

DIGITAL Server  
3100R/3200R Series

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Service Maintenance Manual

Part Number: ER-R2CWW-SM. A01

**Digital Equipment Corporation**

## **January 1998**

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Read the instructions for correct handling.

This equipment has been tested for radio frequency emissions and has been verified to meet VDE 0871 Class A.

Declaration of the Manufacturer to Importer.

We hereby certify that the DIGITAL Server 3100R/3200R Series is in compliance with vfg 1046 and is RFI suppressed.

The marketing and sale of the equipment was reported to the German Postal Service.

The right to retest this equipment to verify compliance with the regulation was given to the German Postal Service.

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# Preface **P**

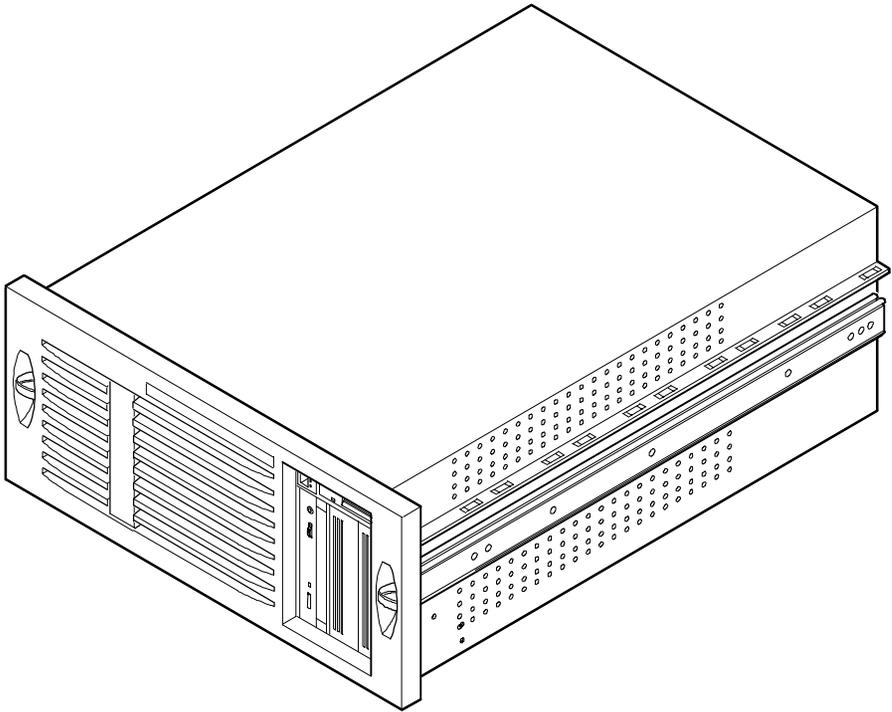
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This *Service Maintenance Manual* is a troubleshooting guide that can be used for reference when servicing DIGITAL Servers.

DIGITAL reserves the right to make changes to this *Service Maintenance Manual* without notice. Accordingly, the illustrations and procedures in this document might not apply to all DIGITAL Servers to be serviced since many of the diagnostic tests are designed to test more than one product.



**CAUTION:** DIGITAL recommends that only A+/DIGITAL Server certified engineers attempt to repair this equipment. All troubleshooting and repair procedures are detailed to support subassembly/module level exchange. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or circuit board modifications might void any warranty or exchange allowances.



DEC01429

**Typical DIGITAL Server 3100R/3200R**

# Product Description

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# 1

## System Introduction

The DIGITAL Server 3100R/3200R is a high-performance, highly-scalable departmental server featuring the latest in modular processor and storage technology.

The DIGITAL Server provides support for the following features:

## Reliability/Availability

### *Rackmountable*

The DIGITAL Server can be mounted into any industry-standard 19-inch rack. Note that the rack, monitor, keyboard, and mouse must be purchased separately.

### *Pentium Pro or Pentium II Processor Module*

Pentium Pro processor module. Each Pentium Pro processor requires 36-bit SIMMs with 60 ns access time. It will operate with either EDO or Fast Page memory.

Or

Each Pentium II processor operates using 168-pin, 72-bit DIMMs with 60 ns access time and ECC protected EDO memory.

### *Error Correction Code (ECC) Memory*

Recovery from most cache and memory errors.

*continued*

Product Description

*Internal Sensors*

Monitors internal server temperatures, fan operation, and voltages for the main logic board and processor module.

*Clusters*

Supports DIGITAL Clusters for Windows NT and Microsoft Cluster Server (part of Microsoft Windows NT Server, Enterprise Edition) for database and file services failover.

## Server Expansion

*Flexible Memory Architecture*

ECC memory supported. Server memory can be upgraded from 32 MB to a maximum of 1 GB using SIMM memory on a Pentium Pro processor module. For Pentium II processor modules, server memory can be upgraded from 32 MB to a maximum of 512 MB using DIMM memory.

*Four EISA Expansion Slots, Two PCI Expansion Slots, and One Shared PCI/EISA Expansion Slot*

Accommodates industry-standard expansion boards such as network, Small Computer System Interface (SCSI), Redundant Array of Independent Disks (RAID), and modems.

*Integrated PCI and SVGA Video Controller*

Supports management and configuration applications locally (on main logic board) without use of an expansion slot.

*Wide Ultra SCSI Controller*

Supports narrow and wide Ultra SCSI internal devices.

*continued*

<i>Capacity for Seven Internal Storage Devices</i>	Accommodates four 3½-inch half-height SCA-2 disk drives, one CD-ROM (standard), a 3½-inch diskette drive (standard), and two narrow (50-pin) half-height, 5¼-inch devices; or one full-height, 5¼-inch device such as a CD-ROM or tape drive.
<i>External I/O Ports</i>	Two serial ports and one Enhanced Parallel Port (EPP) to support external options such as a printer, modem, or local terminal.
<i>SCA-2 Storage Backplane</i>	Supports high-performance SCSI SCA-2 disk drives.
<i>Disk Hot Swap Capability</i>	Allows replacement of SCSI SCA-2 disk drives while the server is operating.
<i>External Network Ports/Integrated Network Controller</i>	A DIGITAL Ethernet controller on the main logic board. An Ethernet daughter card provides: one 10/100Base-T (10/100 Mb/s) port, one 10Base-2 (10 Mb/s) port, and one 10Base-5 (AUI) port.

## Server Management and Security

<i>Server Diagnostics</i>	Allows local and remote diagnosis of server problems.
<i>Hardware Configuration</i>	Allows local and remote server configuration.
<i>Unique Asset Management</i>	Unique server identifier in non-volatile memory provides easy asset management.
<i>BIOS and Firmware Upgrade Utility</i>	Upgrades the BIOS and firmware versions.
<i>SCA-2 Disk Drive Indicator LEDs</i>	Provides immediate status information on SCA-2 disk drive activity or failure.
<i>Server Fault Status LEDs</i>	Provides immediate status information on server fan, temperature, voltage, and memory failure.

## Server Configurations

The following rules apply when **Product Family Names** and **Product Model Names** are assigned to DIGITAL Server products. These rules apply to all products developed in the NT Server Business Unit (NTSBU).

### Server Naming Guidelines

- All products in a family carry the same name on the nameplate. (i.e. all products in the Entry space will carry the name DIGITAL SERVER 1000)

<u>Family Name</u>	<u>Segment</u>
<b>DIGITAL SERVER 500</b>	SUB ENTRY
<b>DIGITAL SERVER 1000</b>	ENTRY
<b>DIGITAL SERVER 3000</b>	DEPARTMENT
<b>DIGITAL SERVER 5000</b>	APPLICATION
<b>DIGITAL SERVER 7000</b>	ENTERPRISE
<b>DIGITAL SERVER 9000</b>	SUPER ENTERPRISE

- Products in a rackmount chassis will have an R after the Family Name (DIGITAL Server 3000R).
- Product models within a family will be differentiated by the Product Model Name. The Product Model Name will appear on a label on the rear of the product. Specific configurations within a model will carry the same Product Model Name and will be differentiated by the FR part number.

## Product Model Numbering Convention

The following example describes the product model numbering convention:

### **DIGITAL SERVER 1234 5678A R**

1 = PRODUCT FAMILY NAME (first character of family number)

2 = MAJOR PROCESSOR TECHNOLOGY DIFFERENTIATOR WITHIN THE FAMILY

This number will be assigned to each new platform based on the following matrix. Open numbers will be assigned as new processor technology is introduced. THIS FIELD IS NOT USED FOR SUB ENTRY PRODUCTS.

100 = Pentium Pro

200 = Pentium II – Slot 1

300 = EV5

400 = Pentium II – Slot 2

500 = EV6

600 = OPEN

700 = OPEN

800 = OPEN

900 = OPEN

3,4 = USED TO DIFFERENTIATE MODELS BASED UPON DIFFERENT PROCESSORS WITHIN A PROCESSOR TECHNOLOGY (I.E. CLOCK SPEED, CACHE SIZE) START AT 00 FOR FIRST MODEL AND INCREMENT BY 05 FOR EACH ADDITIONAL MODEL.

5 = CPU TYPE

BLANK = PENTIUM

1= PENTIUM PRO

2 = PENTIUM II/SLOT 1

3 = PENTIUM II/SLOT 2

4 = Open/Available for future processors

5 = Open/Available for future processors

6 = ALPHA EV56

7 = ALPHA PCA57

8 = ALPHA EV6

9 = ALPHA EV67

6, 7, 8,9 = CPU CLOCK SPEED IN MHZ

## Related Material

The following related material is available:

Document or Software Title	Order Number	Description
Service Quick Reference	ER-R2CWW-SR (English only)	Provides troubleshooting information that can be used when servicing DIGITAL servers. This manual is a condensed version of the Service Maintenance Manual and is provided in a pocket-size format (4 x 8-inches).
Installation Guide	ER-R2CWW-IM (Multilanguage)* ER-R2CWW-IJ (Japanese)	Provides information on connecting hardware cables and booting the server. This guide also explains how to use DIGITAL ServerWORKS Quick Launch to install an operating system, create driver and utility diskettes, and view on-line help and support documentation.
System Reference	ER-R2CWW-UA (English) ER-R2CWW-UJ (Japanese)	Provides information on using the server's configuration utilities, installing peripherals and options, security, and troubleshooting. The System Reference is available on the Quick Launch CD-ROM in English, Spanish, German, Italian, and French.
Quick Reference labels	36-49411-01 (inside top cover) 36-49412-01 (inside top cover) 36-49413-01 (front bezel)	Provides an overview of major server components, configuration guidelines, SCSI cabling, and fault status information. These labels are located on the inside of the server's top cover and on the front bezel.
Warranty and Service Information	ER-PCWAR-CM (Multilanguage)*	Provides warranty information and a listing of phone numbers for technical support.

\* Multilanguage includes: English, French, Italian, German, and Spanish

*continued*

Document or Software Title	Order Number	Description
DIGITAL ServerWORKS software	QB-4WY9A-SA (Multilanguage)*	<p>Contains ServerWORKS Quick Launch and ServerWORKS Manager software and documentation.</p> <p>Quick Launch consists of a bootable CD-ROM disk and Getting Started guide. This program steps the user through the initial server setup and operating system installation.</p> <p>ServerWORKS Manager consists of two CD-ROMs and an Overview and Installation Guide and supporting documentation.</p>
Product README and Revision History Information - Quick Launch CD-ROM	Refer to the Quick Launch CD-ROM in the DIGITAL ServerWORKS software kit.	Provides additional product information and product change history.
Option documentation - Quick Launch CD-ROM	Refer to the Quick Launch CD-ROM in the DIGITAL ServerWORKS software kit.	Provides postscript files that can be viewed and printed using Adobe Acrobat Reader software. These files are provided in PDF format on the Quick Launch CD-ROM.
Diagnostic Software - Quick Launch CD-ROM	Refer to the Quick Launch CD-ROM in the DIGITAL ServerWORKS software kit.	<p>Contains an advanced set of diagnostic utilities for identifying and correcting problems on the server.</p> <p>The diagnostic software can be used to verify proper hardware installation and isolate intermittent problems that are not detected by the Power On Self Test (POST). Refer to chapter 2 for information on using the diagnostic utilities.</p>
PC Product Support Information Kit	QA-5RJAA-G8 (English only)	Provides all the latest user documentation for all NTSBU mobile, desktop, and server products.

\* Multilanguage includes: English, French, Italian, German, and Spanish

*Refer to chapter 2 for procedures for creating diskettes and viewing documentation from the Quick Launch CD-ROM.*

## Latest Product Information and Updates

Listed below is the current product information and update source locations.

### Server Product Information

Family Name	Model Name	Part Number	Description
DIGITAL Server 3000R	DIGITAL Server 3105 1200R	FR-R2C5W-AA	6266/512 (PII) - MODEL 1
DIGITAL Server 3000R	DIGITAL Server 3105 1200R	FR-R2C5W -AX	6266/512 (PII) - KERNAL
DIGITAL Server 3000R	DIGITAL Server 3200 2266R	FR-R2C6W -AA	6300/512 (PII) - MODEL 1
DIGITAL Server 3000R	DIGITAL Server 3200 2266R	FR-R2C6W -AX	6300/512 (PII) - KERNAL
Powergrade Chip Upgrade	DIGITAL Server 3000 Powergrade Upgrade Kit	FR-PCB4U-AD	6266/256 (PII) Powergrade Chip Upgrade
Powergrade Board Upgrade	DIGITAL Server 3000 Powergrade Upgrade Kit	FR-PCB4U-AE	6266/512 (PII) Powergrade Board Upgrade
Powergrade Chip Upgrade	DIGITAL Server 3000 Powergrade Upgrade Kit	FR-PCB4U-AF	6300/512 (PII) Powergrade Chip Upgrade
Powergrade Board Upgrade	DIGITAL Server 3000 Powergrade Upgrade Kit	FR-PCJ2U-AB	6300/512 (PII) Powergrade Board Upgrade

## Pentium Pro vs Pentium II Comparison Chart

Item	Pentium Pro	Pentium II
Clock Speed	200 MHz	266 MHz or 300 MHz
System Bus Speed	66 MHz	66 MHz
Form Factor	Socket 8 (PGA)	Single Edge Contact (SEC) cartridge
Number of CPUs	2	2
L1 Cache (instruction/Data)	16 KB	32 KB
L2 Cache	Internal	External (in SEC cartridge)
L2 Bus Speed	Full Speed	Half Speed
L2 ECC	Yes	512 KB only
L2 Cache Size	256/512 KB	512 KB
MMX Instructions	No	Yes
Memory	All ECC	All ECC
Type	SIMM (EDO and Fast Page)	DIMM (EDO)
Maximum	1 GB	512 MB

## Updates

Current server utilities and technical support information is available on the Quick Launch CD-ROM disc and the Internet.

For product information, use the address:

<http://www.windows.digital.com>

For technical support, use the address:

<http://www.windows.digital.com/support/support.asp>

For access directly to the software library for BIOS and driver updates, use the address:

<http://www.windows.digital.com/~ftp/00-index.stm>

# Server Software and Utilities

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# 2

## Introduction

This chapter describes the utilities supplied with the server. Server utilities include:

- **ServerWORKS Quick Launch** — This software is used to install a network operating system onto the server. The CD-ROM also contains various drivers and on-line documentation.
- **System Configuration Utility (SCU)** — This utility is available to configure the server when relocating, adding, or removing EISA/ISA/PCI expansion boards and when changing the server's factory-defined settings. The SCU is available on the Quick Launch CD-ROM.
- **RAID Configuration Utility** — This utility is available for RAID-ready servers only. This utility is available to configure the RAID array. The RAID configuration utility is available on the Quick Launch CD-ROM.
- **BIOS Upgrade Utility** — This utility is available to update or restore the server's BIOS. The BIOS Upgrade Utility is available on the Internet.
- **SCSI *Select* Utility** — This utility allows you to configure and view settings of the onboard SCSI controller and SCSI devices. The SCSI *Select* Utility is available each time you boot the server.
- **Diagnostics** — This utility is used to verify server operation. The diagnostics utility is available on the Quick Launch CD-ROM.

## ServerWORKS Quick Launch

ServerWORKS Quick Launch is used to install the server's Network Operating System (NOS). In addition to providing quick and seamless NOS installation, Quick Launch also provides drivers, documentation, and the ability to make diskettes of utilities such as diagnostics. For more information, refer to the *ServerWORKS Quick Launch Getting Started* guide.

### Creating Diskettes and Viewing On-line Documentation

Use the following procedure to create diskettes using the Quick Launch CD-ROM and to view on-line product documentation.

1. Power on the server and boot the ServerWORKS Quick Launch CD-ROM.
2. Select the "User Documentation" button to view on-line product documentation.
3. From the Quick Launch Main Screen, select the "Installations & Utilities" button and then the Utility tab to create driver and utility diskettes.
4. Insert a DOS-formatted diskette into drive A, and choose the utility or driver you wish to copy and select Continue.
5. Repeat this procedure for all the utilities and drivers you wish to copy.

## System Configuration Utility (SCU)

The server was pre-configured at the factory using the System Configuration Utility (SCU). This means that the server's hardware (processor modules, memory, cache, mass storage devices, expansion boards, etc.) has been identified and configured for optimum performance. If configuration changes are required, DIGITAL recommends that the SCU be used along with the information provided in this section.

*Refer to "Starting the SCU" described later in this section.*

*Refer to Chapter 3, "SCU Features," for more details about the SCU.*

*Refer to the ServerWORKS Quick Launch Getting Started guide and the README.TXT file, which is located on the Quick Launch CD-ROM, for additional information.*

### When to Run the SCU

Always run the SCU each time you add, remove, or relocate ISA, PCI and/or EISA expansion boards to reconfigure server resources (IRQs). Always run the SCU if the main logic board changed, or after adding a processor module.

If the main logic board changes or a processor module is added, run the SCU (select the option "Configure Computer") to update the serial numbers of the components. For more information on how to change the serial numbers, refer to Chapter 4, "Obtaining Information About The Server."

Typically, the server displays a message such as `Run SCU Utility.....Press F1 to Continue`. Select how to access and run the SCU by following the instructions displayed on the SCU screens.

## Configuring Expansion Boards

Each time you add, remove, or relocate any EISA/ISA/PCI expansion board, you need to run the SCU to identify their operating characteristics, server resource requirements, and slot locations. Based on this information, the SCU will then automatically assign the proper server resources to EISA expansion boards, enable PCI boards, and inform you as to what jumper or switch settings need to be manually set on ISA expansion boards to avoid resource conflicts.

The SCU identifies an expansion board's operating characteristics and resource requirements through Configuration (.CFG) files. These files contain main logic board, EISA, PCI, and ISA expansion board vital characteristics and the server resources they require for proper operation. Before configuring the server, copy the CFG files (and overlays if applicable) supplied with the additional EISA expansion boards to either the SCU directory on the hard disk drive or to the SCU diskette.

As an added feature, the SCU creates and stores all setup changes in a System Configuration (.SCI) file. This file is automatically generated when the SCU runs. Afterwards, this SCI file can be used on any DIGITAL Server that is identically configured and can serve as a backup to the EISA configuration stored in NVRAM memory.

## Starting the SCU

The SCU is located on the ServerWORKS Quick Launch CD-ROM disc. The SCU options are shown in Figure 2-1. If this is the first time using the SCU, it is recommended that you select "Learn About Configuring your Computer" for detailed information on using the SCU. If this is a subsequent session, refer to the appropriate sections in this chapter to change the server's configuration.

Start the SCU in one of three ways:

1. During the Quick Launch boot process, if a DOS partition was created, the SCU was copied to the partition on the hard disk drive. This allows you to run the SCU anytime from the DOS partition.

At the MS-DOS prompt change to the SCU directory and type:

```
SCU.BAT
```

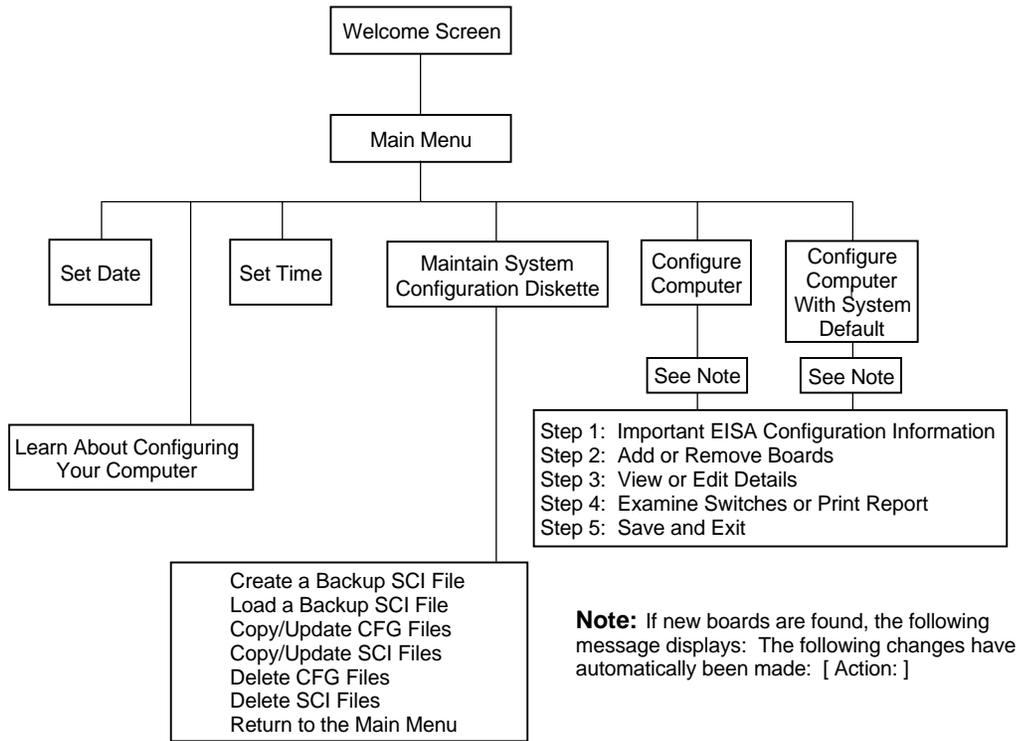
2. Creating a bootable SCU diskette by using the Quick Launch CD-ROM and selecting the Installations & Utilities button and then the Utilities page. On the Utilities page, select the appropriate BIOS level for the server that the SCU is being created for (if this is being done on the server, the default BIOS that is highlighted is the BIOS of that server).

Afterwards, run the SCU anytime using the SCU diskette.

3. The SCU can also be run by inserting the Quick Launch CD-ROM disc, rebooting the server, and pressing and holding the right [ALT] key during the boot process to display the SCU.



**NOTE:** If EISA (in some cases, PCI) cards have been added to the server, the SCU will be invoked automatically when booted from the Quick Launch CD-ROM disc. The .SCI file is not saved when using this method to run the SCU.



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**Figure 2-1. SCU Main Menu Options**

## Using the SCU

To use the SCU:

1. Turn on the server and allow the Power-On Self Test (POST) to complete.

If POST detects an error refer to Chapter 4, "Troubleshooting," and take the appropriate steps to correct the problem. After the problem has been resolved, restart the server.

2. Start the SCU using one of the three methods described previously.
3. Press [Enter] to display the SCU introductory screen.



**NOTE:** The SCU contains help pop-up screens for any selected menu item. Press [F1] at anytime to display a help screen. Press [Esc] to remove a help screen.

4. If no configuration errors appear, the Welcome screen displays.

Press [Enter] to display the Main menu.

If a configuration error appears, the Welcome screen displays information about the error and then prompts you to reconfigure the server.

5. Step through the menu items to familiarize yourself with the SCU.

## SCU Keyboard Function Keys

The following table lists the keyboard function keys used to scroll through the menu screens, and select specific menu items in the SCU.

Keyboard Key	Function
[↓]	Moves the cursor down one menu item.
[↑]	Moves the cursor up one menu item.
[→]	Moves the cursor one character to the right.
[←]	Moves the cursor one character to the left.
[Enter]	Displays the available user-selectable settings for the highlighted option or selects the highlighted menu item.
[F6]	View, change, or lock available resources for the highlighted option.
[F10]	Press [F10] to complete a step.
[F1]	Displays the selected menu item's help screen.
[Esc]	Returns the monitor screen to the previously selected menu item.

## Configure Computer

This option provides step-by-step instructions on how to configure the server when adding, removing, or relocating expansion boards and when changing operating parameters.

