity to stop.</li> <li>Run the test again</li> <li>Turn off and restart the system.</li> <li>Run the test again.</li> <li>Replace the DVD drive.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
215-901-xxx	Optical Drive	<ul style="list-style-type: none"> <li>Verify Media Installed</li> <li>Read/Write Test</li> <li>Self-Test</li> </ul> <p>Messages and actions apply to all three tests.</p>	Aborted	Drive media is not detected.	<ol style="list-style-type: none"> <li>Insert a CD/DVD into the DVD drive or try a new media, and wait for 15 seconds.</li> <li>Run the test again.</li> <li>Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged.</li> <li>Run the test again.</li> <li>For additional troubleshooting information, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559">http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559</a>.</li> <li>Run the test again.</li> <li>Replace the DVD drive.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
215-902-xxx	Optical Drive	<ul style="list-style-type: none"> <li>Verify Media Installed</li> <li>Read/Write Test</li> <li>Self-Test</li> </ul> <p>Messages and actions apply to all three tests.</p>	Failed	Read miscompare.	<ol style="list-style-type: none"> <li>Insert a CD/DVD into the DVD drive or try a new media, and wait for 15 seconds.</li> <li>Run the test again.</li> <li>Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged.</li> <li>Run the test again.</li> <li>For additional troubleshooting information, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559">http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559</a>.</li> <li>Run the test again.</li> <li>Replace the DVD drive.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

Message number	Component	Test	State	Description	Action
215-903-xxx	Optical Drive	<ul style="list-style-type: none"> <li>• Verify Media Installed</li> <li>• Read/Write Test</li> <li>• Self-Test</li> </ul> <p>Messages and actions apply to all three tests.</p>	Aborted	Could not access the drive.	<ol style="list-style-type: none"> <li>1. Insert a CD/DVD into the DVD drive or try a new media, and wait for 15 seconds.</li> <li>2. Run the test again.</li> <li>3. Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged.</li> <li>4. Run the test again.</li> <li>5. Make sure that the DSA code is at the latest level. For the latest level of DSA code, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA">http://www.ibm.com/support/docview.wss?uid=psg1SERV-DSA</a>.</li> <li>6. Run the test again.</li> <li>7. For additional troubleshooting information, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559">http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559</a>.</li> <li>8. Run the test again.</li> <li>9. Replace the DVD drive.</li> <li>10. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
215-904-xxx	Optical Drive	<ul style="list-style-type: none"> <li>• Verify Media Installed</li> <li>• Read/Write Test</li> <li>• Self-Test</li> </ul> <p>Messages and actions apply to all three tests.</p>	Failed	A read error occurred.	<ol style="list-style-type: none"> <li>1. Insert a CD/DVD into the DVD drive or try a new media, and wait for 15 seconds.</li> <li>2. Run the test again.</li> <li>3. Check the drive cabling at both ends for loose or broken connections or damage to the cable. Replace the cable if it is damaged.</li> <li>4. Run the test again.</li> <li>5. For additional troubleshooting information, go to <a href="http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559">http://www.ibm.com/support/docview.wss?uid=psg1MIGR-41559</a>.</li> <li>6. Run the test again.</li> <li>7. Replace the DVD drive.</li> <li>8. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
405-901-xxx	Intel Ethernet Device	Test Control Registers	Failed		<ol style="list-style-type: none"> <li>Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
405-901-xxx	Intel Ethernet Device	Test MII Registers	Failed		<ol style="list-style-type: none"> <li>Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
405-902-xxx	Intel Ethernet Device	Test EEPROM	Failed		<ol style="list-style-type: none"> <li>Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

Table 7. DSA Preboot messages (continued)

Message number	Component	Test	State	Description	Action
405-903-xxx	Intel Ethernet Device	Test Internal Memory	Failed		<ul style="list-style-type: none"> <li>1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>2. Run the test again.</li> <li>3. Check the interrupt assignments in the PCI Hardware section of the DSA event log. If the Ethernet device is sharing interrupts, if possible, use the Setup utility see "Using the Setup utility" on page 224) to assign a unique interrupt to the device.</li> <li>4. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component.</li> <li>5. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ul>
405-904-xxx	Intel Ethernet Device	Test Interrupt	Failed		<ul style="list-style-type: none"> <li>1. Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see "Updating the firmware" on page 221.</li> <li>2. Run the test again.</li> <li>3. Check the interrupt assignments in the PCI Hardware section of the DSA event log. If the Ethernet device is sharing interrupts, if possible, use the Setup utility see "Using the Setup utility" on page 224) to assign a unique interrupt to the device.</li> <li>4. Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component.</li> <li>5. If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ul>

Table 7. DSA Preboot messages (continued)

<ul style="list-style-type: none"> <li>Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.</li> <li>See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine which components are customer replaceable units (CRU) and which components are field replaceable units (FRU).</li> <li>If an action step is preceded by “(Trained service technician only),” that step must be performed only by a Trained service technician.</li> <li>Go to the IBM support website at <a href="http://www.ibm.com/supportportal/">http://www.ibm.com/supportportal/</a> to check for technical information, hints, tips, and new device drivers or to submit a request for information.</li> </ul>					
Message number	Component	Test	State	Description	Action
405-905-xxx	Intel Ethernet Device	Test Loop back at MAC Layer	Failed		<ol style="list-style-type: none"> <li>Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
405-906-xxx	Intel Ethernet Device	Test Loop back at Physical Layer	Failed		<ol style="list-style-type: none"> <li>Check the Ethernet cable for damage and make sure that the cable type and connection are correct.</li> <li>Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>
405-907-xxx	Intel Ethernet Device	Test LEDs	Failed		<ol style="list-style-type: none"> <li>Make sure that the component firmware is at the latest level. The installed firmware level is shown in the DSA event log in the Firmware/VPD section for this component. For more information, see “Updating the firmware” on page 221.</li> <li>Run the test again.</li> <li>Replace the component that is causing the error. If the error is caused by an adapter, replace the adapter. Check the PCI Information and Network Settings information in the DSA event log to determine the physical location of the failing component.</li> <li>If the failure remains, go to the IBM website for more troubleshooting information at <a href="http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL">http://www.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&amp;Indocid=SERV-CALL</a>.</li> </ol>

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## Recovering 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 one of two ways:

- **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.

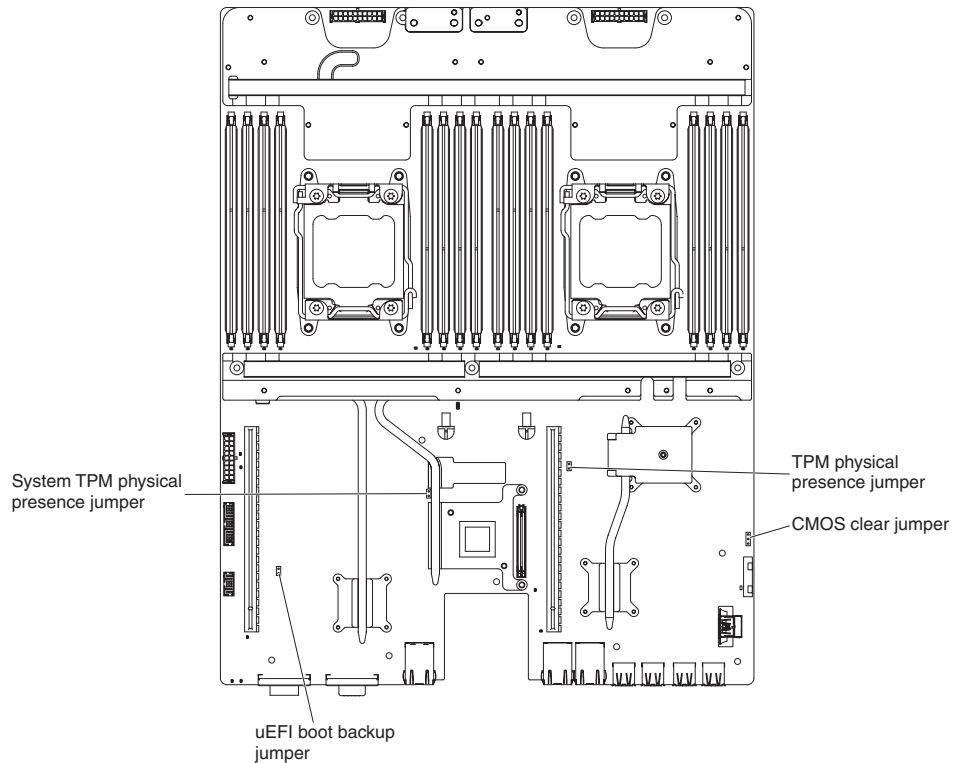
To download the server firmware update package from the World Wide Web, go to <http://www.ibm.com/supportportal/>.

The flash memory of the server consists of a primary bank and a backup bank. It is essential that you maintain the backup bank with a bootable firmware image. If the primary bank becomes corrupted, you can either manually boot the backup bank with the boot block jumper, or in the case of image corruption, this will occur automatically with the Automated Boot Recovery function.

### In-band manual recovery method

To recover the server firmware and restore the server operation to the primary bank, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. Turn off the server, and disconnect all power cords and external cables.
3. Remove the server cover (see “Removing the system-board tray cover” on page 166).
4. Locate the UEFI boot backup jumper block (JP3) on the system board.



5. Move the jumper (JP3) 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 server top cover (see “Removing the system-board tray cover” on page 166).
11. Move the BIOS boot backup jumper (JP3) from pins 2 and 3 back to the primary position (pins 1 and 2).
12. Reinstall the server top cover (see “Installing the system-board tray cover” on page 166).
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 the server top cover (see “Removing the system-board tray cover” on page 166).
16. Reset the CMOS by removing the system battery (see “Removing the battery” on page 169).
17. Leave the system battery out of the server for approximately 5 to 15 minutes.
18. Reinstall the system battery (see “Installing the battery” on page 170).
19. Reinstall the server top cover (see “Installing the system-board tray cover” on page 166).
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 support representative for support.

### **In-band automated boot recovery method**

**Note:** Use this method if there is a log entry or Booting Backup Image is displayed on the firmware splash screen; otherwise, use the in-band manual recovery method.

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.

---

## **Automated boot recovery (ABR)**

While the server is starting, if the integrated management module 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” on page 147. After you have recovered the firmware in the primary bank, complete the following steps:

1. Restart the server.
2. When the prompt press F3 to restore to primary is displayed, press F3 to recover the primary bank. Pressing F3 will restart the server.

---

## **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** → **Operating Modes** → **POST Attempts Limit**. The available options are 3, 6, 9, and 255 (disable Nx boot failure).

---

## Solving power problems

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

1. Turn off the server and disconnect all ac power cords.
2. Check for loose cables in the power subsystem. Also check for short circuits, for example, if a loose screw is causing a short circuit on a circuit board.
3. Check the error LEDs.
4. Check the IMM2 event log for faulty 12V rail and complete the following steps. Table 8 identifies the components that are associated with each 12V rail and the order in which to troubleshoot the components.
  - a. Disconnect the cables and power cords to all internal and external devices. Leave the power-supply cords connected.
  - b. Remove each component that is associated with the faulty 12V rail, one at a time, in the sequence indicated in Table 8, restarting the server each time, until the cause of the overcurrent condition is identified.

**Important:** Only a trained service technician should remove or replace a FRU, such as a microprocessor or the system board. See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine whether a component is a FRU.

Table 8. Components associated with power-rail 12V error

12V rail error in the IMM2 event log	Components
12V1 error	Microprocessor 1
12V2 error	Microprocessor 2
12V3 error	Optional adapter if one is installed in PCI riser-card assembly 1, PCI riser-card assembly 1, the ServeRAID SAS/SATA adapter, and DIMMs 1 through 6
12V4 error	Water loop, hard disk drives, and DIMMs 5 through 8
12V5 error	Hard disk drives, DIMMs 9 through 12
12V6 error	Dual-port network adapter and DIMMs 13 through 16

- c. Replace the identified component.
5. 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 “Power-supply LEDs” on page 108 for the minimum configuration).
  6. Reconnect all ac power cords and turn on the server. If the server starts successfully, reseat the adapters and devices one at a time until the problem is isolated.

If the server does not start from the minimum configuration, see “Power-supply LEDs” on page 108 to replace the components in the minimum configuration one at a time until the problem is isolated.

---

## Solving Ethernet controller problems

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

Try the following procedures:

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

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

---

## Solving undetermined problems

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

If you suspect that a software problem is causing failures (continuous or intermittent), see “Software problems” on page 107.

Damaged data in CMOS memory or damaged server firmware can cause undetermined problems. To reset the CMOS data, use the CMOS jumper to clear the CMOS memory and override the power-on password; see “System-board switches and jumpers” on page 13. If you suspect that the server firmware is damaged, see “Recovering the server firmware” on page 147.

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

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.
  - Memory modules. The minimum configuration requirement is 2 GB DIMM in slot 3.
4. Turn on the server.

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.

- 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)
- IMM2 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
- IMM2 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 A, “Getting help and technical assistance,” on page 243 for information about calling IBM for service.



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## Chapter 4. Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919

The following replaceable components are available for the System x iDataPlex dx360 M4 Types 7918 and 7919, except as specified otherwise in “Replaceable server components.” To check for an updated parts listing on the web, go to <http://www.ibm.com/supportportal/>.

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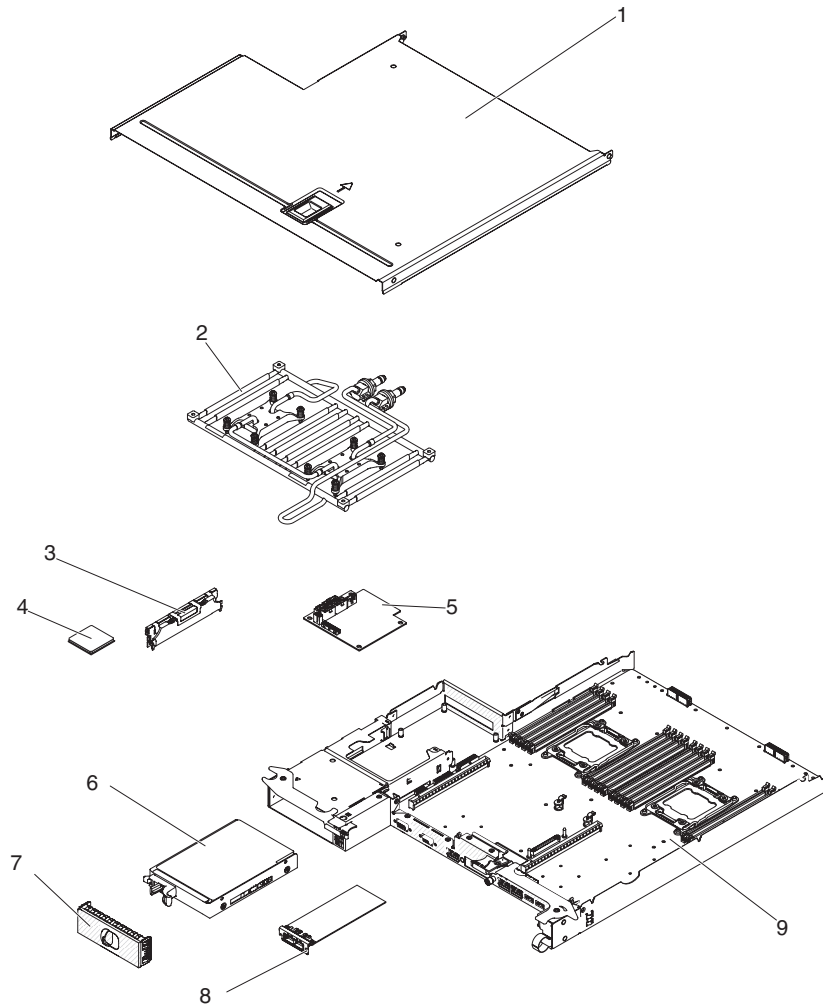
### Replaceable server components

The types of replaceable components are:

- **Consumables:** Purchase and replacement of consumables (components, such as batteries and printer cartridges, that have depleting life) is your responsibility. If IBM acquires or installs a consumable component at your request, you will be charged for the service.
- **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.
- **Field replaceable unit (FRU):** FRUs must be installed only by Trained service technicians.

For information about the terms of the warranty, see the *Warranty Information* document that comes with the server.

The following replaceable components are available for the dx360 M4 7918 system-board tray. The illustrations in this document might differ slightly from your hardware.



The following table lists the part numbers for the server components.

Table 9. Parts listing, Type 7918

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
2	Water loop assembly			90Y7843
3	Memory, 4 GB, dual-rank, PC3-12800 DDR3-1600 1.5V RDIMM	00D4973		
3	Memory, 8 GB, dual-rank, PC3-14900 DDR3-1866 1.5V RDIMM	46W0739		
4	Microprocessor, Intel Xeon E5-2695 v2, 2.40 GHz, 30 MB, 115 W (12 core)		00Y2776	
4	Microprocessor, Intel Xeon E5-2697 v2, 2.70 GHz, 30 MB, 130 W (12 core)		00Y2777	
4	Microprocessor, Intel Xeon E5-2650 v2, 2.60 GHz, 20 MB, 95 W (8 core)		00Y2783	
4	Microprocessor, Intel Xeon E5-2660 v2, 2.20 GHz, 25 MB, 95 W (10 core)		00Y2784	



Table 9. Parts listing, Type 7918 (continued)

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
4	Microprocessor, Intel Xeon E5-2670 v2, 2.50 GHz, 25 MB, 115 W (10 core)		00Y2785	
4	Microprocessor, Intel Xeon E5-2680 v2, 2.80 GHz, 25 MB, 115 W (10 core)		00Y2786	
4	Microprocessor, Intel Xeon E5-2690 v2, 3.00 GHz, 25 MB, 130 W (10 core)		00Y2787	
4	Microprocessor, Intel Xeon E5-2665, 2.40 GHz, 20 MB, 115 W (8 core)			49Y8142
4	Microprocessor, Intel Xeon E5-2660, 2.20 GHz, 20 MB, 1600 MHz, 95 W (8 core)			81Y5168
4	Microprocessor, Intel Xeon E5-2680, 2.70 GHz, 20 MB, 1600 MHz, 130 W (8 core)			81Y5169
4	Microprocessor, Intel Xeon E5-2670, 2.60 GHz, 20 MB, 1600 MHz, 115 W (8 core)			81Y9419
5	Power-supply paddle card	46W2902		
6	Hard disk drive, 3.5-inch Gen 2 500 GB simple-swap SATA (7200 RPM)	81Y9803		
7	3.5-inch drive filler panel	90Y4916		
8	Infinite band Mezzanine module (without heat sink)	00D3281		
9	System-board tray (includes node)	00Y8376		
	Battery, 3.0 volt	33F8354		
	Cable, switch LED	90Y4962		
	Cable, 2 PM SATA to 480 mm	94Y7533		
	FDR14 Infinite Band DWC Mezz card assembly	46W4384		
	Solid-state drive, 2.5-inch 64 GB simple-swap SATA	49Y5850		
	Solid-state drive, 2.5-inch 256 GB SFF simple-swap SATA	90Y8664		
	Solid-state drive, 2.5-inch 128 GB SFF simple-swap SATA	90Y8669		
	2.5-inch hard disk drive/solid-state drive converter cage	90Y4974		
	System-board tray (without node)	90Y7863		
	Label kit	90Y8031		
	Miscellaneous parts kit	90Y8032		
	Power paddle board	46W2902		
	Cable, system-board signal	90Y4964		
	Thermal grease kit		41Y9292	

## Type 7919 2U chassis components

The following replaceable components are available for the Type 7919 2U chassis.

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

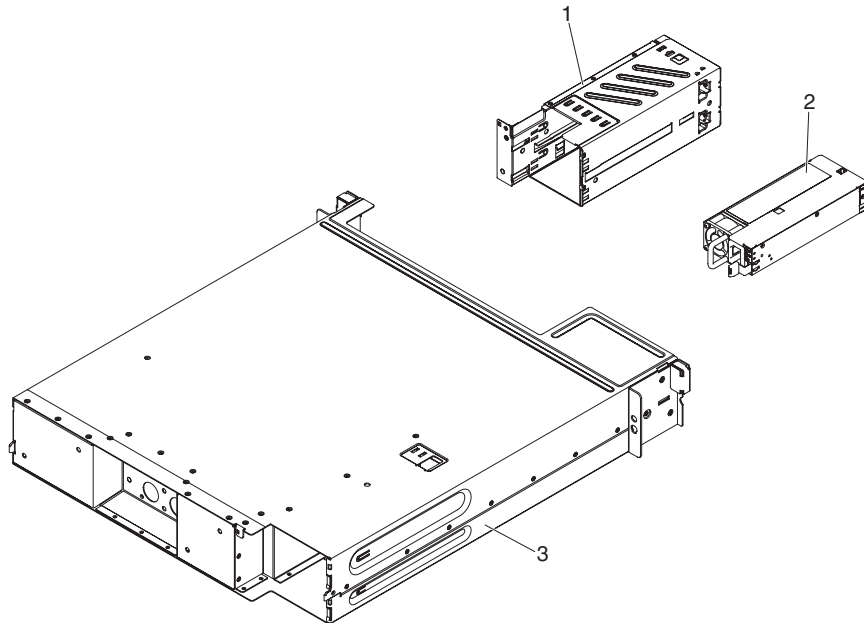


Table 10. CRUs and FRUs, Type 7919

Index	Description	CRU part number (Tier 1)	CRU part number (Tier 2)	FRU part number
1	Power supply cage		90Y4873	
2	900 watt high efficient power supply	94Y8087		
3	2U chassis	90Y7862		
	Rail kit	90Y4959		
	Rack rail kit	90Y5124		
	Chassis 2U kit	90Y4877		
	H2O thermal pad			90Y8033
	Line cord, 12A	90Y8873		
	Line cord, jumper	90Y4940		
	Label kit	00W1623		
	Tray assembly, FCB system board (P6)	00Y8676		

To order a consumable part, 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.

