

HP ProLiant DL785 Server User Guide

User Guide



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Audience assumptions This guide is for an experienced service technician. HP assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with hazardous energy levels and are familiar with weight and stability precautions for rack installations.

Table of Contents

1	Component identification.....	7
	Front panel components.....	7
	Front panel LEDs and buttons.....	9
	System Insight Display LEDs.....	10
	SAS and SATA hard drive LEDs.....	12
	SAS and SATA hard drive LED combinations.....	12
	Processor memory cell components.....	13
	Rear panel components.....	14
	Rear panel LEDs and buttons.....	15
	Power supply LED.....	16
	Internal components.....	16
	SPI board components.....	18
	System maintenance switch (SW6).....	18
	System maintenance switch (SW1).....	20
	Battery pack LEDs.....	20
	Fan locations.....	21
2	Setup.....	23
	Optional installation services.....	23
	Rack planning resources.....	23
	Optimum environment.....	24
	Space and airflow requirements.....	24
	Temperature requirements.....	24
	Power requirements.....	25
	Rack warning and cautions.....	26
	Electrical grounding requirements.....	27
	Identifying rack server shipping carton contents.....	28
	Installing hardware options.....	28
	Installing the server into the rack.....	28
	Installing the cable management arm.....	28
	Powering on and configuring the server.....	28
	Installing the operating system.....	29
	Registering the server.....	29
3	Operations.....	31
	Power up the server.....	31
	Power down the server.....	31
	Extending the server from the rack.....	31
	Removing the access panel.....	32
	Accessing the System Insight Display.....	33
	Hot-plug fans.....	34
	Replacing rear accessed hot-plug fans.....	34
	Replacing internally accessed hot-plug fans.....	35
	Removing the system battery.....	37
4	Hardware options installations.....	39
	Introduction.....	39
	Processor options.....	39

Removing the processor memory cell and airflow baffle.....	39
Installing a processor.....	41
Memory options.....	46
Advanced ECC memory.....	46
Installing DIMMS.....	46
Hard drive guidelines.....	47
Installing a hot-plug hard drive.....	47
Installing DVD or CD drive.....	48
Hot-plug power supplies.....	49
Installing a power supply.....	49
Expansion boards.....	51
Installing an expansion board.....	52
Battery-backed write cache.....	53
5 Cabling.....	57
Cabling overview.....	57
BBWC cabling.....	57
SAS and SATA hard drive cabling.....	58
SAS expander cabling.....	58
High power graphics card cabling.....	60
6 Software and configuration utilities.....	61
Configuration tools.....	61
SmartStart software.....	61
SmartStart Scripting Toolkit.....	61
HP ROM-Based Setup Utility.....	62
Using RBSU.....	62
Auto-configuration process.....	62
Boot options.....	63
BIOS Serial Console.....	63
HP ProLiant Essentials Rapid Deployment Pack.....	63
Option ROM Configuration for Arrays.....	64
Array Configuration Utility.....	64
Re-entering the server serial number and product ID.....	64
Management tools.....	65
Automatic Server Recovery.....	65
Integrated Lights-Out 2 technology.....	65
StorageWorks library and tape tools.....	65
Management Agents.....	65
HP Systems Insight Manager.....	66
Redundant ROM support.....	66
Safety and security benefits.....	66
Access to redundant ROM settings.....	66
ROMPaq utility.....	66
System Online ROM flash component utility.....	66
USB support.....	67
Diagnostic tools.....	67
HP Insight Diagnostics.....	67
Integrated Management Log.....	67
Array Diagnostic Utility.....	68
Remote support and analysis tools.....	68
HP Instant Support Enterprise Edition.....	68
Keeping the system current.....	68

Drivers.....	68
ProLiant Support Packs.....	69
Operating system version support.....	69
Change control and proactive notification.....	69
Care Pack.....	69
7 Troubleshooting.....	71
Troubleshooting resources.....	71
Pre-diagnostic steps.....	71
Important safety information.....	71
Symbols on equipment.....	72
Warnings and cautions.....	72
Symptom information.....	73
Prepare the server for diagnosis.....	74
Loose connections.....	74
Service notifications.....	75
Server power-on problems flowchart.....	75
Troubleshooting flowcharts.....	76
Start diagnosis flowchart.....	77
General diagnosis flowchart.....	77
Server power-on problems flowchart.....	79
POST problems flowchart.....	81
OS boot problems flowchart.....	82
Server fault indications flowchart.....	84
POST error messages and beep codes.....	86
8 Regulatory compliance notices.....	87
Regulatory compliance identification numbers.....	87
Federal Communications Commission notice.....	87
FCC rating label.....	87
Class A equipment.....	87
Class B equipment.....	88
Declaration of conformity for products marked with the FCC logo, United States only.....	88
Modifications.....	88
Cables.....	88
Canadian notice (Avis Canadien).....	89
European Union regulatory notice.....	89
Disposal of waste equipment by users in private household in the European Union.....	89
Japanese notice.....	90
BSMI notice.....	90
Korean notice.....	90
Laser compliance.....	91
Battery replacement notice.....	91
Taiwan battery recycling notice.....	91
Power cord statement for Japan.....	92
9 Electrostatic discharge.....	93
Preventing electrostatic discharge.....	93
Grounding methods to prevent electrostatic discharge.....	93
10 Specifications.....	95
Environmental specification.....	95

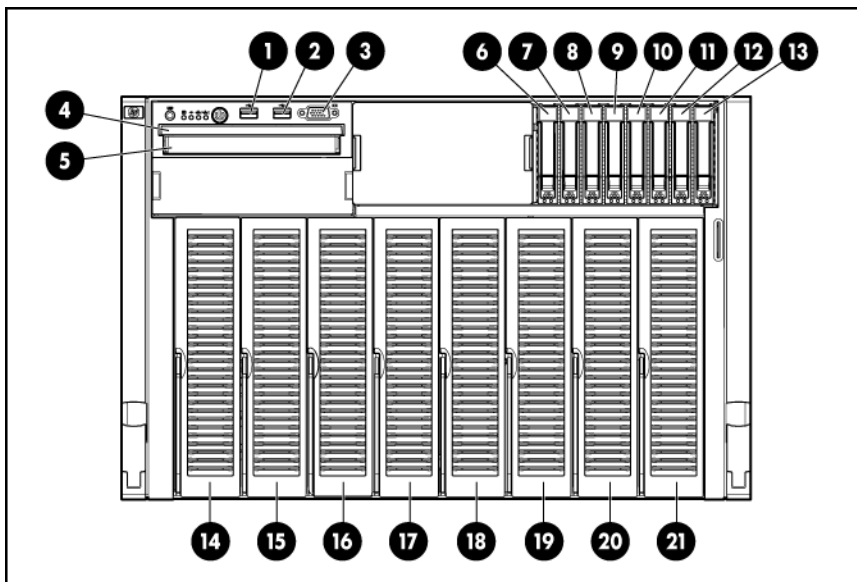
Server specifications.....	95
11 Technical support.....	97
Before you contact HP.....	97
HP contact information.....	97
Customer Self Repair.....	97
Réparation par le client (CSR).....	98
Riparazione da parte del cliente.....	99
Customer Self Repair.....	99
Reparaciones del propio cliente.....	100
Customer Self Repair.....	100
Reparo feito pelo cliente.....	101
A Acronyms and abbreviations.....	105
Index.....	107

1 Component identification

In this section

- “Front panel components” (page 7)
- “Front panel LEDs and buttons” (page 9)
- “System Insight Display LEDs” (page 10)
- “SAS and SATA hard drive LEDs” (page 12)
- “SAS and SATA hard drive LED combinations” (page 12)
- “Processor memory cell components” (page 13)
- “Rear panel components” (page 14)
- “Rear panel LEDs and buttons” (page 15)
- “Power supply LED” (page 16)
- “Internal components” (page 16)
- “SPI board components” (page 18)
- “System maintenance switch (SW6)” (page 18)
- “System maintenance switch (SW1)” (page 20)
- “Battery pack LEDs” (page 20)
- “Fan locations” (page 21)

Front panel components

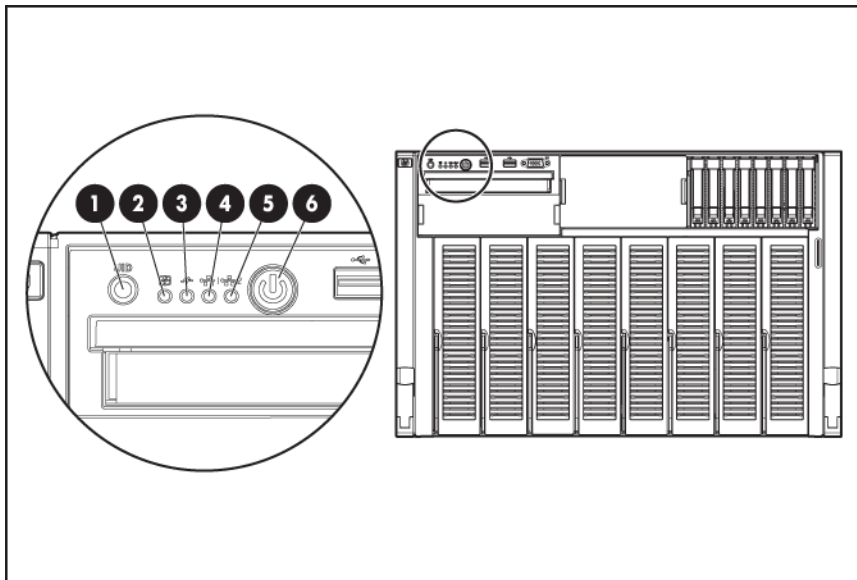


Item	Description
1	USB connector
2	USB connector
3	Video connector
4	SID
5	DVD drive
6	Hard drive bay 1 right
7	Hard drive bay 2 right

Item	Description
8	Hard drive bay 3 right
9	Hard drive bay 4 right
10	Hard drive bay 5 right
11	Hard drive bay 6 right
12	Hard drive bay 7 right
13	Hard drive bay 8 right
<i>not shown</i>	Hard drive bay 1 left (optional)
<i>not shown</i>	Hard drive bay 2 left (optional)
<i>not shown</i>	Hard drive bay 3 left (optional)
<i>not shown</i>	Hard drive bay 4 left (optional)
<i>not shown</i>	Hard drive bay 5 left (optional)
<i>not shown</i>	Hard drive bay 6 left (optional)
<i>not shown</i>	Hard drive bay 7 left (optional)
<i>not shown</i>	Hard drive bay 8 left (optional)
14	Processor memory cell 1
15	Processor memory cell 2
16	Processor memory cell 3 ¹
17	Processor memory cell 4 ¹
18	Processor memory cell 5 ¹
19	Processor memory cell 6 ¹
20	Processor memory cell 7
21	Processor memory cell 8

1 Occupied by a cell filler in four-processor servers.

Front panel LEDs and buttons



Item	Description	Color	Status
1	UID button and LED	Off	UID button is not activated
		Solid blue	UID button is activated for server identification
		Flashing blue	Server is being remotely managed
2	External health LED	Off	Normal (system is off or in standby mode)
		Solid green	Normal (system is powered on)
		Flashing amber	Redundant power supply failure (system power supply is no longer redundant)
		Flashing red	Critical power supply failure
3	Internal health LED	Off	Normal (system is off or in standby mode)
		Solid green	Normal (system is powered on)
		Flashing amber	System degraded (standby mode or powered on)
		Flashing red	System critical (standby mode or powered on)
4	NIC 1 LED	Off	NIC not used NOTE: Rear panel NIC can show link or activity while in standby mode.
		Solid green	Linked to the network
		Flashing green	Linked with activity on the network

Item	Description	Color	Status
5	NIC 2 LED	Off	NIC not used NOTE: Rear panel NIC can show link or activity while in standby mode.
		Solid green	Linked to the network
		Flashing green	Linked with activity on the network
6	Power button and LED	Off	No ac power to the system
		Solid amber	System has ac power and is in standby mode
		Solid green	System has ac power and is powered on

System Insight Display LEDs

The front panel health LEDs indicate only the current hardware status. In some situations, HP SIM might report server status differently than the health LEDs because the software tracks more

system attributes. The System Insight Display LEDs identify components experiencing an error, event, or failure.



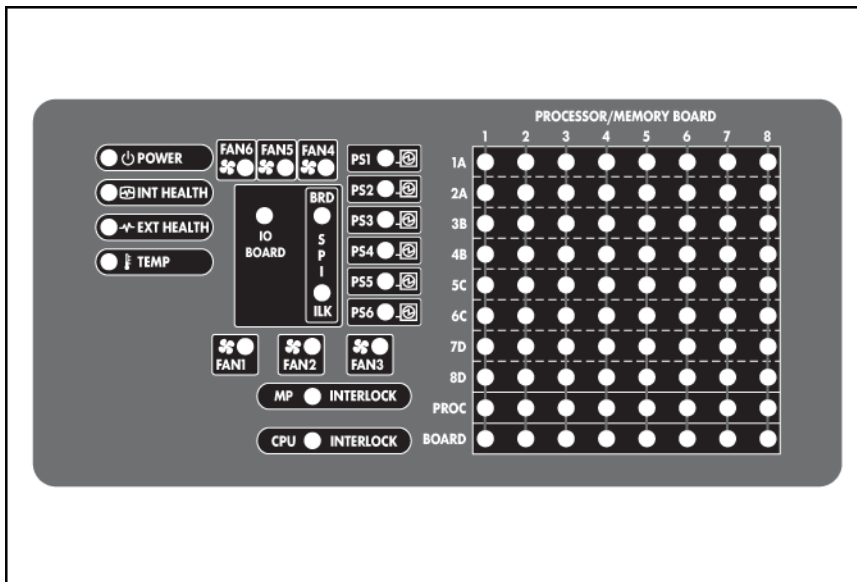
CAUTION: Do not block airflow by pushing the SID flush against the server while it is in the down position.



IMPORTANT: When removing the access panel to view the Systems Insight Display LEDs, leave the server powered on. The Systems Insight Display LEDs are cleared when the server is powered off.



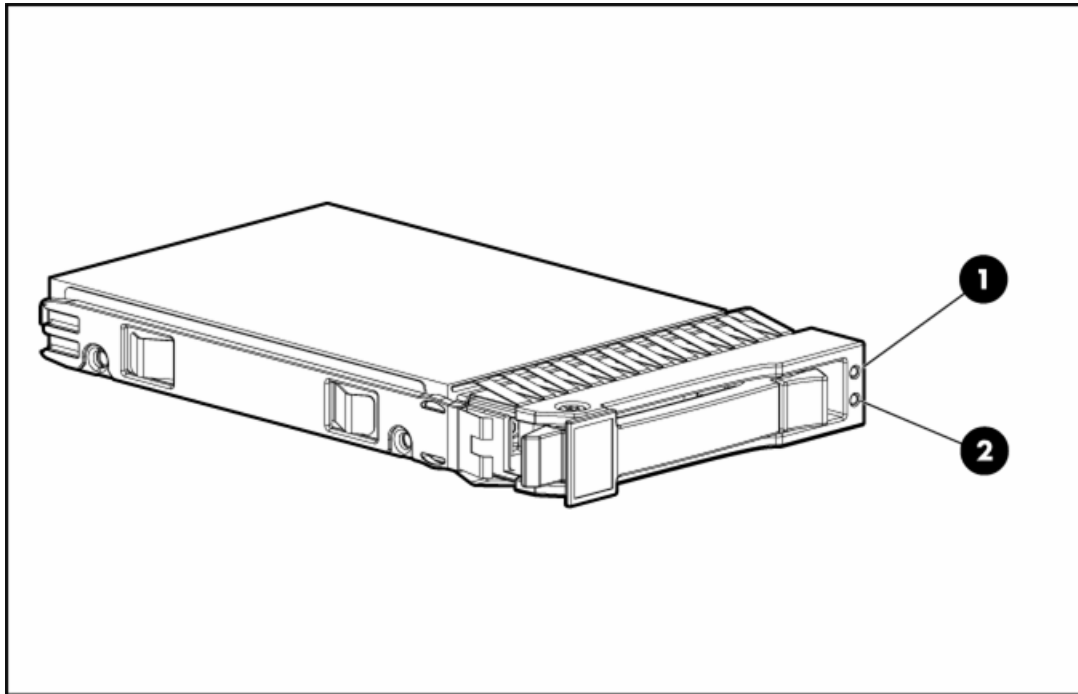
NOTE: The system management driver must be installed for the internal system health LED to provide pre-failure and warranty conditions.