Select one of the following menu options:

- “Configure Computer with System Default” — Loads the SCU default settings.
- “Configure Computer” — Instructions are displayed. Complete the instructions if you are performing an initial configuration on the server. If this is a subsequent configuration, refer to the appropriate menu item to update the server's configuration.

## Setting the Date and Time

Use these two SCU options to reset the date and time maintained by the server's battery.

To access this menu item:

1. Start the SCU using one of the three methods described in "Starting the SCU."
2. Press [Enter] to display the SCU main menu.
3. Configure the server for the current date and time by selecting the `Set Date` and `Set Time` options.

## Maintain System Configuration Diskette

Select this option to maintain Configuration (CFG) files and System Configuration Information (SCI) files.

To access this menu item:

1. Start the SCU using one of the three methods described in "Starting the SCU."
2. Press [Enter] to display the SCU main menu.
3. Select the `Maintain System Configuration Diskette` option, and then press [Enter].
4. Select a menu item and complete the displayed instructions for that item.

Afterwards, the following menu options are available:

- Create a backup SCI file
- Load a backup SCI file
- Copy/update CFG files
- Copy/update SCI files
- Delete CFG files
- Delete SCI files
- Return to the Main Menu

## RAID Configuration Utility

RAID-ready DIGITAL Servers include a RAID adapter and RAID configuration utility. The RAID configuration utility appears when booting the server with the ServerWORKS Quick Launch CD-ROM disc. Use this utility to configure the RAID array.



**NOTE:** The DIGITAL Server is shipped configured as an Ultra SCSI system. Use the RAID configuration utility to disable support for Ultra SCSI if you are configuring non-Ultra devices.

*Refer to the RAID User's Manual on the Quick Launch CD-ROM.*

## BIOS Upgrade Utility

All servers have BIOS software in a flash (ROM) chip located on the main logic board. This BIOS initializes hardware and boots the operating system when the server is turned on. The BIOS also provides access to other services such as keyboard and SCA-2 disk drives.

Upgrade the server's BIOS to future releases by executing the BIOS upgrade utility (PHLASH.EXE) located in the BIOS upgrade kit. The "BIOS upgrade" switch (SW1-1) on the main logic board must be set to ON before upgrading the system BIOS.

BIOS upgrades are available on the Internet.

For technical support, use the address:

<http://www.windows.digital.com/support/support.asp>

For access directly to the software library for BIOS and driver updates, use the address:

<http://www.windows.digital.com/~ftp/00-index.stm>



**CAUTION:** A crisis recovery diskette should be created before upgrading the server BIOS.

When upgrading the BIOS, remove any video option cards and enable the onboard SVGA. In the rare event that you may need to use the crisis recovery diskette, the system will require that the onboard SVGA be used in this mode.

## SCSI*Select* Utility

The DIGITAL Server comes with an onboard Adaptec 7880 SCSI controller and the SCSI*Select* configuration utility. This utility allows you to change SCSI controller settings without opening the server.

Use SCSI*Select* to:

- Check factory default settings for each device on the wide Ultra SCSI bus.
- Change SCSI device settings that might conflict with other SCSI devices.
- Perform low-level formatting on new SCA-2 disk drives.

To start the SCSI*Select* configuration utility:

Press [Ctrl] + [A] when the Adaptec BIOS banner appears during the boot process and before the end of the device information display.



**NOTE:** The DIGITAL Server is shipped configured as an Ultra SCSI system. Use the SCSI*Select* utility to disable support for Ultra SCSI if you are configuring non-Ultra devices.

## Diagnostics

Diagnostic software is shipped with every DIGITAL Server on the Quick Launch CD-ROM. This software contains an advanced set of diagnostic utilities for identifying and correcting problems with the server. The diagnostic software can be used to verify proper hardware installation and isolate intermittent problems that are not detected by the Power-On Self Test (POST). The diagnostic software includes:

- AMIDiag base diagnostic (processors, memory, and main logic board components tests) from American Megatrends
- DIGITAL vendor extended tests (SCSI, network, storage, and RAID)
- Extensive on-line help and the *AMIDiag User's Guide*

The diagnostic program is a stand-alone MS-DOS package that can be run from diskettes or from the DOS partition on the server's hard disk drive.

To access the supplied diagnostic software:

- During the server installation process, the diagnostic software will be automatically copied to a subdirectory on the DOS partition (only if the user selected the option to create a DOS partition). This allows you to run the diagnostic software from the DOS partition you created.
- Using the Quick Launch CD-ROM, you can create bootable diagnostic software diskettes. This allows you to run the diagnostic software using the diskettes you created.



**NOTE:** DIGITAL strongly recommends that you copy the diagnostics to diskettes and then use these diskettes to run the diagnostics on the server.

To run the diagnostics from the DOS partition, perform the following:

1. Boot the server and select MS-DOS from the boot menu.
2. At the MS-DOS prompt, type:

```
C:\diag\diagnose.bat
```

3. Select MS-DOS again and the diagnostics will load. Once the diagnostics begin, the main menu appears.

To create the diagnostic diskettes from the Quick Launch CD-ROM, perform the following:

1. Insert the Quick Launch CD-ROM into the drive and boot the server or from a PC or workstation, use Windows File Manager or Explorer and run:

```
<cd-rom>:\QLAUNCH.EXE.
```

2. From the Quick Launch main menu, select Installations & Utilities.
3. Select the Utilities tab and then select the server model.
4. Insert a blank MS-DOS formatted diskette into drive A and select Diagnostics.
5. Select Continue. Afterwards, remove the diskette for safekeeping.
6. Choose the next diagnostic diskette from the list and then select Continue. Create all the diskettes labeled "Diagnostics."

## Introduction

After entering the SCU, you can edit a variety of resources and configure the server for the most optimized condition. The following tables list the SCU options that are available in the SCU.

## System - DIGITAL Server 3100R/3200R

Menu Fields	Settings	Comments
System processor type	Not user selectable	Displays the type of the processor that is resident on the main logic board.
System processor clock	Not user selectable	Displays the clock of the processor that is resident on the main logic board.
System base memory	Not user selectable	Displays the amount of base (conventional) memory each time the server boots.
System extended memory	[memory amount], AT-bus space disabled <sup>(1)</sup>	Displays the amount of extended memory each time the server boots.
	[memory amount], AT-bus space enabled at F00000h, 1M	You can select disabling or enabling one of three memory ranges that could be used by expansion boards.
System extended memory mode	Compatibility <sup>(1)</sup> Non-compatibility	Selects the means for supporting extended memory above 64 MB. Select [Compatibility] for using conventional service in BIOS. Select [Non-Compatibility] for memory support above 64 MB when using Windows NT v3.1 or above.
System reserved resources	Not user selectable	Displays the SCU configuration and file overlay information. Reserved resources are also shown.
System BIOS language	Not user selectable	English only.

<sup>(1)</sup> Factory default setting

## System Management Group

Menu Fields	Settings	Comments
System reserved resources	Asset number	Always shown as installed. Select [Enter] to display the Asset number of the server. The Asset number can be changed by the user.
Main logic board information	Asset number	Select [Enter] to display main logic board information including Asset number, Serial number, Artwork Revision number, Model number, and System ID. The Asset number is the only item that can be changed by the user.
Processor module information	Asset number	Select [Enter] to display processor module information including Asset number, Serial number, Artwork Revision number, Model number, and System ID. The Asset number is the only item that can be changed by the user.

<sup>(1)</sup> Factory default setting

## Diskette Drive Group

Menu Fields	Settings	Comments
Integrated diskette controller	Enabled <sup>(1)</sup> Disabled	Enables or disables the onboard diskette controller. The onboard diskette controller must be disabled if an external diskette controller performs the interfacing to the diskette drives.
Diskette drive A	Not Installed 5.25" 360 KB drive 5.25" 1.2 MB drive 3.5" 720 KB drive 3.5" 1.44 MB drive <sup>(1)</sup> 3.5" 2.88 MB drive	Sets the size and density of diskette drives.
Diskette drive B	Not Installed <sup>(1)</sup> 5.25" 360 KB drive 5.25" 1.2 MB drive 3.5" 720 KB drive 3.5" 1.44 MB drive 3.5" 2.88 MB drive	Sets the size and density of diskette drives.
Exchange diskette drives	Disabled <sup>(1)</sup> Enabled	Allows you to logically exchange physical diskette drive designation. Enabling this function allows you to boot diskette software that is compatible with physical drive B: instead of physical drive A:.
Diskette write protection	Disabled <sup>(1)</sup> Enabled	Enables or disables the selected diskette drives to be write-protected at the disk drive level. Enabling this option means writing data to a diskette is prohibited. However, you can still read data from the diskette.

<sup>(1)</sup> Factory default setting

## Boot Options Group

Menu Fields	Settings	Comments
Boot option	A: then C: <sup>(1)</sup> C: then A: C: only A: only	Each time the server boots, it will load the operating system from the sequence selected.
Boot sequence preference	Embedded PCI SCSI <sup>(1)</sup> PCI slots	Select the channel that the boot device will be attached to. If the boot device is attached to a PCI expansion board, select the PCI slots option and the server will boot from the first boot device found attached to a PCI expansion board as it scans the PCI bus.
POST errors	Enabled <sup>(1)</sup> Disabled	If enabled, the server pauses and displays POST errors. To continue, Press <F1>.
Diskette check	Enabled <sup>(1)</sup> Disabled	Enabling this option forces the server to verify the diskette type during boot.
Summary screen	Enabled <sup>(1)</sup> Disabled	Enables or disables the ability to display the server's configuration during boot.

<sup>(1)</sup> Factory default setting

## Integrated Peripherals Group

Menu Fields	Settings	Comments
Video type	VGA or EGA <sup>(1)</sup> CGA 80 columns Monochrome	Sets the video controller type.
Monitor type	Color <sup>(1)</sup> Monochrome	Sets the type of monitor connected to the server: Color or Monochrome.
Mouse port	Disabled Enabled <sup>(1)</sup>	Enables or disables the onboard PS/2 style mouse port.
Parallel port	Disabled	Selects the Enhanced Parallel Port (EPP) mode.
	Compatible mode	Selects the standard printer connection.
	Bi-Directional Mode <sup>(1)</sup>	Selects the PS/2 compatible mode to receive data.
	EPP 1.7 mode EPP 1.9 mode	Selecting EPP 1.7 or EPP 1.9 is based on what EPP version the printer supports. If you are not sure what version the printer supports, use the default setting.
Serial port 1	ECP mode	Sets the Extended Capabilities Port (ECP) mode.
	Disabled Enable at: 3F8h-3FFh (IRQ4) <sup>(1)</sup> Enable at: 2F8h-2FFh (IRQ3) Enable at: 3E8h-3EFh (IRQ4) Enable at: 2E8h-2EFh (IRQ3) Enable at: 3F8h-3FFh (IRQ11) Enable at: 2F8h-2FFh (IRQ10) Enable at: 3E8h-3EFh (IRQ11) Enable at: 2E8h-2EFh (IRQ10)	Enables or disables onboard serial port 1 at the specified address and IRQ.

<sup>(1)</sup> Factory default setting

*continued*

Menu Fields	Settings	Comments
Serial port 2	Disabled Enable at: 3F8h-3FFh (IRQ4) Enable at: 2F8h-2FFh (IRQ3) <sup>(1)</sup> Enable at: 3E8h-3EFh (IRQ4) Enable at: 2E8h-2EFh (IRQ3) Enable at: 3F8h-3FFh (IRQ11) Enable at: 2F8h-2FFh (IRQ10) Enable at: 3E8h-3EFh (IRQ11) Enable at: 2E8h-2EFh (IRQ10)	Enables or disables onboard serial port 2 at the specified address and IRQ.
Embedded PCI SCSI	Installed <sup>(1)</sup> Not installed	When installed, this device will be recognized by the server. When not installed, this device will not be recognized by the server and will be ignored during the PCI scan sequence.
Embedded PCI Ethernet	Installed <sup>(1)</sup> Not installed	When installed, this device will be recognized by the server. When not installed, this device will not be recognized by the server and will be ignored during the PCI scan sequence.

<sup>(1)</sup> Factory default setting

## Keyboard Features Group

Menu Fields	Settings	Comments
NumLock	Auto <sup>(1)</sup>	Selects the power on state for Numlock. If Auto is selected, the server turns on Numlock if it detects a numeric keypad.
	Off	
	On	
Key Click	Disabled <sup>(1)</sup>	Enables or disables the audible key click feature.
	Enabled	
Keyboard auto-repeat rate	30/sec <sup>(1)</sup>	Sets the number of times a second to repeat a keystroke while holding the key down.
	26.7/sec	
	21.8/sec	
	18.5/sec	
	13.3/sec	
	10/sec	
	6/sec	
Keyboard auto-repeat delay	2/sec	Sets the delay time after a key is held down before it begins to repeat a keystroke.
	1/4 sec	
	1/2 sec <sup>(1)</sup>	
	3/4 sec	
	1 sec	

<sup>(1)</sup> Factory default setting

## Shadow Options Group

Menu Fields	Settings	Comments
Shadow video BIOS ROM	Enabled <sup>(1)</sup> Disabled	The main logic board reserves an area of DRAM for a copy of video BIOS ROM. This DRAM called “shadow memory” is write-protected and has the same addresses as the video BIOS ROM locations. When shadowing video BIOS ROM, the ROM image is copied into an appropriate area in DRAM. This increases the server’s performance because the video BIOS instructions are in fast DRAM instead of low speed ROM. For PCI VGA devices, video BIOS is always shadowed in C000h-C7FFFh, regardless of this field’s setting.
Shadow C800h-CBFFFh	Disabled <sup>(1)</sup> Enabled	Allows you to disable or enable the shadowing request for optional ROM at the corresponding addresses.
Shadow CC00h-CFFFFh	Disabled <sup>(1)</sup> Enabled	Allows you to disable or enable the shadowing request for optional ROM at the corresponding addresses.
Shadow D000h-D3FFFh	Disabled <sup>(1)</sup> Enabled	Allows you to disable or enable the shadowing request for optional ROM at the corresponding addresses.
Shadow D400h-D7FFFh	Disabled <sup>(1)</sup> Enabled	Allows you to disable or enable the shadowing request for optional ROM at the corresponding addresses.
Shadow D800h-DBFFFh	Disabled <sup>(1)</sup> Enabled	Allows you to disable or enable the shadowing request for optional ROM at the corresponding addresses.
Shadow DC00h-DFFFFh	Disabled <sup>(1)</sup> Enabled	Allows you to disable or enable the shadowing request for optional ROM at the corresponding addresses.

<sup>(1)</sup> Factory default setting

## Security Options Group

Menu Fields	Settings	Comments
Supervisor password	Not installed <sup>(1)</sup> Installed	Allows you to set a supervisor password. If set, you will be prompted to enter a password prior to accessing the SCU.
User password	Not installed <sup>(1)</sup> Installed	Can only be set in the condition that the Supervisor password is set. This password functions with "Password on Boot" or "Quick Lock Hot-Key."
Password on boot	Enabled Disabled <sup>(1)</sup>	Enables or disables password entry on boot. If enabled, the server will prompt you to enter the password, either the User password or the Supervisor password.
Quick lock hot-key	Disabled <sup>(1)</sup> Alt-Ctrl-F1 through Alt-Ctrl-F12	Enables or disables the Quick Lock function. When enabled, you can lock both the keyboard and PS2 mouse by pressing the defined hot key, Alt-Ctrl-[key].  During the lock state, if a user password is entered, the keyboard and PS2 mouse will function again.
Diskette access	Supervisor User <sup>(1)</sup>	If set to supervisor, the diskette can only be accessed if the server is booted via a supervisor password. Otherwise, the diskette is free to be accessed.
Network server	Disabled <sup>(1)</sup> Enabled	When enabled, the server does not require a keyboard to function and therefore, keyboard error messages which might occur during POST will be ignored.
System backup reminder	Disabled <sup>(1)</sup> Daily Weekly Monthly	Allows you to display a backup reminder message at boot (daily, every Monday, or the 1 <sup>st</sup> of every month).
Virus check reminder	Disabled <sup>(1)</sup> Daily Weekly Monthly	Allows you to display a virus check reminder message at boot (daily, every Monday, or the 1 <sup>st</sup> of every month).

<sup>(1)</sup> Factory default setting

## Cache Options Group

Menu Fields	Settings	Comments
L1 cache	Not user selectable; Always enabled	Indicates that the processor L1 cache is enabled.
L2 cache	Not user selectable; Always enabled	Indicates that the processor L2 cache is enabled.
Cache system BIOS ROM	Enabled <sup>(1)</sup> Disabled	Enables or disables caching request for server BIOS ROM (F0000h to FFFFFh).
Cache video ROM	Enabled <sup>(1)</sup> Disabled	Enables or disables the server to cache the video BIOS in the C000 to C7FFh segment.

<sup>(1)</sup> Factory default setting

## Advanced Control Group

Menu Fields	Settings	Comments
Processor to PCI Write Posting	Disabled Enabled <sup>(1)</sup>	When enabled, allows processor writes to the PCI to be posted in the compatibility OPB chipset.
PCI to DRAM pipeline	Disabled Enabled <sup>(1)</sup>	Enables pipelining of PCI to DRAM write cycles.
APIC & MP table	Disabled MPS 1.1 MPS 1.4 <sup>(1)</sup>	Applicable to single processor configurations only, always enabled for Multi-Processing (MP) operating system configurations. When set to MPS 1.1 or MPS 1.4, the processor's Advanced Programmable Interrupt Controller (APIC) is enabled, and the MP table used by MP operating systems will be created.  <b>Note:</b> This parameter must be disabled for NetWare 3.12 single processor systems.
Error correction code	Enabled <sup>(1)</sup> Disabled	Enables or disables the Error Correction Code (ECC).
PCI parity check	Enabled <sup>(1)</sup> Disabled	Enables or disables the PCI parity checking.

<sup>(1)</sup> Factory default setting

## EISA or PCI Devices Group

Menu Fields	Settings	Comments
EISA [slot#] - [device]		Edit resources provided by the expansion board's vendor. Please refer to the menu displayed on this item.
PCI [slot#] - [device] PCI function 1	Enabled Disabled	Whenever PCI devices are installed in the PCI slots, the device is automatically added. You can enable or disable this device. If enabled, set the related resources based on the menu the SCU displays. The [device] is either SCSI or Ethernet.
Embedded - [device] PCI function 1	Enabled Disabled	Three kinds of PCI devices can be identified as Embedded devices. The first are onboard PCI devices. The second are the PCI devices beyond 10 PCI devices that have been identified and shown as the normal PCI devices. The third are the PCI devices that share the same IRQ with the PCI devices displayed as the normal PCI devices. When enabled, all the resources shown on the menu can be changed.
Embedded - PCI VGA controller PCI function 1	Enabled Disabled	Onboard PCI VGA device.
Standard VGA resources	Enabled Disabled	Enables or disables the compatible VGA resources.

# Troubleshooting **4**

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## Introduction

This chapter provides troubleshooting information. The sections that follow describe specific problems, probable causes, and recommended actions to pursue if the server fails. Information includes:

- Initial Troubleshooting
- Diagnostics
- Obtain Server Information Using the SCU and Server Management Software
- Server status and POST Messages
- Processor Voltage and Temperature Ranges
- Advanced Troubleshooting

## Initial Troubleshooting

Follow these general procedures to troubleshoot the DIGITAL server.

- Record all configuration information and have it readily available.
- Turn off the server, wait until all hard disk drives completely spin down, and then turn it back on.
- Ensure that all cables and connections are secure.
- Make sure all necessary video, printer, and application device drivers are properly installed.
- Try not to troubleshoot more than one problem at a time.
- Try to duplicate the problem.
- Run the diagnostic software.
- Run the SCU.
- Run the SCSI or RAID configuration utility if you have problems after connecting devices.

## Diagnostics

The diagnostic software is a versatile tool that can be used to verify proper hardware installation and isolate intermittent problems that are not detected by the Power-On Self Test (POST). Run the diagnostic software in the following situations:

- The server fails to boot or load the operating system software.
- The server fails to boot or load the operating system software after adding additional hardware such as more memory, additional processors, additional SCSI devices, or expansion boards.
- The operating system hangs repeatedly and no changes have been recently added to the software such as service packs or a new application.
- You suspect a server hardware failure.
- You want to validate server operation.
- An intermittent hardware problem exists.

## Running the Diagnostics

To run the AMIDiag base package (Emergency Mode diskette) from a diskette, follow this procedure:

1. Insert the diskette labeled "For Emergency Use" in drive A and then boot the server.
2. Use the arrow keys to highlight the desired test.
3. Press [Enter].

*For additional troubleshooting information refer to the AMIDiag User's Guide, located under "Additional Documentation" on the Quick Launch CD-ROM.*

## Running Quick Tests or Groups of Tests

Function keys can be used to select and run groups of tests. A list of function keys is available by pressing the F9 key. The following list includes examples of how to run Quick Tests or Groups of Tests.

- To run Quick Test, press F8 to select tests, then F10 to run all the selected tests.
- To run all Memory tests, press F6 to select tests listed on the menu, then press F10 to run all the selected tests.
- To run all tests from all menus, press F7 to select all tests, then press F10 to run all the selected tests.

## Running DIGITAL Vendor Extended Tests

To run DIGITAL Vendor Extended Tests from a diskette:

1. Insert the DIGITAL Vendor Extended Tests diskette for the selected device and then boot the server or type

```
A:\DMENU.
```

2. Select the desired test.

Each diskette has a README.TXT file with a list of devices that can be tested and additional information about each diagnostic.

## Running Diagnostics Tests from the Hard Disk Drive

To run diagnostic tests from the server's hard disk drive, perform the following:

1. Boot the system and select *MS-DOS* from the *Boot* menu.
2. At the C:\> prompt, type:

```
\DIAG\DIAGNOSE.BAT
```

This sets up the CONFIG.SYS and AUTOEXEC.BAT files to run the diagnostics and reboots the server. Select MS-DOS again, then the diagnostics will load. Note that the original CONFIG.SYS and AUTOEXEC.BAT are restored before the diagnostics load.

3. Select the test or group of tests using the arrow keys and function keys previously defined. DIGITAL Vendor Extended Tests can also be run from the *User* menu.

## Obtaining Information about the Server

The DIGITAL Server provides the following system information for the main logic board and the processor module configured on the server:

- Asset number — User definable field for tracking these components
- Part number — DIGITAL part number
- Revision number — Board assembly revision number
- Serial number — Serial number of the board assembly
- Artwork number — Revision of the printed circuit board

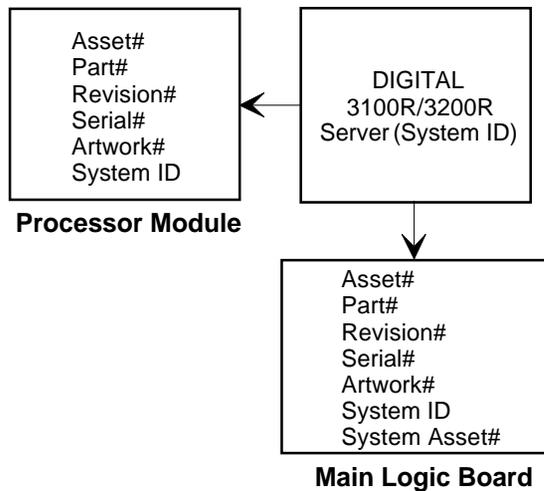
The System ID is also located on the main logic board and processor module. The System ID contains the following information:

- Model number — Server model number
- Serial number — Server serial number
- System asset number — User definable field for tracking the system

The main logic board and processor module each contain memory where specific information and System ID information is stored. The main logic board also stores the server's System Asset number (see Figure 4-1).

Information is available for the server's main logic board and processor module (such as part numbers, revisions, serial numbers, etc.). You can also assign Asset numbers to these components. In addition, the software can detect when changing the server configuration by adding or removing either component.

You can obtain information about the server's configuration by running the SCU or by using ServerWORKS management software.



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**Figure 4-1. DIGITAL Server Component Information**

## Obtaining Information Using the SCU

Use the SCU to check the Serial number, Revision number, and Asset number for the main logic board and Pentium Pro or Pentium II processor configured in the server. For example, if you change the main logic board or processor module in the server, you must run the SCU to re-synchronize the System ID (server model number and serial number) in the main logic board or processor module's memory. The SCU will check the new main logic board or processor module and detect the System ID mismatch.