1. Go to <http://www.ibm.com>.
2. From the **Products** menu, select **Upgrades, accessories & parts**.
3. Click **Obtain maintenance parts**; then, follow the instructions to order the part from the retail store.

If you need help with your order, call the toll-free number that is listed on the retail parts page, or contact your local IBM representative for assistance.

## Structural parts

Structural parts are not covered by the IBM Statement of Limited Warranty. The following structural parts are available for purchase from the retail store.

Table 11. Structural parts, Type 7918

Index	Description	Part number
1	System-board tray cover	90Y4880
	2.5-inch drive filler panel	90Y4928

To order a structural part, 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.

1. Go to <http://www.ibm.com>.
2. From the **Products** menu, select **Upgrades, accessories & parts**.
3. Click **Obtain maintenance parts**; then, follow the instructions to order the part from the retail store.

If you need help with your order, call the toll-free number that is listed on the retail parts page, or contact your local IBM representative for assistance.

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## Power cords

For your safety, IBM provides a power cord with a grounded attachment plug to use with this IBM product. To avoid electrical shock, always use the power cord and plug with a properly grounded outlet.

IBM power cords used in the United States and Canada are listed by Underwriter's Laboratories (UL) and certified by the Canadian Standards Association (CSA).

For units intended to be operated at 115 volts: Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a parallel blade, grounding-type attachment plug rated 15 amperes, 125 volts.

For units intended to be operated at 230 volts (U.S.): Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a tandem blade, grounding-type attachment plug rated 15 amperes, 250 volts.

For units intended to be operated at 230 volts (outside the U.S.): Use a cord set with a grounding-type attachment plug. The cord set should have the appropriate safety approvals for the country in which the equipment will be installed.

IBM power cords for a specific country or region are usually available only in that country or region.

IBM power cord part number	Used in these countries and regions
39M5206	China
39M5102	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea

IBM power cord part number	Used in these countries and regions
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
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)

<b>IBM power cord part number</b>	<b>Used in these countries and regions</b>
39M5199	Japan
39M5068	Argentina, Paraguay, Uruguay
39M5226	India
39M5233	Brazil



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## Chapter 5. Removing and replacing server components

The types of replaceable components are:

- **Consumables:** Purchase and replacement of consumables (components, such as batteries and printer cartridges, that have depleting life) is your responsibility. If IBM acquires or installs a consumable component at your request, you will be charged for the service.
- **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.
- **Field replaceable unit (FRU):** FRUs must be installed only by Trained service technicians.

See Chapter 4, “Parts listing, System x iDataPlex dx360 M4 Types 7918 and 7919,” on page 155 to determine whether a component is a structural part, Tier 1 CRU, Tier 2 CRU, or FRU.

For information about the terms of the warranty, see the *Warranty Information* document that comes with the server.

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### Installation guidelines

**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 remove or replace a component, read the following information:

- Read the safety information that begins on page vii and the guidelines in “Working inside the server with the power on” on page 165 and “Handling static-sensitive devices” on page 165. 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 (or MAX5, if one is connected to 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://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp>.

- When plugging or reconnecting any water connection inspect the connection after installation to make sure it's fully seated and that no leaks are present.
- Before you install optional 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 Chapter 1, "Start here," on page 1 and Chapter 3, "Diagnostics," on page 17 for diagnostic information.
- Observe good housekeeping in the area where you are working. Place removed covers and other parts in a safe place.
- If you must start the server while the cover is removed, make sure that no one is near the server and that no other objects have been left inside the server.
- Do not attempt to lift an object that you think is too heavy for you. If you have to lift a heavy object, observe the following precautions:
  - Make sure that you stand safely without slipping.
  - Distribute the weight of the object equally between your feet.
  - Use a slow lifting force. Never move suddenly or twist when you lift a heavy object.
  - To avoid straining the muscles in your back, lift by standing or by pushing up with your leg muscles
- Make sure that you have an adequate number of properly grounded electrical outlets for the server, monitor, and other devices.
- Back up all important data before you make changes to disk drives.
- Have a small flat-blade screwdriver, a small Phillips screwdriver, and a T8 torx screwdriver available.
- You do not have to turn off the server to install or replace hot-swap power supplies, hot-swap drives, 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 before you perform any steps that involve removing or installing riser cards.
- 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

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

- Each of the drive bays has a drive or a filler panel 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 in.) of open space around the front and rear of the server. Do not place objects in front of the water loop. 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.
- Microprocessor socket 2 always contains either a socket cover or a microprocessor and heat sink.

## Working inside the server with the power on

**Attention:** Static electricity that is released to internal server components when the server is powered-on might cause the server to halt, which 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. Follow these guidelines when you work inside a server that is turned on:

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

## Handling static-sensitive devices

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

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

- Limit your movement. Movement can cause static electricity to build up around you.
- The use of a grounding system is recommended. For example, wear an electrostatic-discharge wrist strap, if one is available. Always use an electrostatic-discharge wrist strap or other grounding system when working inside the server with the power on.
- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed circuitry.
- Do not leave the device where others can handle and damage it.
- While the device is still in its static-protective package, touch it to an unpainted metal part on the outside of the server for at least 2 seconds. This drains static electricity from the package and from your body.

- Remove the device from its package and install it directly into the server without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the server cover or on a metal surface.
- Take additional care when handling devices during cold weather. Heating reduces indoor humidity and increases static electricity.

## Returning a device or component

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

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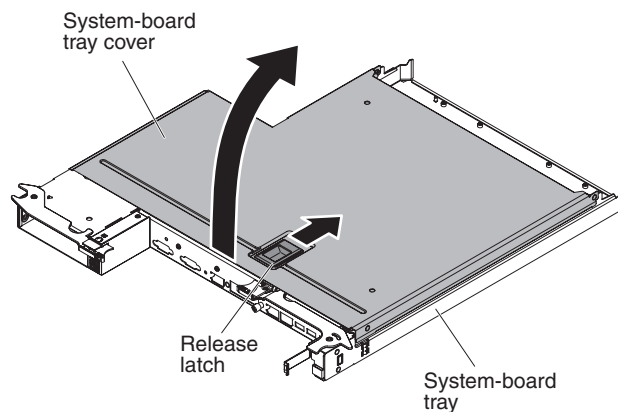
## Removing and replacing structural parts

Replacement of structural parts is your responsibility. If IBM installs a structural part at your request, you will be charged for the installation.

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

## Removing the system-board tray cover

To remove the server cover, complete the following steps:

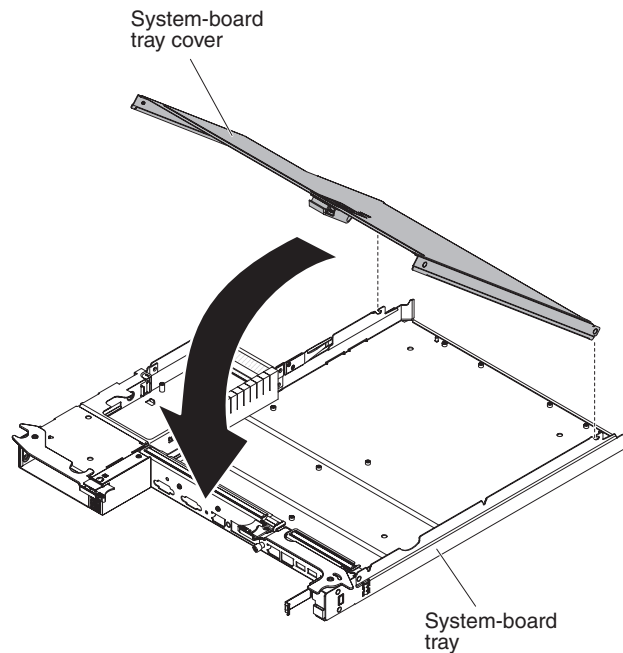


1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 167 for more information).
3. Carefully set the system-board tray on a flat, static-protective surface, with the cover side up.
4. Pull up firmly on the blue latch on the top of the system-board tray; then, lift the cover open.
5. If you are instructed to return the system-board tray cover, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing the system-board tray cover

To install the system-board tray cover, complete the following steps:

**Attention:** You cannot insert the system-board tray into a chassis until the cover is installed and closed. Do not attempt to override this protection.



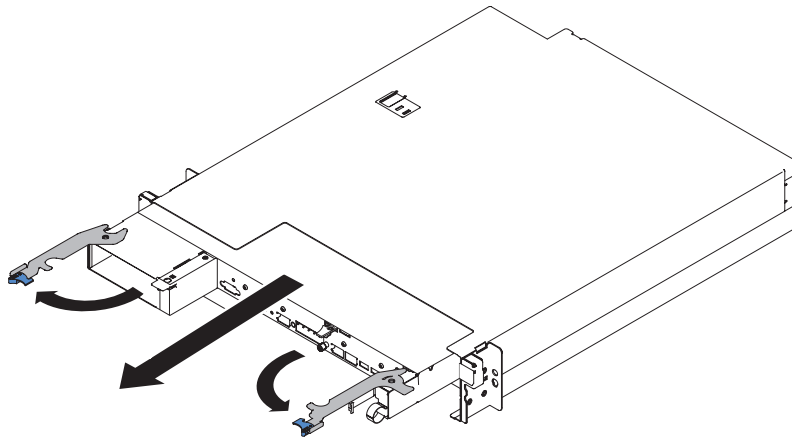
1. Lower the cover so that the pins at the rear of the cover slide down into the slots at the rear of the system-board tray. Before you close the cover, make sure that all components are installed and seated correctly, all internal cables are correctly routed, and you have not left loose tools or parts inside the system-board tray.
2. Pivot the cover to the closed position until it clicks into place.
3. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 168).

## Removing the system-board tray from a 2U chassis

To remove the system-board tray from a 2U chassis, complete the following steps.

### Attention:

- When plugging or reconnecting any water connection inspect the connection after installation to make sure it's fully seated and that no leaks are present.
- When two system-board trays are installed in the chassis, do not operate the upper system-board tray with the lower system-board tray removed or powered off, except for servicing. When the lower system-board tray is removed or powered-off, chassis-level systems-management information is not available. For example, chassis temperatures might be returned as zero values. In this situation, the chassis continues to operate normally, because the power supply and water loop are designed to operate independently.

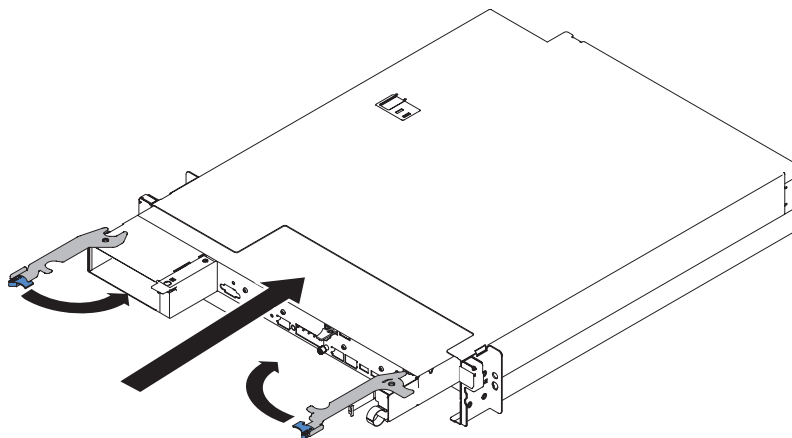


1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the system-board tray is operating, shut down the operating system; then, press the power-control button to turn off the system-board tray (see “Turning off the system-board tray” on page 10 for more information).
3. If external cables are connected to the front of the system-board tray, if one is attached, note where they are connected; then, remove them.
4. Press in on the two blue latches; open the two release levers outward. Then pull the system-board tray out of the 2U chassis, and set it on a flat, static-protective surface.

## Installing the system-board tray in a 2U chassis

To install the system-board tray in a 2U chassis, complete the following steps.

**Attention:** When plugging or reconnecting any water connection inspect the connection after installation to make sure it's fully seated and that no leaks are present.



1. Slide the system-board tray into the chassis until it stops and the release latches click into place.
2. Close the two release levers inward until the blue latches lock in place.
3. Reconnect the cables to the front of the system-board tray.
4. Turn on the system-board tray (see “Turning on the system-board tray” on page 10).

5. Make sure that the power-on LED on the system-board tray operator panel is lit continuously, indicating that the system-board tray is receiving power and is turned on.

If you are installing a different system-board tray from the one that you removed, you might have to configure the system-board tray using the Setup utility. See “Using the Setup utility” on page 224 for more information.

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## Removing and replacing consumable parts and Tier 1 CRUs

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

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

## Removing the battery

The following notes describe information that you must consider when replacing the battery:

- 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:*

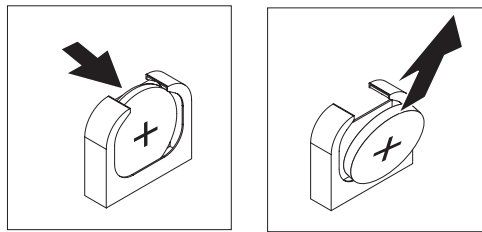
- Throw or immerse into water
- Heat to more than 100°C (212°F)
- Repair or disassemble

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

To remove the battery, complete the following steps.

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 167 for more information).
3. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 166).
4. Locate the battery on the system board (see “System-board connectors” on page 12).
5. Remove 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.

**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.
6. Dispose of the battery as required by local ordinances or regulations. See the *IBM Environmental Notices and User's Guide* on the *IBM System x Documentation CD* for more information.

## Installing the battery

The following notes describe information that you must consider when you are replacing the battery in the system-board tray.

- When replacing the system-board battery, you must replace it with a lithium battery of the same type from the same manufacturer.

- To order replacement batteries, call 1-800-426-7378 within the United States, and 1-800-465-7999 or 1-800-465-6666 within Canada. Outside the U.S. and Canada, call your IBM marketing representative or authorized reseller.
- After you replace the system-board battery, you must reconfigure the server and reset the system date and time.
- To avoid possible danger, read and follow the following safety statement.

**Statement 2:**



**CAUTION:**

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

*Do not:*

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

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

To install the battery, complete the following steps.

1. Follow any special handling and installation instructions that come with the battery.
2. Insert the new battery:
  - a. Tilt the battery so that you can insert it into the socket on the side opposite the battery clip.



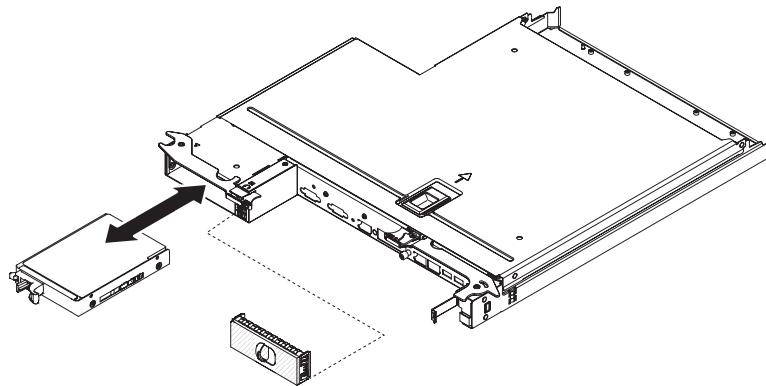
- b. Press the battery down into the socket until it clicks into place. Make sure that the battery clip holds the battery securely.
  - c. If you removed a rubber cover from the battery holder, use your fingers to install the battery cover on top of the battery connector.
3. Install the system-board tray cover (see “Installing the system-board tray cover” on page 166).
  4. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 168).
  5. Turn on the system-board tray and run the Setup utility. Set configuration parameters as needed (see “Using the Setup utility” on page 224 for information).

## Removing a simple-swap hard disk drive

You must turn off the server before removing simple-swap drives from the server. To remove a simple-swap SATA hard disk drive, complete the following steps.

### 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.
1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
  2. If the system-board tray is operating, shut down the operating system; then, press the power-control button to turn off the system-board tray (see “Turning off the system-board tray” on page 10 for more information).
  3. Remove the filler panel from the drive bay by pulling straight out on the blue touch point.
  4. Slide the blue release latch to the right with one finger (to release the drive) while using another finger to grasp the black drive handle and pull the hard disk drive out of the drive bay.



5. Reinstall the drive bay filler panel that you removed earlier.
6. If you are instructed to return the drive assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing a simple-swap hard disk drive

You must turn off the server before installing simple-swap drives in the server. Before you install a simple-swap 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/>.

- 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.



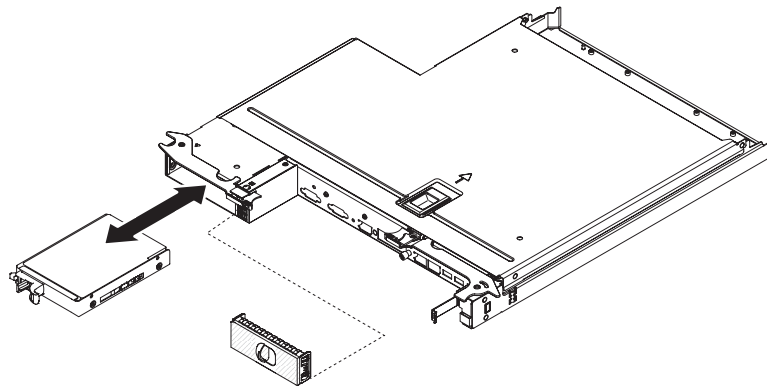
- Do not install hot-swap drives into a simple-swap server model, it is not supported.
- The simple-swap server models are available only in non-RAID configurations.
- For a complete list of supported optional devices for the server, see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/>.

To install a 3.5-inch simple-swap SATA hard disk drive, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. Turn off the server and peripheral devices and disconnect the power cords and all external cables.
3. Remove the filler panel from the empty drive bay by pulling straight out on the blue touch point.
4. Touch the static-protective package that contains the hard disk drive to any *unpainted* metal surface on the outside of the chassis or rack; then, remove the hard disk drive from the package.

**Attention:** Do not press on the top of the drive. Pressing the top might damage the drive.

5. 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.



- b. Gently push the drive into the bay until the drive stops.
6. Reinstall the drive bay filler panel that you removed earlier.
  7. If you are installing additional simple-swap hard disk drives, do so now.
  8. Turn on the system-board tray (see “Turning on the system-board tray” on page 10).

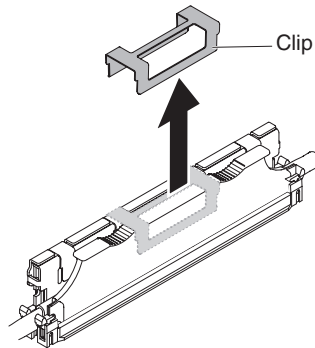
## Removing a memory module

To remove a dual inline memory module (DIMM), complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 167 for more information).
3. Turn off the server and peripheral devices and disconnect all power cords.
4. Remove the cover (see “Removing the system-board tray cover” on page 166).
5. Disconnect any cables that impede access to the water loop.
6. Locate the DIMM connectors (see “System-board connectors” on page 12).

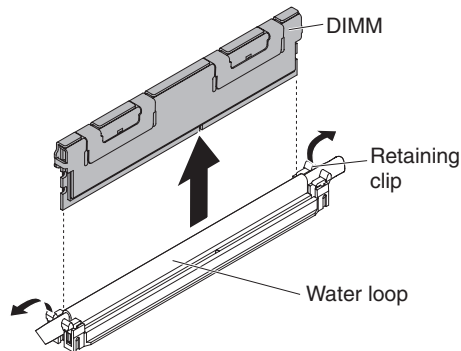
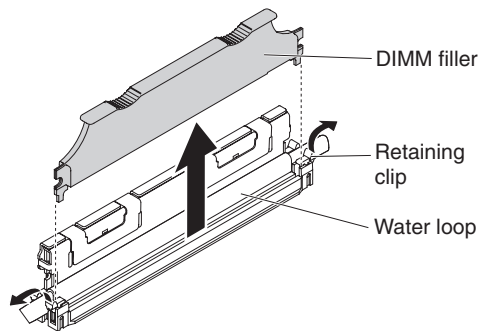
**Attention:** To avoid breaking the retaining clips or damaging the DIMM connectors, handle the clips gently.

7. Remove the DIMM clip.



8. Press the DIMM retaining clips to the open position.
9. Carefully lift the DIMM filler and DIMM respectively out of the DIMM connector.

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



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

## Installing a memory module

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

- 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.
- The server supports only industry-standard double-data-rate 3 (DDR3), 800, 1066, or 1333 MHz, PC3-6400, PC3-8500, or PC3-10600 registered or

unbuffered, synchronous dynamic random-access memory (SDRAM) dual inline memory modules (DIMMs) with error correcting code (ECC). See <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/> for a list of supported memory modules for the server.

- The specifications of a DDR3 DIMM are on a label on the DIMM, in the following format.