LED	Component
POWER	System power
INT HEALTH	Internal component health
EXT HEALTH	External component health
TEMP	Over temperature
FAN X	Fan
PS X	Power supply
IO BOARD	I/O backplane power
SPI BRD	SPI board power
SPI ILK	SPI board not fully seated into the I/O backplane
MP INTERLOCK	I/O backplane not fully seated into the midplane board
CPU INTERLOCK	Processor memory board cell 8 (boot CPU) not fully seated into the midplane board
PROCESSOR/MEMORY BOARD X DIMM 1A-8D	DIMM slot

LED	Component
PROCESSOR/MEMORY BOARD X PROC X	Processor
PROCESSOR/MEMORY BOARD X BOARD X	Processor DIMM board

SAS and SATA hard drive LEDs



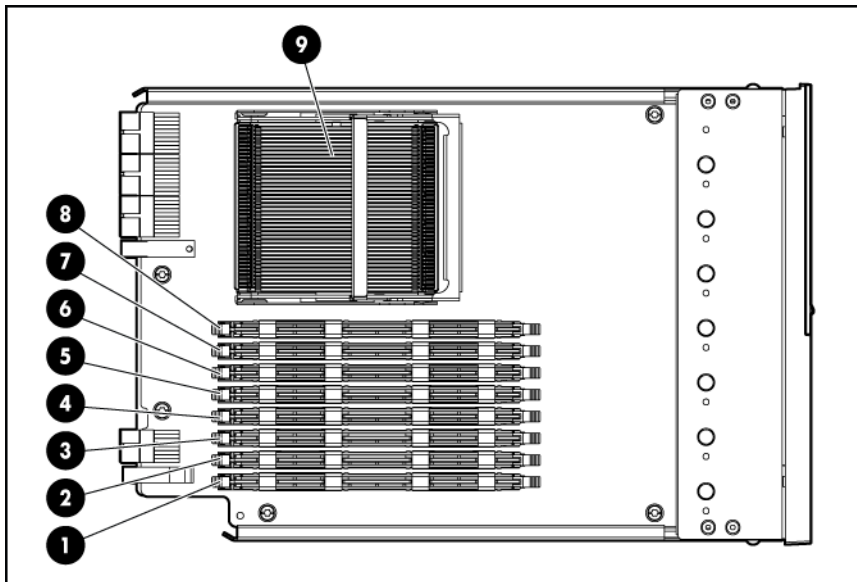
Item	Description	Color	Status
1	Fault/UID LED	Amber	Drive failure
		Flashing amber	Fault-process activity
		Blue	Unit identification is active
		Off	No fault-process activity
2	Online/activity LED	Green	Drive activity
		Flashing green	High activity on the drive or the drive is being configured as part of an array
		Off	No drive activity

SAS and SATA hard drive LED combinations

Online/activity LED (green)	Fault/UID LED (amber/blue)	Interpretation
On, off, or flashing	Alternating amber and blue	The drive has failed, or a predictive failure alert has been received for this drive; it also has been selected by a management application.
On, off, or flashing	Solid blue	The drive is operating normally and has been selected by a management application.
On	Flashing amber (1Hz)	A predictive failure alert has been received for this drive. Replace the drive as soon as possible.

Online/activity LED (green)	Fault/UID LED (amber/blue)	Interpretation
On	Off	The drive is online, but is not currently active.
Flashing (1 Hz)	Flashing amber (1Hz)	CAUTION: Do not remove the drive. Removing a drive can terminate the current operation and cause data loss. The drive is part of an array that is undergoing capacity expansion or stripe migration, but a predictive failure alert has been received for this drive. To minimize the risk of data loss, do not replace the drive until the expansion or migration is complete.
Flashing (1 Hz)	Off	CAUTION: Do not remove the drive. Removing a drive can terminate the current operation and cause data loss. The drive is rebuilding, or it is part of an array that is undergoing capacity expansion or stripe migration.
Flashing irregularly	Flashing amber (1Hz)	The drive is active, but a predictive failure alert has been received for this drive. Replace the drive as soon as possible.
Flashing irregularly	Off	The drive is active and is operating normally.
Off	Solid amber	A critical fault condition has been identified for this drive and the controller has placed it offline. Replace the drive as soon as possible.
Off	Flashing amber (1Hz)	A predictive failure alert has been received for this drive. Replace the drive as soon as possible.
Off	Off	The drive is: offline, a spare, or not configured as part of an array.

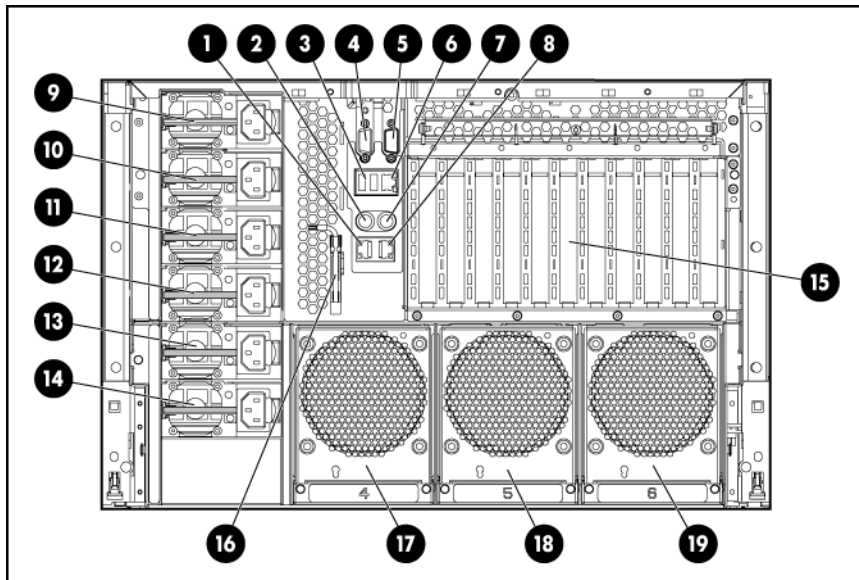
Processor memory cell components



Item	Description
1	DIMM slot 1A
2	DIMM slot 2A
3	DIMM slot 3B
4	DIMM slot 4B
5	DIMM slot 5C

Item	Description
6	DIMM slot 6C
7	DIMM slot 7D
8	DIMM slot 8D
9	Processor socket

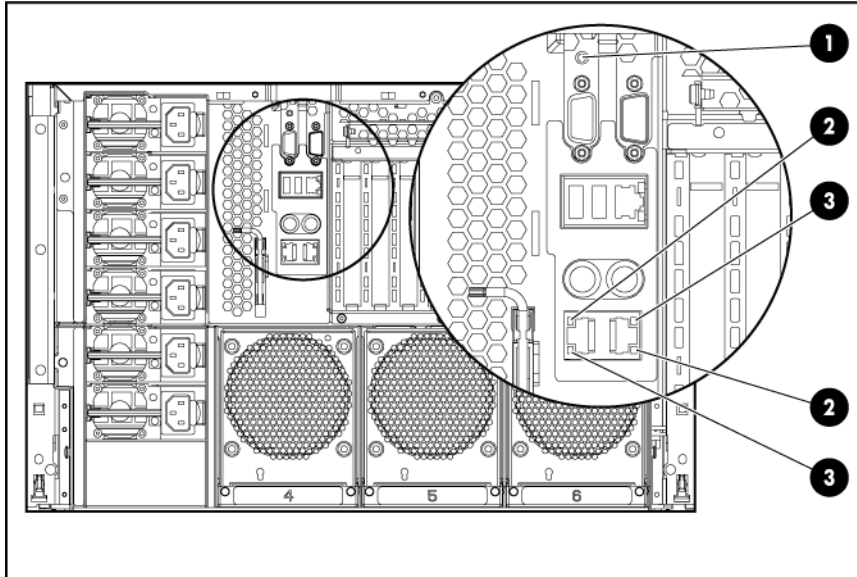
Rear panel components



Item	Description
1	NIC connector 1
2	Keyboard connector
3	USB connector
4	Video connector
5	Serial connector
6	iLO 2 connector
7	Mouse connector
8	NIC connector 2
9	Power supply 1
10	Power supply 2
11	Power supply 3
12	Redundant power supply 4 (optional)
13	Redundant power supply 5 (optional)
14	Redundant power supply 6 (optional)
15	PCI Express or HTx expansion slots
16	T-15 Torx screwdriver
17	Fan 4

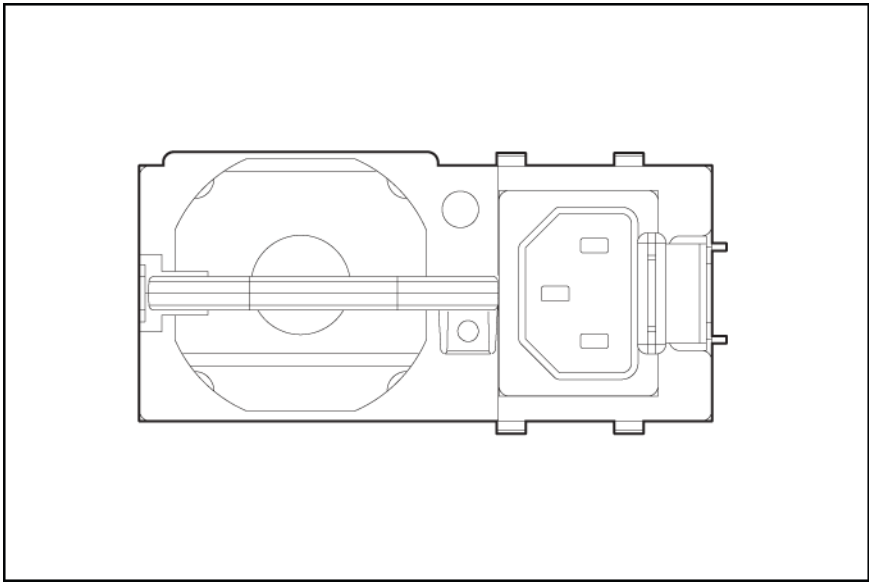
Item	Description
18	Fan 5
19	Fan 6

Rear panel LEDs and buttons



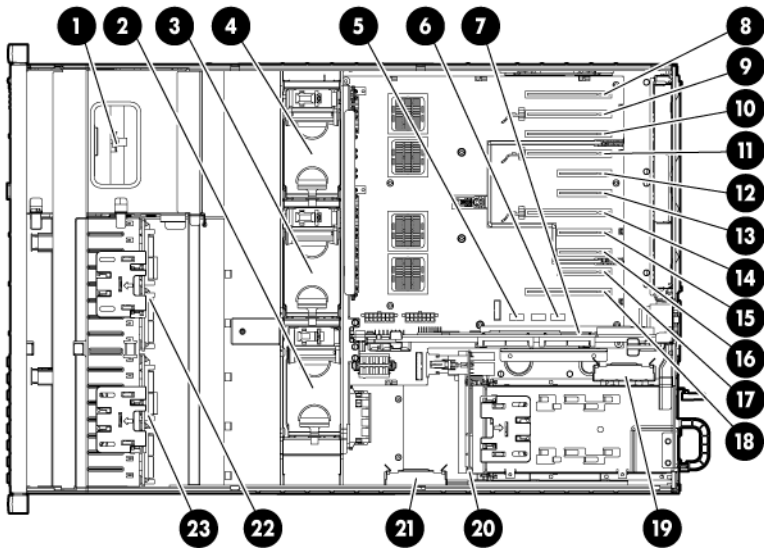
Item	Description	LED Color	Status
1	UID	Solid blue	Activated
		Flashing blue	Server remotely managed
		Off	Deactivated
2	LAN Link LED	Green	Linked to network
		Off	Not linked to network
3	LAN Activity LED	Green (solid or flashing)	Network activity
		Off	No network activity

Power supply LED



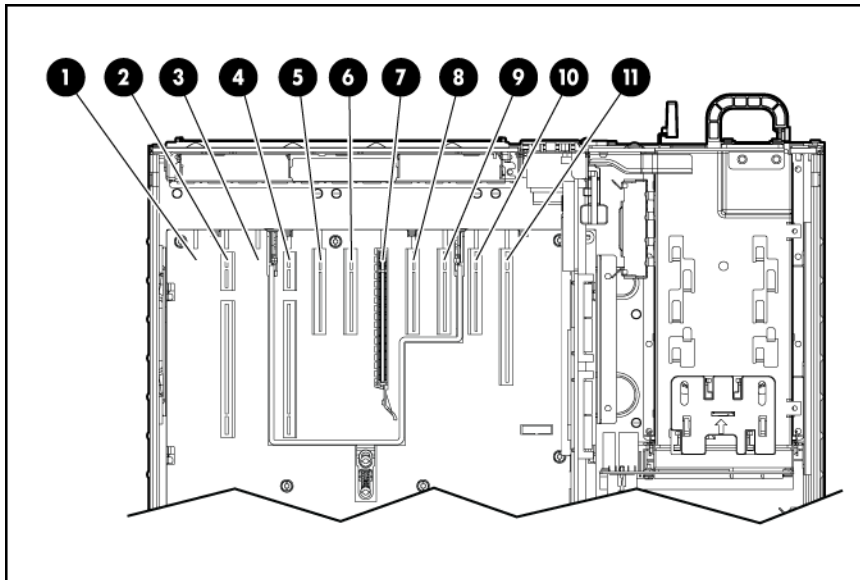
Color	Status
Off	No ac power
Blinking green	ac power; standby power on
Solid green	Full power on; normal operation
Blinking amber	Power supply failure

Internal components



Item	Description
1	Media module
2	Fan 3
3	Fan 2

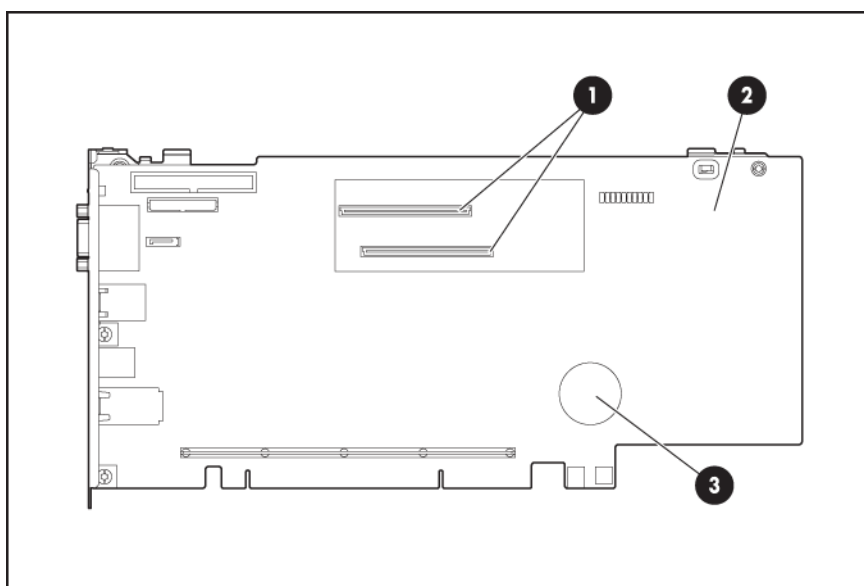
Item	Description
4	Fan 1
5	System maintenance switch SW6
6	System maintenance switch SW1
7	SPI Board
8	PCI Express x8 non-hot-plug expansion slot 11
9	PCI Express x16 non-hot-plug expansion slot 10
10	PCI Express x8 non-hot-plug expansion slot 9
11	PCI Express x16 non-hot-plug expansion slot 8
12	PCI Express x4 non-hot-plug expansion slot 7
13	PCI Express x4 non-hot-plug expansion slot 6
14	PCI Express x16 non-hot-plug expansion slot 5
15	PCI Express x4 non-hot-plug expansion slot 4
16	PCI Express x4 non-hot-plug expansion slot 3
17	PCI Express x4 non-hot-plug expansion slot 2
18	PCI Express x8 non-hot-plug expansion slot 1
19	BBWC battery pack
20	Power supply backplane
21	BBWC battery pack (optional)
22	SAS backplane (optional)
23	SAS backplane



Combo PCIe/HTx I/O backplane	
Item	Description
1	Blank slot
2	HyperTransport non-hot-plug expansion slot 9

Combo PCIe/HTx I/O backplane	
Item	Description
3	Blank slot
4	HyperTransport non-hot-plug expansion slot 8
5	PCI Express x4 non-hot-plug expansion slot 7
6	PCI Express x4 non-hot-plug expansion slot 6
7	PCI Express x16 non-hot-plug expansion slot 5
8	PCI Express x4 non-hot-plug expansion slot 4
9	PCI Express x4 non-hot-plug expansion slot 3
10	PCI Express x4 non-hot-plug expansion slot 2
11	PCI Express x8 non-hot-plug expansion slot 1

SPI board components



SPI (core I/O) board	
Item	Description
1	BBWC module connections
2	Serial peripheral interface board
3	System battery

System maintenance switch (SW6)

The system maintenance switch (SW6) is an eight position switch that is used for system configuration. The default position for all eight positions is Off (closed).