View the details for the main logic board or processor module by selecting either the main logic board or processor module. Once selected, the Serial number, Revision number, and Asset number display. The SCU then lists the server model number and server serial number information stored on the main logic board or processor module. Confirm the correct model number and serial number. This data is available on the label located on the server back panel.

## Obtaining Information Using Server Management Software

The DIGITAL server is shipped with the DIGITAL ServerWORKS Manager software. ServerWORKS Manager is a workgroup and server management product for DIGITAL's family of servers. ServerWORKS Manager uses the Simple Network Management Protocol (SNMP) environment to assist the Network or Server administrator by constantly monitoring the network for problems.

DIGITAL ServerWORKS Manager is based on an open architecture that enables seamless integration and interoperability with popular enterprise management software packages such as Computer Associates' Unicenter2 TNG, Hewlett-Packard's OpenView UX for Windows, and IBM's Netview/6000 AIX. Also included with ServerWORKS Manager are Network Operating System (NOS) Agents for Windows NT V3.51 and V4.0, Novell NetWare™ V3.12 and V4.x, and SCO UNIX V5.0. The OS/2 NOS includes its own agent and can also be managed from ServerWORKS Manager.

DIGITAL ServerWORKS Manager allows the Network or Server Administrator to perform the following functions on the server:

- Manage DIGITAL PC print, file, and application servers supported by DIGITAL servers using a Windows-based graphical user interface (GUI) for point and click simplicity.
- Display server component information that provides critical information such as processor and file system utilization and information about the network interface.
- Automatically build a database of the network by Autodiscovering all SNMP network resources and display the nodes discovered during Autodiscovery on a color-coded topological map.
- Poll all network devices at intervals defined by the administrator.
- Perform an in-depth network analysis to continuously monitor the status of the network.
- Set alarms and alerts for specified events on all network devices, as well as the network itself, to spot problems early and avoid costly downtime.

*Refer to the DIGITAL ServerWORKS Manager Overview and Installation Guide for more information on how to use ServerWORKS Manager to view and be notified of events on the server.*

You can also manage the DIGITAL Server with other SNMP-based managers.

*Refer to the DIGITAL ServerWORKS Manager Overview and Installation Guide for more information.*

## Displaying Server Status Using the Hardware

There are two types of information displayed when the DIGITAL Server is operating:

- Normal status messages
- Error messages

During normal operation, Power-On Self Test (POST) and boot messages are displayed on the monitor. Some error messages are also displayed by the server fault status LEDs.

These messages can also be seen by using the DIGITAL ServerWORKS Manager to monitor the server.

## Server Fault Status

Description	Server Fault LED Indicators			
	LED4	LED3	LED2	LED1
No power, server ready, power ON default	Off	Off	Off	Off
Shutdown, fan fault	Off	Off	Off	On
Shutdown, over temperature	Off	Off	On	Off
Shutdown, voltage fault	Off	Off	On	On
No terminator 1	Off	On	Off	Off
Wait for system boot	Off	On	Off	On
Wait for processor active	Off	On	On	Off
No terminator 2	Off	On	On	On
Bank 0 fault (J15)	On	Off	Off	Off
Bank 1 fault (J16)	On	Off	Off	On
Bank 2 fault (J17)	On	Off	On	Off
Bank 3 fault (J18)	On	Off	On	On
Reserved	On	On	Off	Off
Reserved	On	On	Off	On
Reserved	On	On	On	Off
Processor module fail	On	On	On	On

## Server Status: Processor Temperature Sensing

Component	Possible Failures	Result
Processor temperature sensing:		
For Pentium Pro processor	The temperature exceeds 85 °C (185 °F)	Warning beep. Server shuts down after five minutes.
	The temperature exceeds 90 °C (194 °F)	Server shuts down.
For Pentium II processor	The temperature exceeds 75 °C (167 °F)	Warning beep. Server shuts down after five minutes.
	The temperature exceeds 80 °C (176 °F)	Server shuts down.

## POST Messages

The following table lists the messages, both normal and error, that will display on the server's monitor during POST and any beeps that might sound when an error occurs.

### POST/Boot Codes

POST Code Descriptions	Count Down Code(1)	Beep Codes
BIOS ROM checksum		1-2-2-3
Test 8742 keyboard controller		1-3-1-3
Auto size DRAM		1-3-3-1
RAM failure on address line(s)		1-3-4-1
RAM failure on data line(s)		1-3-4-3
RAM failure on data bits xxxx of high byte of memory bus		1-4-1-1
Shadow system ROM		1-4-3-1
Unexpected interrupts test	230	2-2-3-1
Shadow miscellaneous ROMs	220	
Test refresh 512K to 640K DRAM	210	
Extended memory test	200	
Set cache registers	190	
Cache configuration	180	
Real-time clock test	170	1-4-2-1
Keyboard test	160	
Initial hardware interrupt	150	
Co-processor test	140	
Serial ports test	130	
Parallel ports test	120	

(1) Count down codes are displayed on the server's monitor.

*continued*

<b>POST Code Descriptions</b>	<b>Count Down Code<sup>(1)</sup></b>	<b>Beep Codes</b>
Initiate onboard super I/O	110	
Mouse test	100	
Testing diskette drives	90	
Testing hard disk drives	80	
Processor search	50	
Searching the other processors		1-2
Option ROM checksum error	20	
Setting time of day	10	
Ready to boot		1

<sup>(1)</sup> Count down codes are displayed on the server's monitor.

## Processor Voltage and Temperature Ranges

The following tables list the processor and Voltage Regulator Module (VRM) operating voltage and temperature ranges.

### Processor Voltage Range

<b>Nominal</b>	<b>Tolerance</b>	<b>Normal Voltage Range</b>	<b>Server Error Occurs</b>	<b>Server Shutdown Occurs</b>
+12	±10%	+10.8 to +13.2 V	<+9.0 V	>+13.8 V
+5	±5%	+4.75 to +5.25 V	<+4.3 V	>+5.80 V
+3.3	±1%	+3.0 to +3.6 V	<+3.0 V	>+3.81 V
-12	±10%	-13.2 to -10.8 V	>-9.0 V	<-13.8 V
V <sub>core</sub>				

## VRM Voltage Range

<b>VRM Voltage</b>	<b>Power Good Range</b>	<b>Lower Limit</b>	<b>Upper Limit</b>
2.1 V	+1.95 to 2.25 V	<+1.89 V	>+2.31 V
2.2 V	+2.04 to 2.35 V	<+1.98 V	>+2.42 V
2.3 V	+2.14 to 2.46 V	<+2.07 V	>+2.53 V
2.4 V	+2.23 to 2.46 V	<+2.16 V	>+2.64 V
2.5 V	+2.32 to 2.68 V	<+2.25 V	>+2.75 V
2.6 V	+2.42 to 2.78 V	<+2.34 V	>+2.86 V
2.7 V	+2.51 to 2.89 V	<+2.43 V	>+2.97 V
2.8 V	+2.60 to 3.00 V	<+2.52 V	>+3.08 V
2.9 V	+2.70 to 3.10 V	<+2.61 V	>+3.19 V
3.0 V	+2.79 to 3.21 V	<+2.70 V	>+3.30 V
3.1 V	+2.88 to 3.32 V	<+2.79 V	>+3.41 V
3.2 V	+2.97 to 3.42 V	<+2.88 V	>+3.52 V
3.3 V	+3.07 to 3.53 V	<+2.97 V	>+3.63 V
3.4 V	+3.16 to 3.64 V	<+3.06 V	>+3.74 V
3.5 V	+3.25 to 3.75 V	<+3.15 V	>+3.84 V

## Advanced Troubleshooting

DIGITAL has a Customer Replaceable Unit (CRU) process during the warranty period for:

- DIGITAL monitors with screens less than 20 inches
- Mice
- Keyboards
- Other parts as defined by Digital as CRUs

The DIGITAL CRU process provides for overnight shipment of the part directly to the customer site. Customers are billed for the specified part if they fail to return the part to DIGITAL within ten days of the replacement unit shipment.

In the following troubleshooting tables, “CRU Process” means that when a process is determined to be broken, use the previously-described CRU process.



**NOTE:** The following troubleshooting suggestions are not in any specific order. They are merely a list of possible problems and solutions.

## Server Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
No response when the server is turned on.	Server is not plugged in.	Turn off the server, plug it in, and then turn it back on again.
	No power at the rack outlet.	Use another rack outlet.
	Main logic board failed.	Replace the main logic board.
	Main logic board switches incorrectly set.	Set all appropriate switches.
	Processor module has failed.	Replace the processor module.
	Processor module switches incorrectly set.	Make sure all switches are correctly set.
Power supply failed.	Replace the power supply.	

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Power is on, but there is no screen display.	Brightness and contrast controls are not correctly set.	Adjust the brightness and contrast controls.
	Monitor is off.	Turn on the monitor.
	Monitor cable is incorrectly installed.	Check all monitor connections.
	Incorrect video drivers installed.	Install the correct video drivers.
	Video controller has failed.	Replace the main logic board.
Server does not boot from CD-ROM drive.	Monitor has failed.	Replace monitor.
	CD-ROM drive is not connected to the Adaptec controller.	Connect the CD-ROM to the Adaptec controller.
	CD-ROM drive not configured as a bootable device.	Change the CD-ROM setting to "bootable" using <i>SCSISelect</i> .
Server operates incorrectly after installing a processor module.	CD-ROM disc is not bootable.	Install the latest BIOS.
	Processor module installed incorrectly.	Reinstall processor module.
	SCU indicates an error after installing a processor module.	Remove processor module and reboot. If server boots without errors, replace processor module.

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Server operates incorrectly after installing optional expansion board.	Expansion board installed incorrectly.	Remove expansion board and reinstall.
	Did not run SCU to configure expansion board after installation.	Run the SCU to properly configure expansion board.
	Did not install CFG file for expansion board.	Run SCU and add CFG file (if necessary).
	Expansion board has failed.	Remove expansion board and reboot. If server boots without errors, replace expansion board.
Server operates incorrectly after installing optional memory (SIMMs/DIMMs).	Memory configured incorrectly.	Reboot the server and check for any boot message to identify faulty SIMM(s)/DIMM(s).  Check that the memory configuration is according to the memory guidelines explained Chapter 5.
	SIMMs/DIMMs installed incorrectly.	Remove SIMMs/DIMMs and reinstall.
	SIMMs/DIMMs have failed.	Replace SIMMs/DIMMs.
	Processor module installed incorrectly.	Reinstall processor module.
	Processor module failed.	Replace processor module.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
No response to keyboard commands.	Keyboard might be password protected by a local or remote control program.	Enter the keyboard password.
	Keyboard is not connected.	Power down the server and connect the keyboard.
	Keyboard is connected to the mouse port.	Power down the server and connect the keyboard to the keyboard port.
No response to mouse commands.	Keyboard failed.	Replace the keyboard.
	Mouse might be password protected by a local or remote control program.	Enter the keyboard and mouse password.
	Mouse is not connected.	Power down the server and connect the mouse.
	Mouse is connected to the keyboard port.	Power down the server and connect the mouse to the mouse port.
	Mouse driver not installed.	Install the appropriate mouse driver.
	Mouse trackball dirty.	Clean trackball.
	Mouse failed.	Replace the mouse.
Server operates correctly but application software does not.	Application software installed incorrectly.	Refer to the application software documentation. Run the SCU and disable external cache.

## Disk Drive Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Server does not recognize an internal SCSI device.	SCSI device jumpers incorrectly set.	Refer to the supplied kit installation instructions.
	SCSI ID conflicts.	Refer to the supplied kit installation instructions and to the SCA-2 storage backplane jumper configuration.
	Terminating resistors not removed from the SCSI device.	Remove terminating resistors. Refer to the supplied kit installation instructions.
	SCSI controller has failed.	Replace the main logic board.
	Loose SCSI cable.	Secure all cable connections.
	SCSI cables incorrectly installed between SCSI controller, SCSI device, or SCA-2 backplane.	Check all cabling.
	SCSI device has failed.	Replace SCSI device.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Server does not recognize an external SCSI device.	SCSI device jumpers incorrectly set.	Refer to the supplied kit installation instructions.
	SCSI ID conflicts.	Refer to the supplied kit installation instructions and to the SCA-2 storage backplane jumper configuration.
	Terminating resistors not removed from the SCSI device.	Remove terminating resistors. Refer to the supplied kit installation instructions.
	SCSI controller has failed.	Replace the SCSI controller.
	Loose SCSI cable.	Secure all cable connections.
	SCSI cable incorrectly installed between SCA-2 storage backplane and rear panel connector or external SCSI device and rear panel connector.	Check all cabling.
	SCSI device has failed.	Replace SCSI device.

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Server does not boot from an internal SCA-2 disk drive.	Boot device not attached to the SCSI adapter at the lowest ROM address.	Run the SCU to define the server boot device.
	PCI/EISA scanning order incorrect.	Refer to the bus scanning examples in the <i>System Reference</i> manual.
	SCA-2 boot disk drive not formatted.	Format the SCA-2 disk drive.  <b>CAUTION:</b> Formatting the SCA-2 disk drive will destroy all the data on the drive.
	SCSI device drivers not installed or incorrectly installed on SCA-2 boot disk drive. Operating system software is not installed on the SCA-2 boot disk drive. Requested partition does not exist.	Properly install all required SCSI device drivers.  Install the appropriate operating system.  Partition the SCA-2 disk drive and then reload the operating software.
SCA-2 disk drive cannot read or write information.	SCA-2 boot disk drive at wrong SCSI address.	Set SCA-2 boot disk drive to lowest "primary" SCSI address.
	SCA-2 disk drive has failed.	Replace SCA-2 disk drive.
	Incorrect disk drive jumper settings.	Refer to the supplied kit installation instructions.
SCA-2 disk drive failure.	Loose or incorrectly installed cables.	Make sure all cables are correctly installed.
	SCA-2 disk drive is not correctly formatted or partitioned.	Format and partition as required using the supplied operating system.
	Check SCA-2 drive status LEDs for a drive failure indication.	Replace the SCA-2 disk drive.

## SCA-2 Disk Drive Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
SCA-2 drive status LED lit.	SCA-2 disk drive failed.	Replace SCA-2 disk drive.
SCA-2 drive status and fault status LEDs lit.	SCA-2 disk drive hung or has failed.	Replace SCA-2 disk drive.
SCA-2 fault status LED flashing.	SCA-2 disk drive failed and is spinning down.	Replace SCA-2 disk drive.
Disk present LED off.	No power.	Reseat SCA-2 disk drive.

## Tape Drive Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Tape will not load.	Tape inserted incorrectly.	Insert the tape with the arrow on the cassette pointing towards the drive.
Cannot write data to a tape.	Tape write-protected.	Slide the write-protect tab on the cassette to the closed position.
Tape will not eject.	Tape jammed in drive.	<p>Using a small screwdriver, rotate the motor shaft clockwise to bring threading mechanism to the initial loading position.</p> <p>If necessary, press the ratchet mechanism to tighten the tape before ejecting.</p> <p>Continue to turn the motor shaft clockwise until the tape can be lifted out of the drive mechanism and ejected from the drive.</p>

## Monitor Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Monitor power indicator is not on.	Monitor is turned off.	Turn on the monitor.
	Power cord is not connected.	Connect the power cord to the server.
	No power at wall outlet.	Use another outlet.
	Power indicator is defective.	Replace the monitor.
No screen display.	Configuration error.	Run the SCU to configure the server for video operation.
	Monitor brightness and contrast controls are incorrectly set.	Adjust the monitor brightness and contrast controls.
	Monitor has failed.	Replace monitor.
Distorted, rolling, or flickering screen display, or wrong/uneven color.	Monitor incorrectly adjusted.	Adjust accordingly.
	Monitor signal cable incorrectly installed.	Straighten any bent connector pins and then reconnect.
Color monitor displaying monochrome.	Server was turned on before the monitor was turned on.	Turn off the server, turn on the monitor, then turn the server back on.
Monitor fails to switch to high-resolution mode.	Appropriate high-resolution video drivers are not installed or incorrectly installed.	Correctly install all appropriate high-resolution video drivers. Refer to the documentation supplied with the monitor.

## CD-ROM Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Cannot access the CD-ROM drive. Error message reading drive x.	Device drivers not installed.	Install correct device drivers.
	No disc in the CD-ROM drive.	Insert a disc.
	Incorrect SCSI ID assigned.	Make sure correct SCSI ID is assigned.
	Tray open.	Close the tray.
Power is on but indicator shows no activity.	No disc or tray is open.	Insert a disc and close the tray.
	Check cable connections.	Make sure cables are correctly connected.
Disk is spinning but drive is idle.	Application software not running.	Run application software.

## Diskette Drive Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Target diskette drive cannot read or write information.	Diskette is not formatted.	Format the diskette.
	Diskette is worn or damaged.	Try another diskette.
	Diskette is write-protected.	Slide the write-protect switch so the hole is not visible.
	Diskette drive is empty.	Insert a diskette.
	Diskette write protection enabled.	Run the SCU and set the Diskette Write Protection option to "Disabled."
	Disabled in SCU.	Run the SCU and enable the diskette drive.
Server does not boot from a target diskette drive.	Drive ID incorrectly set.	Make sure the drive ID is correctly set. Refer to the documentation that came with the diskette drive.
	Diskette drive not enabled.	Run the SCU and enable the diskette drive.
	Diskette boot option disabled.	Run the SCU and set boot option A then C.
	Diskette does not contain start-up files.	Insert a diskette with the correct start-up files.
	Diskette drive is empty.	Insert a diskette that contains an operating system.
	Diskette is worn or damaged.	Try another diskette.
	Loose cables.	Secure all cable connections.
	Cannot write to target diskette drive.	Diskette drive write protected.

# RAID Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
SCA-2 fault status LED lit.	SCA-2 disk drive failed.	Replace SCA-2 disk drive.
SCA-2 drive status and fault status LEDs lit.	SCA-2 disk drive hung or has failed.	Replace SCA-2 disk drive.
SCA-2 fault status LED flashing.	SCA-2 disk drive failed and is spinning down.	Replace SCA-2 disk drive.
SCA-2 fault status LED is either on or off; fault status LED flashing.	SCA-2 disk drive is active and spinning down due to a fault.	Correct the fault or replace the SCA-2 disk drive.
Replaced SCA-2 disk drive does not spin up to speed.	SCA-2 disk drive not seen by RAID adapter.	Manually rebuild the SCA-2 disk drive.  Remove the SCA-2 disk drive, wait 20 seconds, reinsert SCA-2 disk drive. Wait one minute and then rebuild the SCA-2 disk drive.
Multiple SCA-2 disk drives have failed.	No power available.	Restore power, run the RAID configuration utility and change the state of any failed (FLD) SCA-2 disk drive to optimal (OPT).  Run the RAID configuration utility and check for bad blocks on the SCA-2 disk drives. Repair any bad blocks.
SCA-2 disk drive not seen by RAID adapter.	SCSI cable not connected. Incorrect SCSI termination. Duplicate SCSI IDs on the bus. Defective SCA-2 disk drive. SCA-2 disk drive improperly inserted. Defective RAID adapter SCSI channels.	Check all SCSI connections. Properly terminate the SCSI bus. Check SCA-2 disk drive SCSI ID settings. Replace SCA-2 disk drive. Reinsert SCA-2 disk drive. Replace the RAID adapter.

# FRU Replacement **5**

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## Introduction

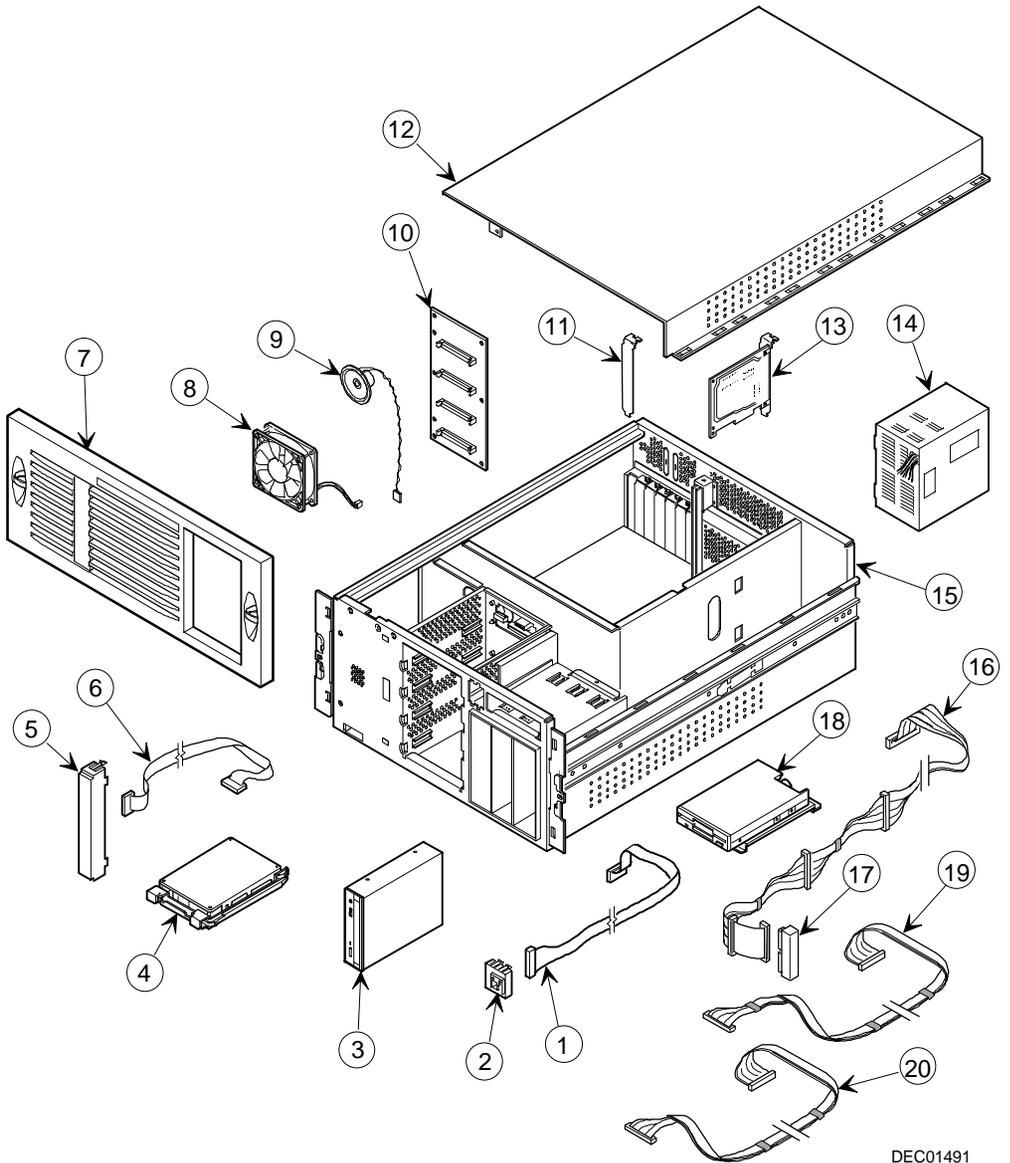
The following sections list the Illustrated Parts Breakdown (IPB) part numbers and related replacement procedures.



**NOTE:** Customer installable devices, such as expansion boards, memory, and SCA-2 disk drives are discussed in the *System Reference* manual.