*ggggg eRxff PC3v-wwwwwm-aa-bb-ccd*

where:

*ggggg* is the total capacity of the DIMM (for example, 256MB, 512MB, 1GB, 2GB, or 4GB)

*eR* is the number of ranks

1R = single-rank

2R = dual-rank

4R = quad-rank

*xff* is the device organization (bit width)

x4 = x4 organization (4 DQ lines per SDRAM)

x8 = x8 organization

x16 = x16 organization

*v* is the SDRAM and support component supply voltage (VDD)

Blank = 1.5 V specified

L = 1.35 V specified, 1.5 V operable

**Note:** Values for these voltages are ‘specified’ which means the device characteristics such as timing are supported at this voltage. Values are ‘operable’ which means that the devices can be operated safely at this voltage. However, device characteristics such as timing may not be guaranteed. All devices must be ‘tolerant’ of the highest DDR3 nominal voltage of 1.5 V, meaning that they may not operate at 1.5 V but may be powered at that voltage without damage to the devices.

*wwwww* is the DIMM bandwidth, in MBps

6400 = 6.40 GBps (DDR3-800 SDRAMs, 8-byte primary data bus)

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)

14900 = 14.93 GBps (DDR3-1866 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 PC3v-xxxxxx-xx-xx-xxx*. The numeral in the sixth numerical position indicates whether the DIMM is single-rank (n=1), dual-rank (n=2), or quad-rank (n=4).

- The following rules apply to DDR3 DIMM speed as it relates to the number of DIMMs in a channel:
  - When you install 1 DIMM per channel, the memory runs at 1333 MHz
  - When you install 2 DIMMs per channel, the memory runs at 1066 MHz
  - When you install 3 DIMMs per channel, the memory runs at 800 MHz
  - All channels in a server run at the fastest common frequency
  - Do not install registered, unbuffered, and load reduction DIMMs in the same server
- The maximum memory speed is determined by the combination of the microprocessor, DIMM speed, and the number of DIMMs installed in each channel.
- The server supports a maximum of 8 dual-rank RDIMMs. The server does not support three quad-rank RDIMMs in the same channel.
- The following table shows an example of the maximum amount of memory that you can install using ranked DIMMs:

Table 12. Maximum memory installation

DIMM type	Maximum number of DIMMs	DIMM size	Total memory
Dual-rank	8	4 GB	32 GB
Dual-rank	8	8 GB	64 GB

- The RDIMM options that are available for the server is 4 GB or 8 GB. The server supports a minimum of 4 GB and a maximum of 64 GB of system memory using RDIMMs.

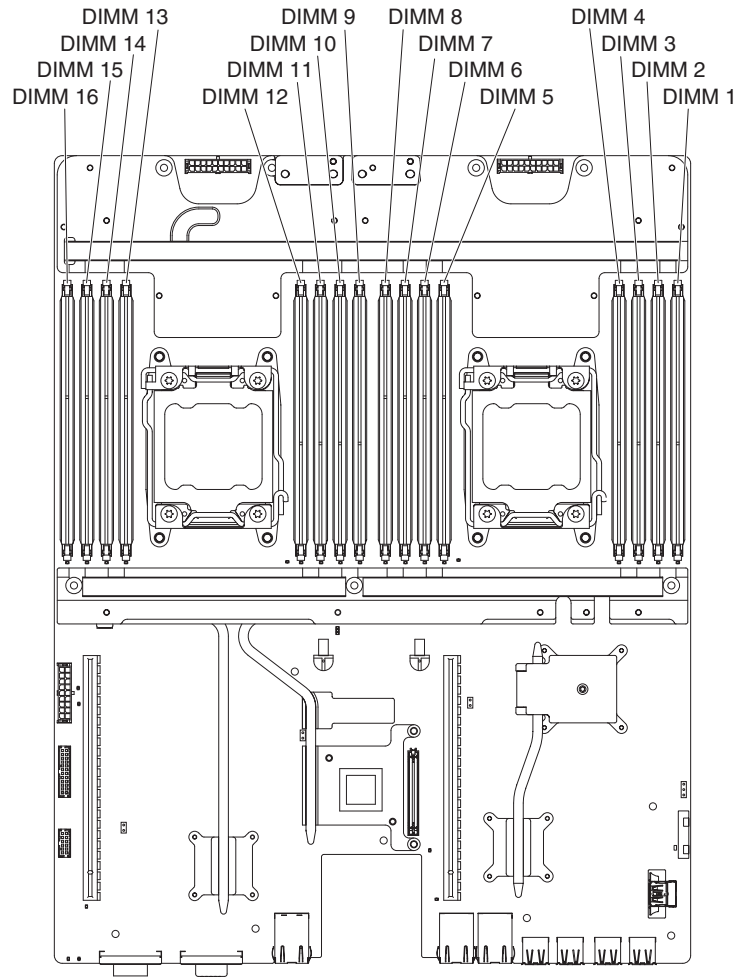
**Note:** The amount of usable memory is reduced depending on the system configuration. A certain amount of memory must be reserved for system resources. To view the total amount of installed memory and the amount of configured memory, run the Setup utility. For additional information, see “Configuring the server” on page 222.

- DIMMs in the server must be the same type to ensure that the server will operate correctly.
- When you install one quad-rank DIMM in a channel, install it in the DIMM connector furthest away from the microprocessor.

**Notes:**

1. You can install DIMMs for microprocessor 2 as soon as you install microprocessor 2; you do not have to wait until all of the DIMM slots for microprocessor 1 are filled.
2. DIMM slots 9-16 are reserved for microprocessor 2; thus, DIMM slots 9-16 are enabled when microprocessor 2 is installed.

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



### DIMM installation sequence

When you install DIMMs, install them in the order shown in the following table to optimize system performance. In non-mirroring mode, all three channels on the memory interface for each microprocessor can be populated in any order and have no matching requirements.

Table 13. Non-mirroring (normal) mode DIMM installation sequence

Microprocessors installed	DIMM connector
1	1, 3, 8, then 6
2	1, 9, 3, 11, 8, 16, 6, then 14

### Installing a DIMM

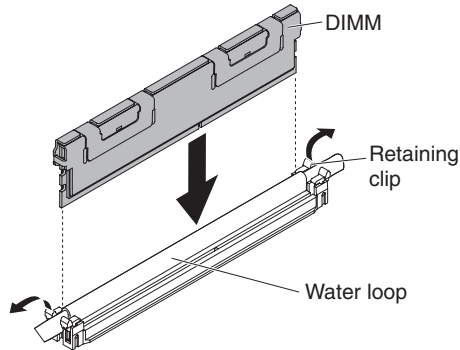
To install a DIMM, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
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 system-board tray cover” on page 166).
4. Touch the static-protective package that contains the DIMM to any *unpainted* metal surface on the outside of the system-board tray; then, remove the DIMM from the package.

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

5. Remove the dimm filler and the dimm clip.
6. Open the retaining clip on each end of the DIMM connector. Make sure that both of the retaining clips are in the fully open position.

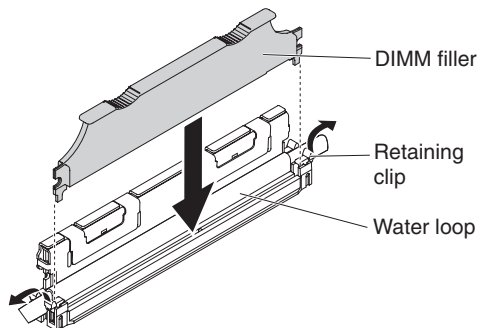
**Attention:** To avoid breaking the retaining clips or damaging the DIMM connectors, open and close the clips gently.



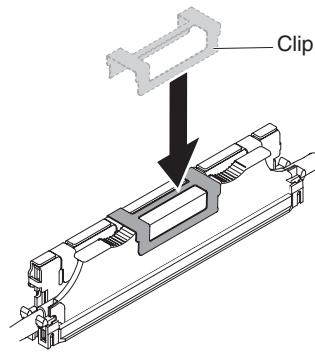
7. Orient the DIMM so that the DIMM keys align correctly with the connector on the system board.
8. Insert the DIMM into the connector by aligning the edges of the DIMM with the slots at the ends of the DIMM connector.
9. Firmly press the DIMM straight down into the connector by applying pressure on 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.

10. Repeat steps **7** to **9** for the DIMM filler.



11. Install the DIMM clip.

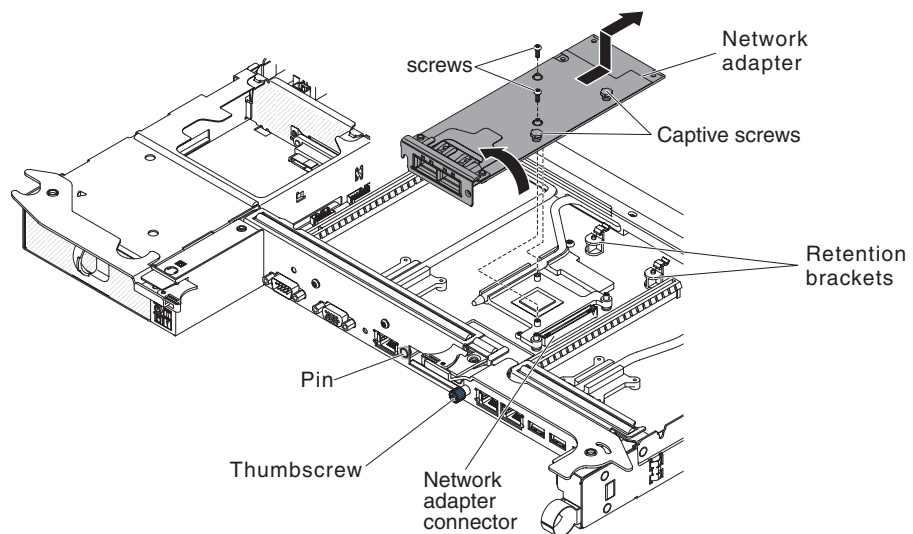


12. Reconnect the power cords and any cables that you removed.
13. Replace the cover (see “Installing the system-board tray cover” on page 166).
14. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 168).
15. Turn on the system-board tray (see “Turning on the system-board tray” on page 10).

## Removing the dual-port network adapter

To remove the network adapter, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. Turn off the server and peripheral devices and disconnect all power cords; then, remove the cover (see “Removing the system-board tray cover” on page 166).
3. Loosen the screws and the captive screws on the network adapter from the screw holes.



4. Loosen the thumbscrew on the front of the chassis.
5. Push the two retention brackets inward.
6. Grasp the network adapter and disengage it from the pin, retention brackets, and the connector on the planar; then, tilt and slide the adapter out of the port openings on the front of the chassis and remove it from the system-board tray.
7. If you are instructed to return the adapter, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing the dual-port network adapter

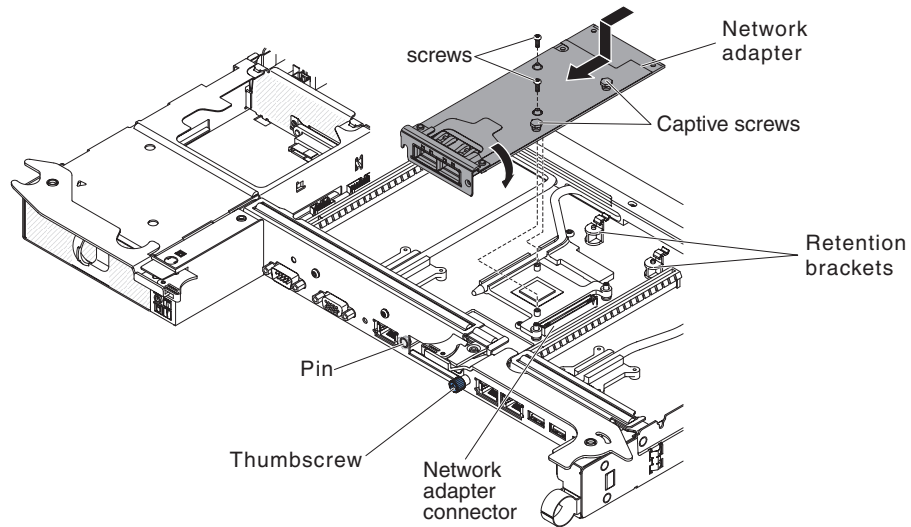
To configure network adapters, select **System Settings** → **Adapters and UEFI Drivers**. For more information, see “Using the Setup utility” on page 224.

Go to “Network connection problems” on page 99 to resolve the problem.

**Note:** One of the two Infinite Band Mezzanine adapter ports is used to connect to an Infinite Band core switch. The other port on the adapter is unused.

To install the network adapter, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. Turn off the server and peripheral devices and disconnect the power cords.
3. Remove the cover (see “Removing the system-board tray cover” on page 166).
4. Touch the static-protective package that contains the new adapter to any unpainted metal surface on the system-board tray. Then, remove the adapter from the package.
5. Align the adapter so that the port connectors on the adapter line up with the pin and thumbscrew on the chassis; then, tilt and slide the adapter so the port connectors on the adapter and the network adapter connector on the planar are aligned.



6. Press the adapter firmly until the pin, and retention brackets engage the adapter. Make sure the adapter is securely seated on the connector on the planar.  
**Attention:** Make sure the port connectors on the adapter are aligned properly with the chassis on the rear of the server. An incorrectly seated adapter might cause damage to the system board or the adapter.
7. Fasten the screws and the captive screws on the network adapter.
8. Fasten the thumbscrew on the rear of the chassis.
9. Replace the cover (see “Installing the system-board tray cover” on page 166).
10. Slide the server into the rack.
11. Reconnect the power cords and any cables that you removed.
12. Turn on the system-board tray (see “Turning on the system-board tray” on page 10).



## Removing a power supply from a 2U chassis

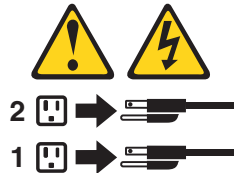
When you remove or install a hot-swap power supply, observe the following precautions.

### 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:



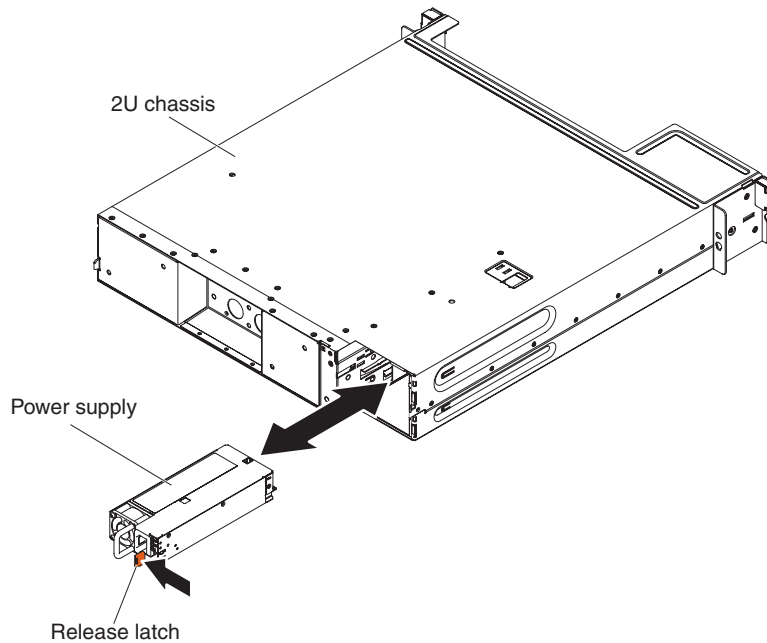
### CAUTION:

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.

To remove the power supply from a 2U chassis, complete the following steps.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the chassis that contains the power supply is installed in an iDataPlex rack, remove it (see “Removing the 2U chassis from a Type 7197 iDataPlex rack” on page 187).
3. Press the power-supply release latch and pull the power supply out from the back of the chassis.
4. Carefully pull the power supply out through the front of the chassis.
5. If you are instructed to return the power supply, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing a power supply from a 2U chassis

### Notes:

1. If you are installing a 900 watt redundant power supply unit, make sure the input power is phase-to-phase, or, phase-to-neutral, 200 volt to 240 volt nominal, AC, 47-63 Hz.
2. Both plugs of 900 watt redundant power supply should be plugged in to PDU or outlet together.
3. If the slide rails in your rack installation kit comes with shipping thumbscrews, remove them before you begin the following installation procedure.

### 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**



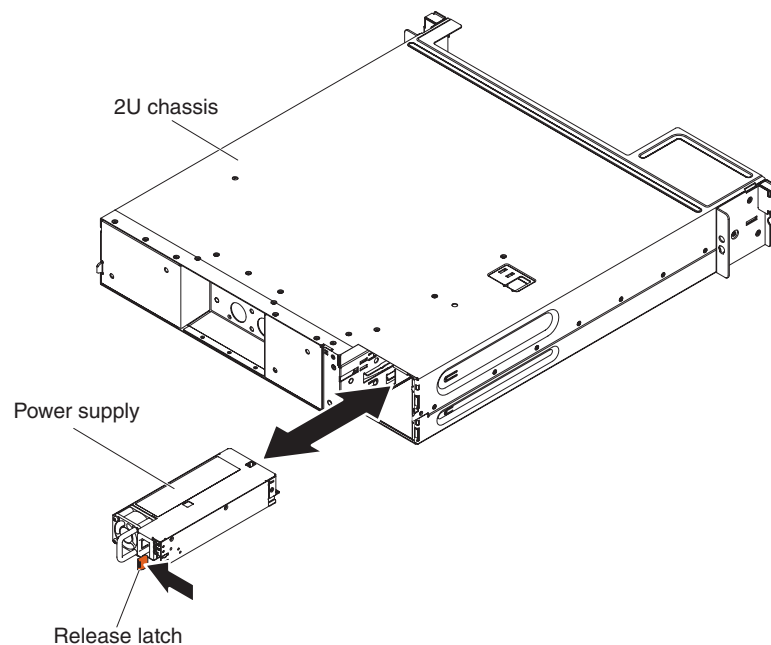
**CAUTION:**

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.

To install the power supply in a 2U chassis, complete the following steps.



1. Read the safety information that begins vii and “Installation guidelines” on page 163.
2. Touch the static-protective package that contains the power supply to any *unpainted* metal surface on the outside of the chassis; then, remove the power supply from the package.
3. Insert the power supply into the back of the chassis.
4. Carefully guide the power supply into the guides at the right-rear corner of the chassis until the release latch clicks into place.
5. Install the chassis in the iDataPlex rack (see “Installing the 2U chassis in a Type 7197 iDataPlex rack” on page 189).

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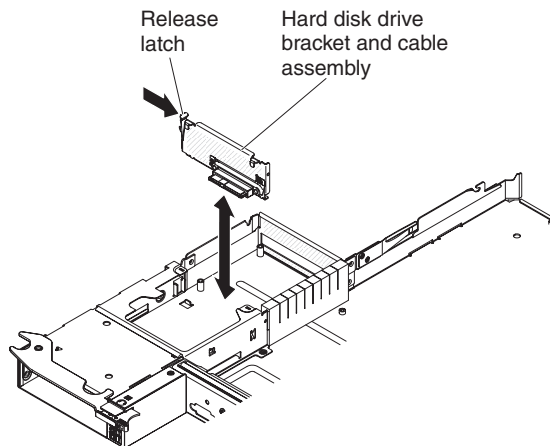
## Removing and replacing Tier 2 CRUs

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

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

## Removing the simple-swap SATA hard disk drive bracket and cable assembly

To remove the simple-swap SATA hard disk drive bracket and cable assembly, complete the following steps:

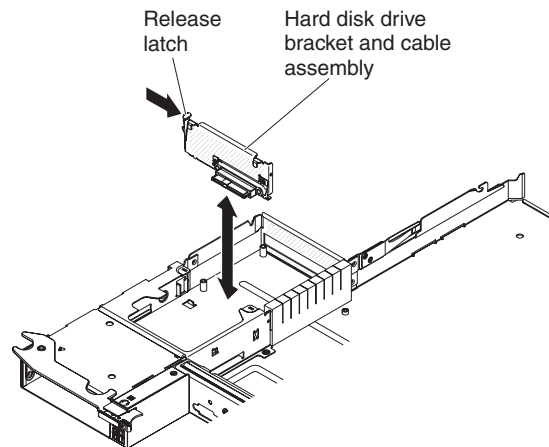


1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. Turn off the server and peripheral devices and disconnect all power cords.
3. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 167 for more information).
4. If you are removing the hard disk drive bracket and cable assembly from a system-board tray, complete the following steps:
  - a. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 166).
  - b. If a 3.5-inch hard disk drive is installed in the system-board tray, remove it (see “Removing a simple-swap hard disk drive” on page 172).
  - c. Make a note of where the hard disk drive bracket and cable assembly cables are attached; then, disconnect them.