Position	Description	Switch	Function
1	iLO 2 security	Off	iLO 2 security is enabled
		On	iLO 2 security is disabled

Position	Description	Switch	Function
2	Configuration lock	Off	System configuration can be changed
		On	System configuration is locked
3	Reserved	—	Reserved
4	Reserved	—	Reserved
5	Password protection override	Off	Password is enabled
		On	Password is disabled
6	Reset configuration	Off	Switch has no function
		On	ROM reads system configuration as invalid
7	POST LED switch 1	See Table 1-1 (page 19) for details.	
8	POST LED switch 2		

Table 1-1 System Maintenance Switch Positions 7 and 8 Detail

Position 7	Position 8	Displayed on LED8–LED1
Off	Off	Port 85
Off	On	Port 84
On	Off	iLO
On	On	Embedded SAS status

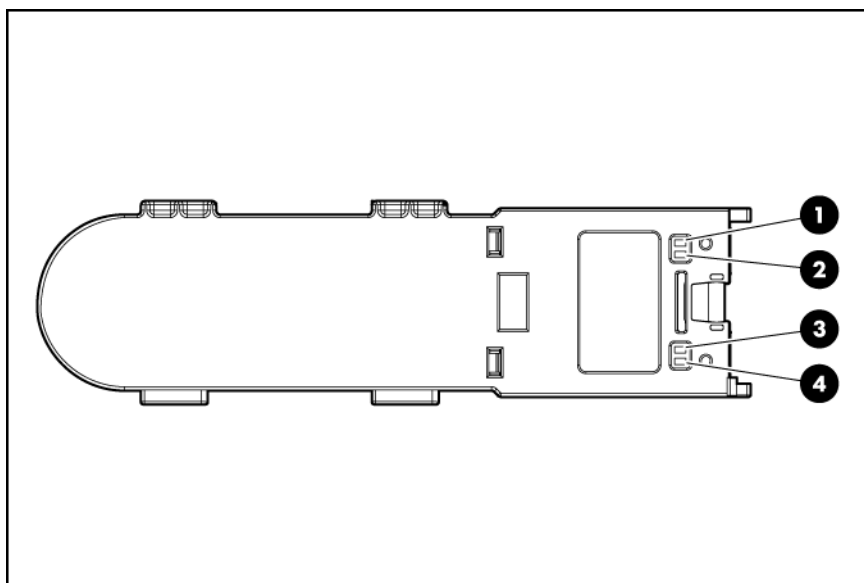
System maintenance switch (SW1)



CAUTION: All supported AMD Opteron quad-core processors 3.1 GHz or greater and all supported AMD Opteron six-core processors require the system maintenance switch, located on the I/O backplane, (SW1) position 5 to be in the On position.

HP recommends updating to the latest version of firmware. Earlier firmware versions might not validate the required switch setting for these processors.

Battery pack LEDs



Item ID	LED	Color	Description
1	BBWC status	Green	To interpret the illumination patters of this LED, see Table 1-2 (page 20)
2	Battery health	Amber	To interpret the illumination patters of this LED, see Table 1-2 (page 20)
3	Auxiliary power	Green	This LED glows solid when 3.3 V auxiliary voltage is detected. The auxiliary voltage preserves BBWC data and is available any time that the system power cords are connected to a power supply.
4	System power	Green	This LED glows solid when the system is powered up and 12 V system power is available. This power supply maintains the battery charge and provides supplementary power to the cache microcontroller.

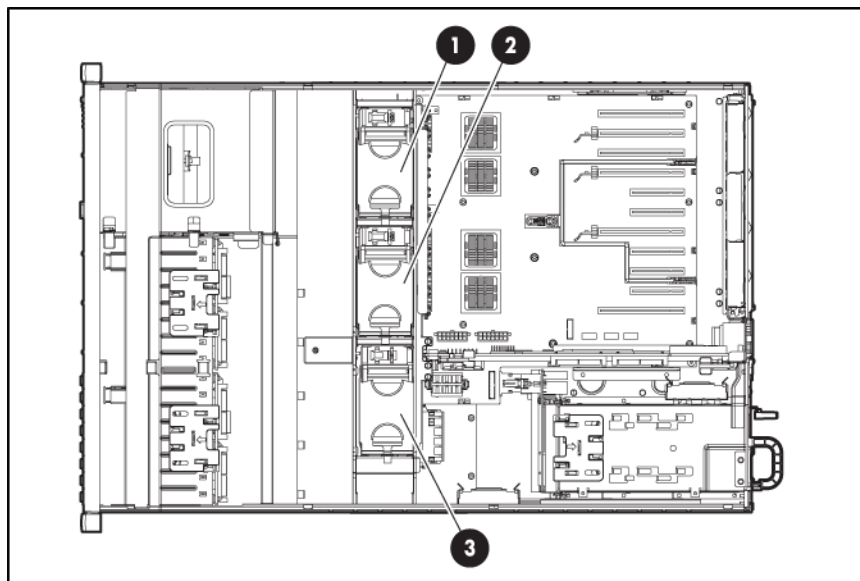
Table 1-2 Battery health and BBWC status LED patterns

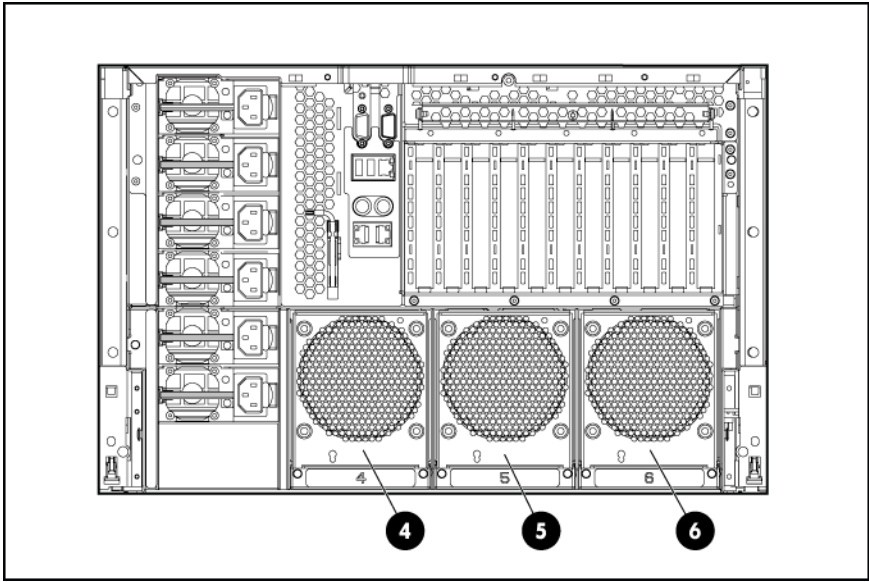
LED 3 pattern	LED 4 pattern	Interpretation
None	Flashing (1/2 Hz)	The system is powered down, and the cache contains data that has not yet been written to the drives. Restore system power as soon as possible to prevent data loss. Data preservation time is extended any time that 3.3 V auxiliary power is available, as indicated by LED 2. In the absence of auxiliary power, battery power alone preserves the data. A fullycharged battery can normally preserve data for at least two days. The battery lifetime also depends on the cache module size. For further information, refer to the controller QuickSpecs on the HP website (http://www.hp.com).
None	Double flash, then pause	The cache microcontroller is waiting for the host controller to communicate.

Table 1-2 Battery health and BBWC status LED patterns *(continued)*

LED 3 pattern	LED 4 pattern	Interpretation
None	Flashing (1 Hz)	The battery pack is below the minimum charge level and is being charged. Features that require a battery (such as write cache, capacity expansion, stripe size migration, and RAID migration) are temporarily unavailable until charging is complete. The recharge process takes between 15 minutes and two hours, depending on the initial capacity of the battery.
None	Solid	The battery pack is fully charged, and posted write data is stored in the cache.
None	Off	The battery pack is fully charged, and there is no posted write data in the cache.
Flashing (1 Hz)	Flashing (1 Hz)	An alternating green and amber flash pattern indicates that the cache microcontroller is executing from within its boot loader and receiving new flash code from the host controller.
Solid	None	There is a short circuit across the battery terminals or within the battery pack. BBWC features are disabled until the battery pack is replaced. The life expectancy of a battery pack is typically more than three years.
Flashing (1 Hz)	None	There is an open circuit across the battery terminals or within the battery pack. BBWC features are disabled until the battery pack is replaced. The life expectancy of a battery pack is typically more than three years.

Fan locations





Item	Description
1	Fan 1
2	Fan 2
3	Fan 3
4	Fan 4
5	Fan 5
6	Fan 6

2 Setup

In this section

- “Optional installation services” (page 23)
- “Rack planning resources” (page 23)
- “Optimum environment” (page 24)
- “Rack warning and cautions” (page 26)
- “Electrical grounding requirements” (page 27)
- “Identifying rack server shipping carton contents” (page 28)
- “Installing hardware options” (page 28)
- “Installing the server into the rack” (page 28)
- “Installing the cable management arm” (page 28)
- “Powering on and configuring the server” (page 28)
- “Installing the operating system” (page 29)
- “Registering the server” (page 29)

Optional installation services

Delivered by experienced, certified engineers, HP Care Pack services help you keep your servers up and running with support packages tailored specifically for HP ProLiant systems.

HP Care Packs let you integrate both hardware and software support into a single package. A number of service level options are available to meet your needs. HP Care Pack Services offer upgraded service levels to expand your standard product warranty with easy-to-buy, easy-to-use support packages that help you make the most of your server investments. Some of the Care Pack services are:

- Hardware support
 - 6-Hour Call-to-Repair
 - 4-Hour 24x7 Same Day
 - 4-Hour Same Business Day
- Software support
 - Microsoft®
 - Linux
 - HP ProLiant Essentials (HP SIM and RDP)
 - VMWare
- Integrated hardware and software support
 - Critical Service
 - Proactive 24
 - Support Plus
 - Support Plus 24
- Startup and implementation services for both hardware and software

For more information on Care Packs, refer to the HP website

(http://www.hp.com/hps/carepack/servers/cp_proliant.html).

Rack planning resources

The rack resource kit ships with all HP branded or Compaq branded 9000, 10000, and H9 series racks. For more information on the content of each resource, refer to the rack resource kit documentation.

If you intend to deploy and configure multiple servers in a single rack, refer to the white paper on highdensity deployment at the HP website (<http://www.hp.com/products/servers/platforms>).

Optimum environment

When installing the server, select a location that meets the environmental standards described in this section.

Space and airflow requirements

To allow for servicing and adequate airflow, observe the following space and airflow requirements when deciding where to install a rack:

- Leave a minimum clearance of 63.5 cm (25 in) in front of the rack.
- Leave a minimum clearance of 76.2 cm (30 in) behind the rack.
- Leave a minimum clearance of 121.9 cm (48 in) from the back of the rack to the back of another rack or row of racks.

HP servers draw in cool air through the front door and expel warm air through the rear door. Therefore, the front and rear rack doors must be adequately ventilated to allow ambient room air to enter the cabinet, and the rear door must be adequately ventilated to allow the warm air to escape from the cabinet.



CAUTION: Cover all gaps with blanking panels to maintain proper airflow.

CAUTION: To prevent improper cooling and damage to the equipment, do not block the ventilation openings.

When vertical space in the rack is not filled by a server or rack component, the gaps between the components cause changes in airflow through the rack and across the servers. Always cover all gaps with blanking panels to maintain proper airflow in the rack. Using a rack without blanking panels results in improper cooling that can lead to thermal damage.

The 9000 and 10000 Series Racks provide proper server cooling from flow-through perforations in the front and rear doors that provide 64 % open area for ventilation.

CAUTION: When using a Compaq branded 7000 Series rack, you must install the high airflow rack door insert [P/N 327281-B21 (42U) or P/N 157847-B21 (22U)] to provide proper front-to-back airflow and cooling.

CAUTION: If you use a third-party rack, observe the following additional requirements to ensure adequate airflow and to prevent damage to the equipment:

Front and rear doors	If the 42U rack includes closing front and rear doors, you must allow 5,350 sq cm (830 sq in) of holes evenly distributed from top to bottom to permit adequate airflow (equivalent to the required 64 % open area for ventilation).
Side	The clearance between the installed rack component and the side panels of the rack must be a minimum of 7 cm (2.75 in).

Temperature requirements

To ensure continued safe and reliable equipment operation, install or position the system in a well ventilated, climate-controlled environment.

The maximum recommended ambient operating temperature (TMRA) for most server products is 35°C (95°F).



CAUTION: Follow these guidelines to reduce the risk of damage to the equipment when installing third-party options:

- Do not permit optional equipment to impede airflow around the server or to increase the internal rack temperature beyond the maximum allowable limits.
 - Do not exceed the manufacturer's TMRA.
-

Power requirements

Installation of this equipment must comply with local and regional electrical regulations governing the installation of information technology equipment by licensed electricians. This equipment is designed to operate in installations covered by NFPA 70, 1999 Edition (National Electric Code) and NFPA-75, 1992 (code for Protection of Electronic Computer/Data Processing Equipment).

For electrical power ratings on options, refer to the product rating label or the user documentation supplied with that option.



WARNING! To reduce the risk of personal injury, fire, or damage to the equipment, do not overload the ac supply branch circuit that provides power to the rack. Consult the electrical authority with jurisdiction over wiring and installation requirements of your facility.



CAUTION: Protect the server from power fluctuations and temporary interruptions with a regulating uninterruptible power supply (UPS). This device protects the hardware from damage caused by power surges and voltage spikes and keeps the system in operation during a power failure.

When installing more than one server, you may need to use additional power distribution devices to safely provide power to all devices. Observe the following guidelines:

- Balance the server power load between available ac supply branch circuits.
 - Do not allow the overall system ac current load to exceed 80 % of the branch circuit ac current rating.
 - Do not use common power outlet strips for this equipment.
 - Provide a separate electrical circuit for the server.
-

Rack warning and cautions



WARNING! To reduce the risk of personal injury or damage to the equipment, be sure of the following:

- The leveling jacks are extended to the floor.
- The full weight of the rack rests on the leveling jacks.
- The stabilizing feet are attached to the rack if it is a single-rack installation.
- The racks are coupled together in multiple-rack installations.
- Extend only one component at a time. A rack can become unstable if more than one component is extended for any reason.

WARNING! To reduce the risk of personal injury or equipment damage when unloading a rack:

- At least two people are needed to safely unload the rack from the pallet. An empty 42U rack can weigh as much as 115 kg (253 lbs), can stand more than 2.1 m (7 ft) tall, and can become unstable when being moved on its casters.
- Never stand in front of the rack when it is rolling down the ramp from the pallet. Always handle the rack from both sides.

WARNING! When installing a server in a telco rack, be sure that the rack frame is adequately secured to the top and bottom of the building structure.

WARNING! This server is very heavy. To reduce the risk of personal injury or damage to the equipment:

- Observe local occupational health and safety requirements and guidelines for manual material handling.
- Get help to lift and stabilize the product during installation or removal, especially when the product is not fastened to the rails. When the server weighs more than 22.5 kg (50 lbs), at least two people must lift the server into the rack together. A third person might be required to help align the server if the server is installed higher than chest level.
- Use caution when installing the server into or removing the server from the rack; it is unstable when not fastened to the rails.

WARNING! To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.

WARNING! To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until ac power is removed.