## Server Front and Top View

Figure Legend	Spare Part Number	Exchangeable Part Number	Description
1	70-32737-01		OCP module assembly (includes Figure items 1 & 2)
2	54-25434-01		OCP switch module
3	30-48116-02		12X CD-ROM drive
4	FR-CDCBA-DA FR-CDCBA-CD FR-CDCBA-CE FR-CDCBA-CF		SCA-2 disk drive
5	54-24960-01		Disk drive LED module
6	17-01476-03		Cable assembly (Disk drive LED module)
7	70-33212-01		Front bezel
8	12-41569-06		Fan assembly
9	12-39309-05		Speaker assembly
10	54-25436-01		Backplane module
11	74-51924-01		Filler panel
12	70-33011-02		Top cover
13	54-49325-02		Module, 10/100Base-T Ethernet daughter card
14	30-47661-04		Power supply
15	30-49325-01		Enclosure assembly (chassis)
16	17-03895-07		Cable assembly, SCSI 50-pin
17	12-41670-01		SCSI terminator
18	PCXRJ-AD		1.44 MB floppy drive
19	17-04143-08		Cable assembly, SCSI 68-pin SCSI-3
20	17-04726-01		Floppy drive cable assembly, 34-pin COND, 28 AWG

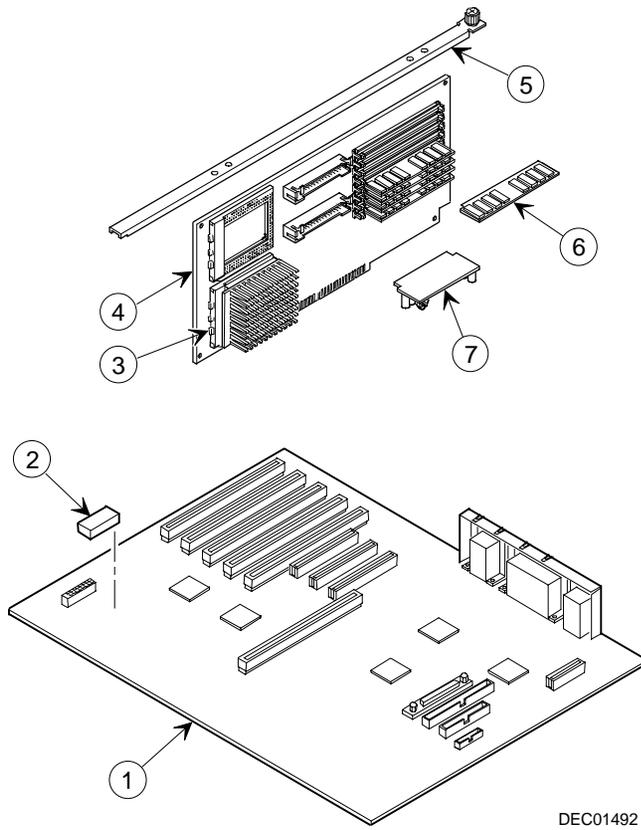


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Figure 5-1. Server Front and Top View

## Server Top View (Pentium Pro Processor)

Figure Legend	Orderable Spare Part	Description
1	54-24580-02	Main logic board
2	21-39151-01	Real-time clock (server battery)
3	70-32544-03 70-32544-04	Single Pentium Pro 200 512 cache processor module Dual Pentium Pro 200 512 cache processor module
4	54-25304-01 54-25440-01	266 processor module without processor 300 processor module without processor (backward compatible)
5	70-32549-01	Retainer assembly (for processor module)
6	20-47283-17 20-47281-17 54-24123-AA	EDO SIMM, 16 MB EDO SIMM, 32 MB EDO SIMM, 64 MB
7	54-24052-01	Processor module VRM

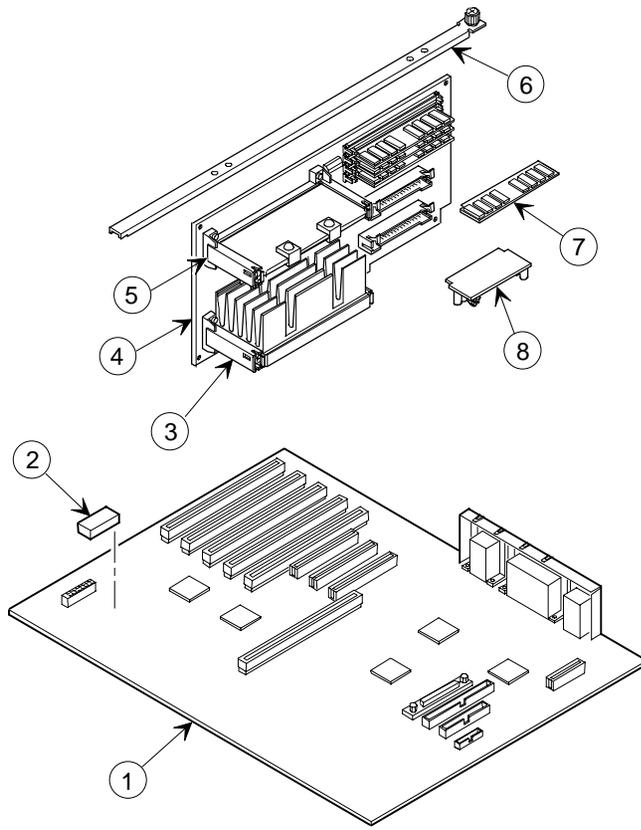


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**Figure 5-2. Server Top View (Pentium Pro Processor)**

## Server Top View (Pentium II Processor)

Figure Legend	Orderable Spare Part	Description
1	54-24580-02	Main logic board
2	21-39151-01	Real-time clock (server battery)
3	FR-PCB4U-AE	Processor module with single processor, terminator, and VRM
4	54-25304-01	266 processor module without processor
	54-25440-01	300 processor module without processor (backward compatible)
5	54-25302-02	Terminator card
6	70-32549-01	Retainer assembly (for processor module)
7	20-47083-D7	32 MB DIMM
	20-45790-D7	64 MB DIMM
	20-45608-D7	128 MB DIMM
8	20-48989-01	Processor module VRM



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**Figure 5-3. Server Top View (Pentium II Processor)**

## Labels and Nameplates

Orderable Spare Part	Description
36-48150-05	Label, DIGITAL Server 3000 Series
36-44556-01	Warning label, power switch
36-49411-01	Label, top cover
36-49412-01	Label, top cover
36-49413-01	Label, fault status LEDs

## Service Procedures

The following sections provide detailed service instructions for DIGITAL Servers.



**CAUTION:** Static electricity collects on non-conductors such as paper, cloth, or plastic. A static discharge can be damaging even though you often cannot see or feel it. To prevent damage to circuit boards and/or components:

Before touching any circuit board or component, touch the metal frame of the workstation to discharge any static electricity.

Keep circuit boards and components away from non-conductors.

## Recommended Tools

Have the following tools available:

- Multimeter (4½-inch digit)
- Phillips screwdriver
- Antistatic wrist strap (recommended, but not required)

## BIOS Version Information

For access directly to the software library for BIOS and driver updates, use the address::

<http://www.windows.digital.com/~ftp/00-index.stm>

## Disconnecting External Devices and Power

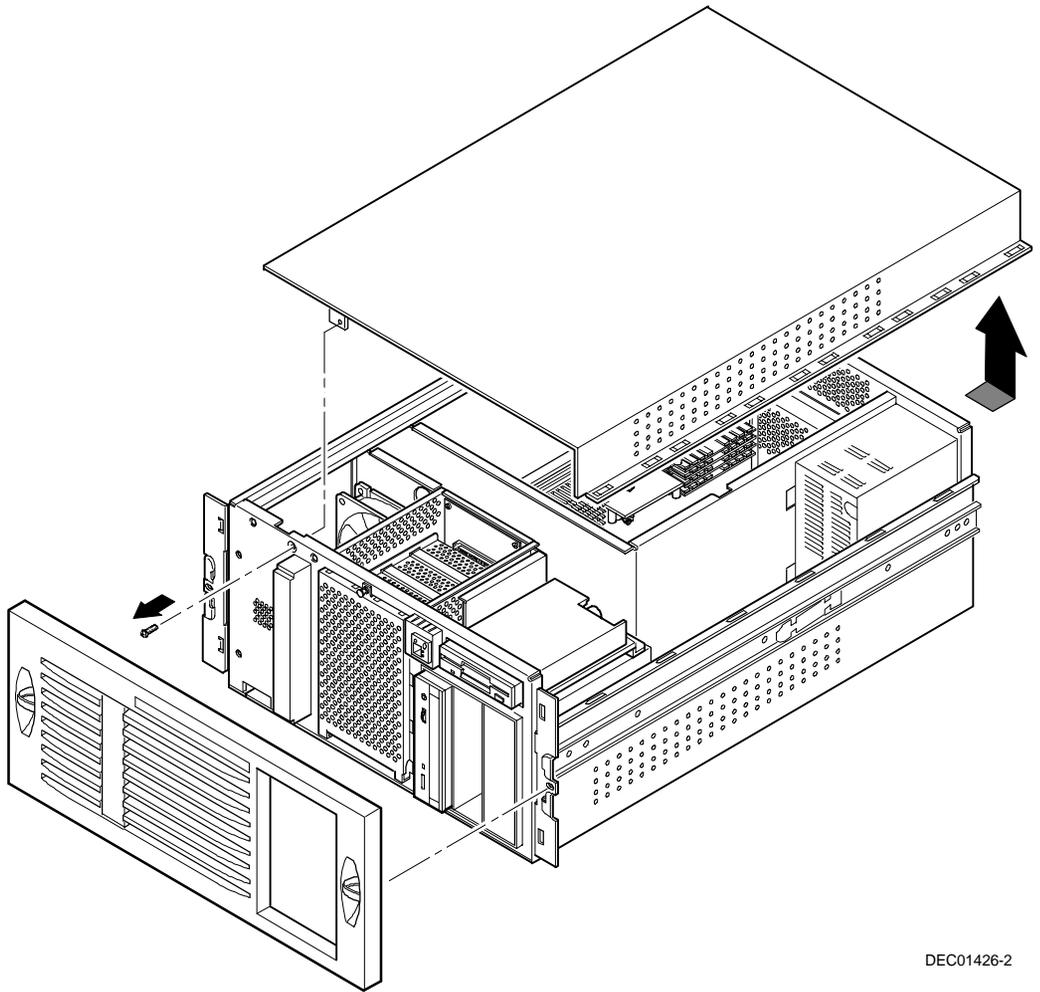
To disconnect external devices and power, perform the following:

1. Shut down any applications that are currently running, then shut down the operating system.
2. Turn off power to all external devices connected to the server.
3. Turn the server off.
4. Unplug the power cord from the rack power outlet.

## Removing and Installing the Top Cover

To remove the top cover, perform the following:

1. Remove the front bezel.
2. Remove the screw securing the top cover to the server's chassis.
3. Carefully slide the top cover toward the rear of the chassis until the locking tabs are clear from their slots.
4. Carefully lift the top cover up and then forward until it clears the chassis.



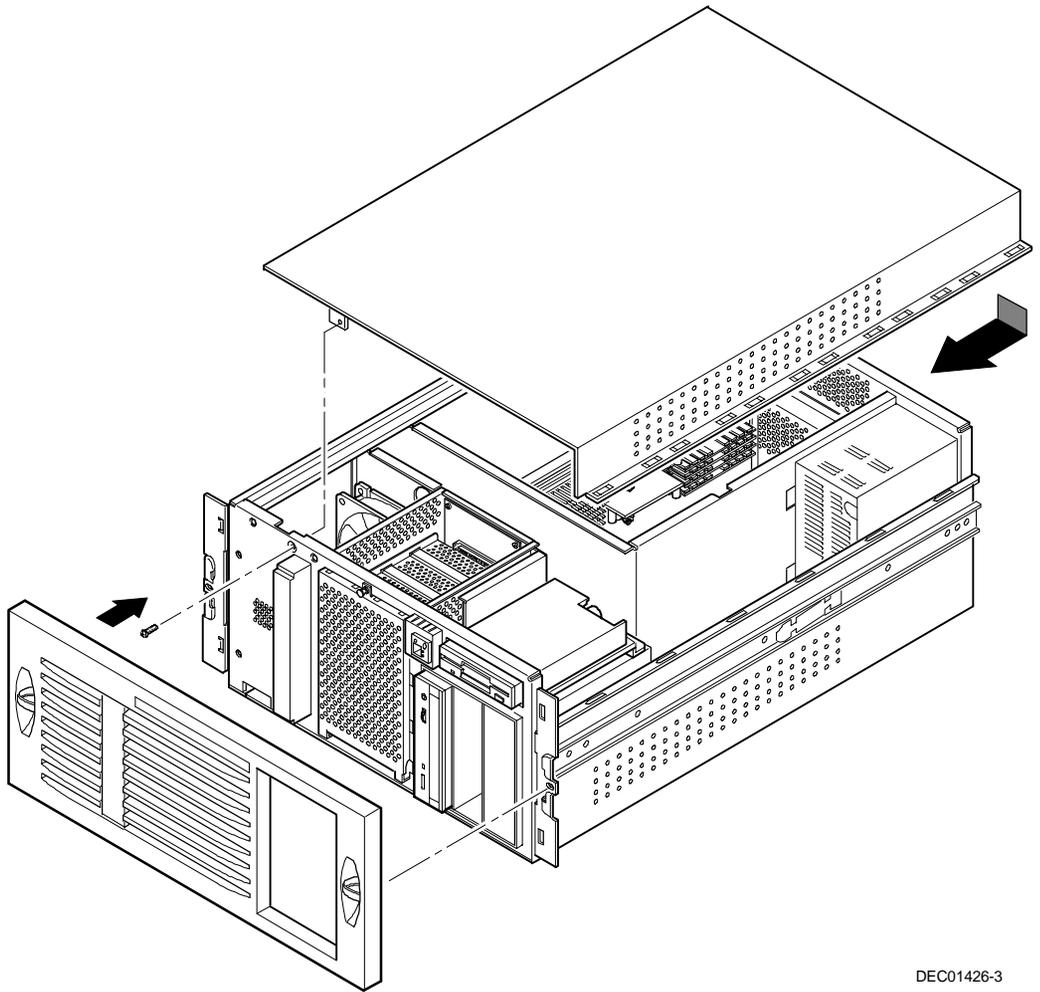
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**Figure 5-4. Removing the Top Cover**

## FRU Replacement

To install the top cover.

1. Carefully slide the top cover onto the server's chassis making sure that all locking tabs fit into their slot openings.
2. Slide the top cover forward to secure the locking tabs into their slots.
3. Secure the top cover to the chassis using the previously removed screw.
4. Align the front bezel and then snap it into place.

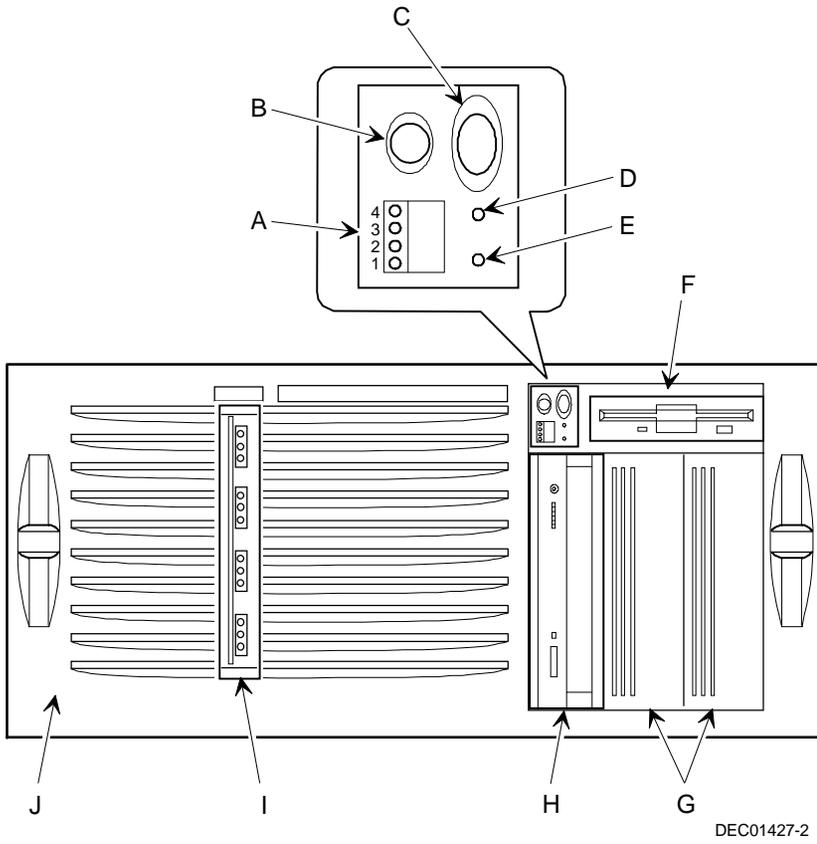


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**Figure 5-5. Installing the Top Cover**

## Server Front View

<b>Figure Legend</b>	<b>Component</b>
A	Fault status LEDs (4,3,2,1)
B	Reset button
C	Power button
D	Power indicator
E	SCA-2 disk drive activity indicator
F	3½-inch diskette drive
G	Front access 5¼-inch half-height drive bays
H	CD-ROM drive
I	SCA-2 disk status LEDs
J	Front bezel



DEC01427-2

**Figure 5-6. Server Front View**

## Server Top View

<b>Figure Legend</b>	<b>Component</b>
A	SCA-2 drive bay
B	Speaker
C	Cooling fan
D	Main logic board
E	Pentium Pro or Pentium II processor and memory module with retainer
F	Ethernet daughter card
G	Power supply
H	SCA-2 backplane
I	Diskette drive

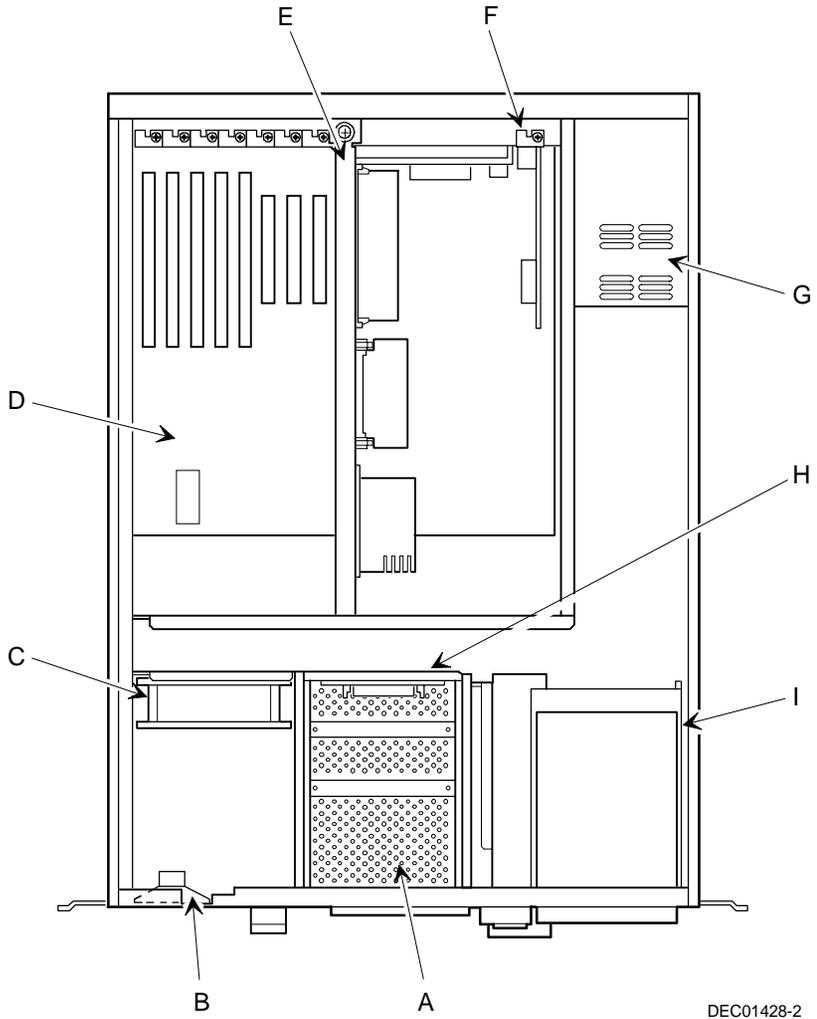
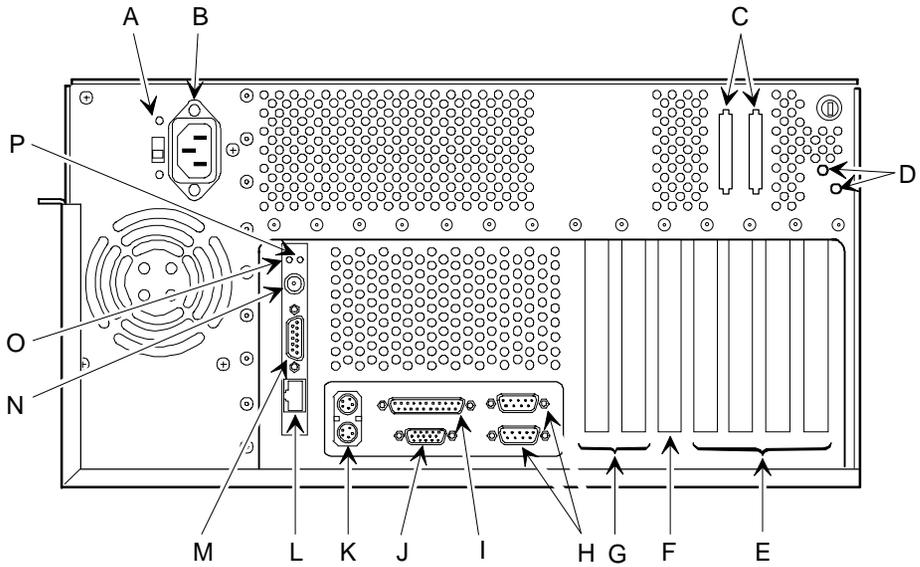


Figure 5-7. Server Top View (Front Bezel Removed)

## Server Rear View

<b>Figure Legend</b>	<b>Component</b>
A	Voltage select switch
B	ac power input plug
C	SCSI knockouts
D	Cable management arm attachment points
E	Four dedicated EISA expansion slots
F	One shared EISA/PCI expansion slot
G	Two dedicated PCI expansion slots
H	Two serial ports
I	Parallel port
J	SVGA graphics port
K	Keyboard and mouse ports
L	10/100Base-T connector (RJ45)
M	10Base-5 connector (AUI)
N	10Base-2 port connector (BNC)
O	Network activity indicator
P	Network power indicator



DEC01430-2

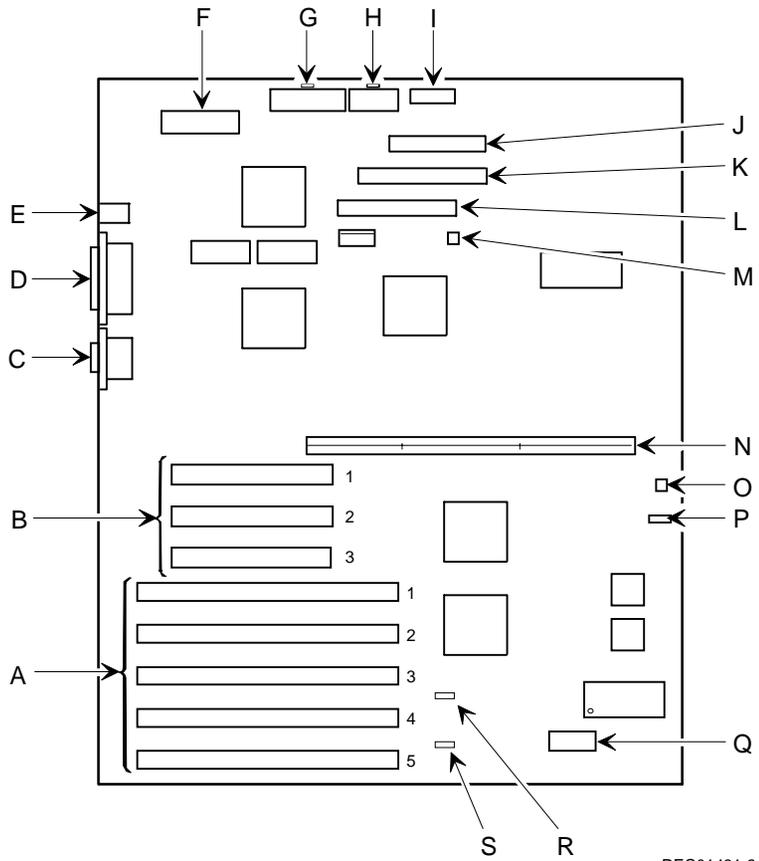
**Figure 5-8. Server Rear View**

## Main Logic Board Connectors

---

<b>Figure Legend</b>	<b>Connector</b>
A	EISA expansion slots (1 through 5)
B	PCI expansion slots (1 through 3)
C	Serial ports
D	Parallel port and video port
E	Mouse and keyboard ports
F	Ethernet daughter card connector
G	5 V dc power supply in
H	3.3 V dc power in
I	Front panel switch and LED connector
J	Diskette drive connector
K	50-pin narrow SCSI bus connector
L	68-pin wide SCSI bus connector
M	Fan 2 connector
N	Pentium Pro or Pentium II processor and memory module connector
O	Fan 1 connector
P	Speaker connector
Q	Remote Server Management (RSM) connector
R	EISA slot 4 master delay jumper (J30)
S	EISA slot 5 master delay jumper (J31)