- d. Press inward on the hard disk drive bracket and cable assembly release latch; then, lift the assembly off the mounting tabs and out of the system-board tray.
5. If you are instructed to return the hard disk drive bracket and cable assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing the simple-swap SATA hard disk drive bracket and cable assembly

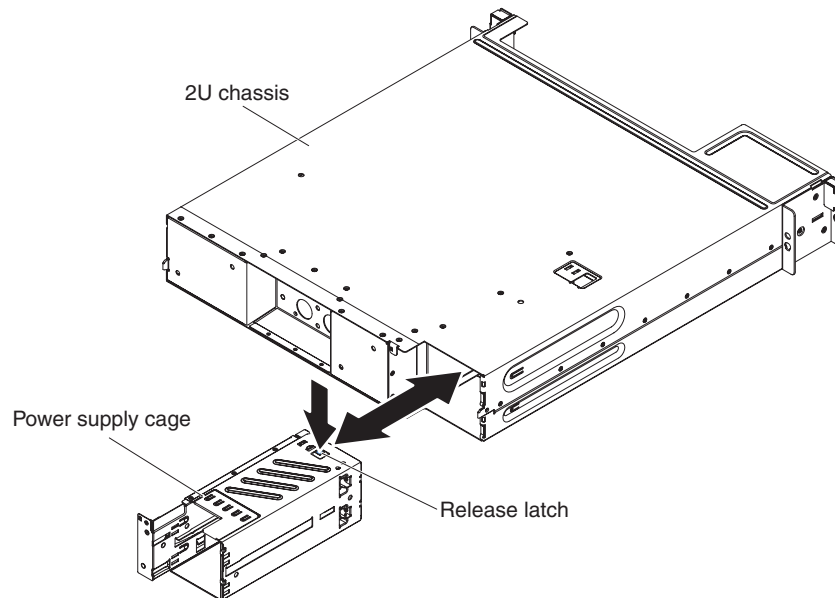
To install the replacement simple-swap SATA hard disk drive bracket and cable assembly, complete the following steps:



1. Touch the static-protective package that contains the hard disk drive bracket and cable assembly to any *unpainted* metal surface on the outside of the system-board tray; then, remove the hard disk drive bracket and cable assembly from the package.
2. Place the hard disk drive bracket and cable assembly on the mounting tabs inside the system-board tray; then, press down on the hard disk drive bracket and cable assembly until the release latch clicks into place.
3. Reconnect the hard disk drive bracket and cable assembly cables.
4. Install the hard disk drive, if you removed one from the system-board tray (see “Installing a simple-swap hard disk drive” on page 172).
5. If you are installing the hard disk drive bracket and cable assembly in a system-board tray, complete the following steps:
  - a. Install the system-board tray cover (see “Installing the system-board tray cover” on page 166).
  - b. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 168).
6. If you are instructed to return the hard disk drive bracket and cable assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Removing a power supply cage from a 2U chassis

To remove the power supply cage from a 2U chassis, complete the following steps.



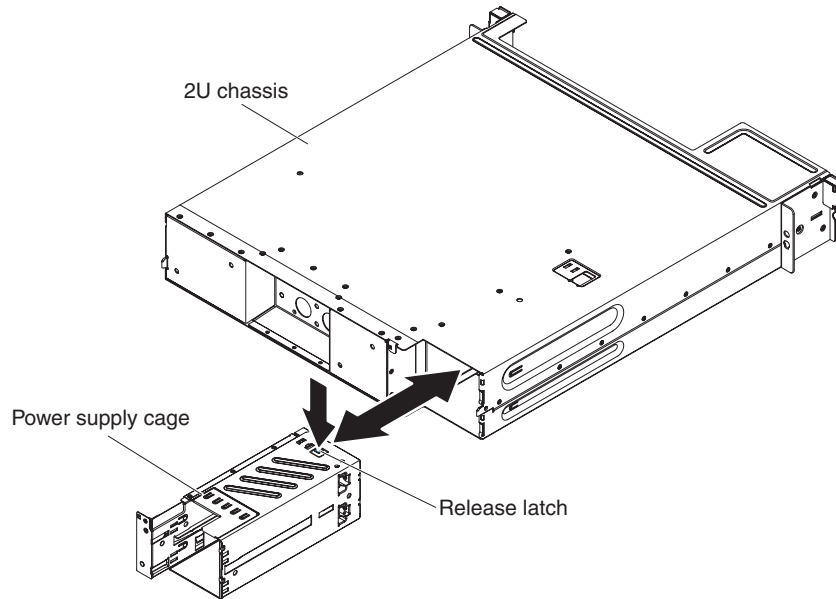
**Attention:** When plugging or reconnecting any water connection inspect the connection after installation to make sure it's fully seated and that no leaks are present.

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the chassis that contains the power supply is installed in an iDataPlex rack, remove it (see “Removing the 2U chassis from a Type 7197 iDataPlex rack” on page 187).
3. Press the power-supply cage release latch and push the power supply cage toward the back of the chassis.
4. Carefully pull the power supply cage out through the back of the chassis.
5. If you are instructed to return the power supply, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing a power supply cage in a 2U chassis

**Note:** If the slide rails in your rack installation kit comes with shipping thumbscrews, remove them before you begin the following installation procedure.

To install the power supply cage in a 2U chassis, complete the following steps.



**Attention:** When plugging or reconnecting any water connection inspect the connection after installation to make sure it's fully seated and that no leaks are present.

1. Insert the power supply cage into the back of the chassis.
2. Carefully guide the power supply cage into the guides at the right-rear corner of the chassis until the release latch clicks into place.
3. Install the chassis in the iDataPlex rack (see "Installing the 2U chassis in a Type 7197 iDataPlex rack" on page 189).

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## Removing and replacing FRUs

FRUs must be replaced or installed only by trained service technicians.

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

### Removing the 2U chassis from a Type 7197 iDataPlex rack

To remove the 2U chassis from a Type 7197 iDataPlex rack, complete the following steps.

**Statement 14:**



**CAUTION:**

This lubricant might cause irritation to the skin and eyes. Avoid direct contact with the lubricant.

(C034)

**CAUTION:**

Goggles are needed for the procedure.

**Vorsicht: Bei dieser Prozedur eine Schutzbrille tragen.**

**(L011)**



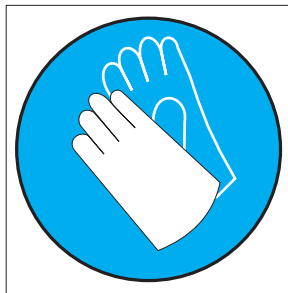
**CAUTION:**

**Chemical resistant gloves are needed for this procedure.**

**Vorsicht: Bei dieser Aktion müssen chemische Schutzhandschuhe getragen werden.**

**(L014)**

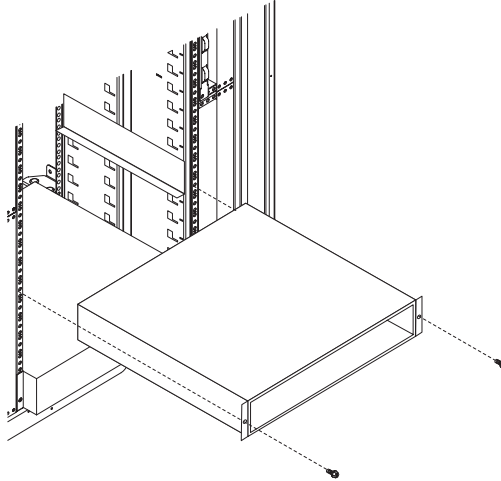
**(L014)**



**Attention:** Ensure proper handling procedures are followed when working with any chemically treated water used in the compute rack cooling system. Ensure that material safety data sheets (MSDS) and safety information is provided by the water chemical treatment supplier and that proper personal protective equipment (PPE) is available as recommended by the water chemical treatment supplier. Protective gloves and eyewear may be recommended as a precaution.

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the chassis contains a system-board tray that is operating, shut down the operating system; then, press the power-control button and disconnect the power cords to turn off the system-board tray (see “Turning off the system-board tray” on page 10 for more information).
3. Remove any installed system-board trays (see “Removing the system-board tray from a 2U chassis” on page 167).

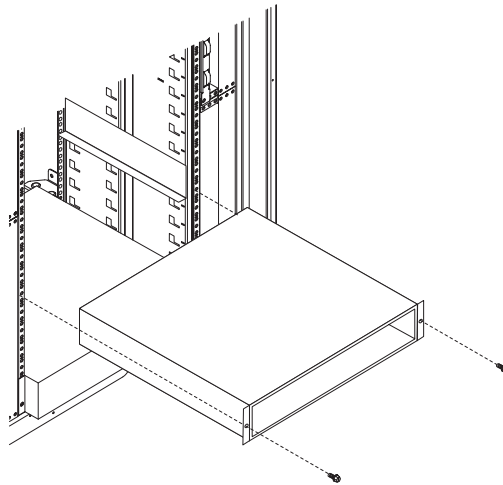




4. Remove the two screws that secure the chassis to the rack; then, pull the chassis forward, lift the chassis out of the iDataPlex rack, and set it on a flat, static-protective surface.
5. If you are replacing a damaged chassis, remove the power supply from the chassis, and place it on a static-protective surface or install them in the new chassis (see “Removing a power supply from a 2U chassis” on page 181).
6. If you are instructed to return the 2U chassis, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing the 2U chassis in a Type 7197 iDataPlex rack

To install the 2U chassis in a Type 7197 iDataPlex rack, complete the following steps.



### Statement 14:



### CAUTION:

This lubricant might cause irritation to the skin and eyes. Avoid direct contact with the lubricant.

(C034)

**CAUTION:**  
Goggles are needed for the procedure.

**Vorsicht:** Bei dieser Prozedur eine Schutzbrille tragen.

(L011)

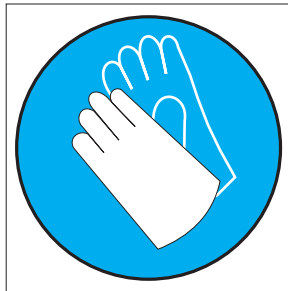


**CAUTION:**  
Chemical resistant gloves are needed for this procedure.

**Vorsicht:** Bei dieser Aktion müssen chemische Schutzhandschuhe getragen werden.

(L014)

(L014)

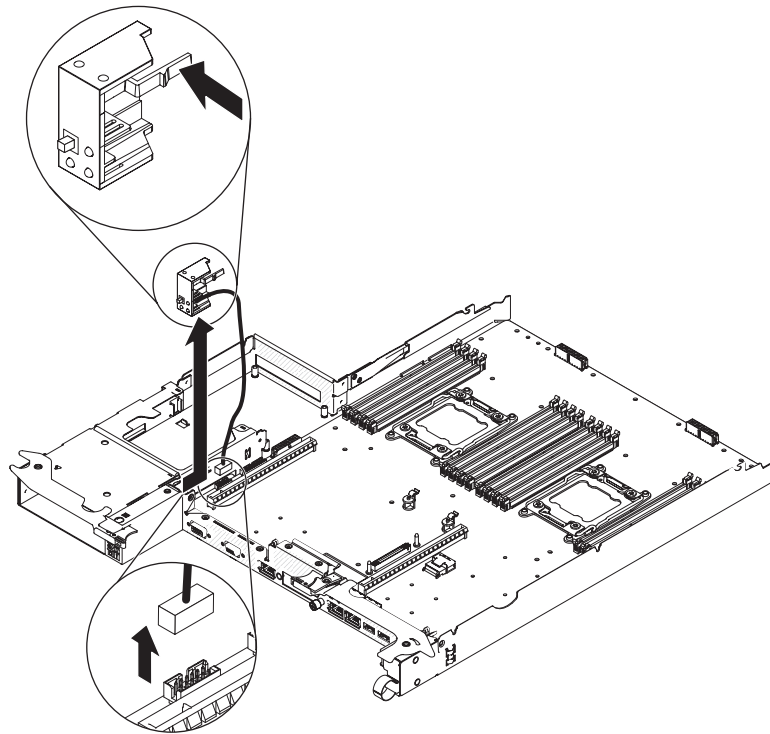


**Attention:** Ensure proper handling procedures are followed when working with any chemically treated water used in the compute rack cooling system. Ensure that material safety data sheets (MSDS) and safety information is provided by the water chemical treatment supplier and that proper personal protective equipment (PPE) is available as recommended by the water chemical treatment supplier. Protective gloves and eyewear may be recommended as a precaution.

1. If you are installing a new chassis, install the power supply that you removed from the old chassis (see “Installing a power supply from a 2U chassis” on page 182 and “Installing a power supply cage in a 2U chassis” on page 186).
2. Install the chassis on the rails; then, install the two screws to secure the chassis to the rack.
3. Install any system-board trays that you removed when you removed the chassis (see “Installing the system-board tray in a 2U chassis” on page 168).

## Removing a front-panel assembly

To remove the front-panel assembly, complete the following steps.



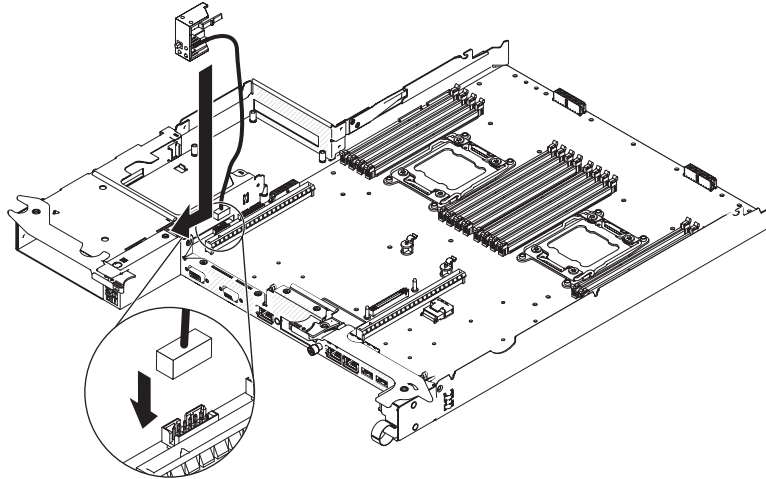
1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 167).
3. Note the cable routing and where each cable is connected and disconnect the cables that are near the front-panel assembly to improve accessibility.
4. Press the release tab and slide the front-panel assembly away from the front of the system-board tray.

**Note:** There is a snap on both the top and the bottom of the node that is also required to be depressed for removal.

5. Note the cable routing and disconnect the front-panel signal cable from the system board.
6. If you are instructed to return the front-panel assembly, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing a front-panel assembly

To install a front-panel assembly, complete the following steps.



1. Press the front-panel assembly into the front of the system-board tray and make sure that it is secure.
2. Connect the front-panel signal cable to the system board.
3. Connect the other cables to the system-board tray.

**Note:** Make sure that all cables are properly routed and that the cables do not protrude from inside the system-board tray.

4. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 168).

## Removing a microprocessor and water loop

**Statement 14:**



**CAUTION:**

This lubricant might cause irritation to the skin and eyes. Avoid direct contact with the lubricant.

(C034)

**CAUTION:**

Goggles are needed for the procedure.

**Vorsicht:** Bei dieser Prozedur eine Schutzbrille tragen.

(L011)

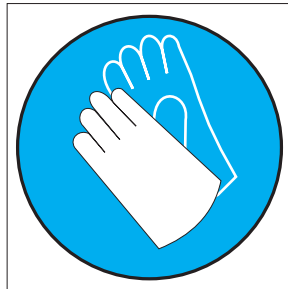


**CAUTION:**

**Chemical resistant gloves are needed for this procedure.**

**Vorsicht: Bei dieser Aktion müssen chemische Schutzhandschuhe getragen werden.  
(L014)**

**(L014)**



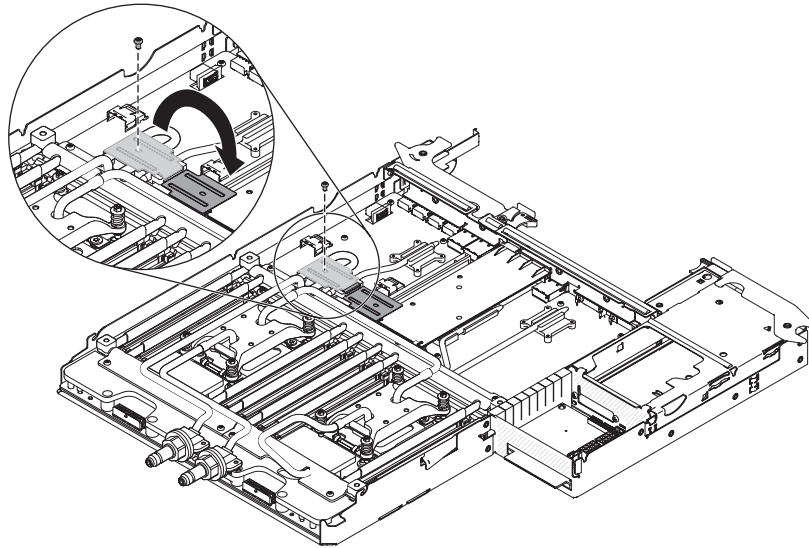
**Attention:**

- Ensure proper handling procedures are followed when working with any chemically treated water used in the compute rack cooling system. Ensure that material safety data sheets (MSDS) and safety information is provided by the water chemical treatment supplier and that proper personal protective equipment (PPE) is available as recommended by the water chemical treatment supplier. Protective gloves and eyewear may be recommended as a precaution.
- Microprocessors are to be removed only by trained service technicians.
- 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.
- If you are not replacing a defective microprocessor, the microprocessor will remain effective if you carefully handle the microprocessor when you remove or install these components.

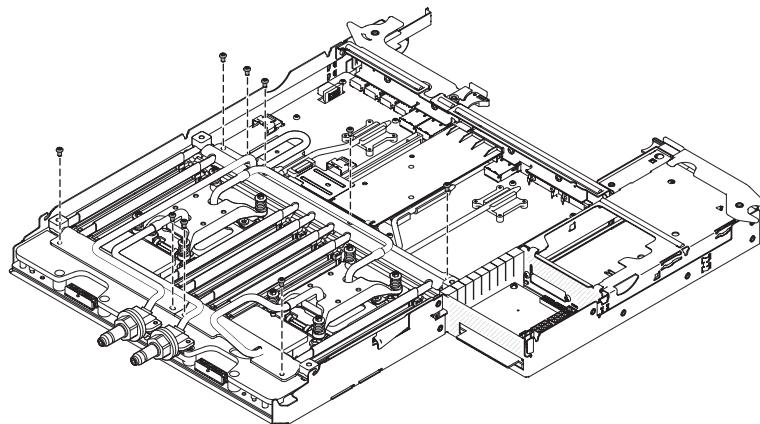
To remove a microprocessor and water loop, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 167).
3. Turn off the server and peripheral devices and disconnect all power cords.
4. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 166).
5. Remove the water loop.

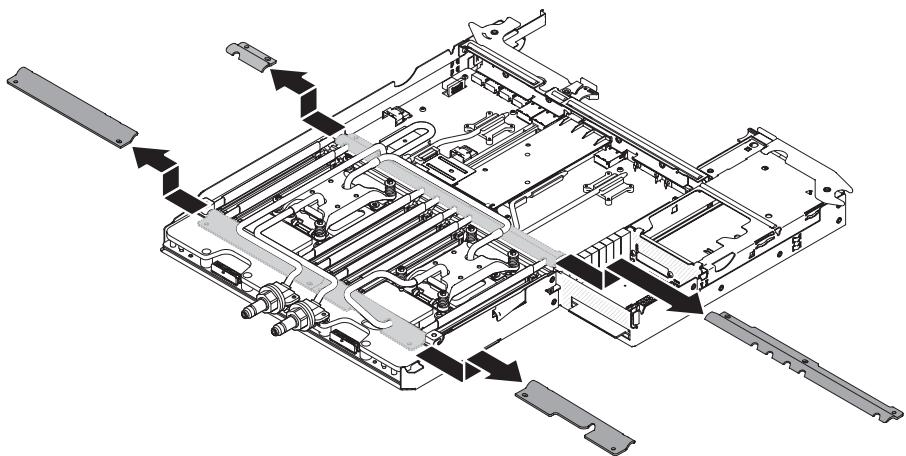
- a. Remove the T10 screw on the top of the flip cover and open it.



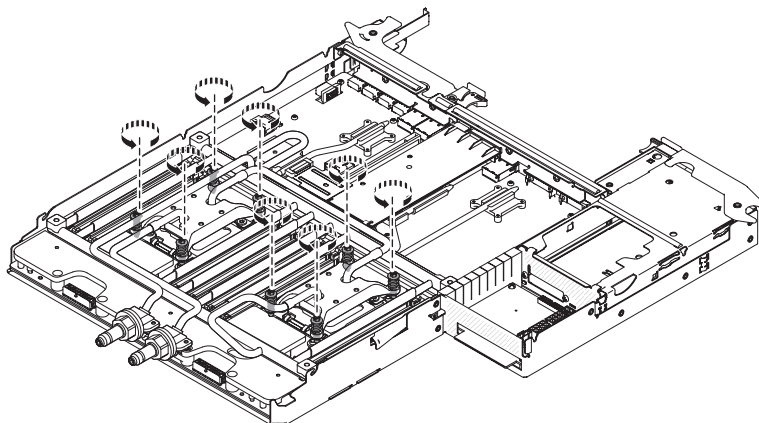
- b. Remove the 9 T10 screws (4 from the outer brackets and 5 from the middle ones) to loosen the retention brackets .



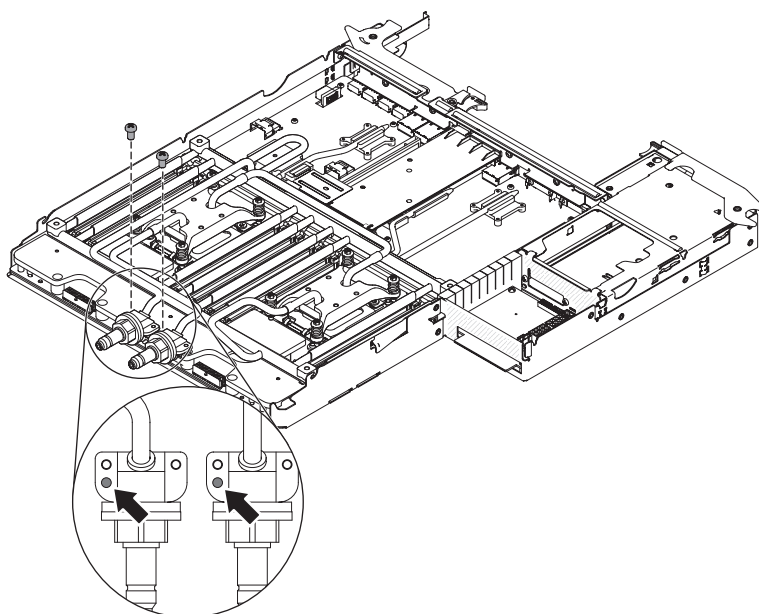
- c. Remove the retention brackets out of the water loop.