CAUTION: Protect the server from power fluctuations and temporary interruptions with a regulating uninterruptible power supply (UPS). This device protects the hardware from damage caused by power surges and voltage spikes and keeps the system in operation during a power failure.

CAUTION: Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.

Electrical grounding requirements

The server must be grounded properly for proper operation and safety. In the United States, you must install the equipment in accordance with NFPA 70, 1999 Edition (National Electric Code), Article 250, as well as any local and regional building codes. In Canada, you must install the equipment in accordance with Canadian Standards Association, CSA C22.1, Canadian Electrical Code. In all other countries, you must install the equipment in accordance with any regional or

national electrical wiring codes, such as the International Electrotechnical Commission (IEC) Code 364, parts 1 through 7. Furthermore, you must be sure that all power distribution devices used in the installation, such as branch wiring and receptacles, are listed or certified grounding-type devices.

Because of the high ground leakage currents associated with multiple servers connected to the same power source, HP recommends the use of a PDU that is either permanently wired to the building's branch circuit or includes a nondetachable cord that is wired to an industrial-style plug. NEMA locking-style plugs or those complying with IEC 60309 are considered suitable for this purpose. HP does not recommend using common power outlet strips for the server.

Identifying rack server shipping carton contents

Unpack the server shipping carton and locate the materials and documentation necessary for installing the server. All the rack mounting hardware necessary for installing the server into the rack is included with the rack or the server.

The contents of the server shipping carton include:

- Server
- Power cord
- Hardware documentation, documentation CD, and software products
- Rack-mounting hardware

In addition to the supplied items, you might need:

- Hardware options
- Operating system or application software
- PDU

Installing hardware options

Install any hardware options before initializing the server. For hardware option installation information, refer to the option documentation. For server-specific information, see [Chapter 4](#) (page 39).

Installing the server into the rack

Refer to the installation instructions that ship with the rack kit to install the server into the rack.

Installing the cable management arm

Refer to the installation instructions that ship with the rack kit to install the cable management arm.

Powering on and configuring the server

To power on the server, press the Power On/Standby button.

While the server boots, RBSU is automatically configured to prepare the server for operating system installation.

To manually configure the utilities, press the **F9** key when prompted during the boot process to change the server settings using RBSU. The system is set up by default for the English language.



NOTE: If an array controller has been added or is embedded in the system, the ORCA utility provides a default RAID configuration based on the size and number of hard drives installed.

For more information on the automatic configuration, refer to the *HP ROM-Based Setup Utility User Guide* located on the documentation CD.

Installing the operating system

To operate properly, the server must have a supported operating system. For the latest information on supported operating systems, refer to the HP website (<http://www.hp.com/go/supportos>).

Two methods are available to install an operating system on the server:

SmartStart assisted installation Insert the SmartStart CD into the CD drive and reboot the server.

Manual installation Insert the operating system CD into the CD drive and reboot the server. This process might require you to obtain additional drivers from the HP website (<http://www.hp.com/support>).

Follow the on-screen instructions to begin the installation process.

For information on using these installation paths, refer to the SmartStart installation poster in the HP ProLiant Essentials Foundation Pack included with the server.

Registering the server

To register the server, refer to the HP Registration website (<http://register.hp.com>).

3 Operations

In this section

- “Power up the server” (page 31)
- “Power down the server” (page 31)
- “Extending the server from the rack” (page 31)
- “Removing the access panel” (page 32)
- “Accessing the System Insight Display” (page 33)
- “Hot-plug fans” (page 34)
- “Removing the system battery” (page 37)

Power up the server

To power up the server, press the Power On/Standby button.

Power down the server



WARNING! To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server before accessing server components. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until ac power is removed.



IMPORTANT: If installing a hot-pluggable device, it is not necessary to power down the server.

1. Shut down the OS as directed by the OS documentation.
2. Press the Power On/Standby button to place the server in standby mode. When the server enters standby power mode, the system power LED changes to amber.
3. Disconnect the power cords.

The system now has no power.

Extending the server from the rack

The design of the server enables you to access several components through the front of the server. Installing or accessing the following components do not require extending the server from the rack:

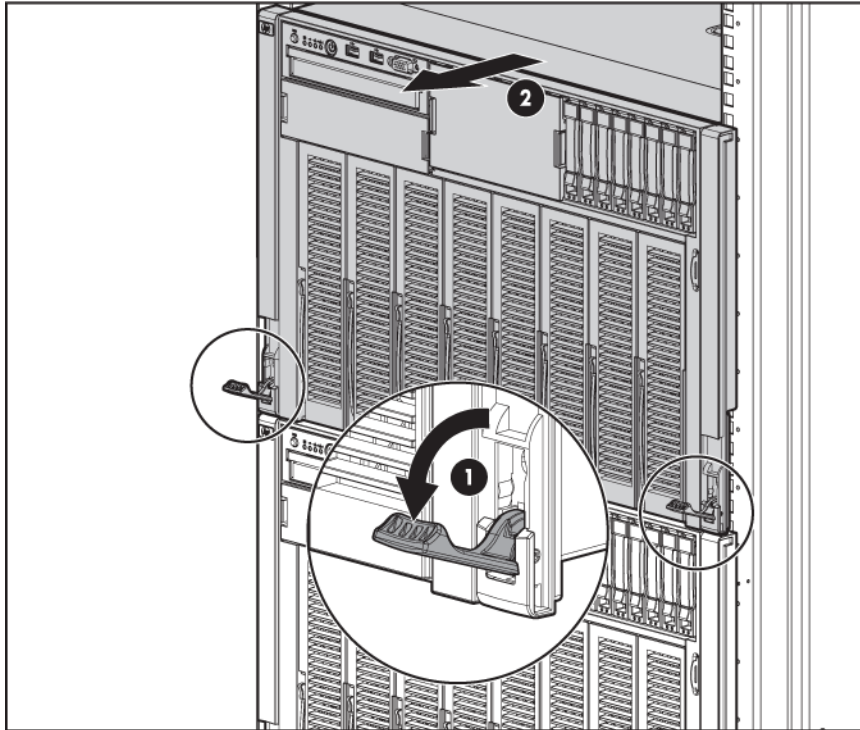
- Processors
- Processor memory cell
- DIMMs
- DVD drive or CD drive
- Hard drives

To extend the server from the rack:

1. Pull down the quick-release levers on each side of the server to release the server from the rack.
2. Extend the server on the rack rails until the server rail release latches engage.



NOTE: The release latches lock into place when the rails are fully extended.



WARNING! To reduce the risk of personal injury or equipment damage, be sure that the rack is adequately stabilized before extending a component from the rack.

WARNING! To reduce the risk of personal injury, be careful when pressing the server rail release latches and sliding the server into the rack. The sliding rails could pinch your fingers.

3. After performing the installation or maintenance procedure, slide the server into the rack by pressing the server rail release latches and pushing the server back into the rack.

Removing the access panel



WARNING! To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.



CAUTION: Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.



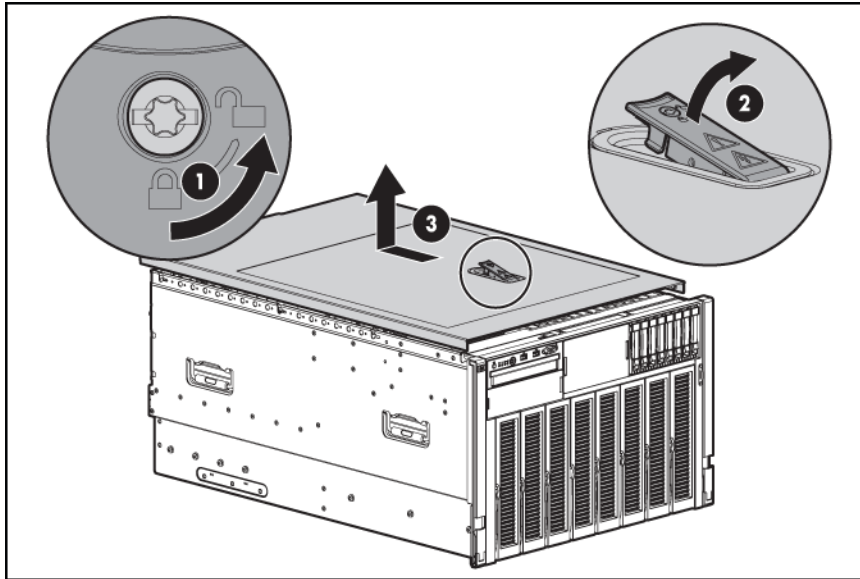
IMPORTANT: When removing the access panel to view the Systems Insight Display LEDs ("System Insight Display LEDs" (page 10)), leave the server powered on. The Systems Insight Display LEDs are cleared when the server is powered off.

1. Extend the server from the rack ("Extending the server from the rack" (page 31)).
2. If the locking latch is locked, use a T-15 Torx screwdriver to unlock the latch.



NOTE: The T-15 Torx screwdriver is shipped with the server and can be located on the rear panel (“Rear panel components” (page 14)).

3. Lift up on the hood latch and remove the access panel.



4. After installing hardware options, replace the access panel. Be sure that the panel is securely locked into place before powering up the server.

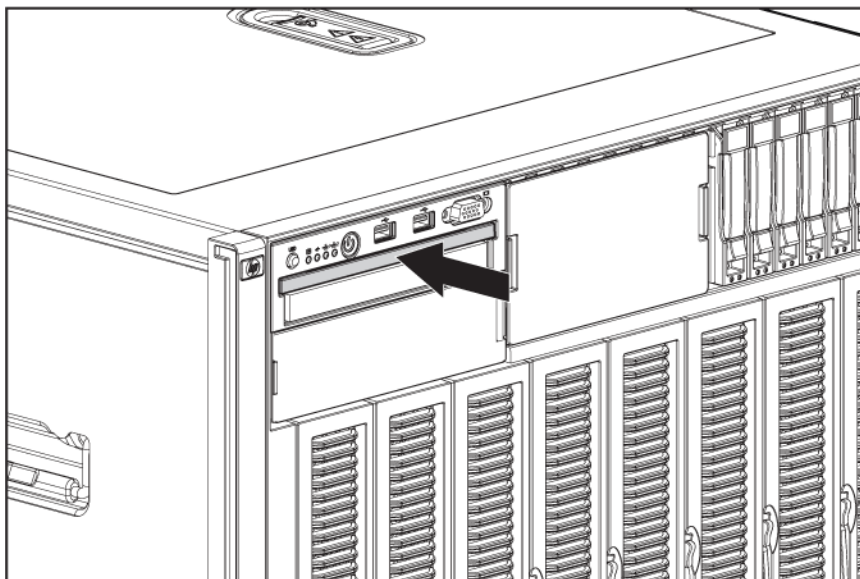
Accessing the System Insight Display



IMPORTANT: When viewing the Systems Insight Display LEDs (“System Insight Display LEDs” (page 10)), leave the server powered on. The Systems Insight Display LEDs are cleared when the server is powered off.

To access the SID:

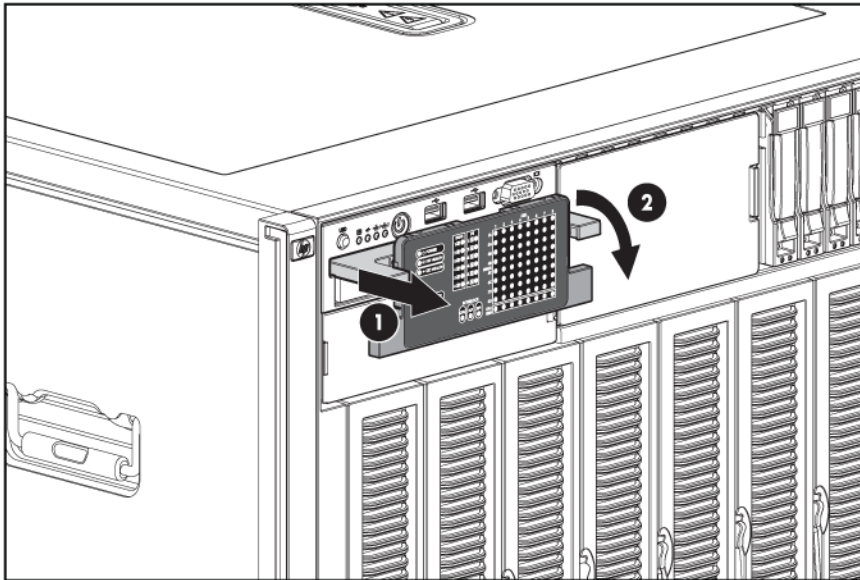
1. Push the SID.



2. Flip down the SID for easier viewing.



CAUTION: Do not block airflow by pushing the SID flush against the server while it is in the down position.



Hot-plug fans

The server supports redundant hot-plug fans, each with two individual fans rotors, in a 5+1 configuration to provide proper airflow to the server. The airflow strategy contains two thermal zones with three fan units in the bottom zone (accessed from the server rear), and three fan units in the upper zone (accessed internally). See “Fan locations” (page 21).



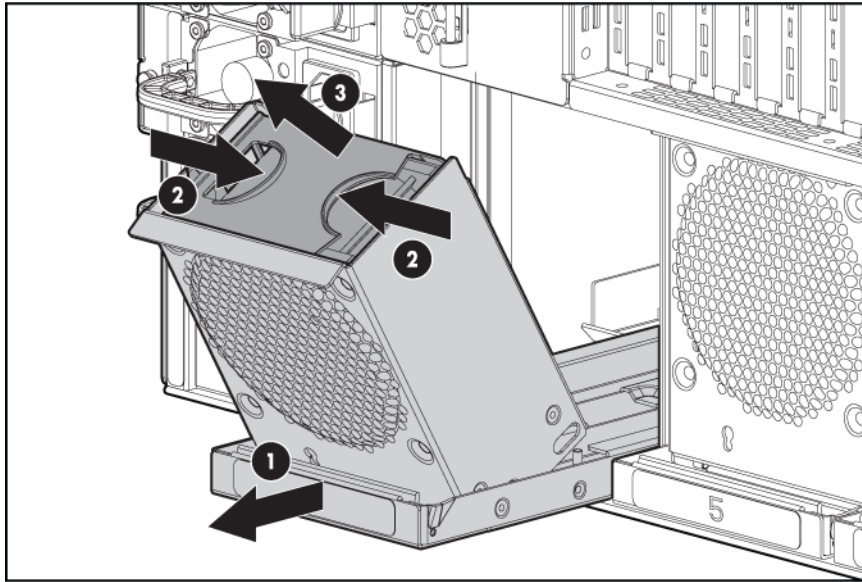
WARNING! To prevent personal injury from hazardous energy:

- Remove watches, rings, or other metal objects.
- Use tools with insulated handles.
- Do not place tools or metal parts on top of batteries.

Replacing rear accessed hot-plug fans

To replace a rear accessed hot-plug fan:

1. Identify the failed fan by locating an amber LED on the Systems Insight Display.
2. Press down on the fan release button and pull the fan housing unit straight out from the rear of the chassis until it stops.
3. Insert your thumb and forefinger into the openings on the top of the fan and squeeze until the fan releases from the socket.



4. Pull the fan straight up and out of the chassis.



IMPORTANT: Remove and replace one fan at a time. If the system detects two fan failures, the server shuts down to avoid thermal damage.

5. Install a new hot-plug fan.



CAUTION: To prevent server components from overheating, replace the fan within 20 seconds. Failure to observe this caution results in the server automatically shutting down to prevent an overtemperature condition.



NOTE: The fan unit is keyed to fit into the fan housing in the correct orientation only.

6. Push the fan housing unit toward the front of the chassis until it clicks into place.
7. Check the Systems Insight Display LED that corresponds to the replaced fan unit.