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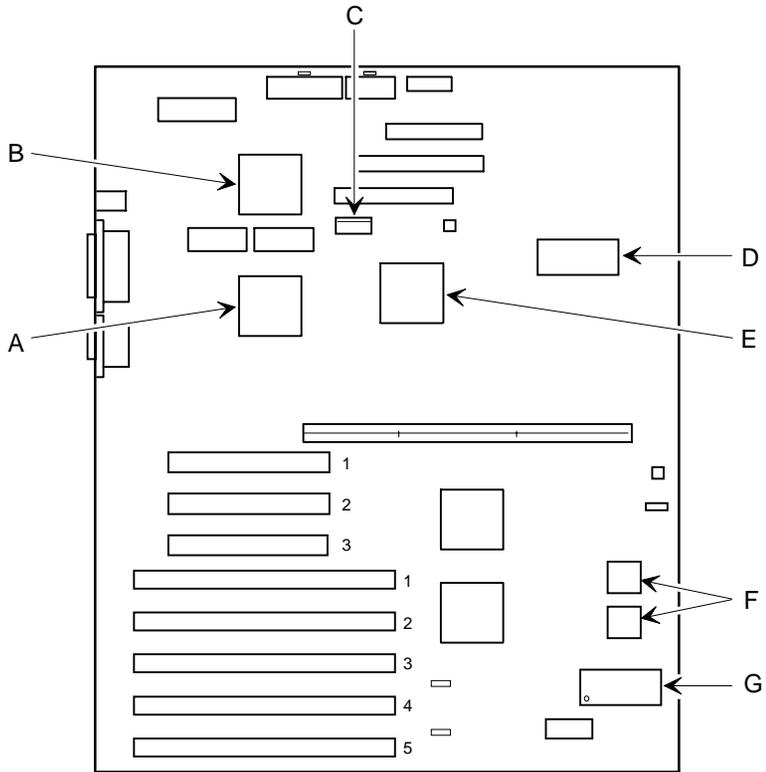


DEC01431-2

**Figure 5-9. Main Logic Board Connectors**

## Main Logic Board Components

<b>Figure Legend</b>	<b>Component</b>
A	Video controller
B	Ethernet controller
C	DIP switch block (SW1)
D	8031 ROM
E	SCSI controller
F	BIOS flash ROM
G	Real-time clock/server battery

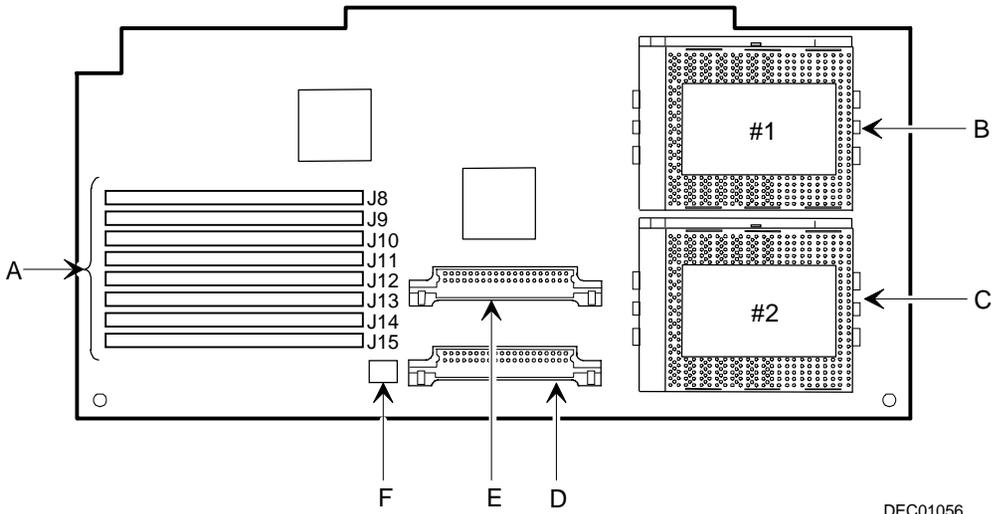


DEC01431-3

**Figure 5-10. Main Logic Board Components**

## Pentium Pro Processor Module Components and Connectors

<b>Figure Legend</b>	<b>Component/Connector</b>
A	Eight memory SIMM sockets
B	Pentium Pro processor #1 ZIF socket
C	Pentium Pro processor #2 ZIF socket
D	Voltage Regulator Module (VRM) slot, processor 2
E	Voltage Regulator Module (VRM) slot, processor 1
F	Frequency ratio DIP switches (SW4)

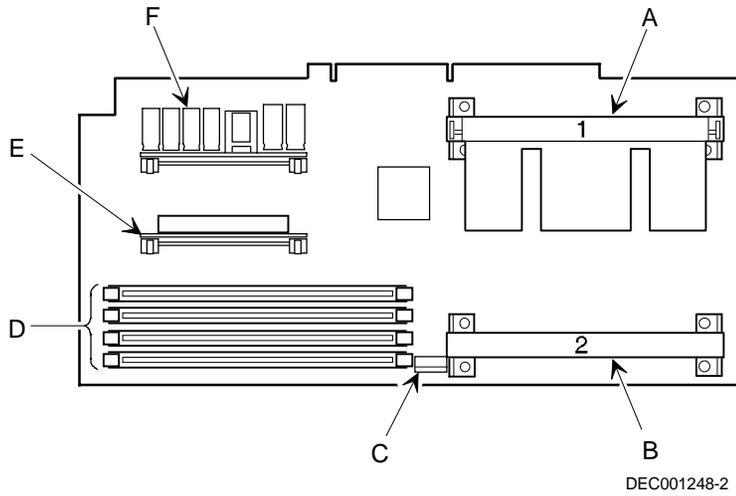


DEC01056

**Figure 5-11. Pentium Pro Processor Module Components and Connectors**

## Pentium II Processor Module Components

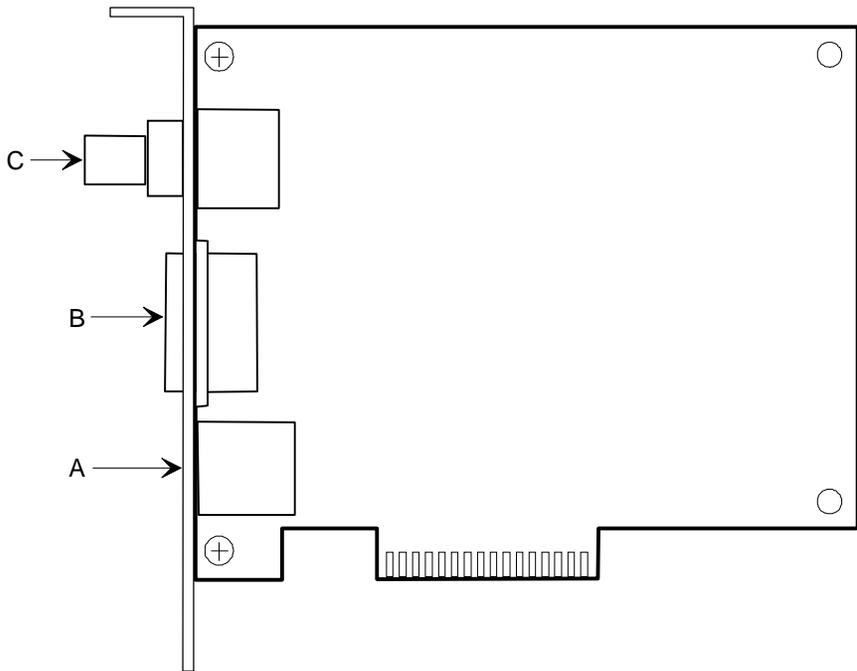
<b>Figure Legend</b>	<b>Component/Connector</b>
A	Pentium II processor #1
B	Pentium II processor #2 slot or terminator card
C	Dip switch for processor settings
D	Four DIMM sockets
E	Voltage Regulator Module (VRM) slot, processor 2
F	Voltage Regulator Module (VRM) slot, processor 1



**Figure 5-12. Pentium II Processor Module Components**

## Ethernet Daughter Card Components and Connectors

Figure Legend	Component/Connector
A	10/100Base-T connector (RJ45)
B	10Base-5 connector (AUI)
C	10Base-2 connector (BNC)



DEC01030-3

Figure 5-13. Ethernet Daughter Card Components and Connectors

## Main Logic Board Switch and Jumper Settings

The following table lists the main logic board switch settings, jumper settings and factory-default settings. Figure 5-14 shows the switch and jumper locations.



**CAUTION:** Do not touch any electronic component unless you are safely grounded. Wear a grounded wrist strap or touch an exposed metal part of the server chassis. A static discharge from the fingers can result in permanent damage to electronic components.

Feature	Function	Setting	Description
BIOS upgrade	Disabled Enabled <sup>(1)</sup>	SW1-1, off SW1-1, on <sup>(1)</sup>	This switch is set to Enabled (on) at the factory in order to load the latest BIOS information from the ServerWORKS Quick Launch CD-ROM.  To prevent unauthorized personnel from loading a new server BIOS, you must set this switch to Disabled (off). Loading a new server BIOS might allow someone to override other server security features or introduce a virus into the server.
Recovery mode	Normal <sup>(1)</sup> Recovery mode	SW1-2, off <sup>(1)</sup> SW1-2, on	If the BIOS upgrade failed, refer to the README.TXT file that came with the BIOS upgrade.
Boot block update	Disabled <sup>(1)</sup> Enabled	SW1-3, off <sup>(1)</sup> SW1-3, on	Set this switch to disabled (OFF) position to prevent unauthorized personnel from changing the BIOS boot block.
Password clear	Normal mode <sup>(1)</sup> Password clear	SW1-4, off <sup>(1)</sup> SW1-4, on	Set this switch to the password clear (ON) position and then restart the server to reset the password.
RSM installed	Installed Not installed <sup>(1)</sup>	SW1-5, off SW1-5, on <sup>(1)</sup>	If DIGITAL's Remote Server Management (RSM) option is added to the server, connect the RSM reset cable to RSM connector and change the switch position to the installed (OFF) position.

(1) Factory default setting

ON = switch closed; OFF = switch open

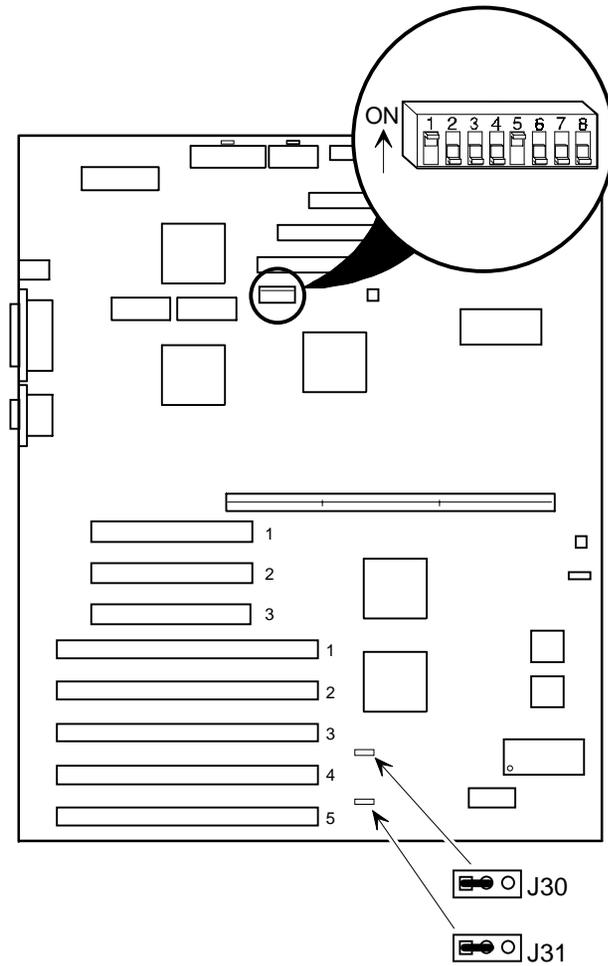
*continued*

## FRU Replacement

Feature	Function	Setting	Description
Clear NVRAM	Normal operation <sup>(1)</sup> Clear	SW1-6, off <sup>(1)</sup> SW1-6, on	Clears contents of NVRAM. Set only in the case when a configuration change using the SCU did not complete successfully (e.g. power failed while configuring), or a configuration was defined which no longer allows the server to boot. The BIOS settings will return to their default values, and the SCU will need to be run again to reconfigure the server.
Reserved	Reserved	SW1-7, off <sup>(1)</sup>	This switch should always be OFF.
Reserved	Reserved	SW1-8, off <sup>(1)</sup>	This switch should always be OFF.
EISA slot 4 master delay	Normal <sup>(1)</sup> Delay one clock cycle	J30, pins 1 and 2 <sup>(1)</sup> J30, pins 2 and 3	If the EISA expansion board contains an Intel BMIC 82355 chip set, you must change the factory-set jumper setting from pins 1 and 2 to pins 2 and 3. Failure to do so might prevent the server from operating correctly.
EISA slot 5 master delay	Normal <sup>(1)</sup> Delay one clock cycle	J31, pins 1 and 2 <sup>(1)</sup> J31, pins 2 and 3	If the EISA expansion board contains an Intel BMIC 82355 chip set, you must change the factory-set jumper setting from pins 1 and 2 to pins 2 and 3. Failure to do so might prevent the server from operating correctly. Determines if EISA master will delay one clock cycle or not in EISA slot 4.

(1) Factory default setting

ON = switch closed; OFF = switch open



DEC01431-6

**Figure 5-14. Main Logic Board Switch and Jumper Locations**

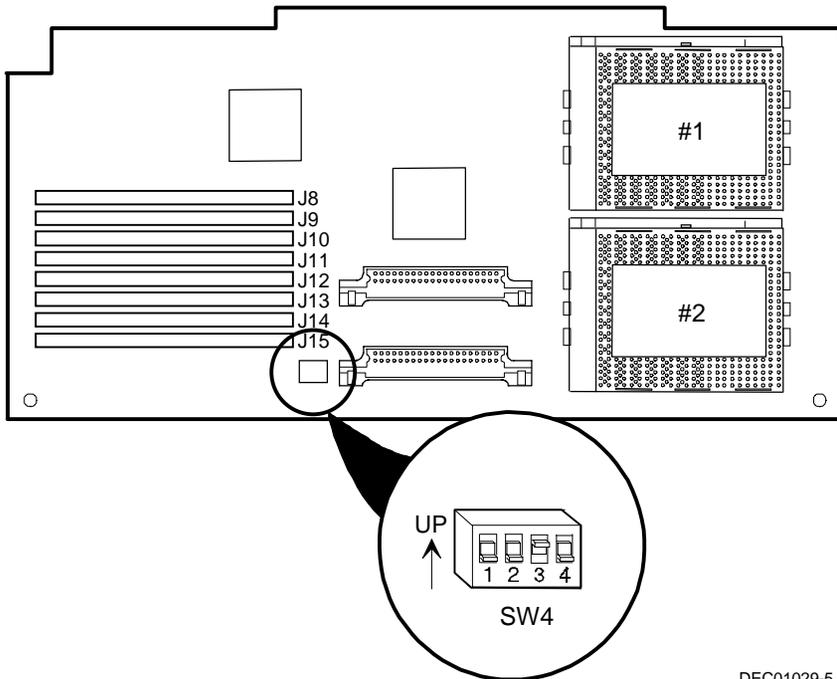
## Pentium Pro Processor Module Switch Settings

The following table lists the Pentium Pro processor module switch settings. Figure 5-15 shows the switch and jumper locations.



**CAUTION:** Do not touch any electronic component unless you are safely grounded. Wear a grounded wrist strap or touch an exposed metal part of the server chassis. A static discharge from the fingers can result in permanent damage to electronic components.

Speed	Position	Switches	SW 4 Switch Settings
133 MHz	<input type="checkbox"/> UP	1, 2, 3, 4	■ ■ ■ ■
	<input checked="" type="checkbox"/> DOWN		
166 MHz	<input type="checkbox"/> UP	2	■ <input type="checkbox"/> ■ ■
	<input checked="" type="checkbox"/> DOWN	1, 3, 4	
200 MHz	<input type="checkbox"/> UP	3	■ ■ <input type="checkbox"/> ■
	<input checked="" type="checkbox"/> DOWN	1, 2, 4,	
233 MHz	<input type="checkbox"/> UP	2, 3,	■ <input type="checkbox"/> <input type="checkbox"/> ■
	<input checked="" type="checkbox"/> DOWN	1, 4	
266 MHz	<input type="checkbox"/> UP	4	■ ■ ■ <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	1, 2, 3	



DEC01029-5

**Figure 5-15. Pentium Pro Processor Module Switch Locations**

## Pentium II Processor Module Switch Settings

The following table lists the Pentium II processor module switch settings. Figure 5-16 shows the switch locations.

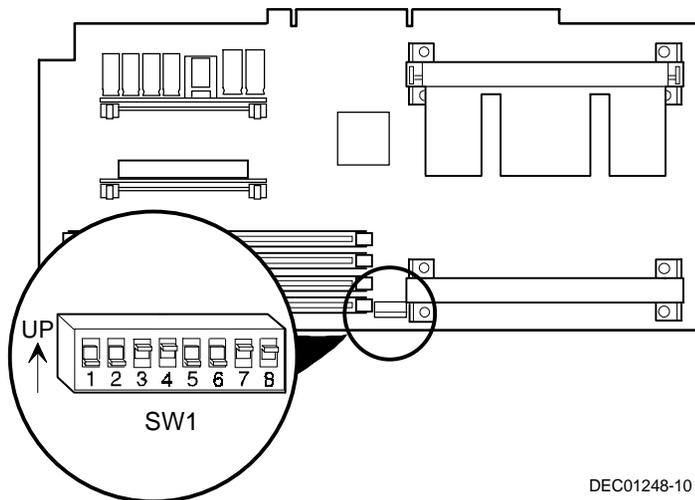


**CAUTION:** Do not touch any electronic component unless you are safely grounded. Wear a grounded wrist strap or touch an exposed metal part of the server chassis. A static discharge from the fingers can result in permanent damage to electronic components.

## Processor Clock Speed Switch Settings

The following table provides the switch settings for a number of available Pentium II processors.

Speed	Position	Switches	J19 Switch Settings
200 MHz	<input type="checkbox"/> UP	2, 5, 6, 7, 8	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	1, 3, 4	
233 MHz	<input type="checkbox"/> UP	1, 2, 5, 6, 7, 8	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	3, 4	
266 MHz	<input type="checkbox"/> UP	3, 5, 6, 7, 8	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	1, 2, 4	
300 MHz	<input type="checkbox"/> UP	1, 3, 5, 6, 7, 8	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	2, 4	
333 MHz	<input type="checkbox"/> UP	2, 3, 5, 6, 7, 8	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	1, 4	
366 MHz	<input type="checkbox"/> UP	1, 2, 3, 5, 6, 7, 8	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	4	
400 MHz	<input type="checkbox"/> UP	4, 5, 6, 7, 8	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	1, 2, 3	
433 MHz	<input type="checkbox"/> UP	1, 4, 5, 6, 7, 8	<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	2, 3	
466 MHz	<input type="checkbox"/> UP	2, 4, 5, 6, 7, 8	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	1, 3	
500 MHz	<input type="checkbox"/> UP	1, 2, 4, 5, 6, 7, 8	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	3,	
533 MHz	<input type="checkbox"/> UP	3, 4, 5, 6, 7, 8	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<input checked="" type="checkbox"/> DOWN	1, 2	



DEC01248-10

**Figure 5-16. Pentium II Processor Module Switch Settings**

## Installing Additional Memory (Pentium Pro Processor Module)

Pentium Pro-based DIGITAL Servers support up to 1 GB of EDO memory or Fast-Page memory using single in-line memory modules (SIMMs). The server's memory can only be increased by adding or replacing SIMMs on the installed processor module.

The server has a minimum supported memory of 32 MB. Memory is configured in banks, with each bank containing two SIMMs. The processor module contains Banks 0 through 3, with two SIMMs per bank.



**CAUTION:** Only install SIMMs supported by Digital Equipment Corporation.

## Server SIMMs Requirements

Supported SIMMs	36-bit SIMMs, 60 ns access time, EDO or Fast-Page memory
Supported densities	32, 64, or 128 MB of EDO or Fast-Page memory (refer to the memory configuration guidelines for additional information)
Minimum server memory supported	64 MB
Maximum server memory supported	1 GB

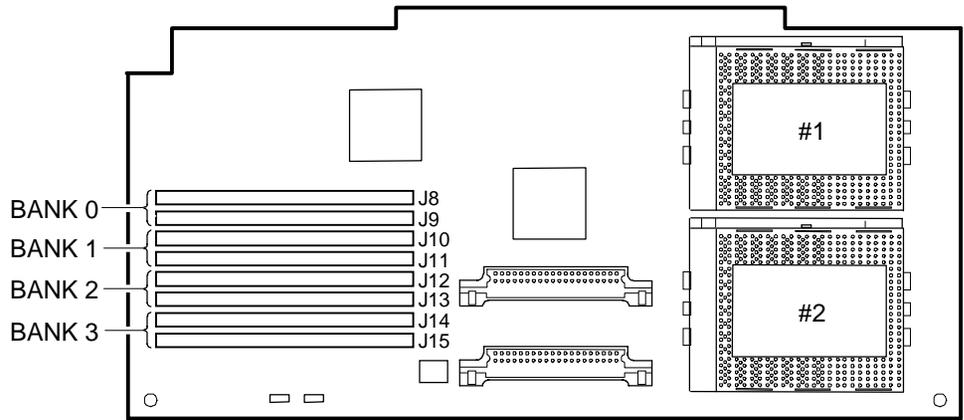
## Memory Configuration Guidelines



**NOTE:** Before you begin, create a SCU diskette using Quick Launch. You must run the SCU after installing any memory upgrade. This allows the server to recognize the new memory configuration.

The memory configuration guidelines for the DIGITAL Server are as follows:

- Each memory bank on the processor module must contain two SIMMs which must be the same size and type.
- Install memory starting at Bank 0, then Bank 1, then Bank 2, and Bank 3 last.
- Add SIMMs in multiples of two to fill up a bank.
- EDO and Fast-Page memory can be mixed by bank only.



DEC01029-3

**Figure 5-17. Processor Module SIMM Bank Locations**

## Memory Configurations

Bank 0		Bank 1		Bank 2		Bank 3		Total Memory
J8	J9	J10	J11	J12	J13	J14	J15	
32 MB	32 MB							64 MB
32 MB	32 MB	32 MB	32 MB					128 MB
32 MB			192 MB					
32 MB	256 MB							
64 MB	64 MB							128 MB
64 MB	64 MB	64 MB	64 MB					256 MB
64 MB			384 MB					
64 MB	512 MB							
128 MB	128 MB							256 MB
128 MB	128 MB	128 MB	128 MB					512 MB
128 MB			768 MB					
128 MB	1024 MB							

Table does not list all possible configurations

## Memory Troubleshooting

The DIGITAL Server's POST can detect memory size, type, and errors when it boots. The memory size, type, and error can be isolated to a pair of SIMMs on the installed processor module. The memory error message format is:

<Type of Error> <Location> <Size> <Type>

An example for a single bit memory error:

Correctable Error J10/J11 zz MB EDO SIMMs

An example for a multiple bits memory error:

Uncorrectable Error : J14/J15 zz MB EDO SIMMs

Where:

<Type of Error>	Correctable error	
	Uncorrectable error	
<Location>	Processor Module	J8/J9
	Processor Module	J10/J11
	Processor Module	J12/J13
	Processor Module	J14/J15

If a correctable error occurs, the BIOS will display: "Press <F1> to resume" after the server boots.

If an uncorrectable error occurs, the server will halt after the memory test.

To isolate to the failing SIMM, replace one of the two SIMMs which was indicated in the POST error message with a similar SIMM and then rerun POST. If the same error message occurs, replace the second SIMM with the SIMM that was previously removed.