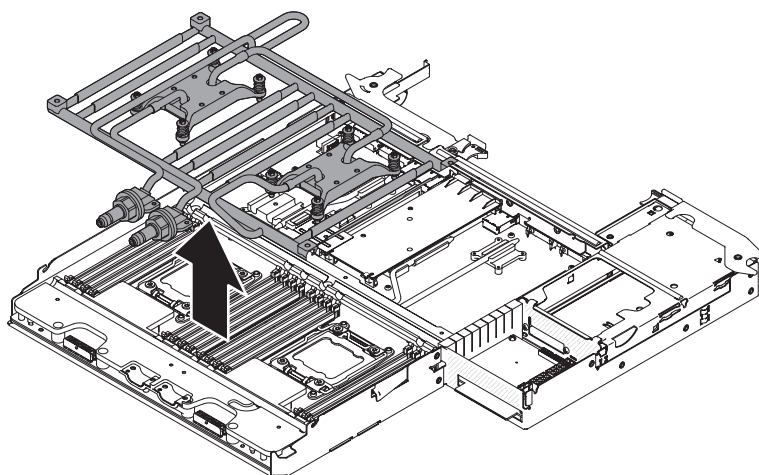
- d. Press firmly on the microprocessor screws and loosen them with a screwdriver.



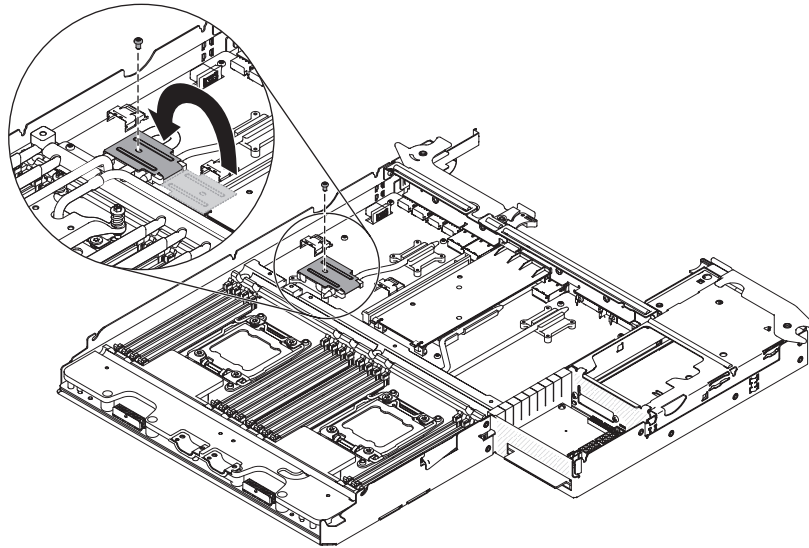
e. Remove the two T15 screws from the terminator blocks.



f. Use your fingers to gently pull the water loop off the system-board.

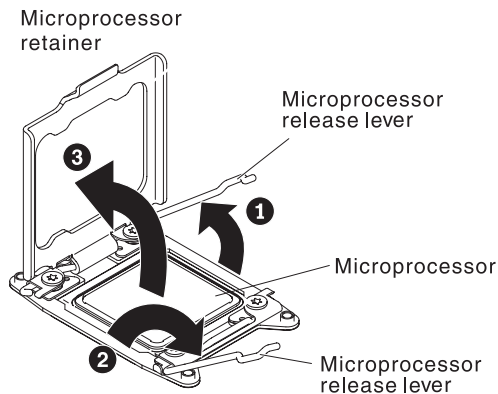


g. Place the water loop upside down on a clean, flat surface.  
h. Close the flip cover and install the T10 screw on the top.



**Attention:** Do not use any tools or sharp objects to lift the release lever on the microprocessor socket. Doing so might result in permanent damage to the system board.

6. Locate the microprocessor to be removed (see “System-board connectors” on page 12).
7. Open the microprocessor socket release levers and retainer:



- a. Identify which release lever is labeled as the first release lever to open and open it.
- b. Open the second release lever on the microprocessor socket.
- c. Open the microprocessor retainer.

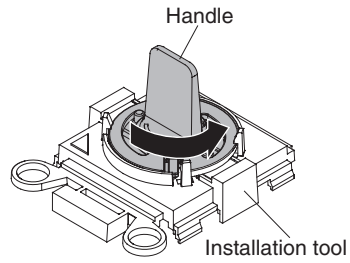
**Attention:** Do not touch the connectors on the microprocessor and the microprocessor socket.

8. Install the microprocessor on the microprocessor installation tool:

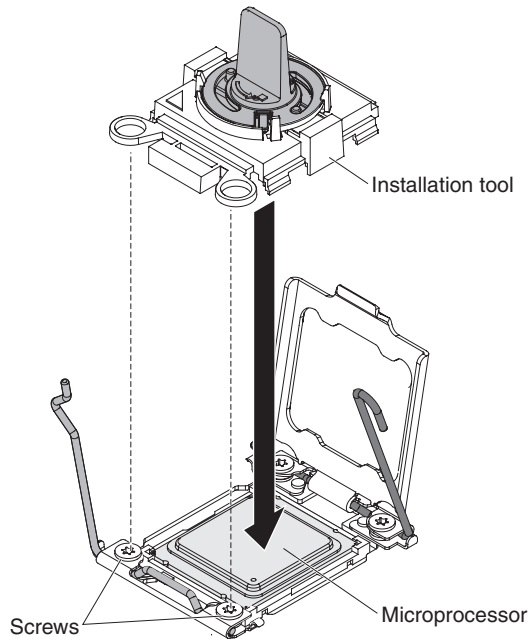
**Note:** If you are replacing a microprocessor, use the empty installation tool that comes with the FRU to remove the microprocessor.

- a. Twist the handle on the microprocessor tool counterclockwise so that it is in the open position.

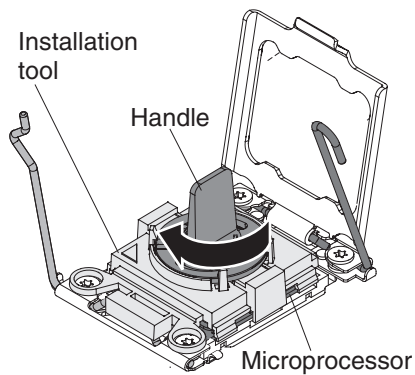


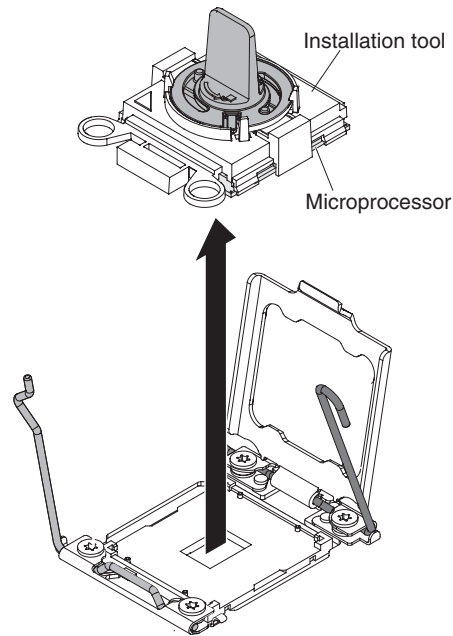


- b. Align the installation tool with the alignment pins on the microprocessor socket and lower the tool on the microprocessor. The installation tool rests flush on the socket only if aligned correctly.



- c. Twist the handle on the installation tool clockwise and lift the microprocessor out of the socket.





9. If you do not intend to install a microprocessor on the socket, install the socket cover that you removed in step 4 on page 200 on the microprocessor socket.  
**Attention:** The pins on the socket are fragile. Any damage to the pins may require replacing the system board.
10. If you are instructed to return the microprocessor, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing a microprocessor and water loop

Statement 14:



**CAUTION:**

This lubricant might cause irritation to the skin and eyes. Avoid direct contact with the lubricant.

(C034)

**CAUTION:**

Goggles are needed for the procedure.

**Vorsicht:** Bei dieser Prozedur eine Schutzbrille tragen.

(L011)

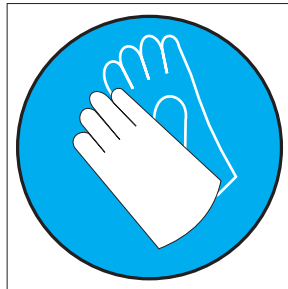


**CAUTION:**

**Chemical resistant gloves are needed for this procedure.**

**Vorsicht: Bei dieser Aktion müssen chemische Schutzhandschuhe getragen werden.  
(L014)**

**(L014)**



**Attention:** Ensure proper handling procedures are followed when working with any chemically treated water used in the compute rack cooling system. Ensure that material safety data sheets (MSDS) and safety information is provided by the water chemical treatment supplier and that proper personal protective equipment (PPE) is available as recommended by the water chemical treatment supplier. Protective gloves and eyewear may be recommended as a precaution.

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 water loop:

- When plugging or reconnecting any water connection inspect the connection after installation to make sure it's fully seated and that no leaks are present.
- Microprocessors are to be installed only by trained service technicians.
- The server supports up to two Intel Xeon™ E5-2600 series multi-core microprocessors, which are designed for the LGA 2011 socket. See <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/> for a list of supported microprocessors.
- The first microprocessor must always be installed in microprocessor socket 1 on the system board.
- When one microprocessor is installed, the water loop must be installed to provide proper system cooling.
- Do not remove the first microprocessor from the system-board tray when you install the second microprocessor.

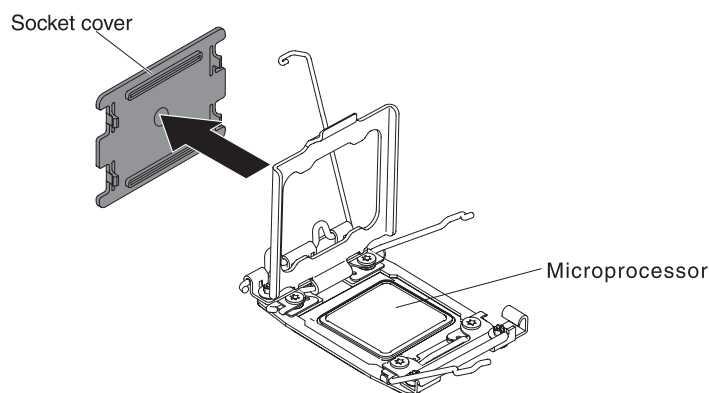
- When you install the second microprocessor, you must also install additional memory. See “Installing a memory module” on page 174 for details about the installation sequence.
- To ensure proper server operation when you install an additional microprocessor, use microprocessors that have the same QuickPath Interconnect (QPI) link speed, integrated memory controller frequency, core frequency, power segment, internal cache size, and type.
- Mixing microprocessors of different stepping levels within the same server model is supported.
- When mixing microprocessors with different stepping levels within the same server model, you do not have to install the microprocessor with lowest stepping level and features in microprocessor socket 1.
- Both microprocessor voltage regulator modules are integrated on the system-board tray.
- If you have to replace a microprocessor, call for service.
- Read the documentation that comes with the microprocessor to determine whether you have to update the server firmware. To download the latest level of server firmware and other code updates for your server, go to <http://www.ibm.com/supportportal/>.
- The microprocessor speeds are automatically set for this server; therefore, you do not have to set any microprocessor frequency-selection jumpers or switches.
- To order an additional optional microprocessor, contact your IBM marketing representative or authorized reseller.

To install an additional microprocessor and water loop, complete the following steps:

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. Turn off the server and peripheral devices and disconnect the power cords and all external cables.

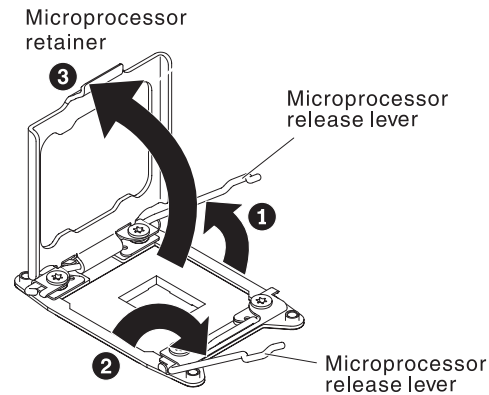
**Attention:** When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details about handling these devices, see “Handling static-sensitive devices” on page 165.

3. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 166).
4. Remove the microprocessor socket cover, tape, or label from the surface of the microprocessor socket, if one is present. Store the socket cover in a safe place.



**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 165.

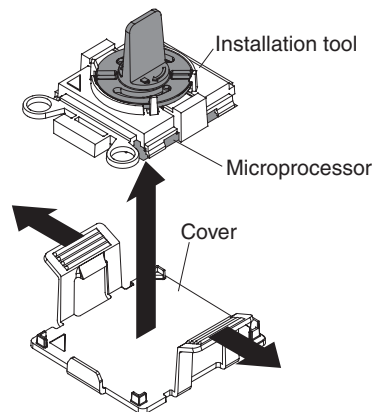
5. Rotate the planar tray so the rear side of the system-board tray is close to you.
6. Open the microprocessor socket release levers and retainer:



- a. Identify which release lever is labeled as the first release lever to open and open it.
- b. Open the second release lever on the microprocessor socket.
- c. Open the microprocessor retainer.

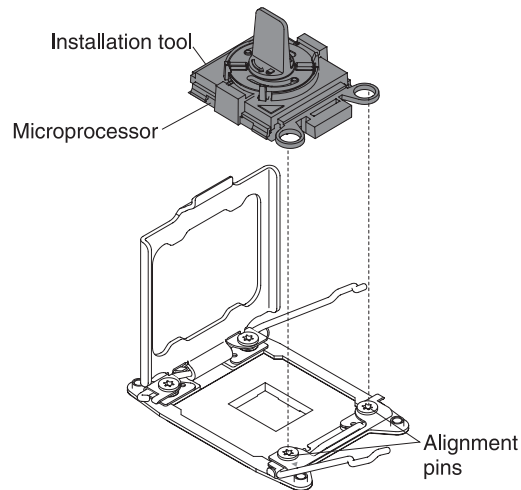
**Attention:** Do not touch the connectors on the microprocessor and the microprocessor socket.

7. Install the microprocessor on the microprocessor socket:
  - a. Touch the static-protective package that contains the new microprocessor to any *unpainted* on the chassis or any *unpainted* metal surface on any other grounded rack component; then, carefully remove the microprocessor from the package.
  - b. Release the sides of the cover and remove the cover from the installation tool. The microprocessor is preinstalled on the installation tool.



**Note:** Do not touch the microprocessor contacts. Contaminants on the microprocessor contacts, such as oil from your skin, can cause connection failures between the contacts and the socket.

- c. Align the installation tool with the microprocessor socket. The installation tool rests flush on the socket only if properly aligned.

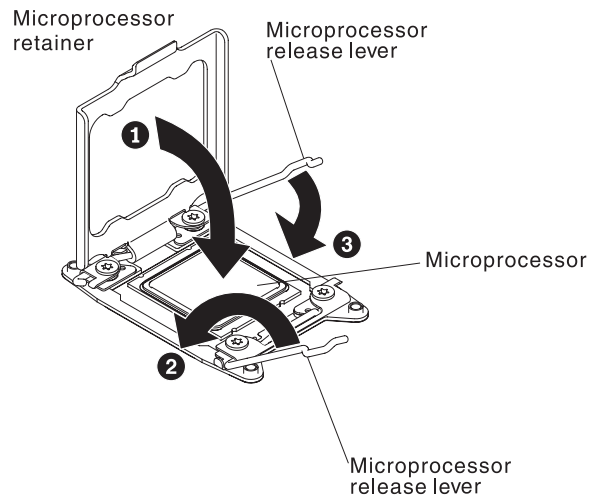


- d. Twist the handle on the microprocessor tool counterclockwise to insert the microprocessor into the socket. The microprocessor is keyed to ensure that the microprocessor is installed correctly. The microprocessor rests flush on the socket only if properly installed.

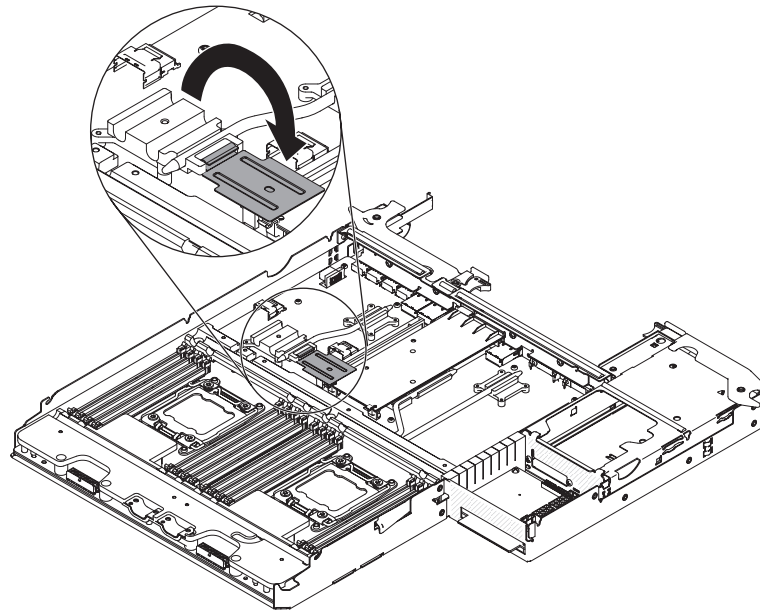
**Attention:**

- Do not press the microprocessor into the socket.
- Make sure that the microprocessor is oriented and aligned correctly in the socket before you try to close the microprocessor retainer.
- Do not touch the thermal material on the bottom of the heat sink or on top of the microprocessor. Touching the thermal material will contaminate it. If the thermal material on the microprocessor or heat sink becomes contaminated, contact your service technician.

8. Close the microprocessor socket release levers and retainer:



- a. Close the microprocessor retainer on the microprocessor socket.
- b. Identify which release lever is labeled as the first release lever to close and close it.
- c. Close the second release lever on the microprocessor socket.
9. Reinstall the DIMMs (see “Installing a memory module” on page 174).
10. Remove the T10 screw on the top of the flip cover and open it.

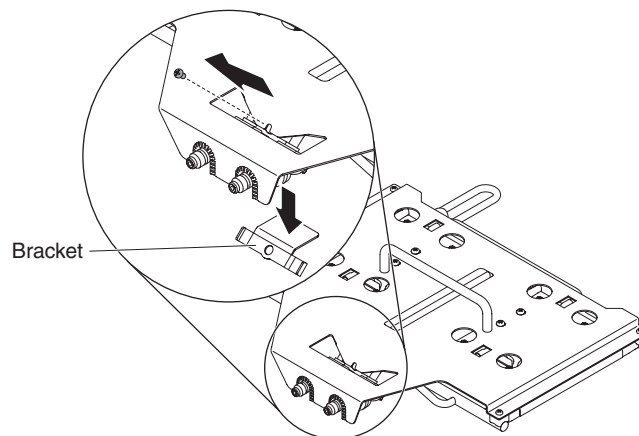


11. Install the water loop on the system-board tray.

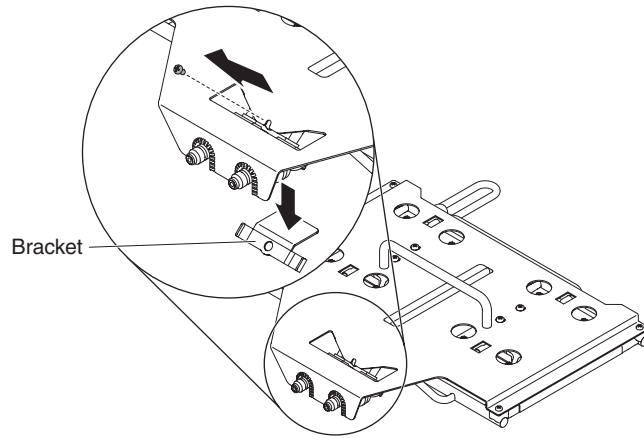
**Note:** Make sure the heat sinks of the microprocessors are properly greased.

**Attention:**

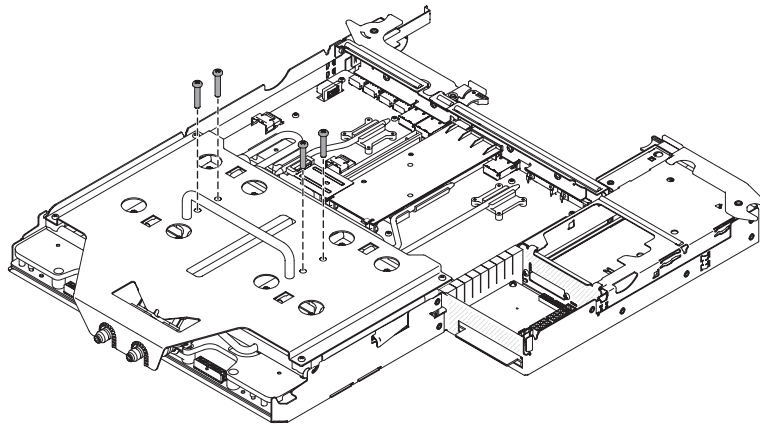
- The water loop FRU is packaged with the protective bracket on the top.
- Do not set down the water loop after you remove the plastic cover.
- If the water loop becomes contaminated, you must replace it. See the information that follows these steps for instructions.
  - a. If you are installing a new water loop assembly, remove the plastic protective cover from the bottom of the water loop assembly.
  - b. Align and place the water loop assembly on the pocket of the wall which is parallel to the rear side of the system-board tray.