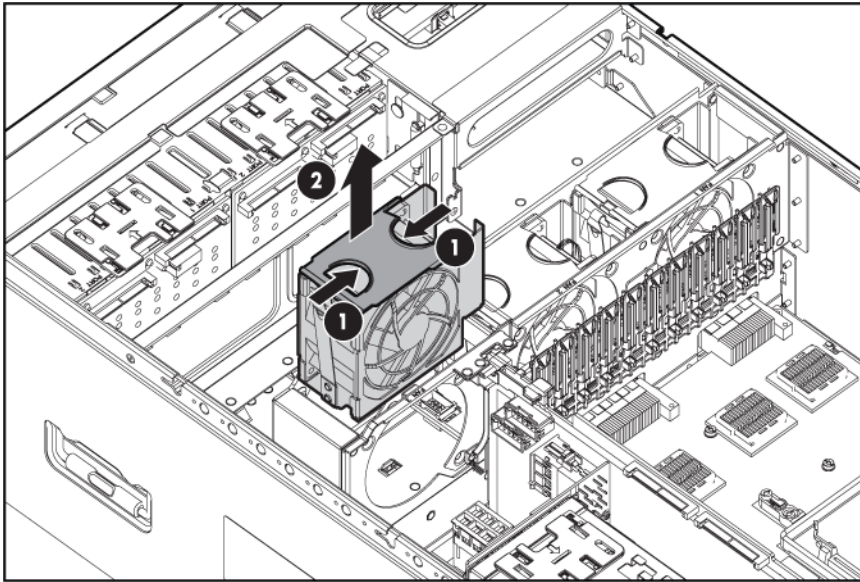
NOTE: It can take up to ten seconds after installation for the Systems Insight Display fan LED to turn off.

If the front panel internal system health LED is not green after you install hot-plug fans, reseal the hot-plug fan or refer to [Chapter 7 \(page 71\)](#).

Replacing internally accessed hot-plug fans

To replace an internally accessed hot-plug fan:

1. Extend or remove the server from the rack (“[Extending the server from the rack](#)” (page 31)).
2. Remove the access panel (“[Removing the access panel](#)” (page 32)).
3. Identify the failed fan by locating it on the Systems Insight Display.
4. Insert thumb and forefinger into the openings on the top of the fan and squeeze until the fan releases from the socket.



5. Pull the fan straight up and out of the chassis.



IMPORTANT: Remove and replace one fan at a time. If the system detects two fan failures, the server shuts down to avoid thermal damage.

6. Install a new hot-plug fan.



CAUTION: To prevent server components from overheating, replace a fan within 20 seconds. Failure to observe this caution results in the server automatically shutting down to prevent an overtemperature condition.



NOTE: The fan unit is keyed to fit into the fan housing in the correct orientation only.

7. Check the Systems Insight Display LED that corresponds to the replaced fan unit.



NOTE: It can take up to ten seconds after installation for the Systems Insight Display fan LED to turn off.

If the front panel internal system health LED is not green after you install hot-plug fans, reseal the hot-plug fan or refer to [Chapter 7 \(page 71\)](#).

8. Replace the access panel.
9. Slide the server into the rack.

Removing the system battery

If the server no longer automatically displays the correct date and time, you may need to replace the battery that provides power to the real-time clock. Under normal use, battery life is 5 to 10 years.

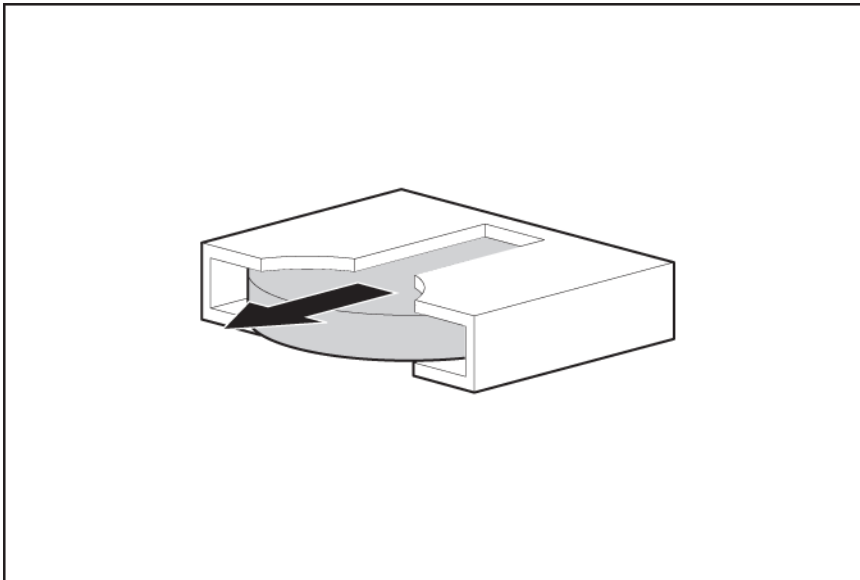


WARNING! The computer contains an internal lithium manganese dioxide, a vanadium pentoxide, or an alkaline battery pack. A risk of fire and burns exists if the battery pack is not properly handled. To reduce the risk of personal injury:

- Do not attempt to recharge the battery.
- Do not expose the battery to temperatures higher than 60°C (140°F).
- Do not disassemble, crush, puncture, short external contacts, or dispose of batteries in fire or water.
- Replace the battery only with the spare designated for this product.

To remove the battery:

1. Power down the server ("Power down the server" (page 31)).
2. Extend or remove the server from the rack ("Extending the server from the rack" (page 31)).
3. Remove the access panel ("Removing the access panel" (page 32)).
4. Locate the battery on the SPI board ("SPI board components" (page 18)).
5. Remove the battery.



To replace the component, reverse the removal procedure.

Run the RBSU to configure the server after replacing the battery. For more detailed information see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD.

4 Hardware options installations

In this section

- “Introduction” (page 39)
- “Processor options” (page 39)
- “Memory options” (page 46)
- “Hard drive guidelines” (page 47)
- “Installing DVD or CD drive” (page 48)
- “Hot-plug power supplies” (page 49)
- “Expansion boards” (page 51)
- “Battery-backed write cache” (page 53)

Introduction

If you plan to install more than one hardware option, read the installation instructions for all the hardware options and identify similar steps to streamline the installation process.



WARNING! To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.



CAUTION: To prevent damage to electrical components, properly ground the server before beginning any installation procedure. Improper grounding can cause electrostatic discharge. Review Chapter 9 (page 93) before installing hardware options into the server.

Processor options

The server supports a four- or eight-processor configuration.



CAUTION: The cell filler is **required** in cells 3 – 6 in a four-processor configuration.

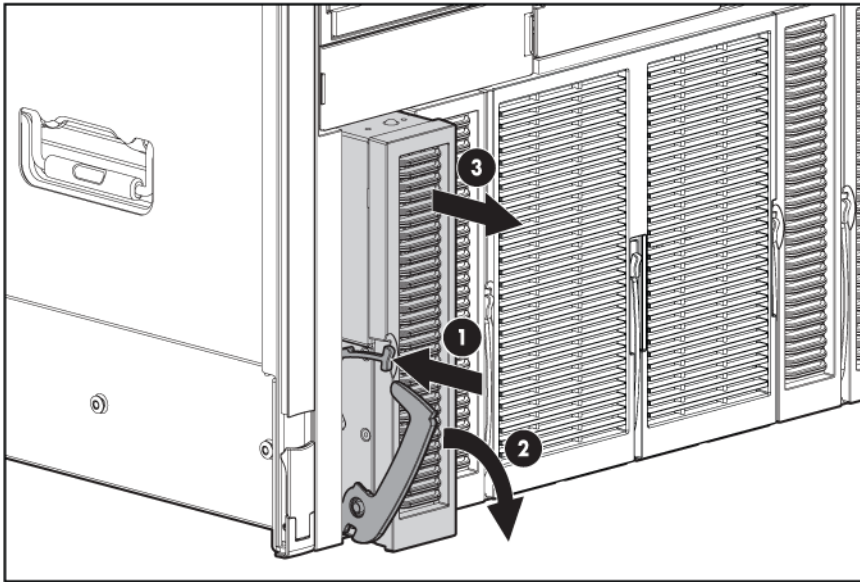
CAUTION: All supported AMD Opteron quad-core processors 3.1 GHz or greater and all supported AMD Opteron six-core processors require the system maintenance switch, located on the I/O backplane, (SW1) position 5 to be in the On position.

HP recommends updating to the latest version of firmware. Earlier firmware versions might not validate the required switch setting for these processors.

Removing the processor memory cell and airflow baffle

To remove the processor memory cell and airflow baffle:

1. Power down the server, see “Power down the server” (page 31).
2. Press the release button.
3. Open the lever.
4. Grasp the lever and slide the processor memory cell out of the enclosure. Place a hand under the component to support it as you remove it from the enclosure.



CAUTION: When working with the processor memory cell always place the component on a flat, level, antistatic surface.

5. Press the two airflow baffle release tabs, pivot the airflow baffle up, and remove the airflow baffle.

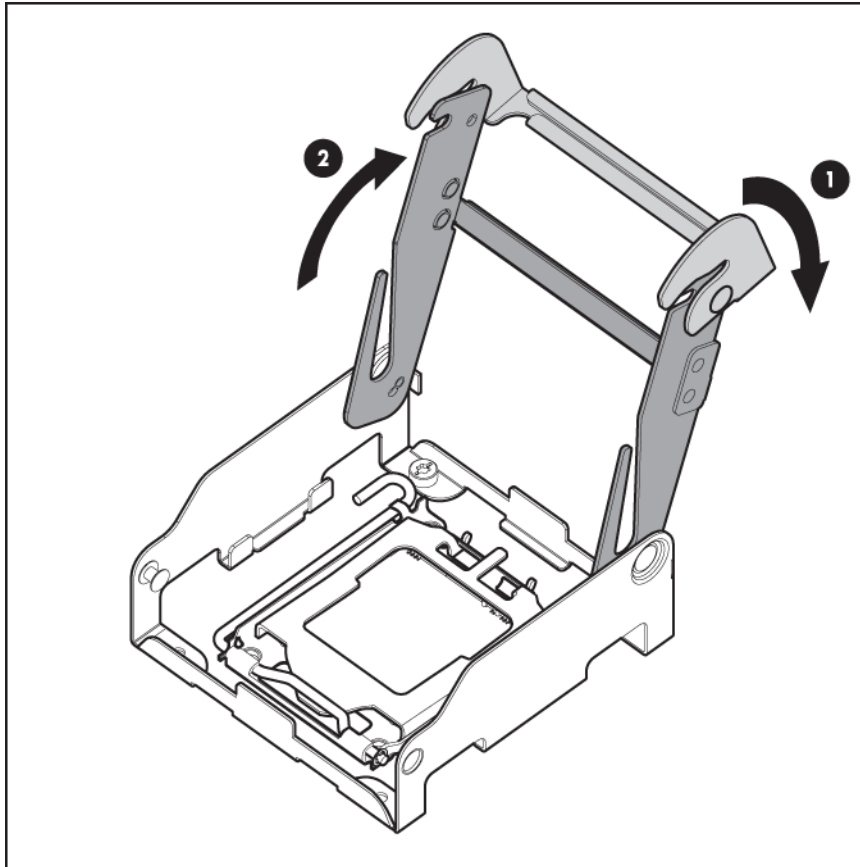
Installing a processor

To install a processor:

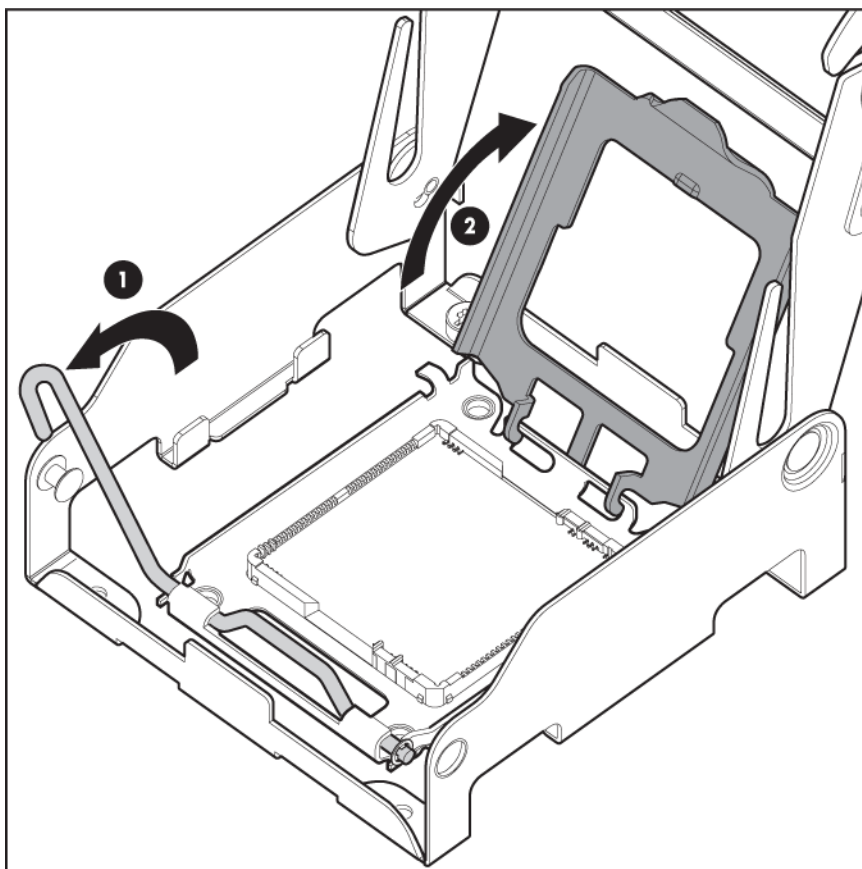


WARNING! To reduce the risk of personal injury from hot surfaces, allow the heatsink to cool before touching it.

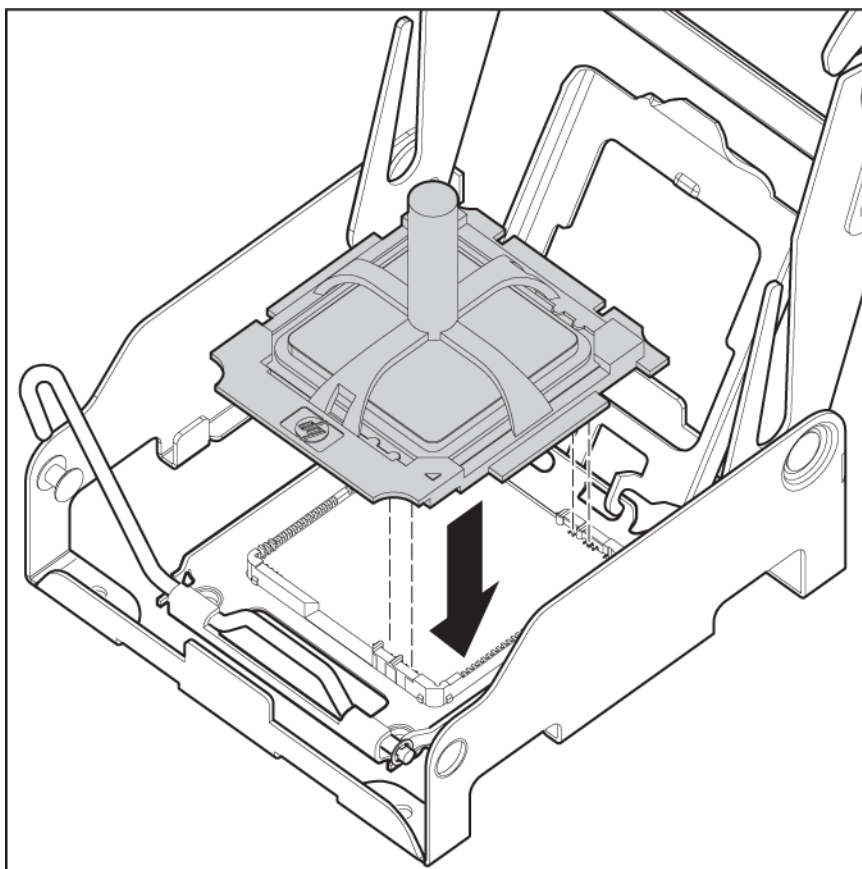
1. Open the heatsink retaining bracket.