## Installing Additional Memory (Pentium II Processor Module)

Pentium II-based DIGITAL Servers provide an EDO/ECC memory system. The minimum supported memory is 64 MB. The maximum supported memory is 512 MB. When configuring total server memory (DIMM combinations), make sure that you reference the DIMM memory configuration table and follow all DIMM memory configuration guidelines.



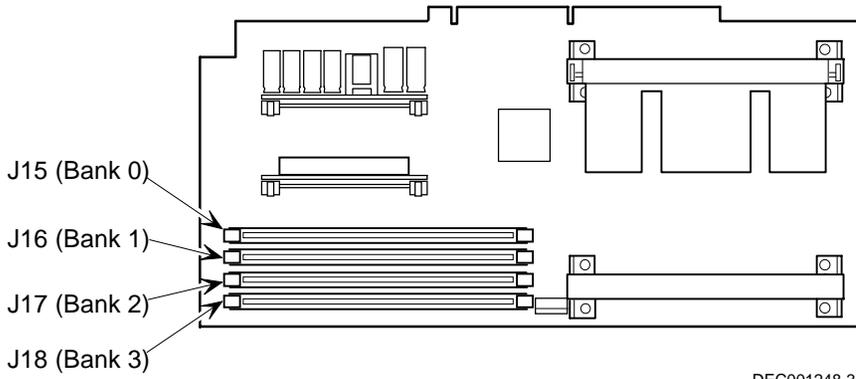
**CAUTION:** Only install DIMMs supported by Digital Equipment Corporation.

### Memory Configuration Guidelines

- Supported DIMMs: 168 pin, 72-bit 60 ns access time. EDO memory, ECC protected.
- Supported densities: DIMMs are available in 64 MB and 128 MB.
- Maximum memory: 512 MB.
- Each memory bank on the processor module will accommodate one DIMM.
- Install replacement or additional DIMMs starting with Bank 0 (J15). See Figure 5-18 for DIMM socket locations.
- Different DIMM capacities can be mixed.



**NOTE:** Before you begin, create a SCU diskette using Quick Launch. You must run the SCU after installing any memory upgrade. This allows the server to recognize the new memory configuration.



DEC001248-3

**Figure 5-18. DIMM Socket Locations**

## Memory Configurations

Bank 0 (J15)	Bank 1 (J16)	Bank 2 (J17)	Bank 3 (J18)	Total Memory
64 MB <sup>(1)</sup>				64 MB
64 MB	64 MB			128 MB
64 MB	64 MB	64 MB		192 MB
64 MB	64 MB	64 MB	64 MB	256 MB
128 MB				128 MB
128 MB	64 MB			192 MB
128 MB	128 MB			256 MB
128 MB	128 MB	64 MB		320 MB
128 MB	128 MB	128 MB		384 MB
128 MB	128 MB	128 MB	64MB	448 MB
128 MB	128 MB	128 MB	128 MB	512 MB

<sup>(1)</sup> Standard 64 MB offering

Table does not list all possible configurations

## Memory Troubleshooting

The DIGITAL Server's Power-On Self Test (POST) can detect memory errors when it boots. The error can be isolated to a single DIMM on the processor module.

The memory error message format is:

<Type of error>:      <Location>

Where:

<Correctable Error>:              <Jxx xxMB EDO DIMM>

If the error is correctable when the server boots, the BIOS displays the following:

Press <F1> to resume

<Uncorrectable Error>:            <Jxx xxMB EDO DIMM>

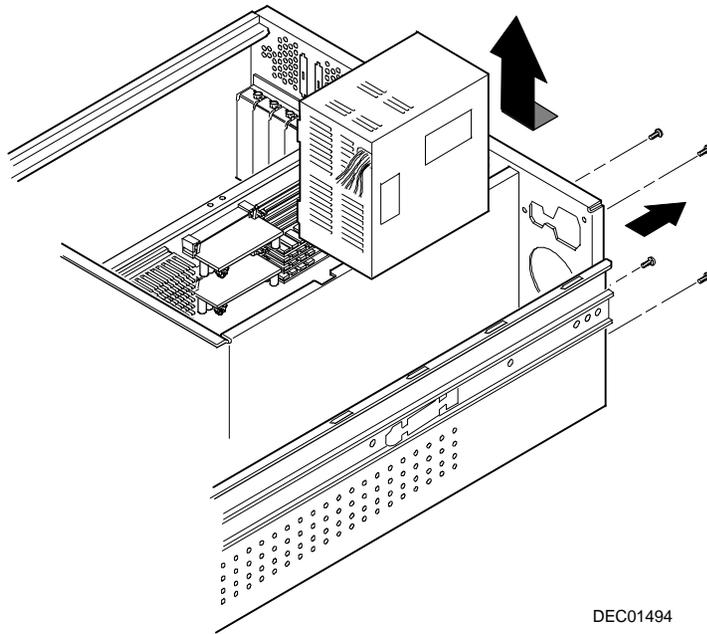
If the error is uncorrectable, the server halts after the memory test.

<Configuration Error>:           <Jxx xxMB EDO DIMM>

This indicates that an error occurred while reading the memory configuration. The problem is either the DIMM, the processor module, or the main logic board. In all cases, the server halts when this error occurs and the faulty DIMM must be replaced immediately.

## Removing and Replacing the Power Supply

1. Turn off the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Disconnect the power supply cables from the main logic board.
7. Remove the four screws securing the power supply to the chassis.
8. Slide the power supply forward to release it from the chassis.
9. Lift the power supply up and away from the chassis.
10. Replace the power supply by performing the removal steps in reverse order.

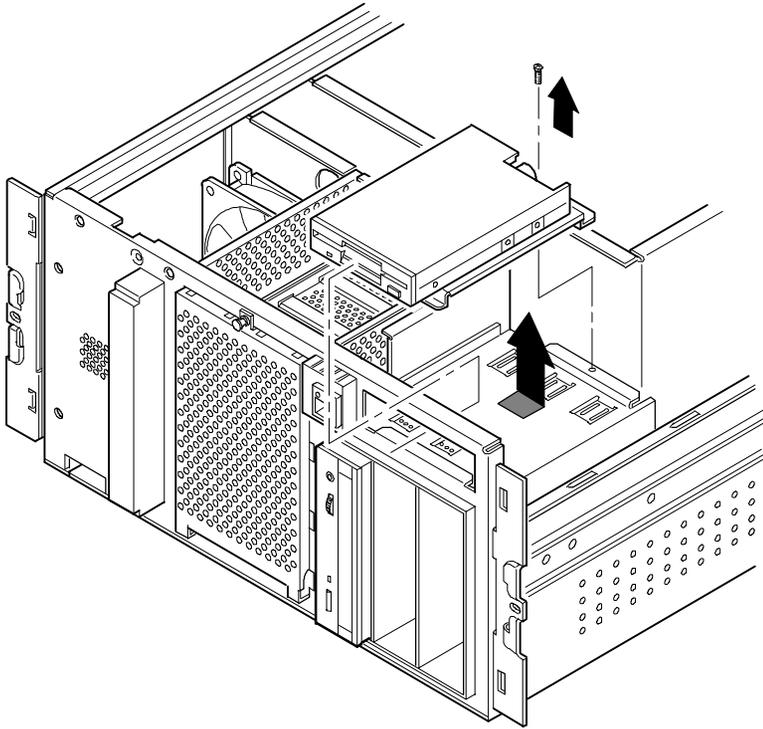


DEC01494

**Figure 5-19. Removing and Replacing the Power Supply**

## Removing and Replacing the Diskette Drive

1. Turn off the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Disconnect the power and data cables from the diskette drive.
7. Remove the screws securing the diskette drive tray (and attached diskette drive) to the drive bay cage below.
8. Slide the diskette drive tray and diskette drive backwards until they clear the front bezel opening and then lift them away from the chassis.
9. Remove the four screws which secure the diskette drive to the drive tray.
10. Replace the diskette drive by performing the removal steps in reverse order.

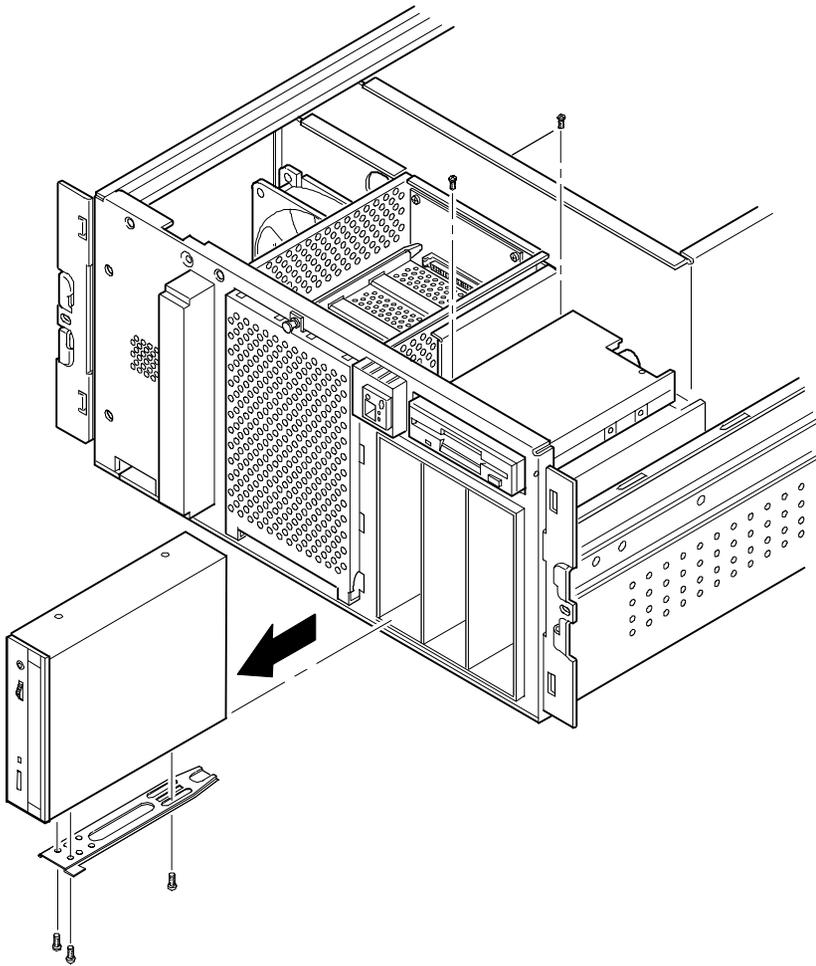


DEC01433-5

**Figure 5-20. Removing and Replacing the Diskette Drive**

## Removing and Replacing the CD-ROM Drive

1. Turn off the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Disconnect the power and data cables from the CD-ROM.
7. Remove the two screws alongside the diskette drive which secure the CD-ROM drive to the top of the drive bay.
8. Slide the CD-ROM forward until it clears the drive bay opening and then lift it away from the chassis.
9. Remove the two screws securing the CD-ROM to the drive tray beneath it.
10. Replace the CD-ROM drive by performing the removal steps in reverse order.

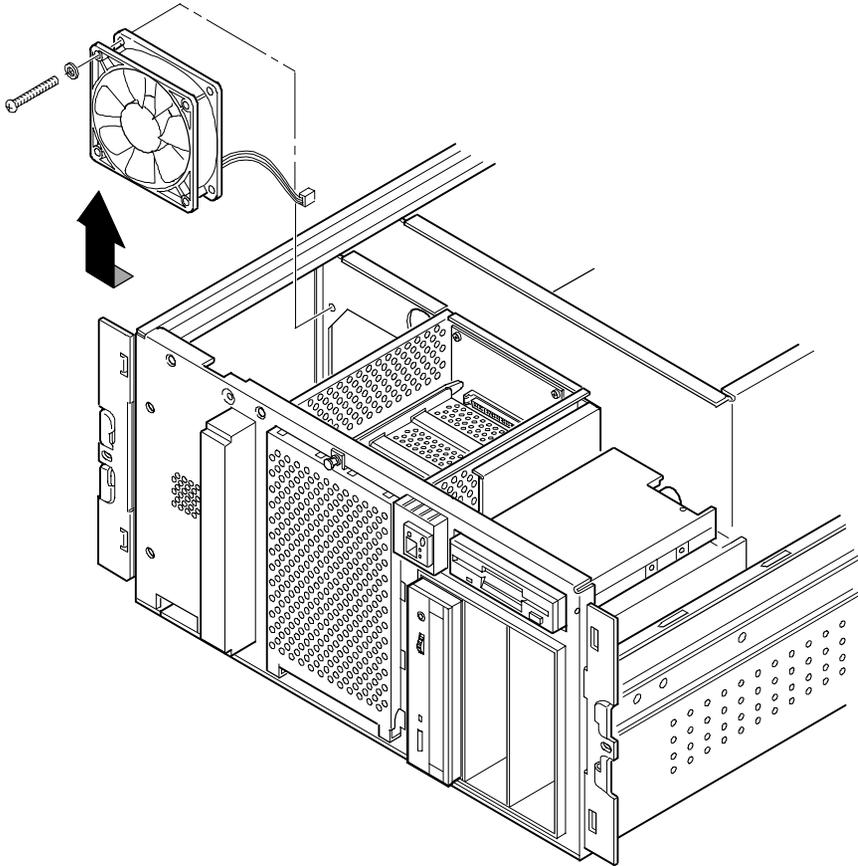


DEC01490-2

**Figure 5-21. Removing and Replacing the CD-ROM Drive**

## Removing and Replacing the Cooling Fan

1. Turn off the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Disconnect the cooling fan cable from the main logic board.
7. Remove the four screws securing the cooling fan to the chassis.
8. Remove the cooling fan.
9. Replace the cooling fan by performing the removal steps in reverse order.

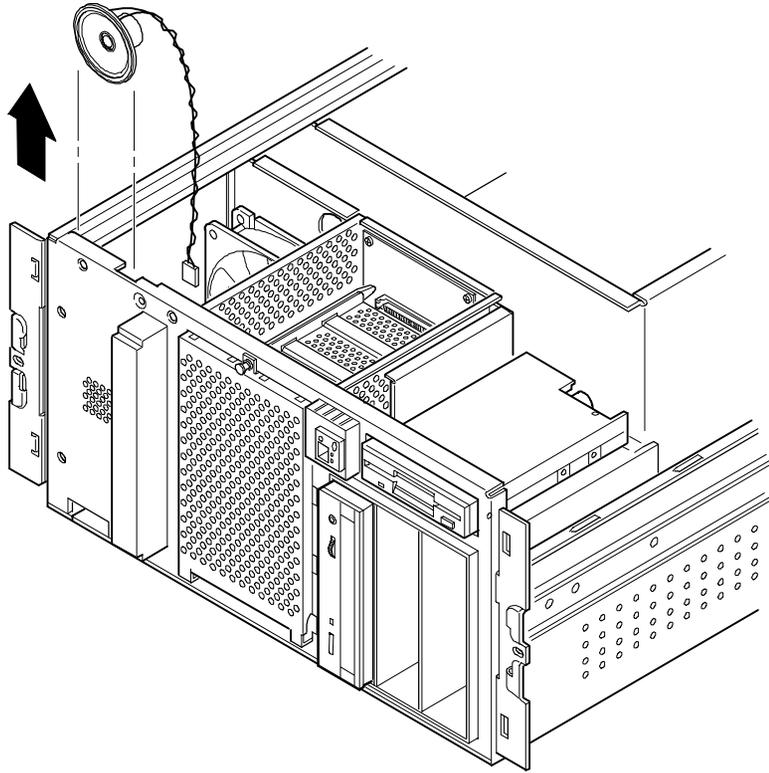


DEC01490-3

**Figure 5-22. Removing and Replacing the Drive Bay Cooling Fan**

## Removing and Replacing the Speaker

1. Turn off the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Disconnect the speaker cable from the main logic board.
7. Gently pry the speaker away from the top speaker tab and then lift it straight up from the chassis.
8. Replace the speaker by performing the removal steps in reverse order.



DEC01490-4

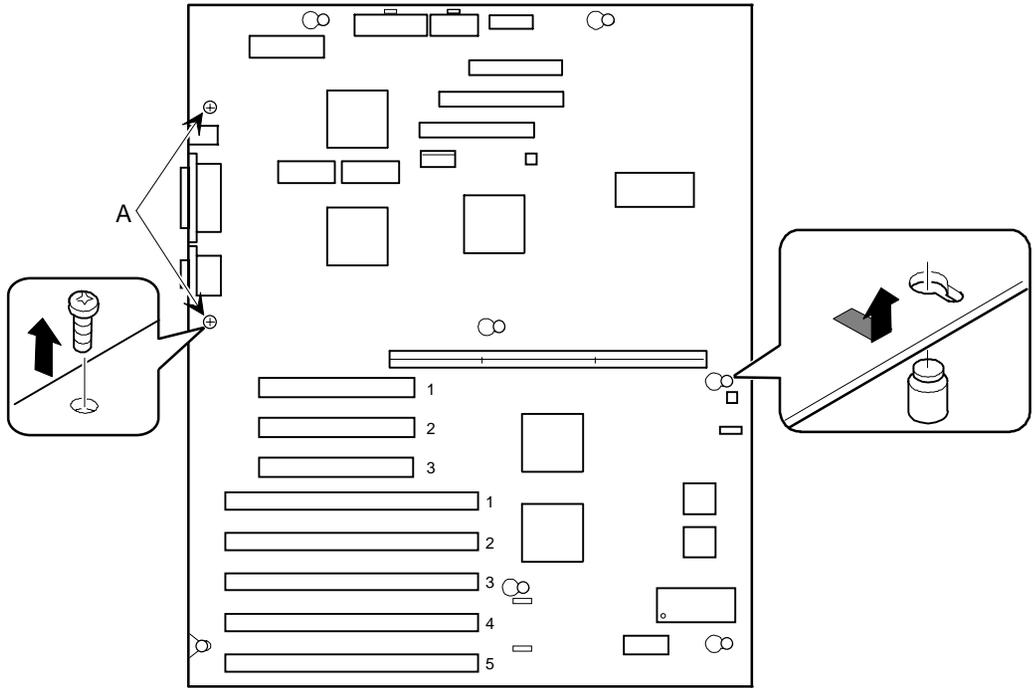
**Figure 5-23. Removing and Replacing the Speaker**

## Removing and Replacing the Main Logic Board

1. Turn off the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Disconnect all cables from the main logic board.
7. Record all EISA and PCI slot assignments before removing the expansion boards.
8. Remove the expansion boards, processor module, and network card.
9. Remove the screws securing the main logic board to the chassis (A, Figure 5-24).
10. Slide the main logic board toward the front of the chassis to release it from the standoffs.
11. Carefully lift the main logic board up and away from the chassis.
12. Configure switch SW1 on the new main logic board.
13. If the new main logic board does not have a battery/RTC, remove the battery/RTC from the old main logic board and replace it on the new main logic board.
14. Align the main logic board over the standoffs and then slide it toward the rear of the chassis.
15. Secure the main logic board to the chassis using the previously removed screws.
16. Using the side panel label as a reference, reconnect all cables to the main logic board.
17. Using information recorded in step 7, install the expansion boards, processor module, and network card to their original configuration.

18. Reconnect all external and internal cable connections.
19. Replace and secure the top cover.
20. Slide the server into the rack and then secure it using the two previously removed screws.
21. Replace the front bezel.
22. Turn the server on.
23. Run the SCU to configure the server and restore the system management information.

FRU Replacement



DEC01431-8

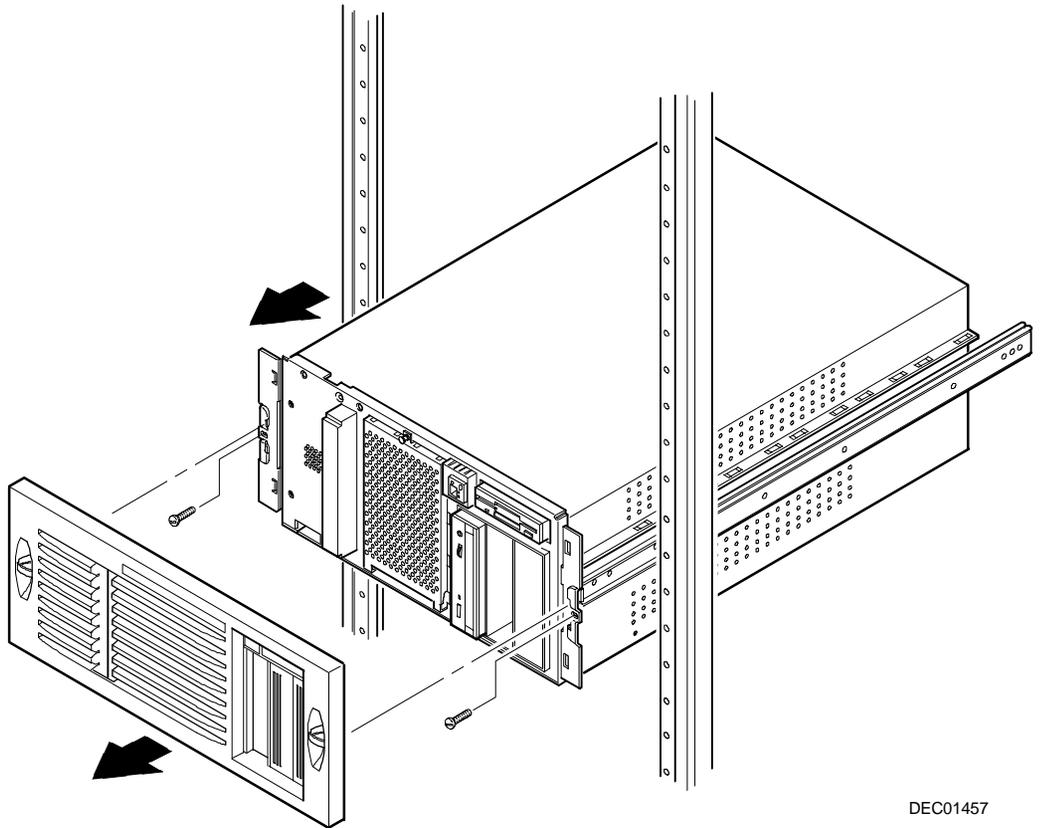
**Figure 5-24. Removing and Replacing the Main Logic Board**

## Removing and Replacing the Server Battery/Real Time Clock (RTC)

The server's battery runs the server clock and retains any setup information when it is turned off. If the server ever fails to retain the correct date, time, or configuration settings when it is turned on, you need to replace the server's battery/RTC. The DIGITAL part number for this device is 21-39151-01.

To replace the battery/RTC, perform the following:

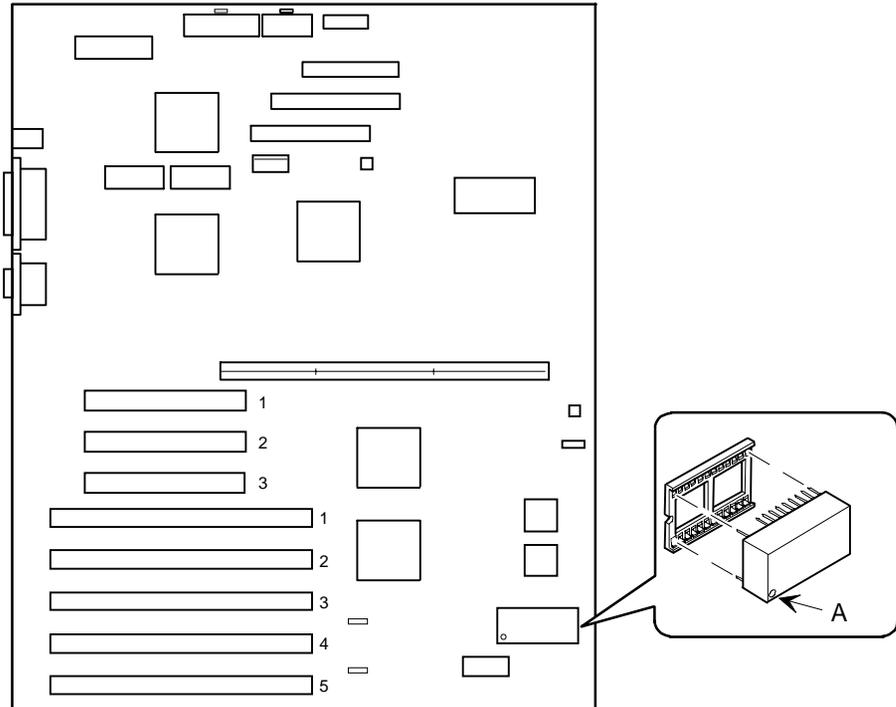
1. Record server configuration settings using the SCU.
2. Turn off the server.
3. Remove the front bezel (see Figure 5-25).
4. Remove the two screws securing the server to the rack and then slide it out.
5. Remove the screw securing the top cover to the server.
6. Remove the top cover.