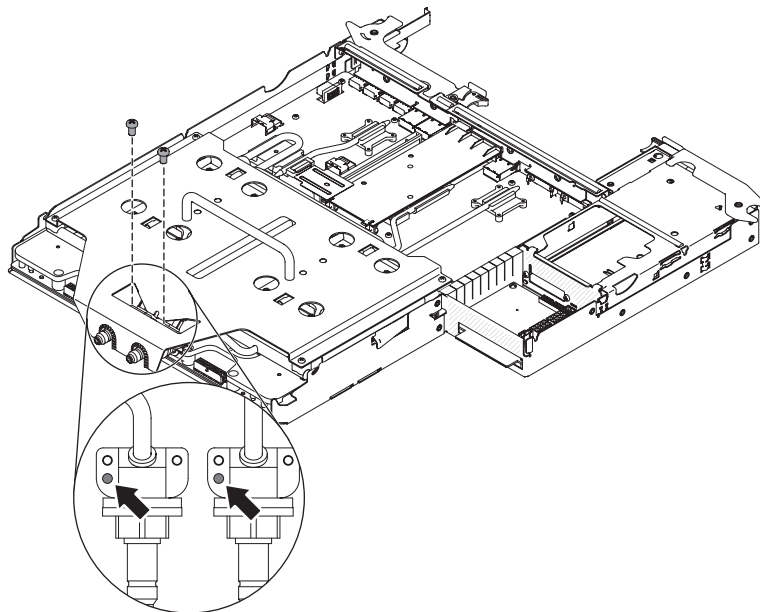
c. Remove the #2 phillips drive screw as indicated and then remove the bracket.



- d. Remove the four #2 phillips drive screws from the water loop assembly.



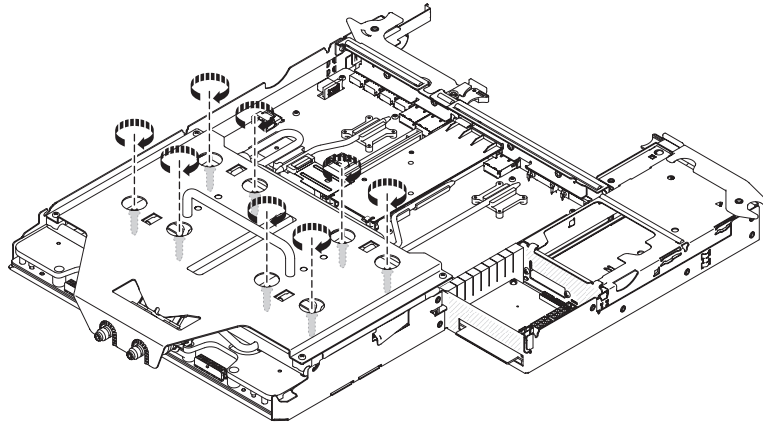
- e. Install 2 #2 phillips drive screws for the terminator blocks.



- f. Press firmly on the 8 microprocessor screws and tighten them 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. If

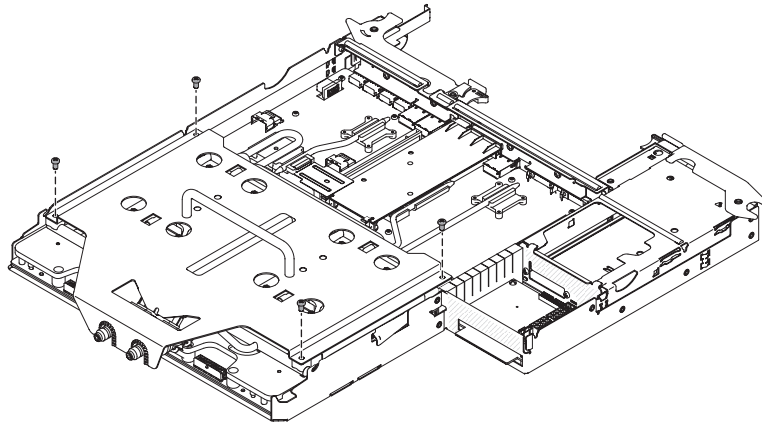


you are using a torque wrench, tighten the screws to 1.0 to 1.2 Newton-meters (Nm) (8.85 to 10.6 inch-pounds).

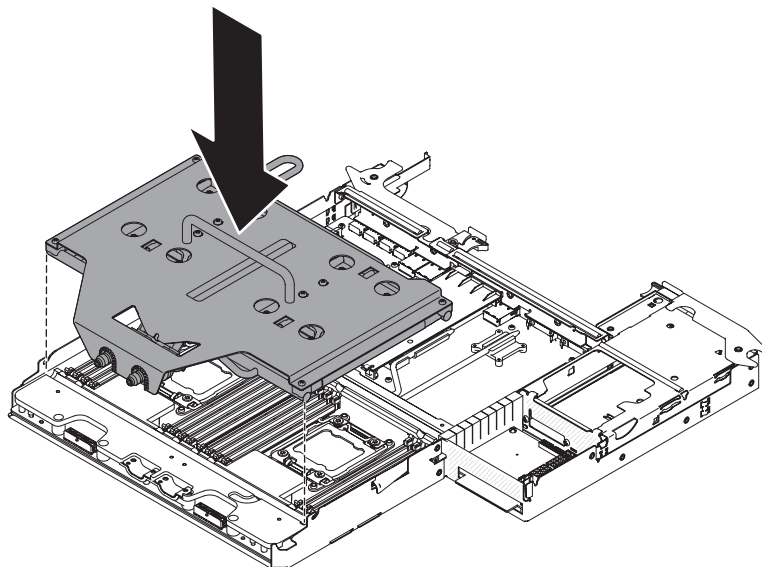


**Note:** After you tight one screw, tight the next one in its diagonal direction.

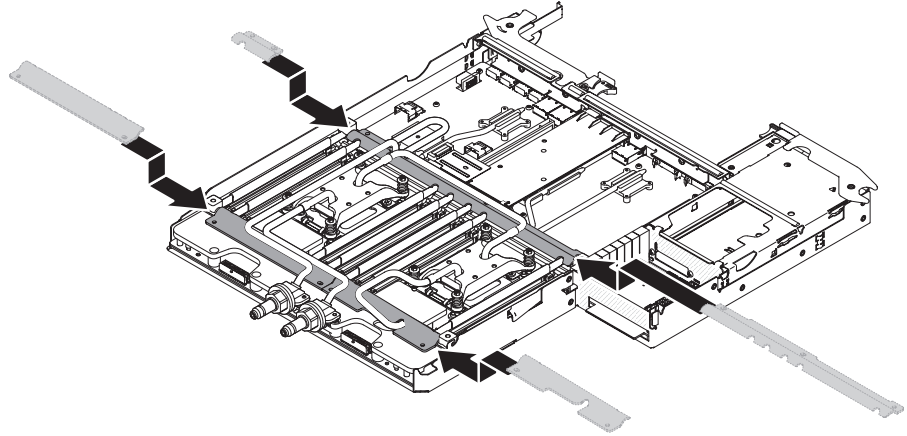
g. Remove the 4 #2 phillips drive edge screws.



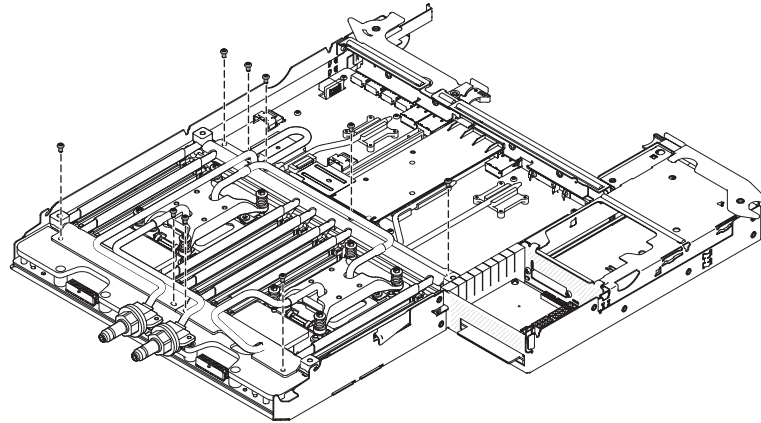
h. Lift the protective bracket up; along with the bracket under the water loop near the quick disconnects that had been secured in place by the screw that was removed in step C.



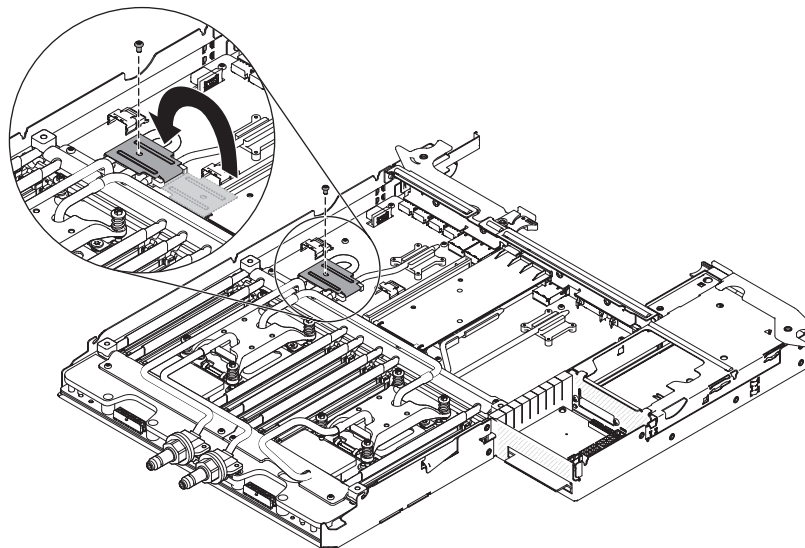
12. Install the retention brackets.
  - a. Insert the retention brackets into the water loop.



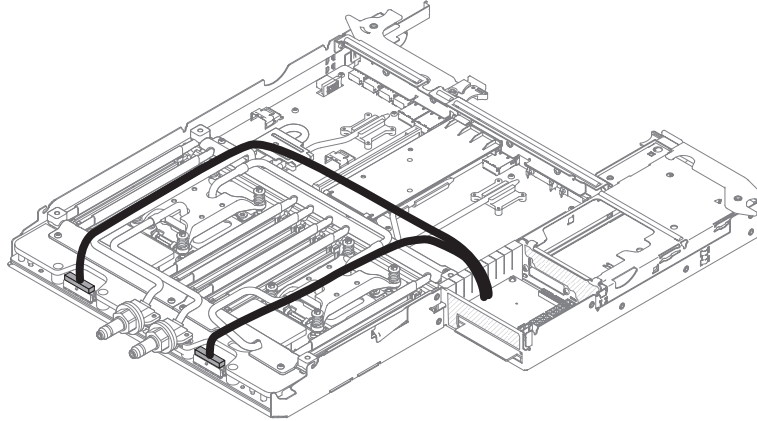
- b. Install T10 screws to secure the retention brackets (4 for the outer brackets and 5 for the middle ones).



13. Close the flip cover and install the T10 screw on the top.



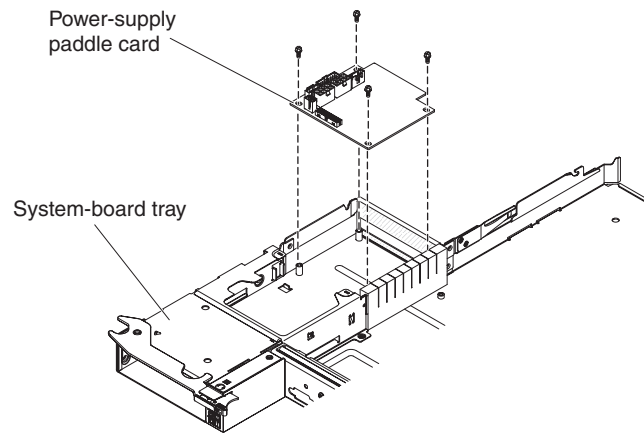
14. Connect the microprocessor power cables.



15. Install the system-board tray cover (see “Installing the system-board tray cover” on page 166).
16. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 168).
17. Reconnect the power cords and any cables that you removed.
18. Turn on the peripheral devices and the server.

## Removing a power-supply paddle card from the system-board tray

To remove a power-supply paddle card from the system-board tray, complete the following steps.

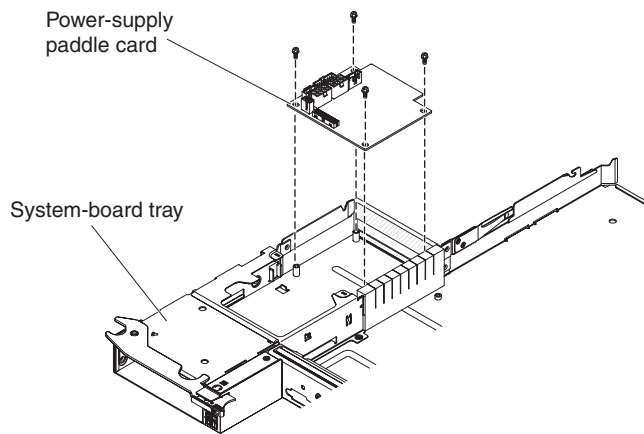


1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 167).
3. Carefully set the system-board tray on a flat, static-protective surface.
4. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 166).
5. If any 3.5-inch simple-swap drives are installed in the system-board tray, complete the following steps:
  - a. Remove the 3.5-inch drives (see “Removing a simple-swap hard disk drive” on page 172).
  - b. Note the cable routing of the hard disk drive bracket and cable assembly cables; then, disconnect the cables.

- c. Remove the hard disk drive bracket and cable assembly (see “Removing the simple-swap SATA hard disk drive bracket and cable assembly” on page 184).
6. Make a note of where cables are attached to the power-supply paddle card; then, disconnect them.
7. Remove the four screws that secure the power-supply paddle card to the system-board tray and save them for future use.
8. Lift the power-supply paddle card out of the system-board tray.
9. If you are instructed to return the power-supply paddle card, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

## Installing a power-supply paddle card in the system-board tray

To install a power-supply paddle card in the system-board tray, complete the following steps.



1. Touch the static-protective package that contains the power-supply paddle card to any *unpainted* metal surface on the outside of the system-board tray; then, remove the power-supply paddle card from the package.
2. Place the power-supply paddle card on the mounting studs in the system-board tray and install the four screws.
3. Reconnect the power-supply paddle card cables.
4. Install the 3.5-inch simple-swap drives, if you removed any. Complete the following steps:
  - a. Install the hard disk drive bracket and cable assembly (see “Installing the simple-swap SATA hard disk drive bracket and cable assembly” on page 185).
  - b. Reconnect the hard disk drive bracket and cable assembly cables.
  - c. Install the 3.5-inch hard disk drive (see “Installing a simple-swap hard disk drive” on page 172).
5. Install the system-board tray cover (see “Installing the system-board tray cover” on page 166).
6. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 168).

## Removing the system-board tray

Statement 14:



**CAUTION:**

This lubricant might cause irritation to the skin and eyes. Avoid direct contact with the lubricant.

(C034)

**CAUTION:**

Goggles are needed for the procedure.

**Vorsicht:** Bei dieser Prozedur eine Schutzbrille tragen.

(L011)



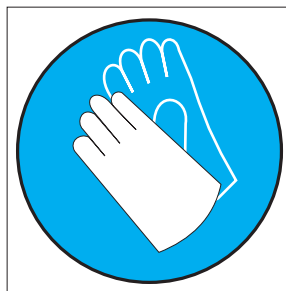
**CAUTION:**

Chemical resistant gloves are needed for this procedure.

**Vorsicht:** Bei dieser Aktion müssen chemische Schutzhandschuhe getragen werden.

(L014)

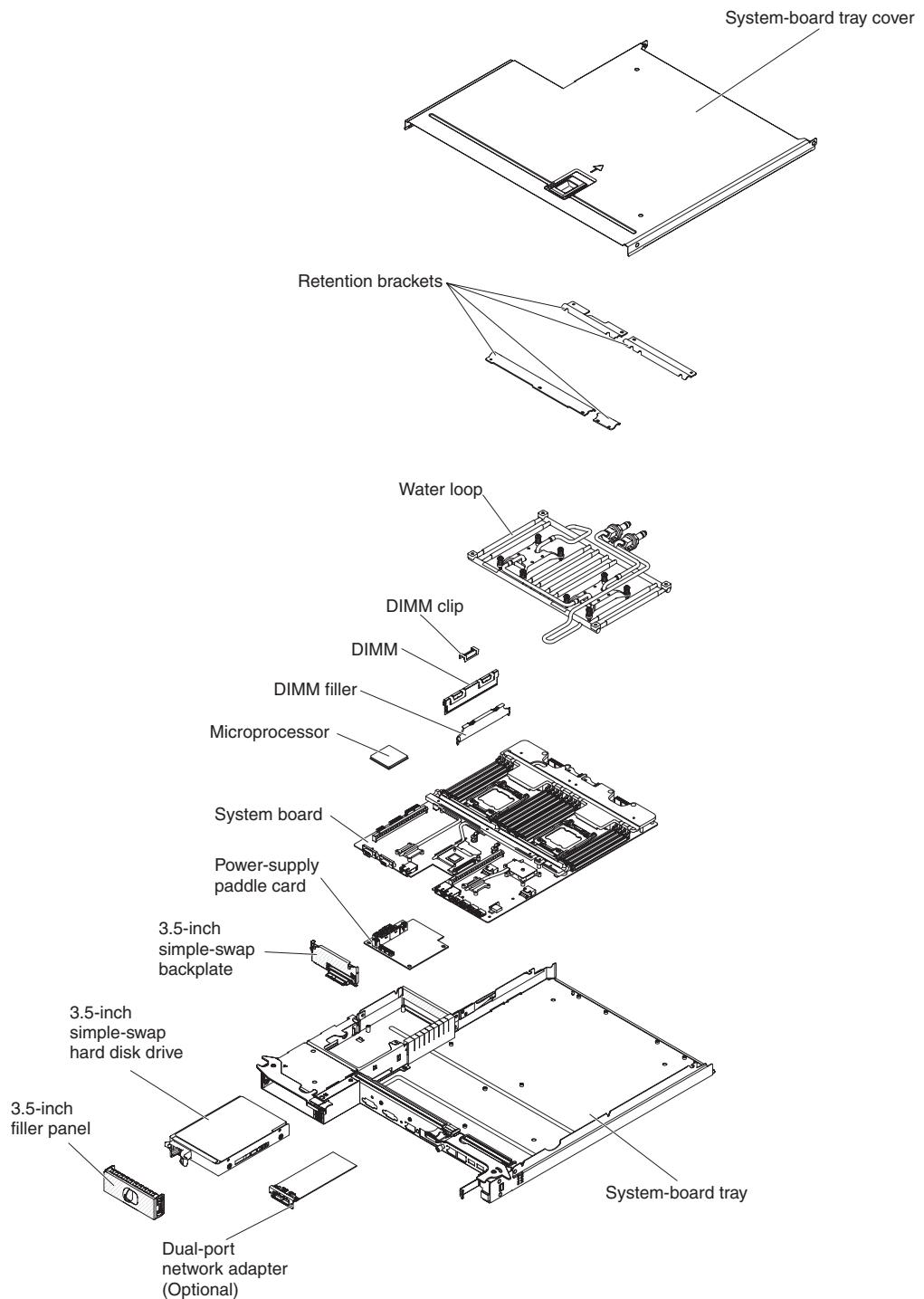
(L014)



**Attention:** Ensure proper handling procedures are followed when working with any chemically treated water used in the compute rack cooling system. Ensure that material safety data sheets (MSDS) and safety information is provided by the water chemical treatment supplier and that proper personal protective equipment (PPE) is available as recommended by the water chemical treatment supplier. Protective gloves and eyewear may be recommended as a precaution.

To remove the system-board tray, complete the following steps.

**Note:** When you replace the system-board tray, 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.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. Turn off the server and any attached devices.
3. Turn off the peripheral devices and disconnect all power cords.

**Note:** When you replace the system-board tray, 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.

4. Pull the power supplies out of the rear of the server, just enough to disengage them from the server.
5. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 167).
6. If necessary, note the cable routing and connection locations; then, disconnect the cables that connect the system-board to the chassis.
7. Remove the system-board tray cover (see “Removing the system-board tray cover” on page 166)
8. Remove the hard disk drives, if any are installed (see “Removing a simple-swap hard disk drive” on page 172).
9. Remove the hard disk drive bracket and cable assembly (see “Removing the simple-swap SATA hard disk drive bracket and cable assembly” on page 184).
10. Remove the dual-port network adapter (see “Removing the dual-port network adapter” on page 179).
11. Remove the battery from the system board (see “Removing the battery” on page 169).
12. Remove the memory modules and set them aside on a static-protective surface for reinstallation (see “Removing a memory module” on page 173).

**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.

13. (Trained service technician only) Remove the microprocessors and water loop, and set them aside on a static-protective surface for reinstallation (see “Removing a microprocessor and water loop” on page 192).
14. Disconnect all cables from the system-board tray. Make a list of each cable as you disconnect it; you can then use this as a checklist when you install the new system-board tray.
15. If you are instructed to return the system-board tray, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

**Note:** Remove the shipping brackets from the replacement system-board tray and install them on the system-board tray you are returning.