2. Remove the heatsink.
3. Open the processor retaining latch and the processor socket retaining bracket.

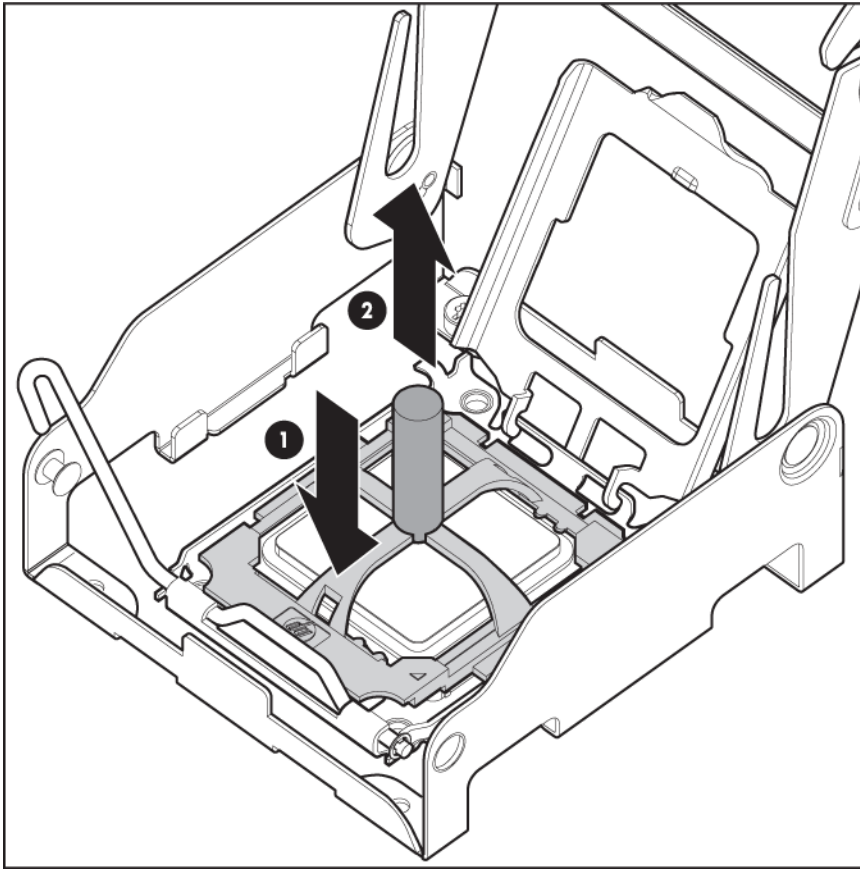


4. Align the processor installation tool with the socket and install the processor.

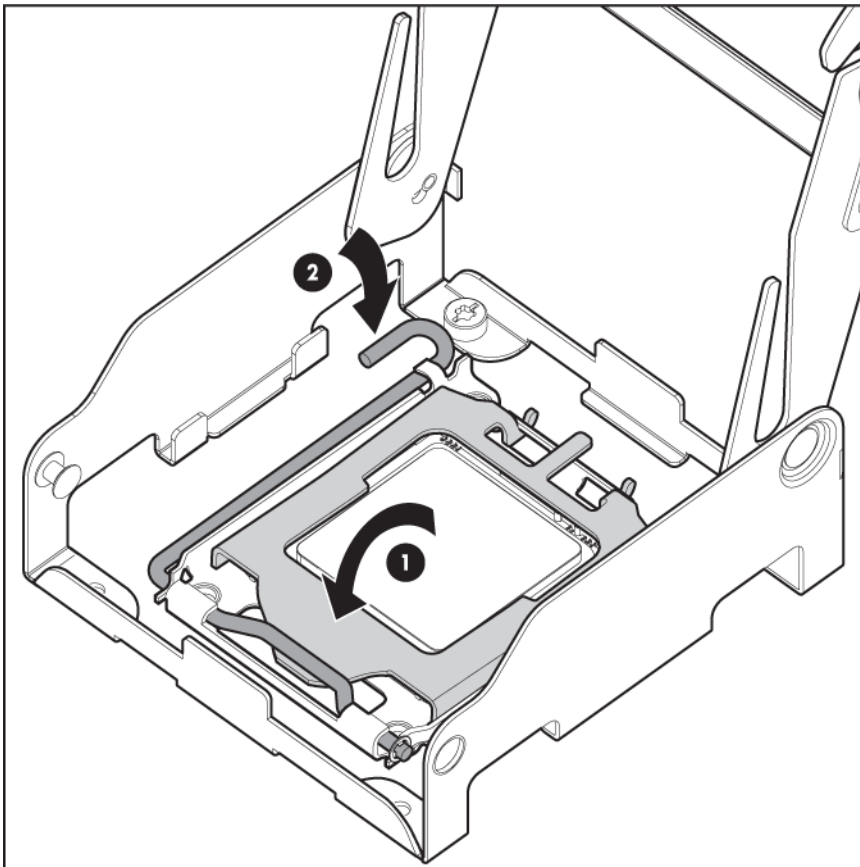


CAUTION: The processor is designed to fit only one way into the socket. Use the alignment guides on the processor and socket to properly align the processor with the socket.

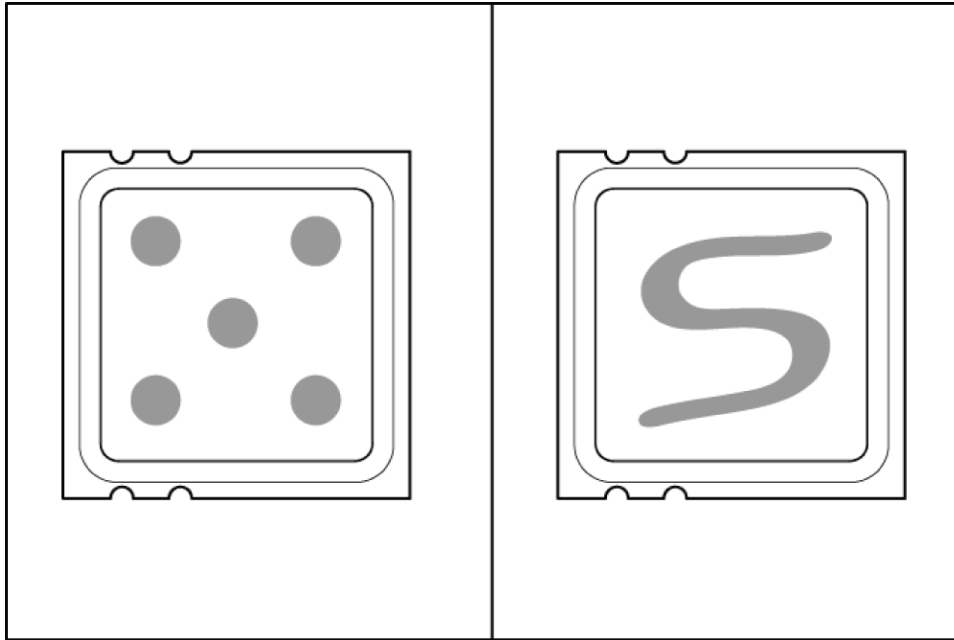
5. Press down firmly until the processor installation tool clicks and separates from the processor, then remove the processor installation tool.



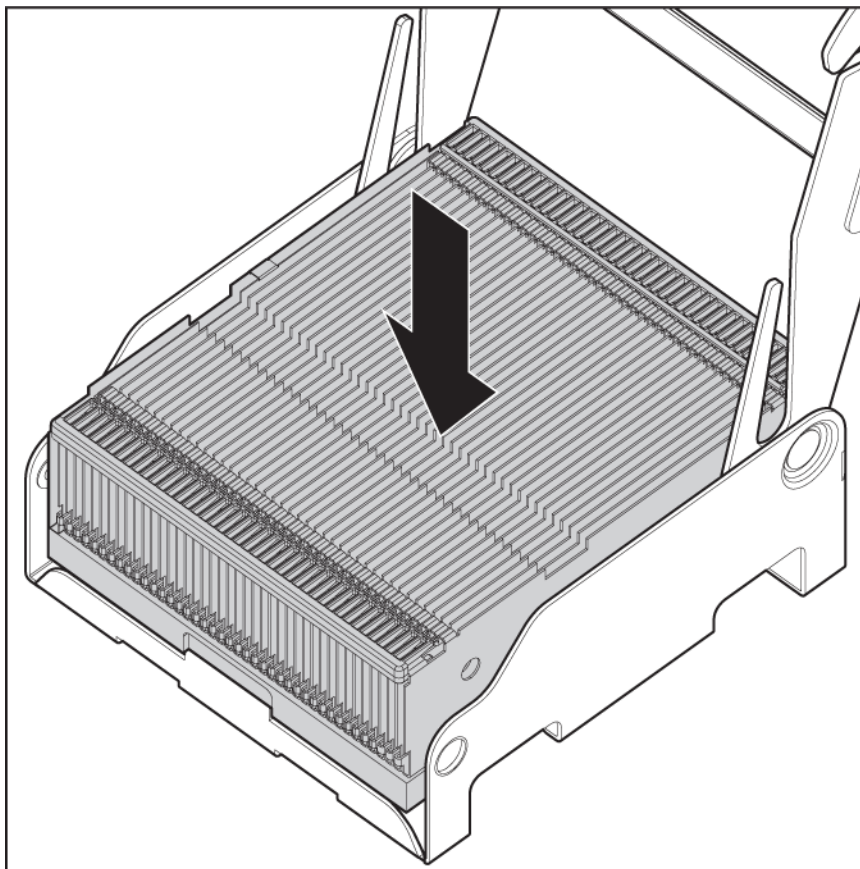
6. Close the processor retaining latch and the processor socket retaining bracket.



7. Clean the old thermal grease from the heatsink with the alcohol swab. Allow the alcohol to evaporate before continuing.
8. Apply all the grease to the top of the processor in one of the following patterns to ensure even distribution.



9. Install the heatsink.



10. Close the heatsink retaining bracket.
11. Replace the processor memory airflow baffle.

12. Install the processor memory cell into the server.
13. Power up the server.

Memory options

Each processor memory cell can hold two to eight DIMMs. At least one pair of DIMMs must be installed in slots 1A and 2A on each processor memory cell to operate the server. The following DDR2 667-MHz DIMM sizes are supported:

- 1 GB
- 2 GB
- 4 GB
- 8 GB

Number of processors	Minimum memory	Maximum memory
4	8 GB (eight 1-GB DIMMS)	256 GB (32 8-GB DIMMS)
8	16 GB (16 1-GB DIMMS)	512 GB (64 8-GB DIMMS)

Advanced ECC memory

Advanced ECC memory is the default memory protection mode for this server. In Advanced ECC, the server is protected against correctable memory errors. The server notifies you if the level of correctable errors exceeds a predefined threshold rate. The server does not fail because of correctable memory errors. Advanced ECC provides additional protection over Standard ECC because it can correct certain memory errors that are otherwise be uncorrectable and result in a server failure.

Where Standard ECC can correct single-bit memory errors, Advanced ECC can correct single-bit memory errors and multi-bit memory errors if all failed bits are on the same DRAM device on the DIMM.

Installing DIMMS

To add additional memory to the server observe the following DIMM installation guidelines:

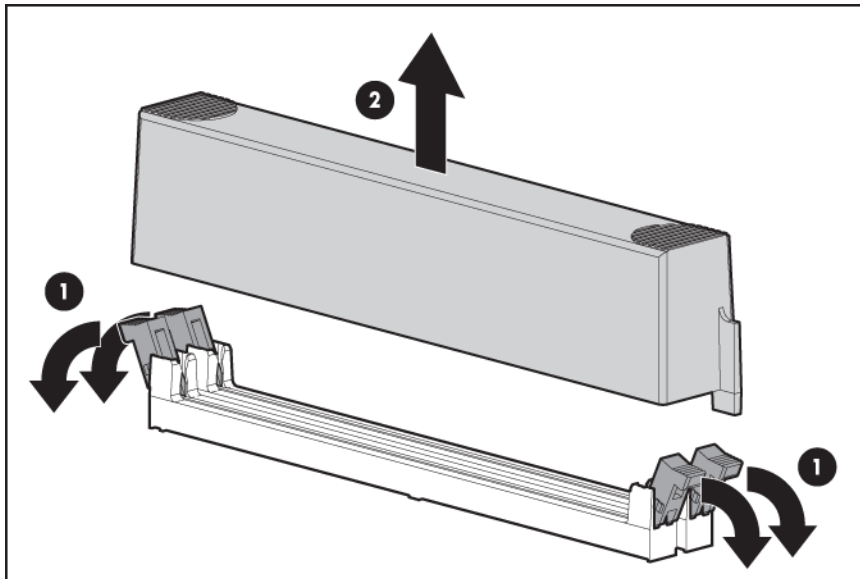
- DIMMs must be installed in pairs.
- DIMM installed on the same memory bank (DIMM pairs) must have the same part number.
- DIMMs installed in different banks can be of different sizes.
- A minimum of two DIMMs must be installed per processor memory cell.
- DIMM pairs must be installed evenly across processor memory cells.
- DIMMs must be installed in decreasing capacity with the largest DIMMs installed in the banks furthest away from each processor.



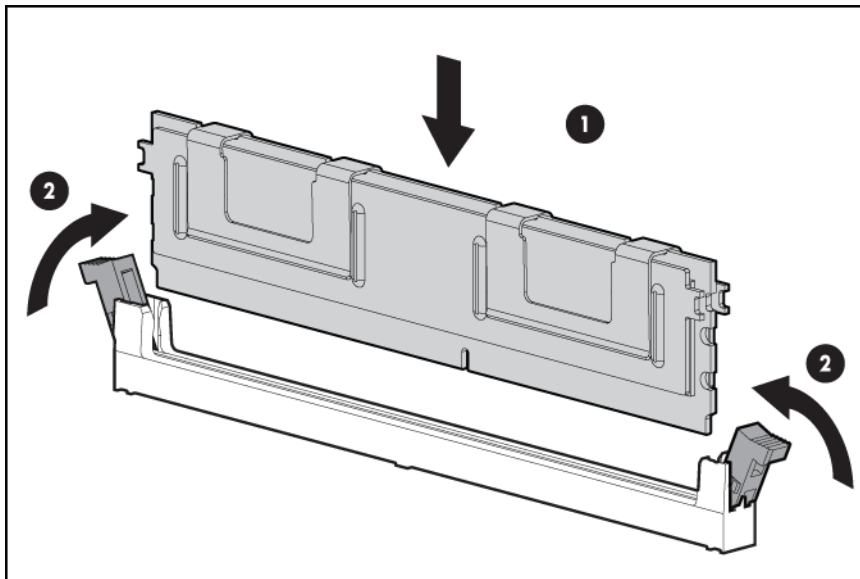
NOTE: If all four banks on a memory node are populated, the maximum memory clock speed will be 533 MHz. If two or fewer banks on a memory node are populated, the maximum memory clock speed will be 677 MHz.

To install a DIMM:

1. Power down the server (“Power down the server” (page 31)).
2. Remove the processor memory cell and airflow baffle (“Removing the processor memory cell and airflow baffle” (page 39)).
3. Open the DIMM slot latches.
4. Remove the DIMM slot filler.



5. Install the DIMM.



Hard drive guidelines

When adding hard drives to the server, observe the following guidelines:

- The system automatically sets all device numbers.
- If only one hard drive is used, install it in the bay with the lowest device number.
- Hard drives must be SFF types.
- Drives must have the same capacity to provide the greatest storage space efficiency when drives are grouped together into the same drive array.
- The server supports up to eight SAS or SATA hot-plug hard drives.

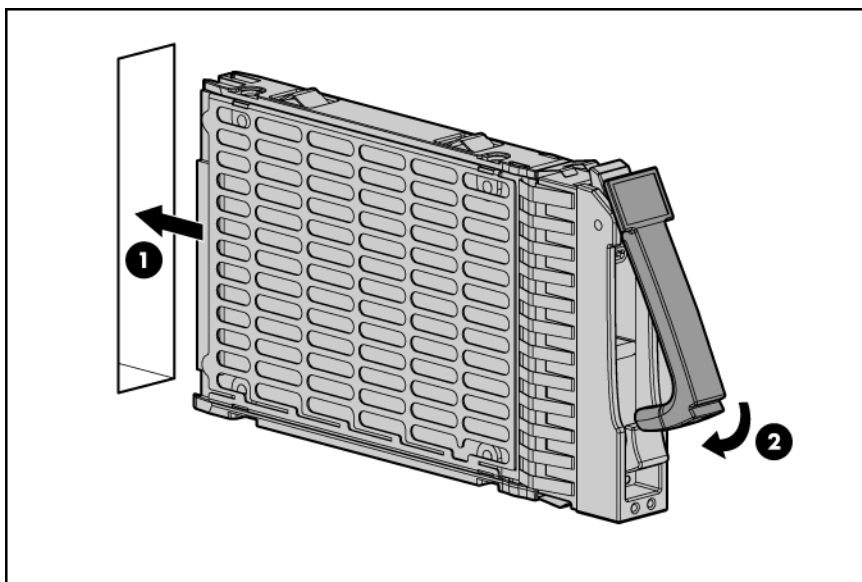
Installing a hot-plug hard drive



CAUTION: To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

1. Prepare the hard drive.

2. Install the hard drive into the server. Be sure that the hard drive seats firmly into the connector in the back of the drive cage.
3. Close the ejector lever.