DEC01457

**Figure 5-25. Removing the Front Bezel**

7. Remove the old battery/RTC (see Figure 5-26).



DEC01431-4

**Figure 5-26. Removing and Replacing the Server Battery/RTC**



**CAUTION:** Depending on locality, the server's battery/RTC might be considered hazardous waste. Make sure to follow any state or local statute to properly dispose of the old battery/RTC because of its imbedded lithium battery.

8. Install the new battery/RTC. Make sure pin 1 of the battery/RTC is aligned with pin one on the socket (A, Figure 5-26).

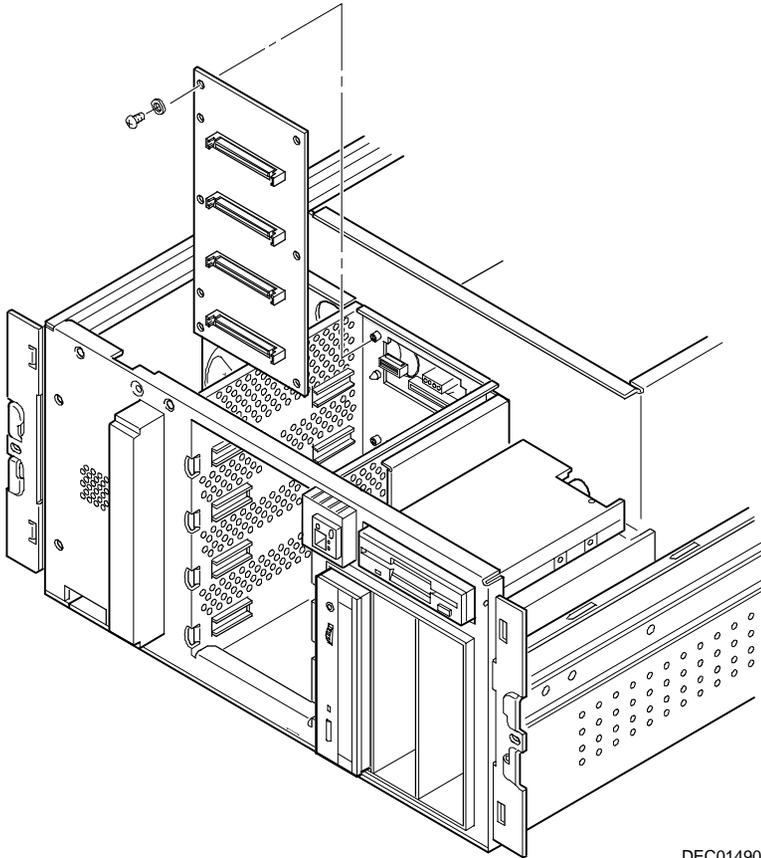


**CAUTION:** Danger of explosion if battery/RTC is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer.

9. Replace the top cover and screw.
10. Slide the drawer (server) into the rack and then secure it using the two previously removed screws.
11. Replace the front bezel.
12. Restore power, reboot and then run the SCU:
  - a. Select `Configure Computer` from the SCU screen.
  - b. Select `View and Edit Details` from the displayed screen.
  - c. Edit the configuration settings to match what was recorded in step 1.
  - d. Select `Save and Exit` to configure the server.

## Removing and Replacing the SCA-2 Storage Backplane

1. Turn off the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Record all cable configuration information.
7. Disconnect all cables.
8. Remove all SCA-2 disk drives connected to the SCA-2 storage backplane.
9. Remove the six screws securing the SCA-2 storage backplane to the chassis.
10. Remove the SCA-2 storage backplane from the chassis.
11. Replace the SCA-2 storage backplane by performing the removal steps in reverse order.

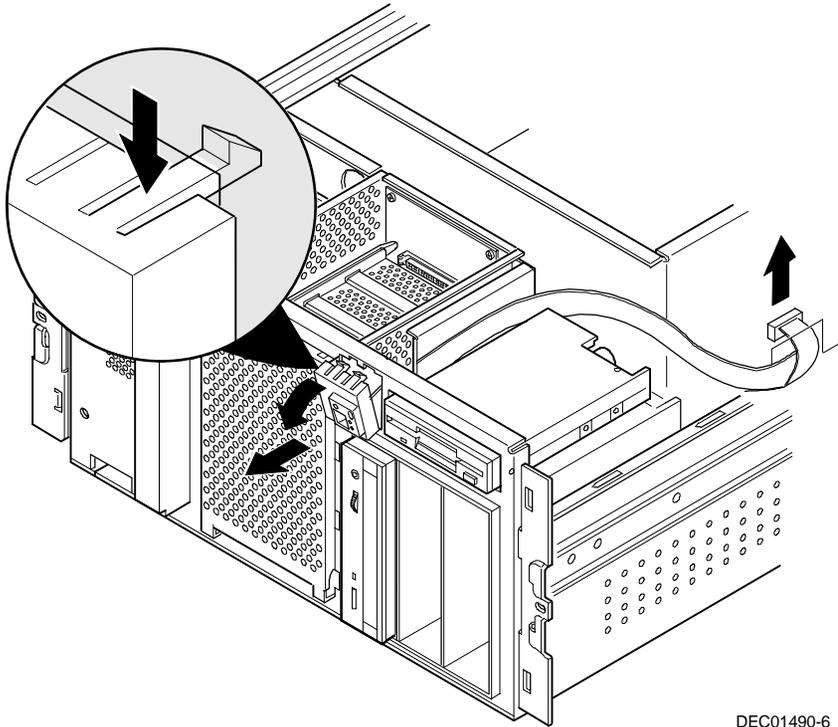


DEC01490-5

**Figure 5-27. Removing and Replacing the Storage Backplane**

## **Removing and Replacing the Operator Control Panel (OCP) Assembly**

1. Turn off the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Disconnect the OCP cable from the main logic board.
7. Press down on the two retaining tabs on top of the OCP and then tilt it forward to release it from the chassis.
8. Remove the OCP from the chassis.
9. Replace the OCP by performing the steps above in reverse.

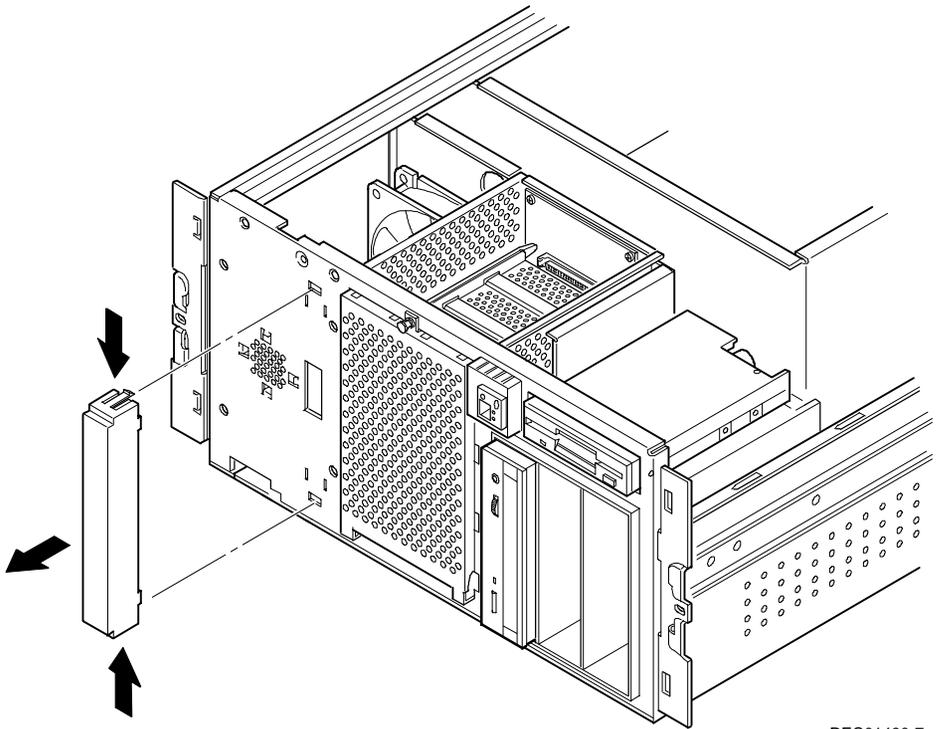


DEC01490-6

**Figure 5-28. Removing and Replacing the OCP assembly**

## **Removing and Replacing the Fault Status LED Assembly**

1. Turn off the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. From inside the chassis, disconnect the cable from the fault status LED assembly.
7. Press on the retaining tabs of the fault status LED assembly and then tilt it forward to release it from the chassis.
8. Remove the fault status LED assembly from the chassis.
9. Replace the fault status LED assembly by performing the steps above in reverse.



DEC01490-7

**Figure 5-29. Removing and Replacing the Fault Status LED Assembly**

# Processor Module Upgrades

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# 6

## Introduction

DIGITAL sells processor upgrade kits known as PowerGrade kits. Installing a PowerGrade kit increases the capabilities of the server. This chapter describes the configuration guidelines that must be followed prior to adding a Pentium Pro or Pentium II processor as well as detailed procedures on removing and installing processor modules.



**NOTE:** Installing an additional processor or changing processor cards might involve updating the server's BIOS. To do this, you need to remove any video option card, if installed, and enable the internal SVGA controller. Once the BIOS update process successfully completes, you can then reinstall any video option card. You must install the new BIOS before installing another processor.

## Processor Compatibility in a Multiprocessor Environment

DIGITAL recommends using identical steppings/versions of processors within a multiprocessor system whenever possible, since these configurations have received the greatest amount of validation testing. Since it is not possible to validate every combination of processor steppings, each new stepping of a processor is fully validated only against the latest stepping. Refer to the readme file on the ServerWORKS Quick Launch CD-ROM to view the latest processor compatibility information.

## Boot the Quick Launch CD-ROM and Create Diskettes

If the PowerGrade kit contained a new CD-ROM, perform this procedure to obtain new diskettes. During this procedure, you will create a crisis recovery diskette, BIOS upgrade diskette, and a System Configuration Utility (SCU) diskette. The Quick Launch CD-ROM contains the latest BIOS, crisis recovery software, and SCU.

1. Power on the server and boot the ServerWORKS Quick Launch CD-ROM.
2. Select the "User Documentation" button, then view the Readme file for CPU compatibility issues.
3. From the Quick Launch Main Screen, select the "Installations & Utilities" button and then the Utility tab.
4. Insert a DOS-formatted diskette into drive A, and choose "Crisis Recovery Diskette," and select Continue.
5. Insert another diskette into drive A, choose "BIOS Phlash Diskette," and select Continue.
6. Insert another diskette into drive A, choose "System Configuration Utility (SCU)" diskette, and select Continue.
7. Select the BIOS version that you created in step 5 to create the appropriate SCU diskette.
8. Select Exit to end Quick Launch and remove the CD-ROM.

## Upgrade the BIOS

If you need to update the BIOS because of a change in processor speed, processor type, or cache size, you will first need to remove any video option card installed and enable the onboard SVGA controller. Once the BIOS process completes successfully, you can then enable the reinstall the video option card. You **must** upgrade the BIOS before installing a second processor or processor module.



**NOTE:** The BIOS upgrade switch SW1-1 on the main logic board must be set to ON before you can upgrade the system BIOS.

## Update the BIOS

Use the following procedure to update the BIOS:

1. Power up and boot the server with the BIOS Upgrade diskette in drive A.
2. Change the directory to "upgrade":

```
A:\cd upgrade
```

3. At the MS-DOS prompt, type `phlash` and press Enter. The following message appears:

```
***Warning***
```

```
You are about to erase the system BIOS in this machine. Are  
you absolutely sure? Press "Y" to continue.
```

4. Select "Y", and the BIOS upgrade continues until the system reboots.



**NOTE:** DO NOT power down the system once this procedure has started. If the system loses power, or if at the end of this procedure the system fails, refer to "Troubleshooting – Using the Crisis Recovery Diskette if Necessary."

5. Remove the diskette from Drive A.

## Pentium Pro Processor Upgrades

Installing a higher-performance Pentium Pro processor module increases the capabilities of the server. This chapter describes the configuration guidelines that must be followed prior to upgrading the server, as well as detailed procedures on removing and installing a Pentium Pro processor module.



**NOTE:** If the DIGITAL server came with a Pentium II processor module, refer to the section, “Pentium II Processor Upgrades,” for detailed information on upgrading to a higher-performance Pentium II processor.

## Configuration Guidelines



**NOTE:** Before you begin, create an SCU diskette using Quick Launch. You must run the SCU after installing any processor upgrade. This allows the server to recognize the new processor configuration.

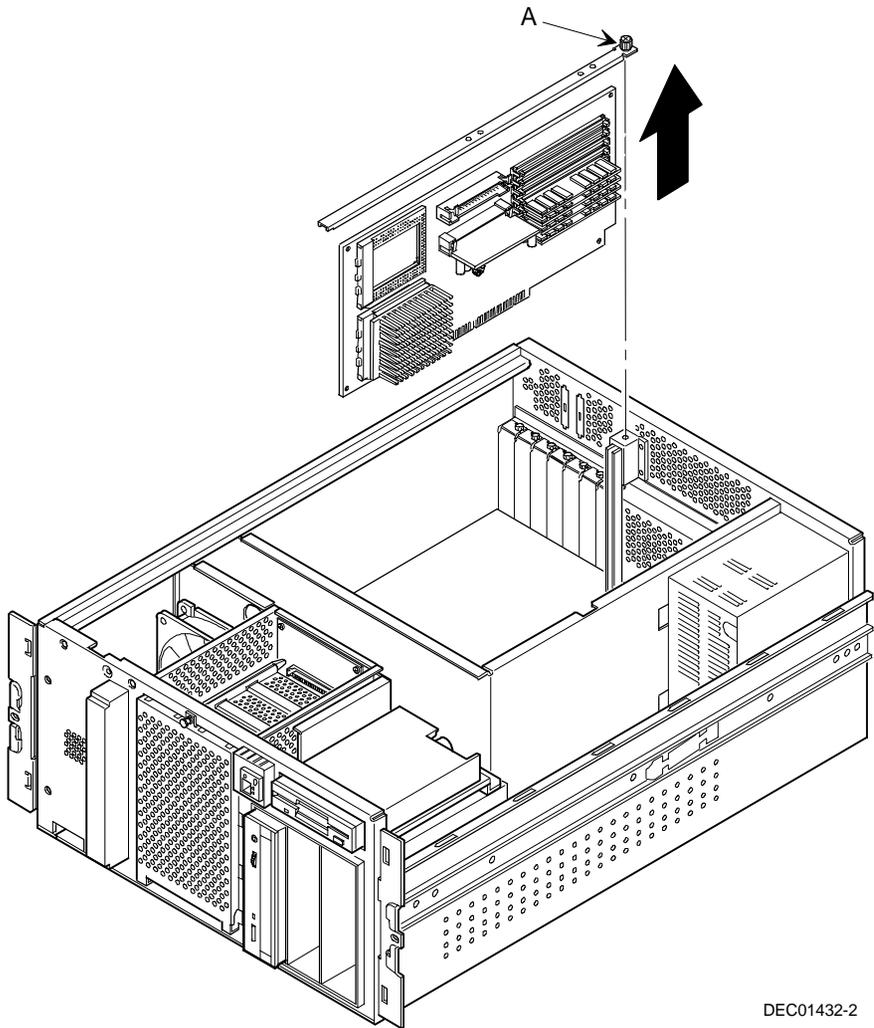
- There are two Pentium Pro upgrade types:
  1. A processor upgrade that enables you to upgrade from a single Pentium Pro processor to a dual Pentium Pro processor configuration.
  2. A single Pentium II processor module upgrade that enables you to upgrade from a Pentium Pro processor module configuration to a Pentium II processor module configuration.
- Use only DIGITAL-supplied Pentium Pro processor modules.
- A Pentium Pro processor upgrade can be done by installing a higher-performance Pentium II processor module or a second Pentium Pro processor.

## **Installing a Processor**

The following sections provide detailed instructions on how to perform a processor installation.

### **Removing the Pentium Pro Processor Module**

1. Power down the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Place the antistatic wrist strap on your wrist and connect the grounding clip to a non-painted metal surface of the server's chassis.
7. Loosen the thumbscrew and remove the processor module retaining bracket (A, Figure 6-1).
8. Grasping both ends of the processor module, carefully remove it from the main logic board and place it on an antistatic surface.

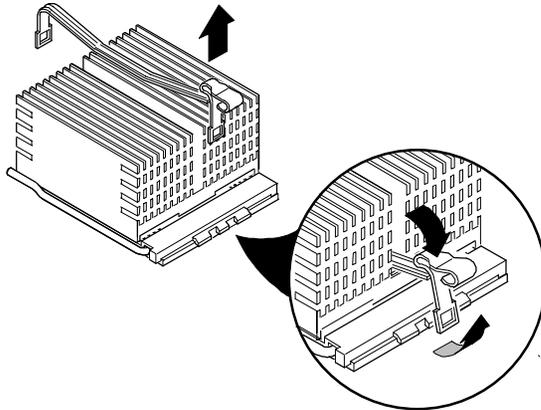


DEC01432-2

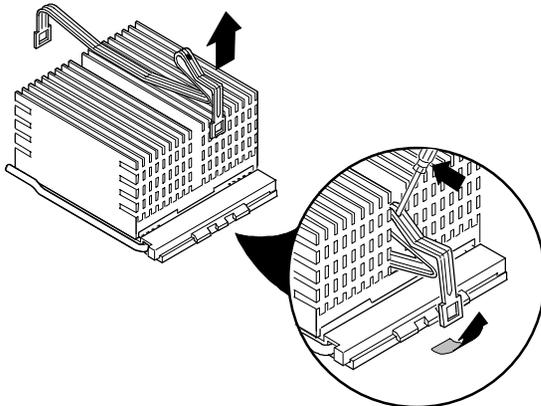
**Figure 6-1. Removing the Processor Module**

## Installing a Pentium Pro Processor and Voltage Regulator Module (VRM)

1. Remove the processor from its shipping holder by removing the retaining clip. To remove the clip, press down firmly on the top of the clip. If needed, press down with a small screwdriver in the hole of the second style clip shown in Figure 6-2.



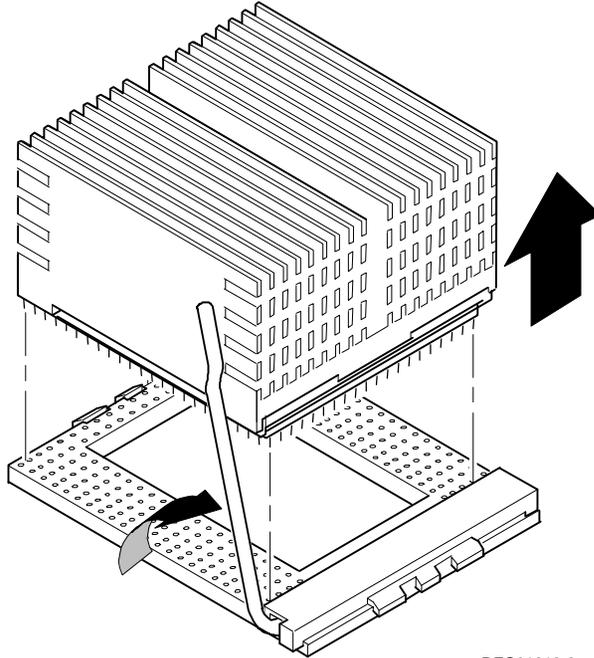
DEC01211-2



DEC01211-3

**Figure 6-2. Removing the Retaining Clip**

2. Remove the processor/heat sink assembly from its shipping holder. Do not pull the heat sink off of the processor. Use care not to bend the pins.

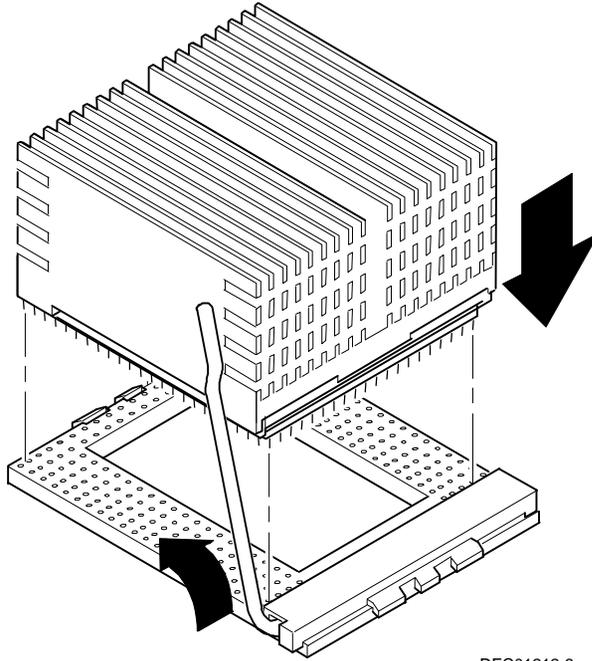


DEC01212-2

**Figure 6-3. Removing the Processor/Heat Sink Assembly**

3. On the processor module, lift up on the lever of the empty processor socket. Position the pins of the new processor in the socket of the processor module. Note that the pins are denser on one side for correct orientation.

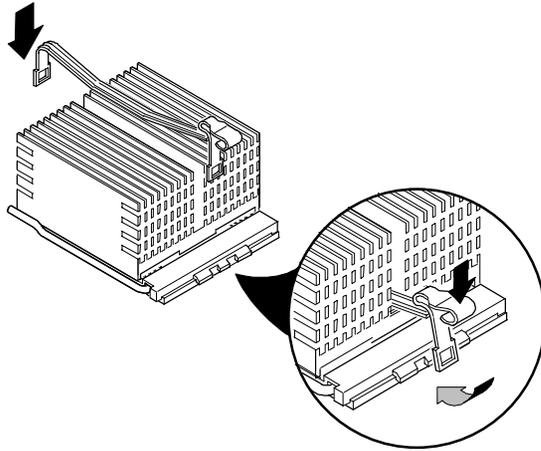
4. Lower the lever to engage the pins (Figure 6-4).



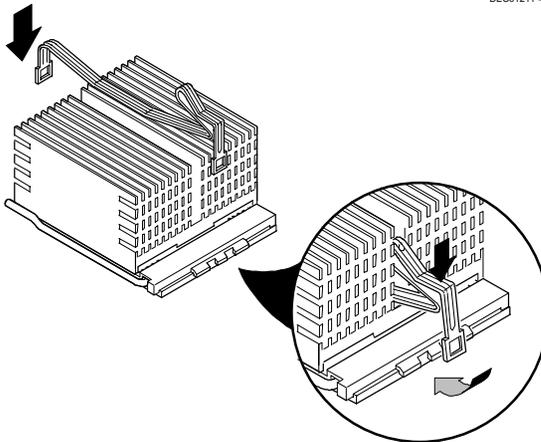
DEC01212-3

**Figure 6-4. Installing the New Processor**

5. Replace the retaining clip by installing the back side of the clip first, then pressing it into place as shown in Figure 6-5.