## Installing the system-board tray

**Statement 14:**



**CAUTION:**

**This lubricant might cause irritation to the skin and eyes. Avoid direct contact with the lubricant.**

**(C034)**

**CAUTION:**  
Goggles are needed for the procedure.

**Vorsicht:** Bei dieser Prozedur eine Schutzbrille tragen.

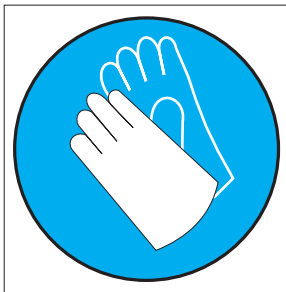
(L011)



**CAUTION:**  
Chemical resistant gloves are needed for this procedure.

**Vorsicht:** Bei dieser Aktion müssen chemische Schutzhandschuhe getragen werden.  
(L014)

(L014)



**Attention:** Ensure proper handling procedures are followed when working with any chemically treated water used in the compute rack cooling system. Ensure that material safety data sheets (MSDS) and safety information is provided by the water chemical treatment supplier and that proper personal protective equipment (PPE) is available as recommended by the water chemical treatment supplier. Protective gloves and eyewear may be recommended as a precaution.

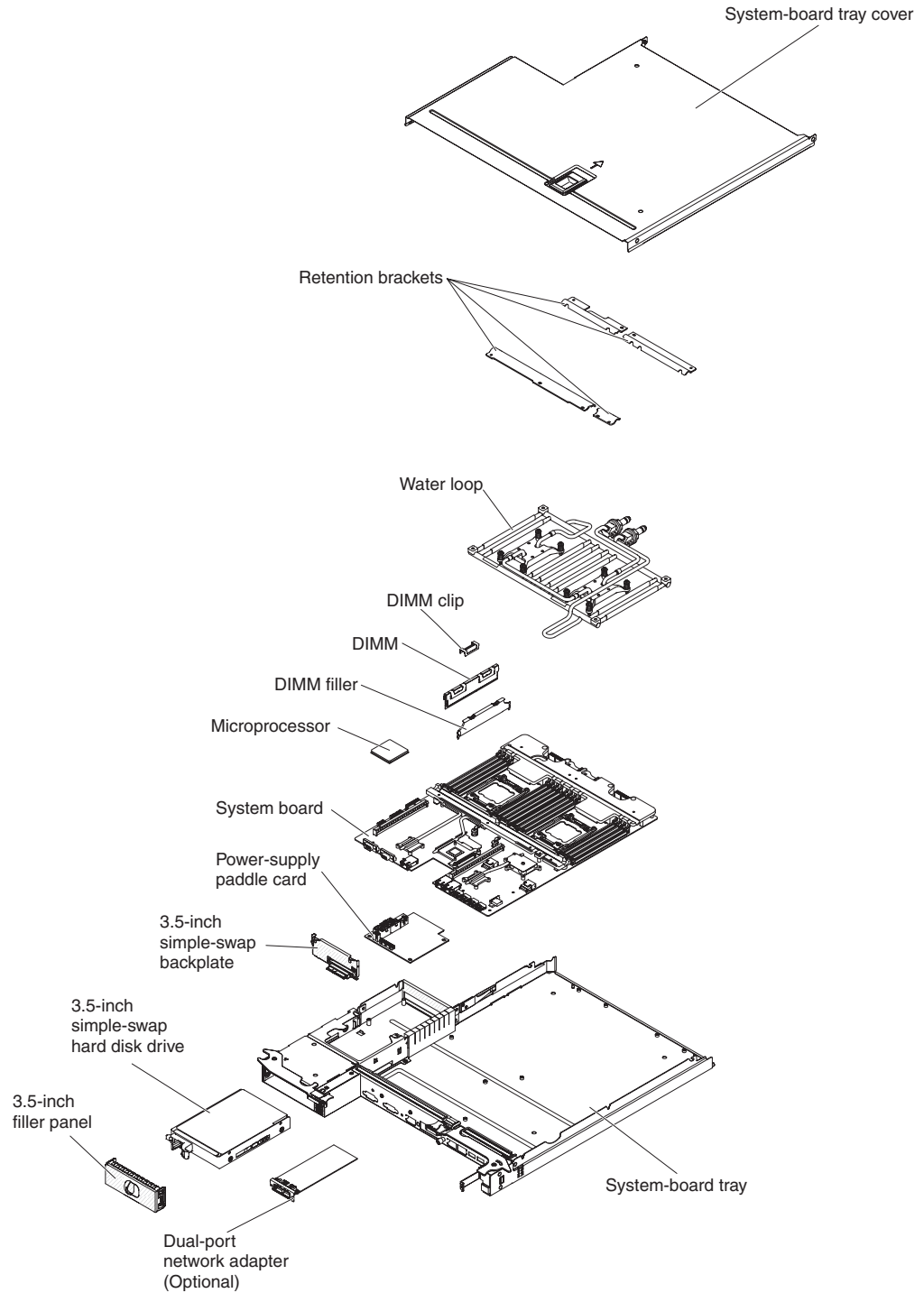
**Notes:**

1. When you reassemble the components in the system-board tray, be sure to route all cables carefully so that they are not exposed to excessive pressure.
2. When you replace the system-board tray, 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. See “Updating the firmware” on page 221, “Updating the Universal Unique Identifier (UUID)” on page 236, and “Updating the DMI/SMBIOS data” on page 238 for more information.

**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



To install the system-board tray, complete the following steps:



**Note:** You might have to remove component fillers or covers before you can install some components.

1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. (Trained service technician only) Reinstall the microprocessors and water loop (see “Installing a microprocessor and water loop” on page 198).

**Note:** Make sure the heat sinks of the microprocessors are properly greased.

3. Reinstall the memory modules (see “Installing a memory module” on page 174).
4. Reinstall the battery (see “Installing the battery” on page 170).
5. Reinstall the dual-port network adapter (see “Installing the dual-port network adapter” on page 180).
6. Install the hard disk drive bracket and cable assembly (see “Installing the simple-swap SATA hard disk drive bracket and cable assembly” on page 185).
7. Reinstall the hard disk drives, if you removed any (see “Installing a simple-swap hard disk drive” on page 172).
8. Reconnect the cables to the system board that you disconnected.
9. Install the system-board tray cover (see “Installing the system-board tray cover” on page 166).
10. Install the system-board tray in the chassis (see “Installing the system-board tray in a 2U chassis” on page 168).
11. Push the power supplies back into the server.
12. Reconnect the power cords and any cables that you removed.
13. Turn on the peripheral devices and the server.

**Important:** Perform the following updates:

- Start the Setup utility and reset the configuration.
  - Set the system date and time.
  - Set the power-on password.
  - Reconfigure the server.

See “Using the Setup utility” on page 224 for details.

- Either update the server with the latest RAID firmware or restore the pre-existing firmware from a diskette or CD image.
- Update the UUID (see “Updating the Universal Unique Identifier (UUID)” on page 236).
- Update the DMI/SMBIOS (see “Updating the DMI/SMBIOS data” on page 238).

## Draining water out of the node

To drain the water out of the node, complete the following steps.

Statement 14:



**CAUTION:**

This lubricant might cause irritation to the skin and eyes. Avoid direct contact with the lubricant.

(C034)

**CAUTION:**

Goggles are needed for the procedure.

Vorsicht: Bei dieser Prozedur eine Schutzbrille tragen.

(L011)

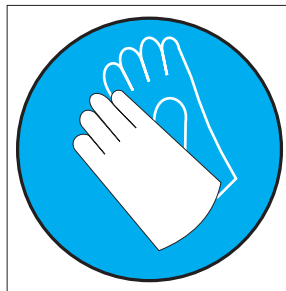


**CAUTION:**

Chemical resistant gloves are needed for this procedure.

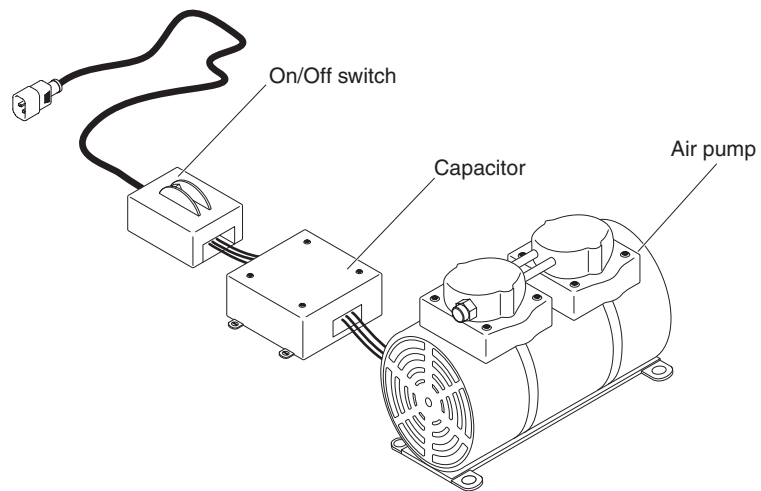
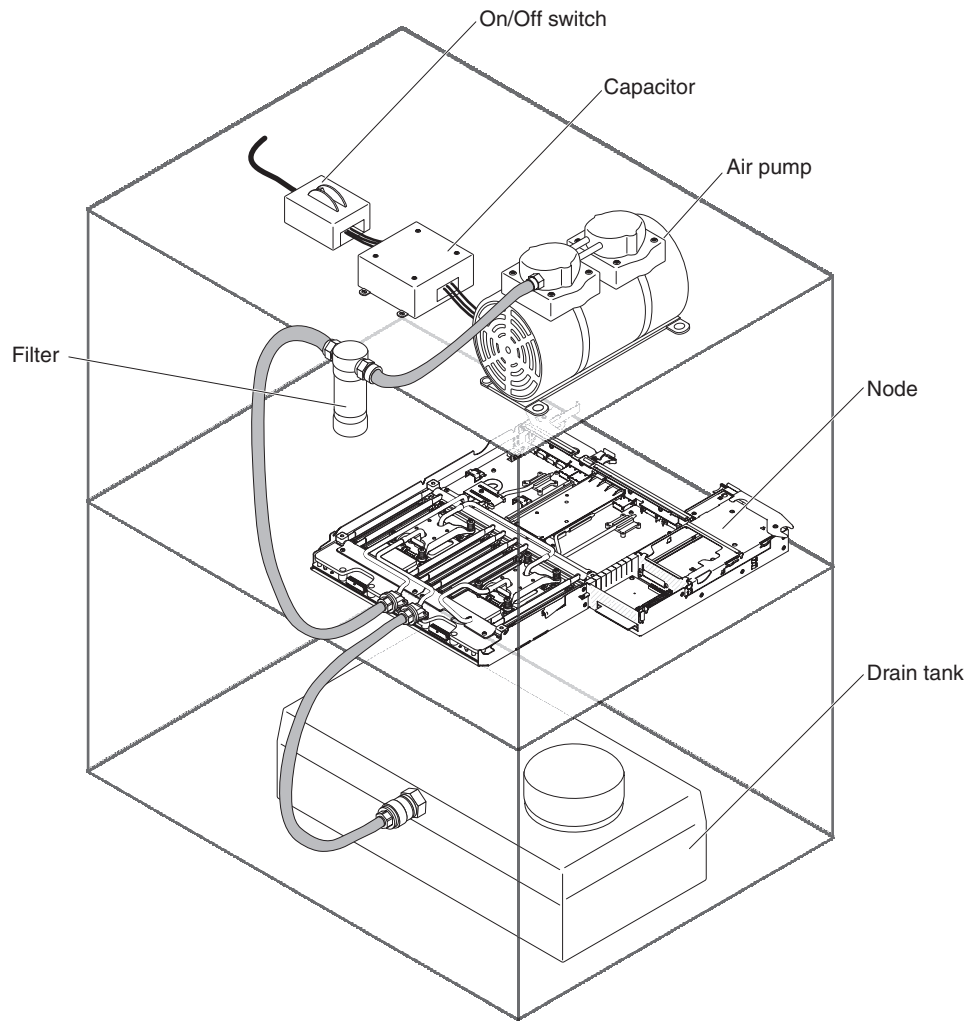
Vorsicht: Bei dieser Aktion müssen chemische Schutzhandschuhe getragen werden.  
(L014)

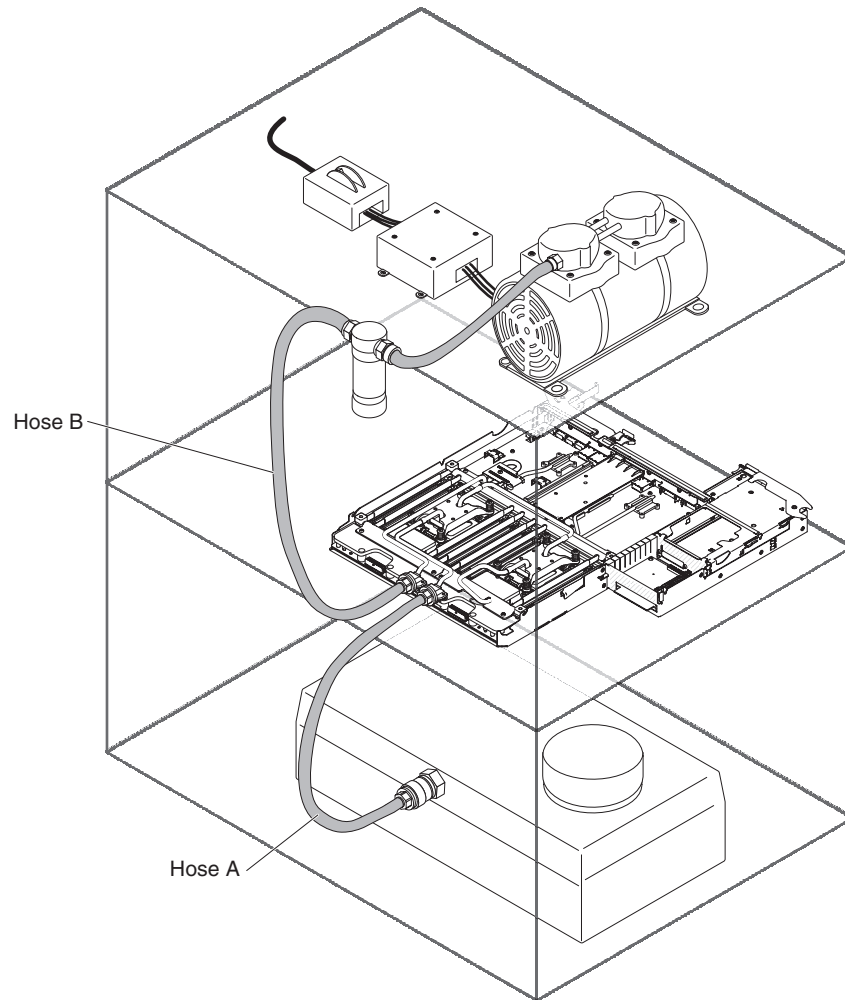
(L014)



**Attention:** Ensure proper handling procedures are followed when working with any chemically treated water used in the compute rack cooling system. Ensure that material safety data sheets (MSDS) and safety information is provided by the water chemical treatment supplier and that proper personal protective equipment (PPE) is available as recommended by the water chemical treatment supplier. Protective gloves and eyewear may be recommended as a precaution.

## Node drain tool





1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. Turn off the server and any attached devices.
3. Turn off the peripheral devices and disconnect all power cords.
4. Pull the power supplies out of the rear of the server, just enough to disengage them from the server.
5. If the system-board tray is installed in a chassis, remove it (see “Removing the system-board tray from a 2U chassis” on page 167).
6. If necessary, note the cable routing and connection locations; then, disconnect the cables that connect the system-board to the chassis.
7. Connect Hose A to one of the node ports.
8. Connect Hose B to the other node port.
9. The tank cap (even though vented) should be removed to minimize pressures.
10. Turn the pump on; then run for 90 seconds.
11. Turn the pump off.
12. Disconnect the hoses from the node.

## Filling water into the node

To fill water into the node, complete the following steps.

Statement 14:



**CAUTION:**

This lubricant might cause irritation to the skin and eyes. Avoid direct contact with the lubricant.

(C034)

**CAUTION:**

Goggles are needed for the procedure.

**Vorsicht: Bei dieser Prozedur eine Schutzbrille tragen.**

(L011)



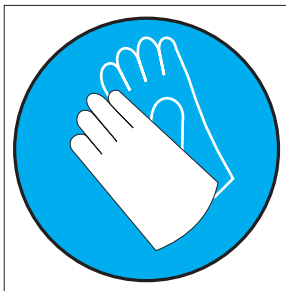
**CAUTION:**

Chemical resistant gloves are needed for this procedure.

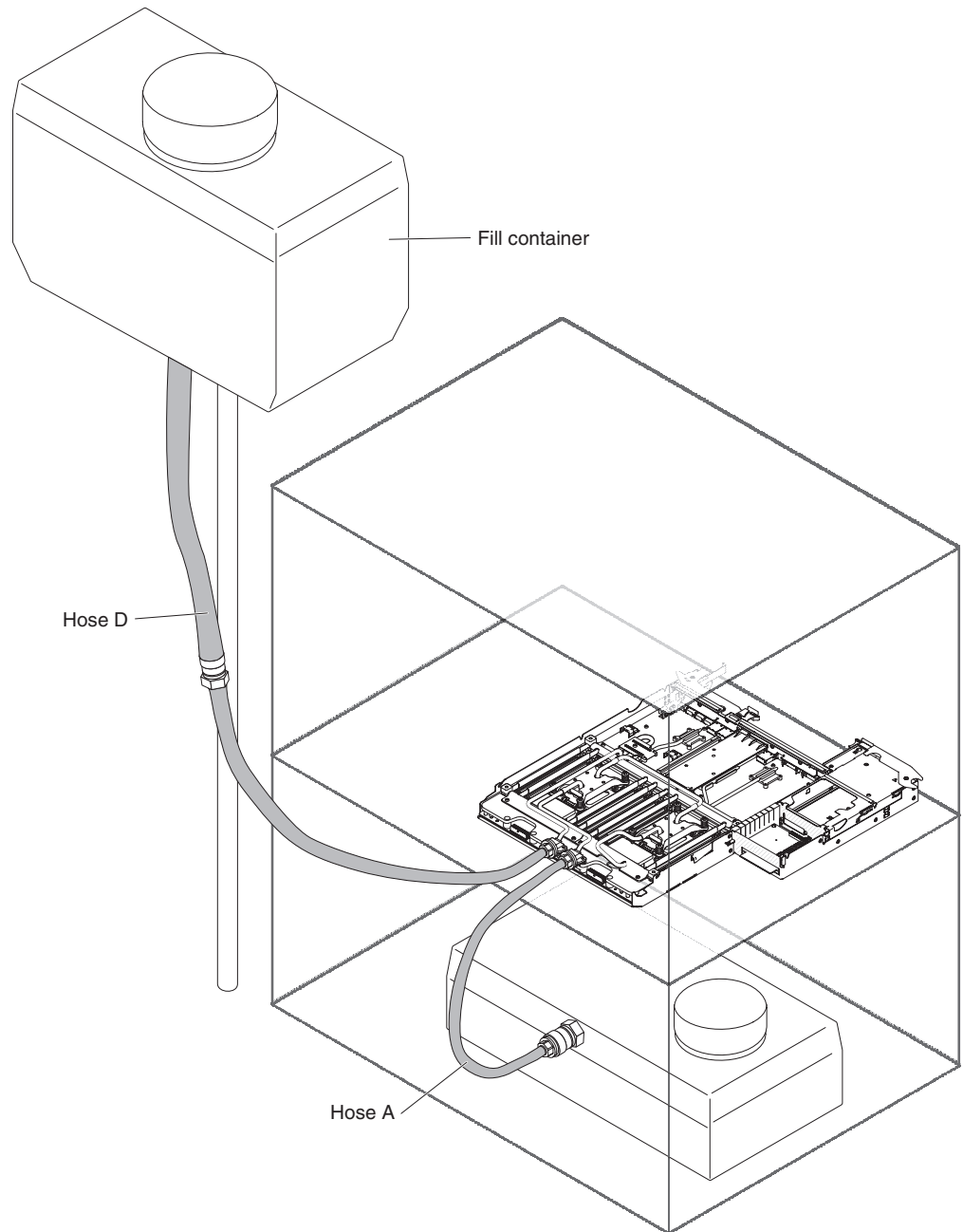
**Vorsicht: Bei dieser Aktion müssen chemische Schutzhandschuhe getragen werden.**

(L014)

(L014)



**Attention:** Ensure proper handling procedures are followed when working with any chemically treated water used in the compute rack cooling system. Ensure that material safety data sheets (MSDS) and safety information is provided by the water chemical treatment supplier and that proper personal protective equipment (PPE) is available as recommended by the water chemical treatment supplier. Protective gloves and eyewear may be recommended as a precaution.



1. Read the safety information that begins on page vii and “Installation guidelines” on page 163.
2. Prepare water solution and add it to the fill container so the water level is between minimum/maximum marks. Approximately 6 liters of water will give sufficient head and also will be able to fill 2 to 3 nodes. The fill container can be hanging from the stand while adding/draining water and then rehung after adding water to the container.
3. Connect Hose D from the fill container to one of the node ports first. Then, connect the hose from the drain container A to the other node port. Water will flow. Continue until there is no significant bubbles can be seen in Hose A. It will take approximately 30 seconds to 1 minute.
4. Remove Hose A from the node. Then, remove Hose D from the node. The node should now be adequately filled.





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## Chapter 6. Configuration information and instructions

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

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### 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.