4. Determine the status of the hard drive from the hot-plug hard drive LEDs, see “SAS and SATA hard drive LEDs” (page 12) and “SAS and SATA hard drive LED combinations” (page 12).

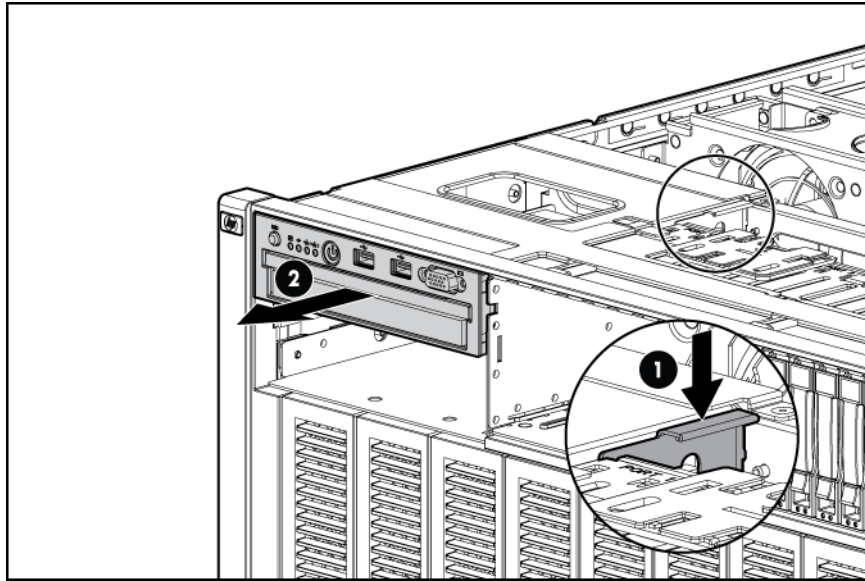
Installing DVD or CD drive

The server is shipped with one DVD drive. You can install an optional DVD drive or CD drive.

To remove a DVD, CD drive or blank:

1. Power down the server (“Power down the server” (page 31)).
2. Extend the server from the rack (“Extending the server from the rack” (page 31)).
3. Remove the access panel (“Removing the access panel” (page 32)).

4. Remove the media module.
 - a. Disconnect all cabling from the media module.
 - b. Press the media module release latch.



- c. Pull the media module away from the server.
5. Lift the DVD release tab on the left side of the media module and push the drive out from the rear.
6. Install the media drive into the server.



CAUTION: To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

Hot-plug power supplies

The server supports either three or six hot-plug power supplies. Six are required to provide 3+3 redundant power to the system in the event of a failure in a primary power supply. You can install or replace a redundant hot-plug power supply without powering down the server.



WARNING! To reduce the risk of electric shock, do not disassemble the power supply or attempt to repair it. Replace it only with the specified spare part.



CAUTION: If only three power supplies are installed, do not remove a power supply unless the server has been powered down. Removing a primary operational power supply causes an immediate power loss.

CAUTION: To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.



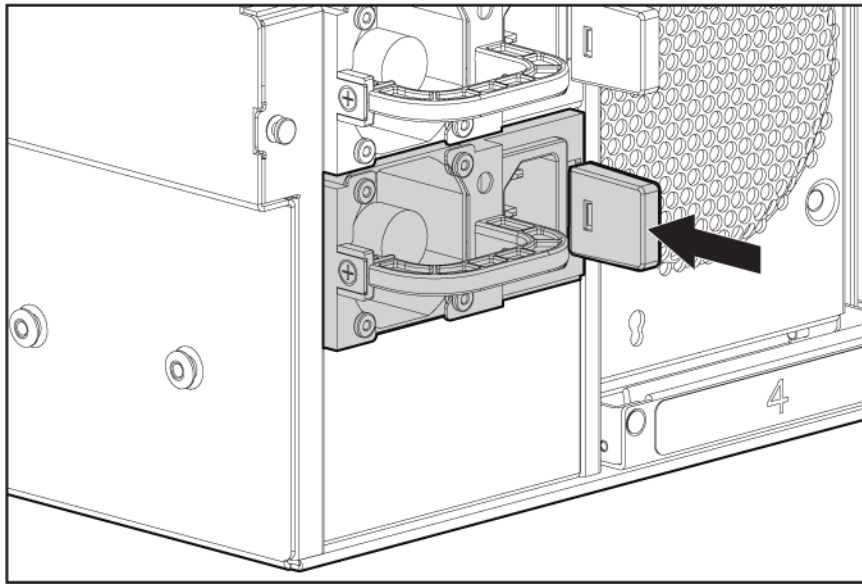
NOTE: For information on the current status of the power supply see “Power supply LED” (page 16).

Installing a power supply

To install a power supply:

1. Squeeze the thumb lever and pull the power supply blank out of the server.

2. Install the power supply.



3. Connect the power cord to the power supply.
4. Secure the power cords to the retaining clip.
5. Connect the power cord to the power source.
6. Be sure that the power supply LED is green.

7. Be sure that the front panel external health LED is green.

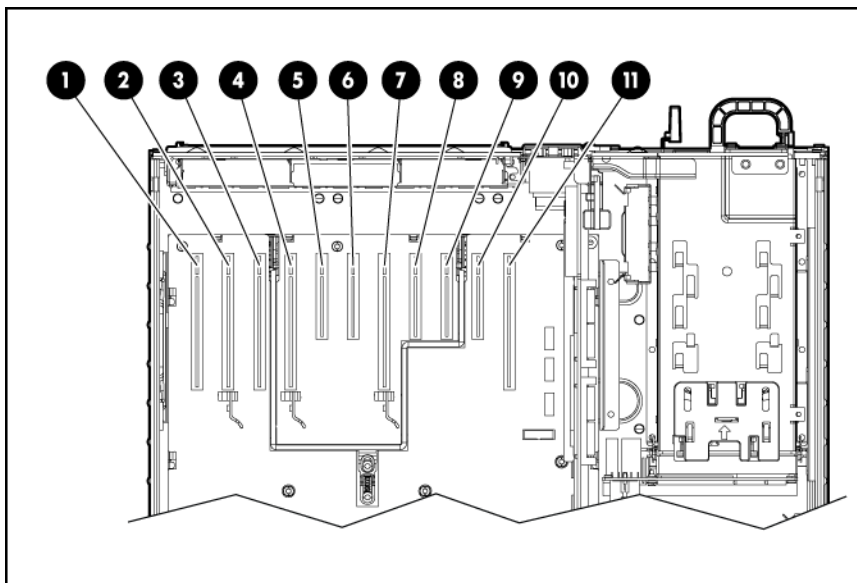


IMPORTANT: For maximum server availability, be sure that the primary and redundant power supplies are powered by separate ac power sources.

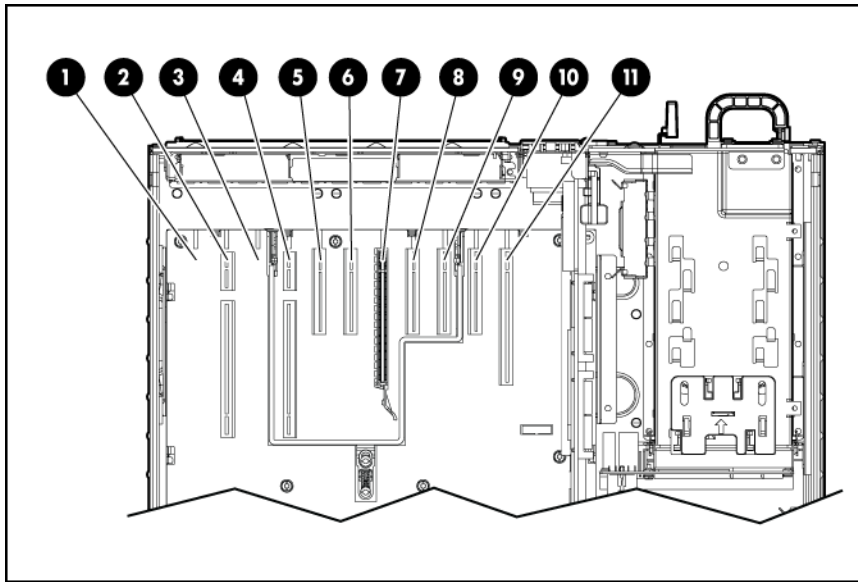


NOTE: If the server will be shipped to another location after configuration, install a shipping screw into each power supply.

Expansion boards



PCIe I/O backplane	
Item	Description
1	PCI Express x8 non-hot-plug expansion slot 11
2	PCI Express x16 non-hot-plug expansion slot 10
3	PCI Express x8 non-hot-plug expansion slot 9
4	PCI Express x16 non-hot-plug expansion slot 8
5	PCI Express x4 non-hot-plug expansion slot 7
6	PCI Express x4 non-hot-plug expansion slot 6
7	PCI Express x16 non-hot-plug expansion slot 5
8	PCI Express x4 non-hot-plug expansion slot 4
9	PCI Express x4 non-hot-plug expansion slot 3
10	PCI Express x4 non-hot-plug expansion slot 2
11	PCI Express x8 non-hot-plug expansion slot 1



Combo PCIe/HTx I/O backplane	
Item	Description
1	Blank slot
2	HyperTransport non-hot-plug expansion slot 9
3	Blank slot
4	HyperTransport non-hot-plug expansion slot 8
5	PCI Express x4 non-hot-plug expansion slot 7
6	PCI Express x4 non-hot-plug expansion slot 6
7	PCI Express x16 non-hot-plug expansion slot 5
8	PCI Express x4 non-hot-plug expansion slot 4
9	PCI Express x4 non-hot-plug expansion slot 3
10	PCI Express x4 non-hot-plug expansion slot 2
11	PCI Express x8 non-hot-plug expansion slot 1

Installing an expansion board



CAUTION: To prevent damage to the server or expansion boards, power down the server and remove all ac power cords before removing or installing the expansion boards.

CAUTION: To prevent improper cooling and thermal damage, do not operate the server unless all expansion slots have either an expansion slot cover or an expansion board installed.

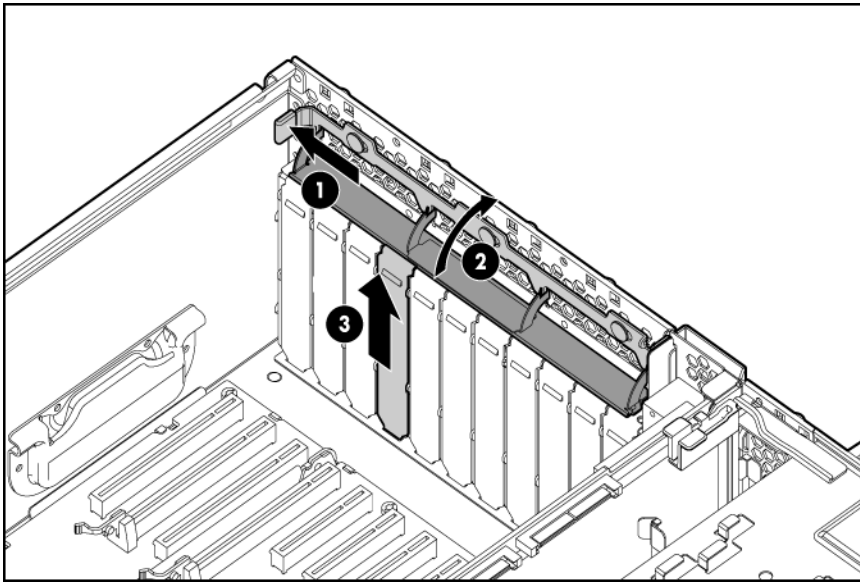


IMPORTANT: Install high powered graphics cards in PCIe 16x slots for optimum performance. The server can power a maximum of four auxiliary high powered graphics card power connections.

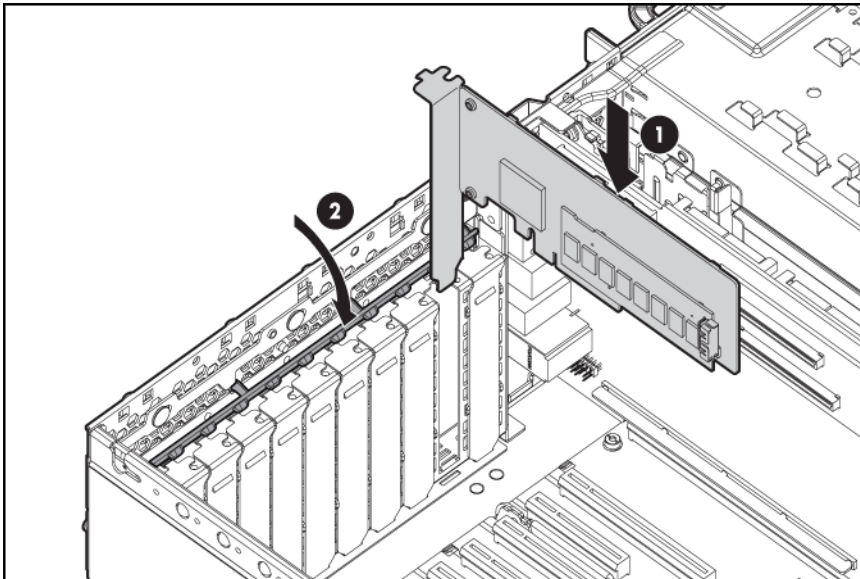
To install a non-hot-plug expansion board:

1. Power down the server ("Power down the server" (page 31)).
2. Extend or remove the server from the rack ("Extending the server from the rack" (page 31)).
3. Remove the access panel ("Removing the access panel" (page 32)).

4. Push and hold the spring-loaded latch to the side of the server, and lift up on the hinge.



5. Unlock the retaining clip (for full-length expansion boards).
6. Install the expansion board.



7. Lock the retaining clip (for full-length expansion boards) and close the latch.
8. Connect any required internal or external cables to the expansion board.
9. Replace the access panel ("Removing the access panel" (page 32)).
10. Slide the server into the rack.
11. Power up the server ("Power up the server" (page 31)).

Battery-backed write cache

The HP BBWC protects against hard boot, power, controller, and midplane board failures. The server supports the following battery-backed options:

- 256-MB BBWC
- 512-MB BBWC

The BBWC consists of two parts: a battery pack and a storage cache module.

Along with the cache module, the battery pack provides transportable data protection, increases overall controller performance, and maintains any cached data for up to 72 hours after the server loses power. The NiMH batteries in the battery pack are continuously recharged by a trickle-charging process whenever the system power is on.



CAUTION: To prevent a server malfunction or damage to the equipment, do not add or remove the battery pack while an array capacity expansion, RAID level migration, or stripe size migration is in progress.

CAUTION: After the server is powered down, wait 15 seconds and then check the amber LED before unplugging the cable from the cache module. If the amber LED blinks after 15 seconds, do not remove the cable from the cache module. The cache module is backing up data, and data is lost if the cable is detached.