DEC01211-4



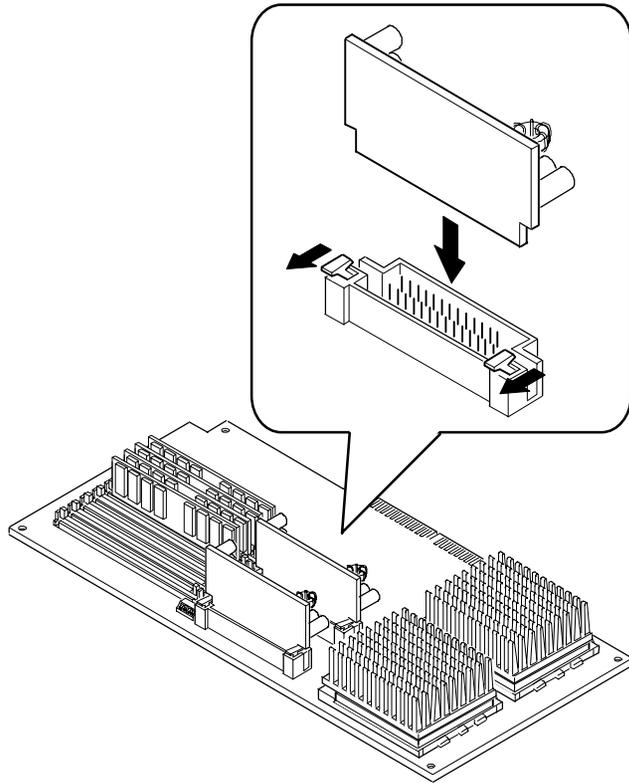
DEC01211-5

**Figure 6-5. Installing the Retaining Clip**

6. Remove the new VRM from its shipping container.
7. Install the VRM into the empty VRM socket (see Figure 6-6).



**NOTE:** A voltage regulator module must be installed for each processor that is installed in the server.



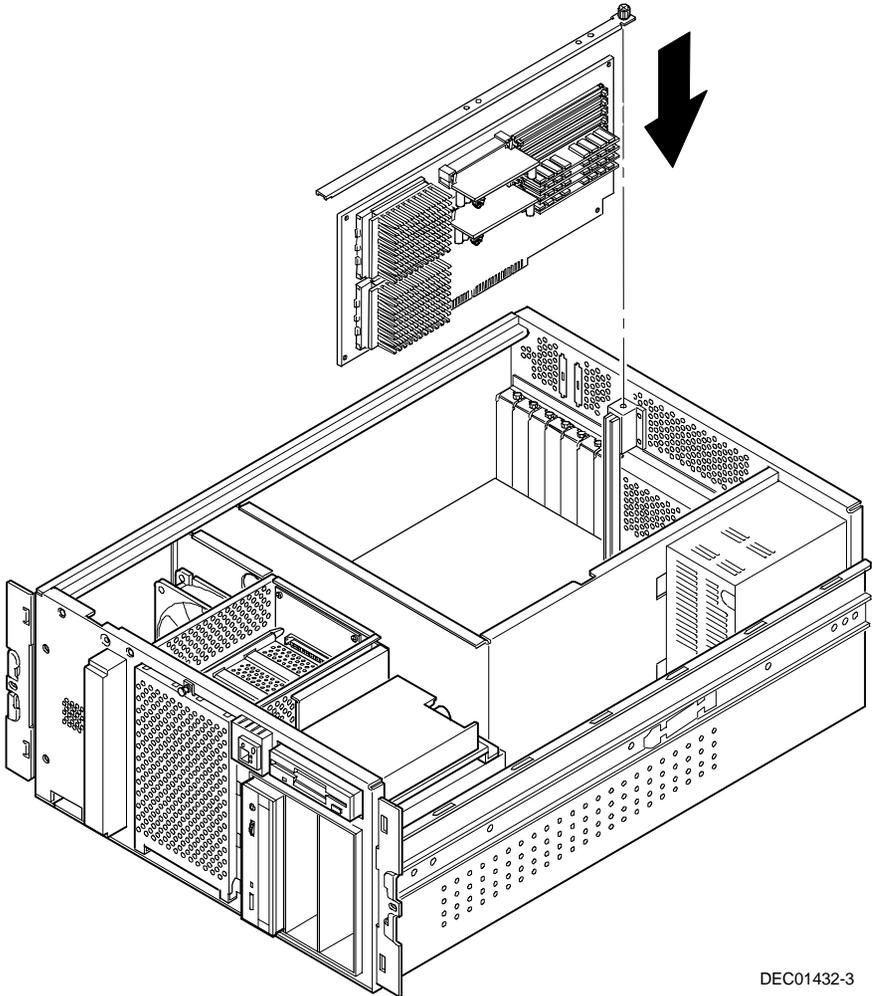
DEC01032-3

**Figure 6-6. Installing a VRM**

8. Set all appropriate switch settings on the processor module.

### Installing the Pentium Pro Processor Module

1. Install the processor module into the slot on the main logic board.
2. Secure the processor module to the main logic board using the previously removed retaining bracket.



DEC01432-3

**Figure 6-7. Installing the Processor Module**

## **Replace the Top Cover and Reconnect the Cables**

1. Replace the top cover.
2. Slide the drawer (server) into the rack and then secure it using the previously removed screws.
3. Replace the front bezel.
4. Connect any cables and power cords previously removed to the back of the server.

*Refer to Run the System ID Configuration Utility and Run the System Configuration Utility (SCU) sections later in this chapter to complete the installation.*

## Pentium II Processor Upgrades

Installing a higher-performance Pentium II processor increases the capabilities of the server. This section describes the configuration guidelines that must be followed prior to adding a processor as well as detailed procedures on removing and installing a Pentium II processor module.



**NOTE:** If the DIGITAL server came with a Pentium Pro processor module, refer to the previous section, “Pentium Pro Processor Upgrades,” for detailed information on upgrading to a higher-performance Pentium Pro processor module.

## Processor Module Configuration Guidelines



**NOTE:** Before you begin, create an SCU diskette using Quick Launch. You must run the SCU after installing any processor upgrade. This allows the server to recognize the new processor configuration

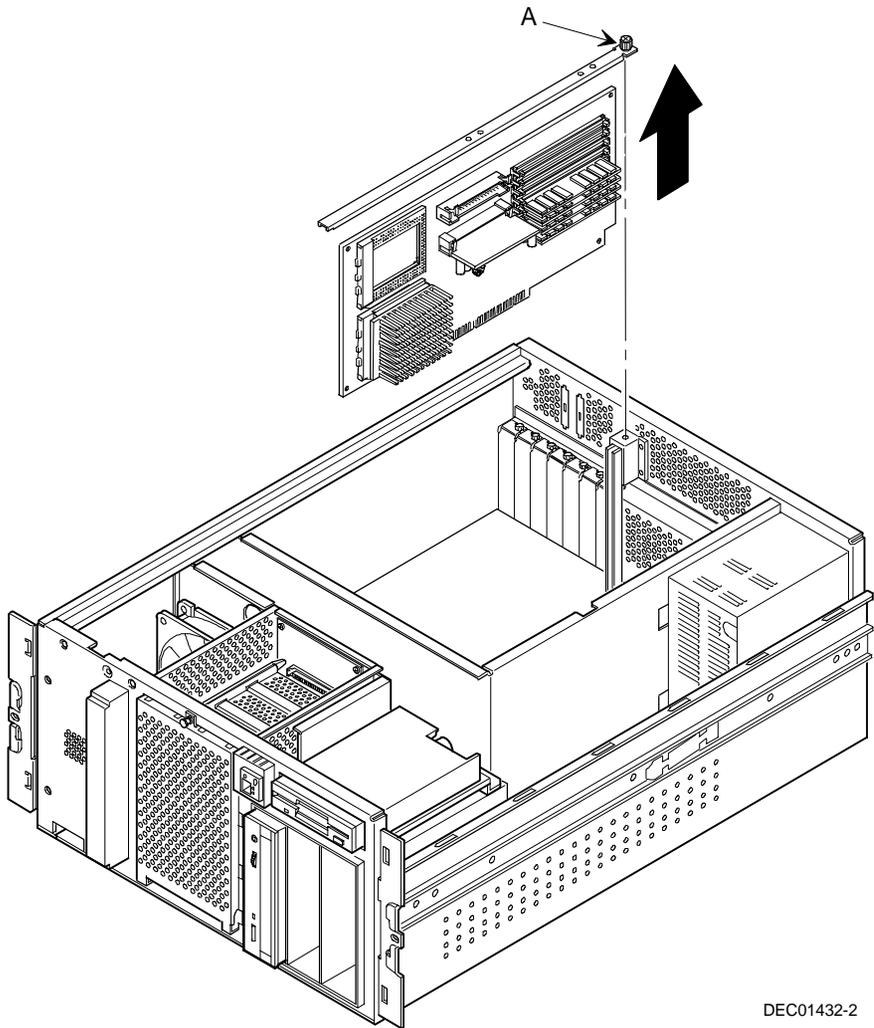
There is only one Pentium II processor upgrade. You can upgrade from a single processor configuration to a dual processor configuration.

- Single processor modules must be installed in the primary Slot 1 socket (Processor 1) and have a termination card installed in the second Slot 1 socket (Processor 2). The termination card must be removed prior to installing a second processor.
- A VRM must be installed for each processor installed in the processor module.
- DIGITAL recommends that dual processor configurations use processors with identical stepping (manufacturing revision). Processors with different stepping might not function properly. Stepping information appears during the Power-On Self Test (POST) for each processor.
- Use only DIGITAL-supplied Pentium II processor modules

## Upgrading to a Dual Processor Configuration

To upgrade from a single-processor configuration to a dual-processor configuration:

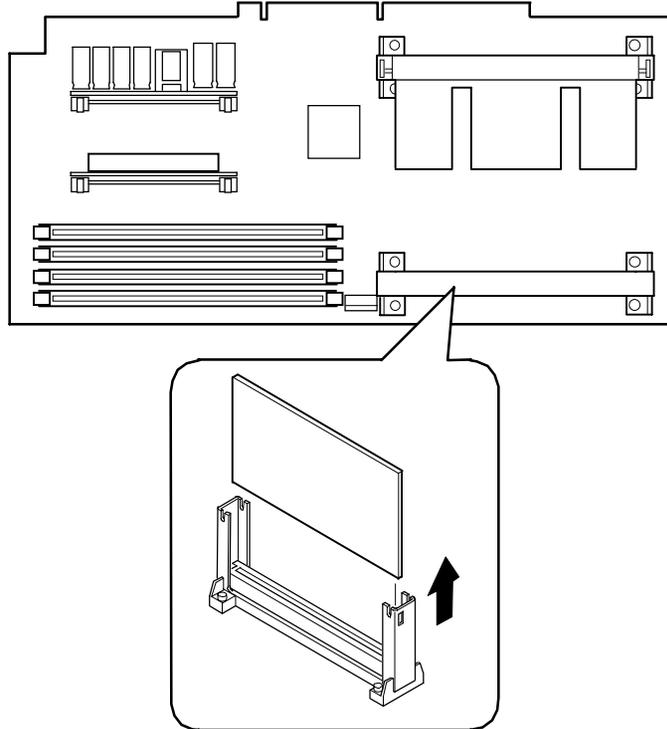
1. Power down the server.
2. Remove the front bezel.
3. Remove the two screws securing the server to the rack and then slide it out.
4. Remove the screw securing the top cover to the server.
5. Remove the top cover.
6. Place the antistatic wrist strap on your wrist and connect the grounding clip to a non-painted metal surface of the server's chassis.
7. Loosen the thumbscrew and then remove the retainer and Pentium II processor module (A, Figure 6-8).



DEC01432-2

**Figure 6-8. Removing the Processor Module**

8. Remove the terminator module from the processor module (see Figure 6-9). Grasp the terminator by each end and pull up.

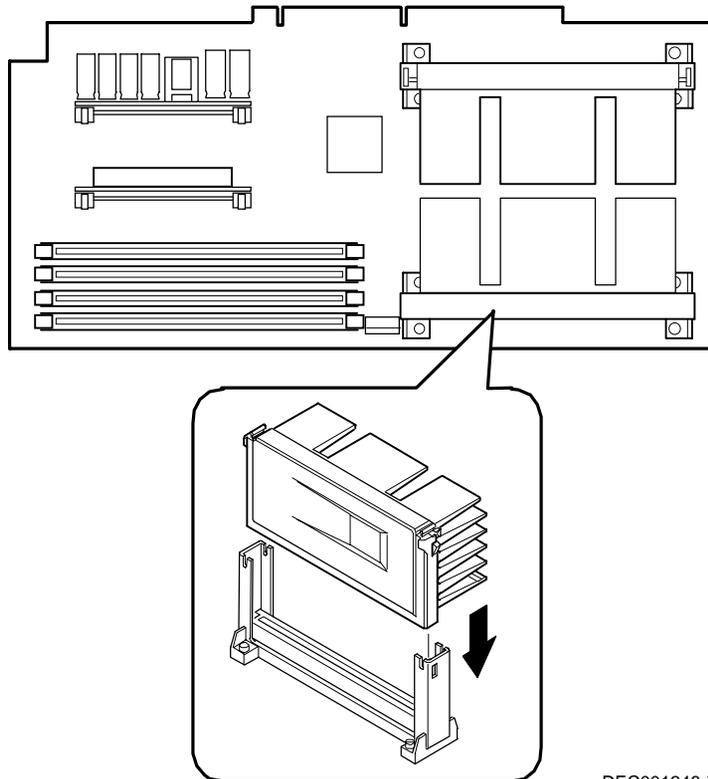


DEC001248-6

**Figure 6-9. Removing the Terminator Module**

## Processor Module Upgrades

9. Remove the new processor from its shipping container.
10. Insert the new processor into this slot (see Figure 6-10).
11. Secure the new processor to its socket by pushing out on the two plastic tabs at each side.



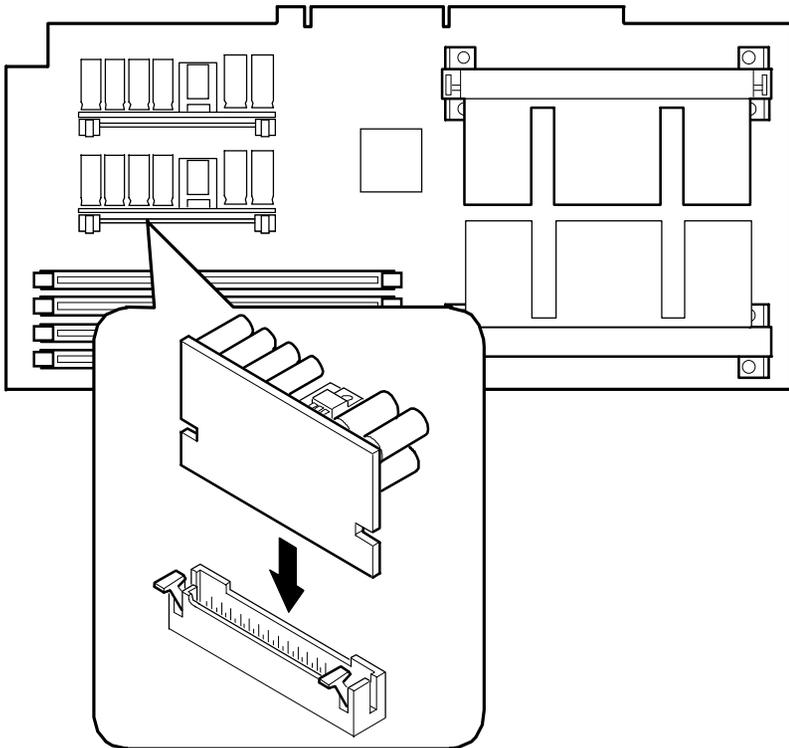
DEC001248-7

**Figure 6-10. Installing the Second Processor**

12. Remove the new VRM from its shipping container.
13. Install the second VRM into the empty VRM socket (see Figure 6-11).



**NOTE:** A VRM must be installed for each processor installed in the processor module.

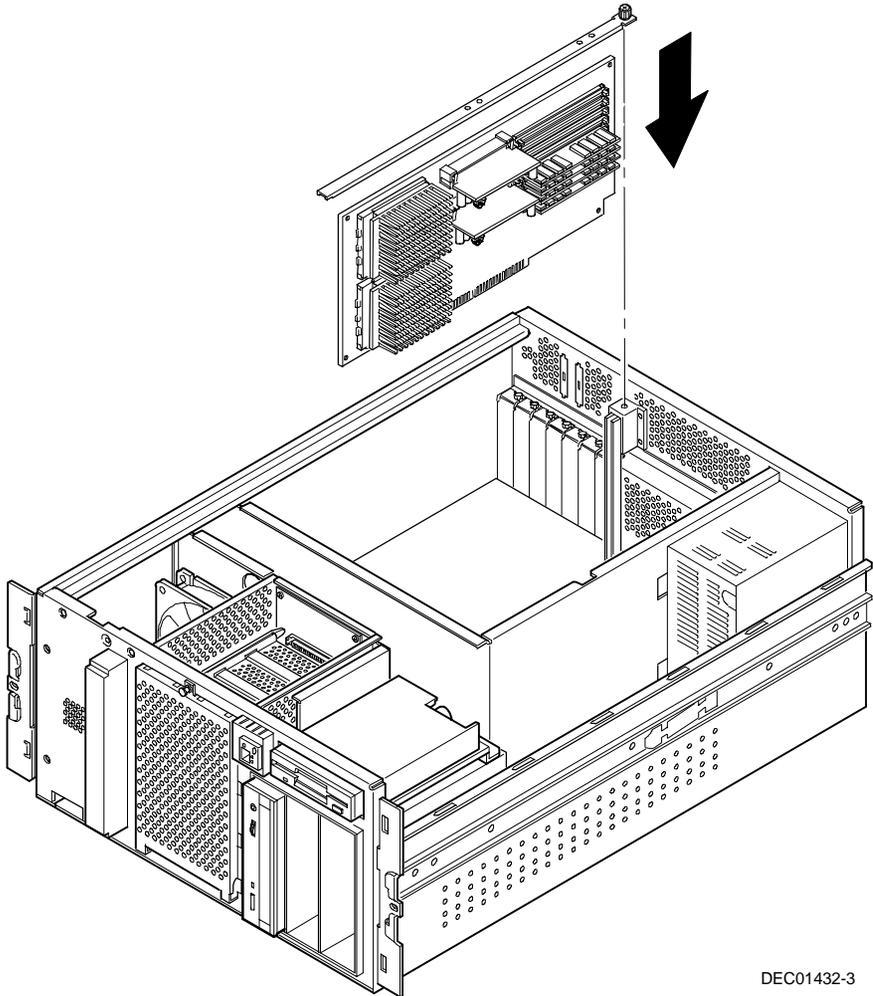


DEC001248-9

**Figure 6-11. Installing a VRM**

## Processor Module Upgrades

14. Set all appropriate switch settings on the processor module.
15. Install the processor module.



DEC01432-3

**Figure 6-12. Installing the Processor Module**

16. Replace the top cover.
17. Slide the drawer (server) into the rack and then secure it using the two previously removed screws.
18. Replace the front bezel.
19. Restore power.

*Refer to Run the System ID Configuration Utility and Run the System Configuration Utility (SCU) sections later in this chapter to complete the installation.*

## System Identification (ID) Configuration Utility

Each system main logic board contains a unique ID called the System ID, which allows application software to determine what server the electronics reside in. This System ID is stored also on processors and memory expansion boards in the server. When the SCU is launched, if there is a mismatch between the System ID on the main logic board and that stored on the processor and/or memory expansion boards, then the SCU will flag that a mismatch occurred and ask you to enter the correct server part number from the label on the rear of the server.

The System ID on the main logic board, in certain situations, may change. Known cases where this occurs include:

- If the main logic board is replaced in the field because it is defective, the new main logic board will need to be assigned a System ID that reflects the system in which the board is installed.
- When a server has a processor upgrade installed, which results in a new server part number, then the System ID will also need to be reprogrammed to reflect the new server part number.

The *System ID Configuration Utility* (SIDUTIL.EXE) allows you to modify the System ID field. This utility is located on the BIOS diskette that you created from the Quick Launch CD ROM.

## Run the System ID Configuration Utility

If you upgraded the server with a new processor type (Pentium Pro to Pentium II) or increased the cache size, you need to run the System ID utility to store the new model in the server memory. To run the SIDUTIL:

1. Install the BIOS diskette in the system and boot the server.
2. Select item "2. Exit."
3. At the A:\> prompt, type `SIDUTIL`

The `System ID Configuration Utility` main menu is displayed.

The description of the System ID information currently on the main logic board will be displayed on the first line in the following format:

Example:

```
DIGITAL Server 3105 1200 R FR-R2C5W-AA 6266/512 (PII)- MODEL 1
```

where 3105 1200 R is the model name, FR-R2C5W-AA is the part number, and the remaining text is a description.

4. Use the Page up/Page down arrow keys to highlight the correct system model name/part number/description for this system. If installing an upgrade kit, match the processor type and cache size with the line items displayed to select the new DIGITAL Server model.
5. After selecting the correct string, press Enter. A new System ID will be stored in the main logic board memory. The changed model name and part numbers will be displayed at the top of the menu in the current field.
6. To exit the utility, press Escape.

## Run the SCU

Power up and boot the server from the SCU diskette. The SCU enables you to check or change the server's configuration. Run the SCU to configure the server for the new processor or processor module.

To start and run the SCU:

1. Insert the SCU diskette into drive A and turn on the server. The diskette should boot automatically.
2. When the SCU title appears, press any key to continue. Afterwards, follow the instructions on screen to access the SCU main menu.
3. From the main menu, press the up or down arrow to highlight an item and then press Enter to select it. Press F1 at any time for help about a selection.
4. From the main menu select `Configure Computer` and then `View and Edit Details`.

For example: If you install a video option card, select the *Advanced Control Group* and disable the *Embedded - PCI VGA controller*.

5. Make sure that the boot option is drive "A: then C:"
6. Select `Save and Exit` to configure the server for the processor module.
7. When complete, remove the SCU diskette from drive A.

*Refer to Chapter 2, "Server Software and Utilities," for additional information on running the SCU.*

## Troubleshooting

### Using the Crisis Recovery Diskette if Necessary

If you updated the BIOS, the Crisis Recovery Diskette may be used only if the server's BIOS fails or if the BIOS upgrade is unsuccessful.

When using the Crisis Recovery diskette, remove any video option card and enable the on-board VGA.

1. Turn off the server and set SW1-2 on the main logic board to ON (Recovery mode).
2. Insert the Crisis Recovery diskette into drive A and reboot the server.



**NOTE:** Remember to return the switch to its Normal position after using the crisis recovery diskette.

## Introduction

This chapter provides a series of tables listing map and address information related to server memory and various main logic board devices (keyboard controller, interrupt controller, etc.).

The server memory and address locations are allocated at the factory to operate within a standard environment. However, due to the number of optional devices and/or expansion boards that are available, sometimes memory and address locations need to be changed. For example, some expansion boards require a specific memory location. If that location is already allocated, a memory conflict results and the expansion board will not operate as expected. Note that some memory, I/O and interrupt locations can be changed using the SCU.



**CAUTION:** Before changing any memory or address location, refer to the documentation supplied with the optional device, expansion board, or software application and make sure adequate information is available. If not, contact the option or software manufacturer for further information.

## Processor Memory Address Map

<b>Address Range</b>	<b>Function</b>	<b>Size</b>
00000 to 9FFFF	Main memory	640 KB
A0000 to BFFFF	PCI/EISA/ISA video buffer memory	128 KB
C0000 to C7FFF	Video memory BIOS	32 KB
C8000 to DFFFF	PCI/EISA/ISA expansion board BIOS and buffer memory	96 KB
E0000 to EFFFF	EISA/ISA adapter RAM (non- shadow)	64 KB
F0000 to FFFFF	System BIOS memory	64 KB

## I/O Address Map

<b>Range (hexadecimal)</b>	<b>Function</b>
060, 064	Keyboard/mouse controller
0F0 to 0FF	Math co-processor
1F0 to 1F7	IDE controller (if enabled)
278 to 27F	LPT2 (if enabled)
2E8	COM4 (if enabled)
2F8	COM2 (if enabled)
378 to 37F	LPT1 (if enabled)
3BC to 3BE	LPT3 (if enabled)
3E8	COM3 (if enabled)
3F0 to 3F7	Diskette controller (if enabled)
3F8	COM1 (if enabled)

## Server Interrupt Levels

Interrupt Number	Interrupt Source
IRQ1	Keyboard controller
IRQ3	COM2, COM4 (if enabled)
IRQ4	COM1, COM3 (if enabled)
IRQ6	Diskette controller (if enabled)
IRQ7	LPT1, LPT2, LPT3 (if enabled)
IRQ10	COM2, COM4 (if enabled)
IRQ11	COM1, COM3 (if enabled)
IRQ12	Mouse interrupt
IRQ13	Math co-processor

## PCI Configuration Space Address Map

PCI Bus No.	Device No.	Device
0	00h	Host bridge
0	07h	EISA bridge
0	08h	PCI slot 1
0	09h	PCI slot 2
0	0Ah	PCI slot 3
0	0Ch	AIC7880 Ultra SCSI controller
0	0Dh	DC21143 Ethernet controller
0	12h	S3 Trio64 V+ VGA

**Service Notes**

**A**

Service Notes



## Service Notes