You can install code updates that are packaged as an Update*Xpress* System Pack or Update*Xpress* CD image. An Update*Xpress* System Pack contains an integration-tested bundle of online firmware and device-driver updates for your server. Use Update*Xpress* System Pack Installer to acquire and apply Update*Xpress* System Packs and individual firmware and device-driver updates. For additional information and to download the Update*Xpress* System Pack Installer, go to the ToolsCenter for System x and BladeCenter at <http://publib.boulder.ibm.com/infocenter/toolsctr/v1r0/index.jsp> and click **Update*Xpress* 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 Update*Xpress* System Pack or Update*Xpress* image.

The firmware for the server is periodically updated and is available for download from the IBM website. To check for the latest level of firmware, such as UEFI firmware, vital product data (VPD) code, device drivers, and integrated management module firmware, go to <http://www.ibm.com/support/fixcentral/>.

**Attention:** 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.

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 either update the firmware that is stored in memory on the device or restore the pre-existing firmware from a diskette or CD image.

- UEFI firmware is stored in ROM on the system board.
- IMM2 firmware is stored in ROM on the IMM2 on the system board.
- Ethernet firmware is stored in ROM on the Ethernet controller.
- ServeRAID firmware is stored in ROM on the ServeRAID adapter.
- SATA firmware is stored in ROM on the integrated SATA controller.
- SAS/SATA firmware is stored in ROM on the SAS/SATA controller on the system board.

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## Configuring the server

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.”

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

- **Setup utility**

The Setup utility is part of the basic input/output system firmware. Use it to change interrupt request (IRQ) settings, change the startup-device sequence, set the date and time, and set passwords. For information about using this program, see “Using the Setup utility” on page 224.

- **Boot Manager program**

The Boot Manager program is part of the server 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 program” on page 229.

- **Integrated management module II**

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 IMM2, see “Using the integrated management module II” on page 230.

- **VMware ESXi embedded hypervisor**

The VMware ESXi embedded hypervisor is available on the server models that come with an installed USB embedded hypervisor flash device. The USB flash device is installed in the USB connector on the SAS/SATA RAID riser-card. Hypervisor is virtualization software that enables multiple operating systems to run on a host system at the same time. For more information about using the embedded hypervisor, see “Using the embedded hypervisor” on page 232.

- **Ethernet controller configuration**

For information about configuring the Ethernet controller, see “Configuring the Gigabit Ethernet controller” on page 233.

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

Use this program as 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 server to access the Setup utility. For more information about using this program, see “IBM Advanced Settings Utility program” on page 235.

## 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 hardware options that are installed and uses that information during setup to configure the hardware. The ServerGuide program simplifies operating-system installations by providing updated device drivers and, in some cases, installing them automatically. To download the CD, go to <http://www.ibm.com/support/entry/portal/docdisplay?Indocid=SERV-GUIDE> and click **IBM Service and Support Site**.

The ServerGuide program has the following features:

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

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

### 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 requires a supported IBM server with an enabled startable (bootable) CD drive. In addition to the *ServerGuide Setup and Installation* CD, you must have your operating-system CD to install the operating system.

The ServerGuide program performs the following tasks:

- Sets system date and time
- Detects the RAID adapter or controller and runs the SAS/SATA RAID configuration program
- Checks the microcode (firmware) levels of a ServeRAID adapter and determines whether a later level is available from the CD
- 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

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 RAID configuration program to create logical drives.

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

When you start the *ServerGuide Setup and Installation* CD, the program prompts you to complete the following tasks:

- Select your language.
- Select your keyboard layout and country.
- View the overview to learn about ServerGuide features.
- View the readme file to review installation tips for your operating system and adapter.
- Start the operating-system installation. You will need your operating-system CD.

**Important:** Before you install a legacy operating system (such as VMware) on a server with an LSI SAS controller, you must first complete the following steps:

1. Update the device driver for the LSI SAS controller to the latest level.
2. In the Setup utility, set **Legacy Only** as the first option in the boot sequence in the **Boot Manager** menu.
3. Using the LSI Configuration Utility program, select a boot drive.

For detailed information and instructions, go to <https://www-947.ibm.com/systems/support/supportsite.wss/docdisplay?Indocid=MIGR-5083225>.

### 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

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

## Using the Setup utility

Use the Unified Extensible Firmware Interface (UEFI), formerly BIOS, Setup utility to perform the following tasks:

- View configuration information
- View and change assignments for devices and I/O ports
- Set the date and time
- 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

To start the Setup utility, complete the following steps:

1. Turn on the server.

**Note:** Approximately 20 to 40 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

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.

- **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.

– **Integrated Management Module II**

Select this choice to view or change the settings for the integrated management module.

- **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**

Enable or disable restarting the system whenever a nonmaskable interrupt (NMI) occurs. **Disabled** is the default.

- **Commands on USB Interface Preference**

Select this choice to enable or disable the Ethernet over USB interface on IMM2.

- **Network Configuration**

Select this choice to view the system management network interface port, the IMM2 MAC address, the current IMM2 IP address, and host name; define the static IMM2 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 IMM2.

- **Reset IMM2 to Defaults**

Select this choice to view or reset IMM2 to the default settings.

- **Reset IMM2**

Select this choice to reset IMM2.

– **System Security**

Select this choice to view or configure Trusted Platform Module (TPM) support.

– **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.

– **Video**

Select this choice to view or configure the video device options.

**Note:** The configuration forms for UEFI 2.1 and greater compliant add-on video devices might be located here.

• **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 Logs**

Select this choice to enter the System Event Manager, where you can view the error messages in the system event logs. You can use the arrow keys to move between pages in the error log.

The system event logs contain all event and error messages that have been generated during POST, by the systems-management interface handler, and by the system service processor. Run the diagnostic programs to get more information about error codes that occur. See “Running the diagnostic programs” on page 110 for instructions on running the diagnostic programs.

**Important:** If the system-error LED on the front of the server is lit but there are no other error indications, clear the IMM2 system-event log. Also, after you complete a repair or correct an error, clear the IMM2 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 IMM2 system event log.

- **Clear System Event Log**

- Select this choice to clear the IMM2 system event log.

- **User Security**

Select this choice to set, change, or clear passwords. See “Passwords” on page 228 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. For more information, see “Power-on password” on page 228 for more information.

- **Clear Power-on Password**

- Select this choice to clear a power-on password. For more information, see “Power-on password” on page 228 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. For more information, see “Administrator password” on page 229.

– **Clear Administrator Password**

Select this choice to clear an administrator password. For more information, see “Administrator password” on page 229.

• **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** 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.
- Remove the battery from the server and then reinstall it. See “Removing the battery” on page 169 for instructions on removing the battery.
- Change the position of the power-on password switch (enable switch 4 of the system board switch block (SW3) to bypass the power-on password check (see “System-board switches and jumpers” on page 13 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 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 (SW3) is Off.

While the server is turned off, move switch 4 of the switch block (SW3) 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 - 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 program

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:

1. Turn off the server.
2. Restart the server.
3. When the prompt <F12> Select Boot Device is displayed, press F12. If a bootable USB mass storage device is installed, a submenu item (**USB Key/Disk**) is displayed.
4. Use the Up arrow and Down arrow keys to select an item from the **Boot Selection Menu** and press Enter.

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

## Starting the backup server firmware

The system board contains a backup copy area for the server firmware (formerly BIOS 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 of the server firmware, turn off the server; then, place the JP3 jumper in the backup position (pins 2 and 3).

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 JP3 jumper back to the primary position (pins 1 and 2).

## Using the integrated management module II

The integrated management module II (IMM2) is the second generation of the IMM. Unlike the first generation of IMM, the IMM2 has three levels of firmware: basic, standard, and premium. The level of IMM2 firmware in your server depends on the server platform. IMM2 basic firmware provides server management through the Intelligent Platform Management Interface (IPMI). IMM2 standard firmware provides basic functionality plus the ability to manage servers through other user interfaces, such as the web, Telnet, Secure Shell (SSH), and Simple Network Management Protocol (SNMP). IMM2 premium firmware provides standard functionality plus remote-presence capability.

Some servers that come with IMM2 basic or standard firmware might have an option to upgrade the IMM2 firmware to a higher level. If you add the service processor upgrade option to IMM2 basic firmware, the result is IMM2 standard functionality. If you add the remote presence upgrade option to IMM2 standard firmware, the result is IMM2 premium functionality.

**Note:** You cannot upgrade IMM2 basic firmware directly to IMM2 premium firmware by using the remote presence upgrade option. You must use the service processor upgrade option to upgrade to IMM2 standard firmware and then use the remote presence upgrade option to upgrade to IMM2 premium firmware.

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

The IMM2 supports the following basic systems-management features:

- Environmental monitor for temperature, voltages, and power supply failure.
- 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.
- System-event log (SEL).
- ROM-based IMM2 firmware flash updates.
- Auto Boot Failure Recovery (ABR).
- Nonmaskable interrupt (NMI) detection and reporting.
- 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 system board for an operating-system memory dump. ASR is supported by IPMI.
- Intelligent Platform Management Interface (IPMI) Specification V2.0 and Intelligent Platform Management Bus (IPMB) support.
- Invalid system configuration (CNFG) LED support.
- Serial over LAN (SOL).
- PECI 2 support.

- Power/reset control (power-on, hard and soft shutdown, hard and soft reset, schedule power control).
- Alerts (in-band and out-of-band alerting, PET traps - IPMI style, SNMP, e-mail).
- Operating-system failure blue screen capture.
- Configuration save and restore.
- PCI configuration data.
- Boot sequence manipulation.

The IMM2 also provides the following remote server management capabilities through the OSA SMBridge 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.

## Obtaining the IP address for the IMM2

To access the web interface, you need the IP address for IMM2. You can obtain the IMM2 IP address through the Setup utility. The server comes with a default IP address for the IMM2 of 192.168.70.125. To locate the IP address, complete the following steps:

1. Turn on the server.

**Note:** Approximately 20 to 40 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

To log onto the web interface to use the remote presence functions, complete the following steps:

1. Open a web browser on a computer that connects to the server and in the **address** or **URL** field, type the IP address or host name of the IMM to which you want to connect.

**Note:** The IMM2 defaults to DHCP. If a DHCP host is not available, the IMM2 assigns a static IP address of 192.168.70.125.

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 event log.

**Note:** The IMM2 is set initially with a user name of USERID and password of PASSWORD (passw0rd with a zero, not the letter O). You have read/write access. You must change the default password the first time you log on.

3. On the Welcome page, type a timeout value (in minutes) in the field that is provided. The IMM2 will log you off of the web interface if your browser is inactive for the number of minutes that you entered for the timeout value.
4. Click **Continue** to start the session. The System Health page provides a quick view of the system status.

## Using the embedded hypervisor

The VMware ESXi embedded hypervisor is available on server models that come with an installed USB embedded hypervisor flash device. The USB flash device comes installed in the USB connector on the system board. 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 boot order in the Setup utility.

To add the USB flash device to the boot order, complete the following steps:

1. Turn on the server.

**Note:** Approximately 20 to 40 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 **Embedded Hypervisor**. Press Enter, and then select Esc.
5. Select **Change Boot Order** and then select **Commit Changes**; then, press Enter.
6. Select **Save Settings** and then select **Exit Setup**.

If the embedded hypervisor flash device image becomes corrupt, you can use the *VMware Recovery* CD to recover the flash device image. To recover the flash device image, complete the following steps:

1. Turn on the server.

**Note:** Approximately 20 to 40 seconds after the server is connected to power, the power-control button becomes active.

2. Insert the VMware Recovery CD into the CD or DVD drive.
3. Follow the instructions on the screen.

For additional information and instructions, see the *ESXi Embedded and vCenter Server Setup Guide* at [http://www.vmware.com/pdf/vsphere4/r40\\_u1/vsp\\_40\\_u1\\_esxi\\_e\\_vc\\_setup\\_guide.pdf](http://www.vmware.com/pdf/vsphere4/r40_u1/vsp_40_u1_esxi_e_vc_setup_guide.pdf).

## Enabling the Intel Gigabit Ethernet Utility program

The Intel Gigabit Ethernet Utility program is part of the server firmware. You can use it to configure the network as a startable device, and you can customize where the network startup option appears in the startup sequence. Enable and disable the Intel Gigabit Ethernet Utility program from the Setup utility.

## Configuring the Gigabit 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/>.

## Using the LSI Configuration Utility program

Use the LSI Configuration Utility program to configure and manage redundant array of independent disks (RAID) arrays. Be sure to use this program as described in this document.

- Use the LSI Configuration Utility program to perform the following tasks:
  - Perform a low-level format on a hard disk drive
  - Create an array of hard disk drives with or without a hot-spare drive
  - Set protocol parameters on hard disk drives

The integrated SAS/SATA controller with RAID capabilities supports RAID arrays. You can use the LSI Configuration Utility program to configure RAID 1 (IM), RAID 1E (IME), and RAID 0 (IS) for a single pair of attached devices. If you install the optional ServeRAID-M5110 SAS/SATA controller, it provides RAID levels 0, 1, 5, 6, 10, 50, and 60 support. If you install a different type of RAID adapter, follow the instructions in the documentation that comes with the adapter to view or change settings for attached devices.

In addition, you can download an LSI command-line configuration program from <http://www.ibm.com/supportportal/>.

When you are using the LSI Configuration Utility program to configure and manage arrays, consider the following information:

- The integrated SAS/SATA controller with RAID capabilities supports the following features:
  - Integrated Mirroring (IM) with hot-spare support (also known as RAID 1)  
Use this option to create an integrated array of two disks plus up to two optional hot spares. All data on the primary disk can be migrated.
  - Integrated Mirroring Enhanced (IME) with hot-spare support (also known as RAID 1E)

Use this option to create an integrated mirror enhanced array of three to eight disks, including up to two optional hot spares. All data on the array disks will be deleted.

– Integrated Striping (IS) (also known as RAID 0)

Use this option to create an integrated striping array of two to eight disks. All data on the array disks will be deleted.

- Hard disk drive capacities affect how you create arrays. The drives in an array can have different capacities, but the RAID controller treats them as if they all have the capacity of the smallest hard disk drive.
- If you use an integrated SAS/SATA controller with RAID capabilities to configure a RAID 1 (mirrored) array after you have installed the operating system, you will lose access to any data or applications that were previously stored on the secondary drive of the mirrored pair.
- If you install a different type of RAID controller, see the documentation that comes with the controller for information about viewing and changing settings for attached devices.

## Starting the LSI Configuration Utility program

To start the LSI Configuration Utility program, complete the following steps:

1. Turn on the server.

**Note:** Approximately 20 to 40 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 are prompted to type the password.
3. Select **System Settings** → **Adapters and UEFI drivers**.
4. Select **Please refresh this page on the first visit** and press Enter.
5. Select **LSI controller\_driver\_name Driver** and press Enter, where *controller\_driver\_name* is the name of the SAS/SATA controller driver. For the SAS/SATA controller driver name, see the documentation that comes with your controller.
6. To perform storage-management tasks, follow the procedures in the documentation that comes with the SAS/SATA controller.

When you have finished changing settings, press Esc to exit from the program; select **Save** to save the settings that you have changed.

## Formatting a hard disk drive

Low-level formatting removes all data from the hard disk. If there is data on the disk that you want to save, back up the hard disk before you perform this procedure.

**Note:** Before you format a hard disk, make sure that the disk is not part of a mirrored pair.

To format a drive, complete the following steps:

1. From the list of adapters, select the controller (channel) for the drive that you want to format and press Enter.
2. Select **SAS Topology** and press Enter.
3. Select **Direct Attach Devices** and press Enter.
4. To highlight the drive that you want to format, use the Up Arrow and Down Arrow keys. To scroll left and right, use the Left Arrow and Right Arrow keys or the End key. Press Alt+D.

5. To start the low-level formatting operation, select **Format** and press Enter.

### Creating a RAID array of hard disk drives

To create a RAID array of hard disk drives, complete the following steps:

1. From the list of adapters, select the controller (channel) for the drives that you want to mirror.
2. Select **RAID Properties**.
3. Select the type of array that you want to create.
4. Use the arrow keys to highlight the first drive in the pair; then, press the Minus (-) or Plus (+) key to change the mirror value to **Primary**.
5. Continue to select the next drive using the Minus (-) or Plus (+) key until you have selected all the drives for your array.
6. Press C to create the disk array.
7. Select **Apply changes and exit menu** to create the array.

---

## 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 limited settings for configuring the IPMI function in the IMM2 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?Indocid=TOOL-ASU>.

---

## Updating IBM Systems Director

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.

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

1. Check for the latest version of IBM Systems Director:
  - a. Go to <http://www.ibm.com/systems/software/director/downloads/index.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.

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

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.

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

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. 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 UUID, go to <http://www.ibm.com/supportportal/>.

1. Download the Advanced Settings Utility (ASU):
  - a. Go to <http://www.ibm.com/support/entry/portal/docdisplay?&Indocid=TOOL-CENTER>.
  - b. Scroll down to **Configuration** and click **Advanced Settings Utility**.
  - c. In the next window under Related Information, click the **Advanced Settings Utility** link and download the ASU version for your operating system.
2. ASU sets the UUID in the Integrated Management Module II (IMM2). Select one of the following methods to access the Integrated Management Module II (IMM2) 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 IMM2 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 “IBM Advanced Settings Utility program” on page 235 or the *Advanced Settings Utility Users Guide* for more details.

- Remote LAN access, type the command:

**Note:** When using the remote LAN access method to access IMM2 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 Tools Center website at <http://publib.boulder.ibm.com/infocenter/toolscctr/v1r0/index.jsp>. From the left pane, click **IBM System x and BladeCenter Tools Center**, then click **Tool reference** for the available tools.

5. Restart the server.

---

## Updating the DMI/SMBIOS data

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, go to <http://www.ibm.com/supportportal/>.

1. ASU sets the DMI in the Integrated Management Module II (IMM2). Select one of the following methods to access the Integrated Management Module II (IMM2) 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)

2. 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
3. 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.SysInfoProdIdentifier <system 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 xxx is the machine type and yyy is the server model number.

*< system model>*

The system model. Type system yyyyyyy, where yyyyyyy is the product identifier such as x3550M3.

*<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 aaaaaaaaaaaaaaaaaaaaaaaaaaaaaa 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 IMM2 using the online authenticated LAN access method, ASU will automatically use the following 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.SysInfoProdIdentifier <system 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.SysInfoProdIdentifier <system 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. See the *Advanced Settings Utility Users Guide* at <http://www-947.ibm.com/systems/support/supportsite.wss/docdisplay?brandind=5000008&Indocid=MIGR-55021> for more details.

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.SysInfoProdIdentifier <system 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 IMM2 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.SysInfoProdIdentifier <system 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.SysInfoProdIdentifier <system 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 Tools Center website at <http://publib.boulder.ibm.com/infocenter/toolscctr/v1r0/index.jsp>. From the left pane, click **IBM System x and BladeCenter Tools Center**, then click **Tool reference** for the available tools.

4. Restart the server.



---

## Appendix A. Getting help and technical assistance

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

---

### Before you call

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

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system and any optional devices are turned on.
- Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system. Information about diagnostic tools is in Chapter 3, “Diagnostics,” on page 17.
- 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.

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/> and follow the instructions. Also, some documents are available through the IBM Publications Center at <http://www.ibm.com/shop/publications/order/>.

---

### Getting help and information from the World Wide Web

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

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

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## Software service and support

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

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

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## 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 **Find a Business Partner** on the right side of the page. 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.

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## 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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## Appendix B. Notices

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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.

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IBM makes no representations or warranties with respect to non-IBM products. Support (if any) for the non-IBM products is provided by the third party, not IBM.

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

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## 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 server 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 server 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 server, IBM may condition provision of repair or replacement of servers or parts on implementation of appropriate remedial measures to mitigate such environmental contamination. Implementation of such remedial measures is a customer responsibility.

Table 14. Limits for particulates and gases

Contaminant	Limits
Particulate	<ul style="list-style-type: none"><li>The room air must be continuously filtered with 40% atmospheric dust spot efficiency (MERV 9) according to ASHRAE Standard 52.2<sup>1</sup>.</li><li>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.</li><li>The deliquescent relative humidity of the particulate contamination must be more than 60%<sup>2</sup>.</li><li>The room must be free of conductive contamination such as zinc whiskers.</li></ul>
Gaseous	<ul style="list-style-type: none"><li>Copper: Class G1 as per ANSI/ISA 71.04-1985<sup>3</sup></li><li>Silver: Corrosion rate of less than 300 Å in 30 days</li></ul>

<sup>1</sup> ASHRAE 52.2-2008 - *Method of Testing General Ventilation Air-Cleaning Devices for Removal Efficiency by Particle Size*. Atlanta: American Society of Heating, Refrigerating and Air-Conditioning Engineers, Inc.

<sup>2</sup> 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.

<sup>3</sup> ANSI/ISA-71.04-1985. *Environmental conditions for process measurement and control systems: Airborne contaminants*. Instrument Society of America, Research Triangle Park, North Carolina, U.S.A.

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## Documentation format

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## Telecommunication regulatory statement

This product is not intended to be connected directly or indirectly by any means whatsoever to interfaces of public telecommunications networks, nor is it intended to be used in a public services network.

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## 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 may cause undesired operation.

## Industry Canada Class A emission compliance statement

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

## Avis de conformité à la réglementation d'Industrie Canada

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

## Australia and New Zealand Class A statement

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

## 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.

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914-499-1900

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## 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.  
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Telephone: +49 7032 15-2937  
Email: tjahn@de.ibm.com

### Generelle Informationen:

**Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse A.**

## 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適合品

jeita

Japanese Electronics and Information Technology Industries Association (JEITA)  
Confirmed Harmonics Guideline (products less than or equal to 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

rusemi

## People's Republic of China Class A electronic emission statement

中华人民共和国“A类”警告声明

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。





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