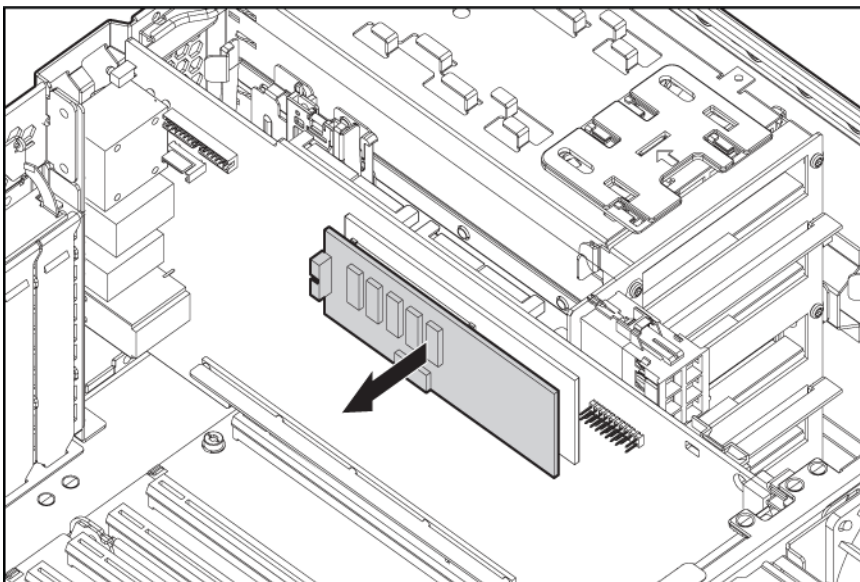
IMPORTANT: The battery pack might have a low charge when installed. In this case, a POST error message appears when the server is powered up, indicating that the battery pack is temporarily disabled. No action is necessary on your part. The internal circuitry automatically recharges the batteries and enables the battery pack. This process can take up to four hours. During this time, the cache module functions properly, but without the performance advantage of the battery pack.



NOTE: The data protection and the time limit also apply if a power outage occurs. When power is restored to the system, an initialization process writes the preserved data to the hard drives.

To upgrade the BBWC:

1. Close all applications and power down the server (“Power down the server” (page 31)). This procedure flushes all data from the cache.
2. Extend or remove the server from the rack (“Extending the server from the rack” (page 31)).
3. Remove the access panel (“Removing the access panel” (page 32)).
4. If the existing cache is connected to a battery, observe the BBWC Status LED, see “Battery pack LEDs” (page 20).
 - If the LED is blinking every two seconds, data is still trapped in the cache. Restore system power, and repeat steps 1–3.
 - If the LED is not lit, disconnect the battery cable from the cache.
5. Remove the cache module from the controller.



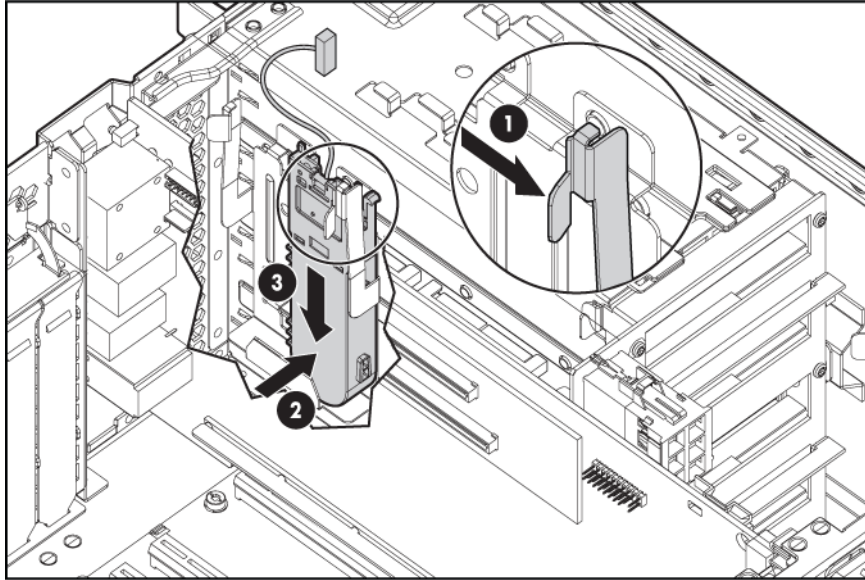
6. Install the new cache on the controller. Press firmly above each connector to ensure good electrical contact.



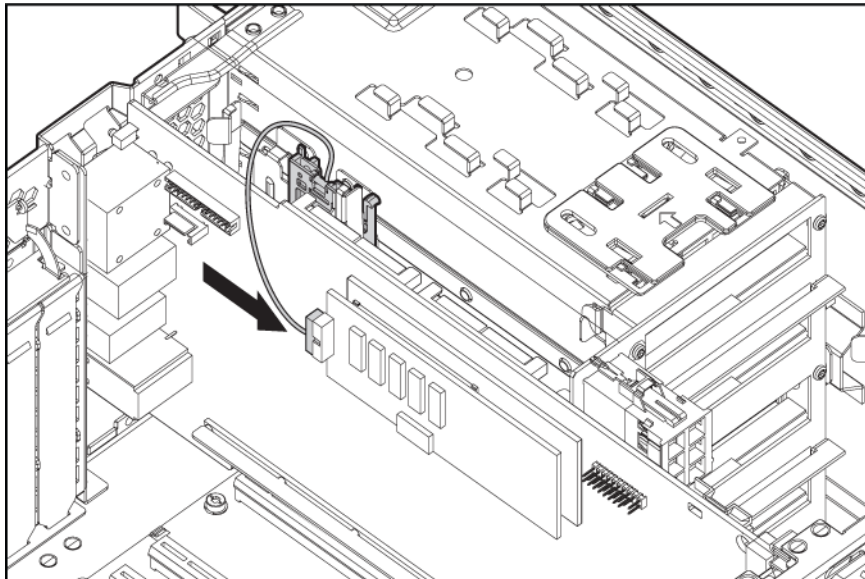
IMPORTANT: If the cache is not properly connected, the controller can not boot.

7. Replace the controller in the server. The controller is installed in expansion slot 11

8. Install the battery, if applicable.
 - a. Install the battery pack into the server.



- b. Plug the battery cable (supplied in the battery pack kit) into the battery pack.



- c. Route the cable and connect it to the cache module.



NOTE: After installing a battery pack, you might see a POST message during reboot indicating that the array accelerator (cache) is temporarily disabled. This is normal, because the new battery pack probably has a low charge. You do not need to take any action, because the recharge process begins automatically when the battery pack is installed. The controller operates properly while the battery pack recharges, although the performance advantage of the array accelerator are absent. When the battery pack is charged to a satisfactory level, the array accelerator is automatically be enabled.

5 Cabling

In this section

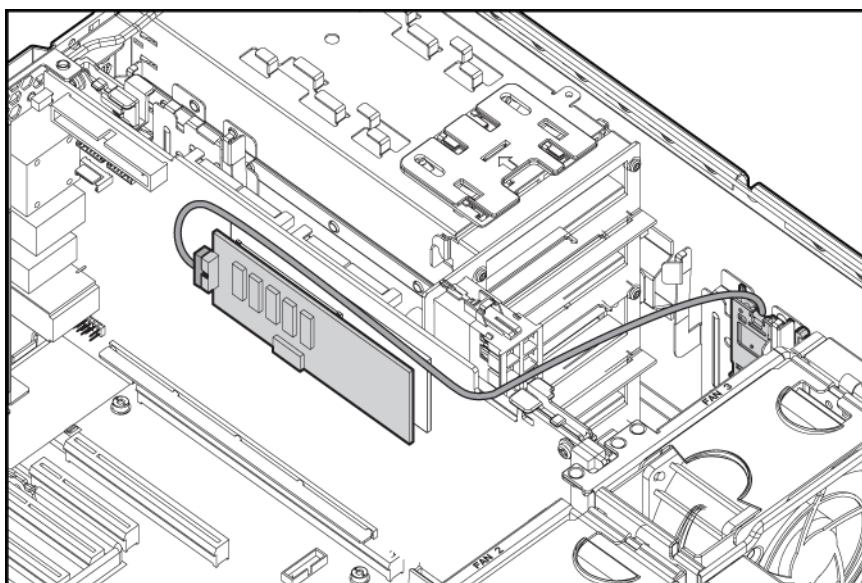
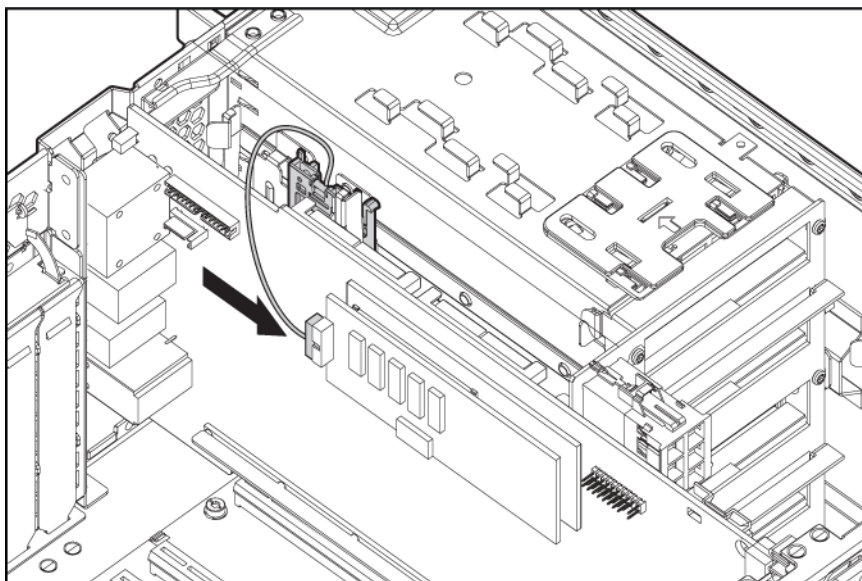
- “Cabling overview” (page 57)
- “BBWC cabling” (page 57)
- “SAS and SATA hard drive cabling” (page 58)
- “SAS expander cabling” (page 58)
- “High power graphics card cabling” (page 60)

Cabling overview

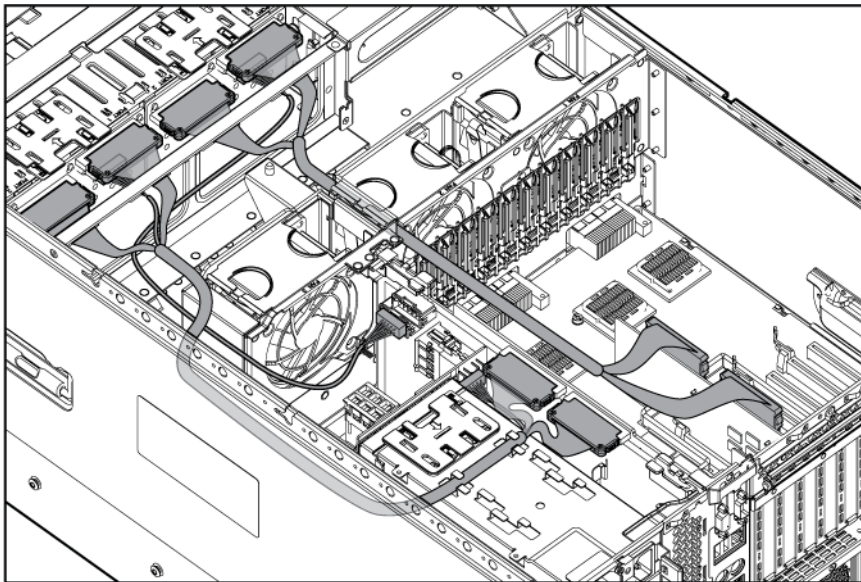
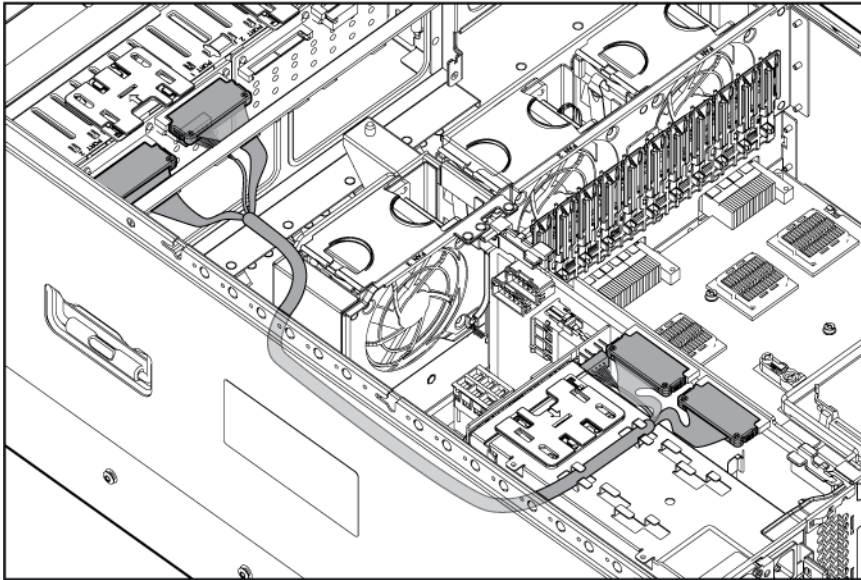
This section provides guidelines that help you make informed decisions about cabling the server and hardware options to optimize performance.

For information on cabling peripheral components, refer to the white paper on high-density deployment at the HP website (<http://www.hp.com/products/servers/platforms>).

BBWC cabling



SAS and SATA hard drive cabling

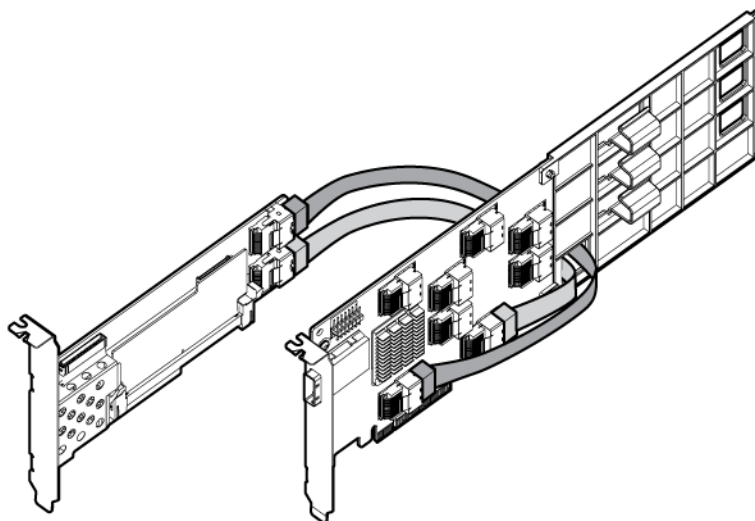


CAUTION: When routing cables, always be sure that the cables are not in a position where they can be pinched or crimped.

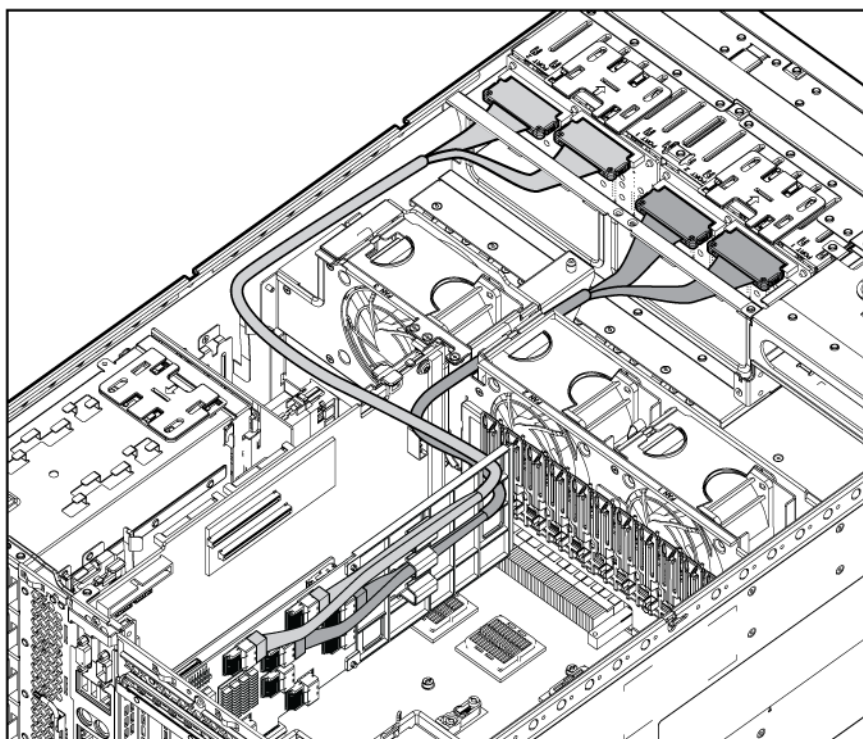
SAS expander cabling

To install a SAS expander:

1. Power down the server ("Power down the server" (page 31)).
2. Extend or remove the server from the rack ("Extending the server from the rack" (page 31)).
3. Remove the access panel ("Removing the access panel" (page 32)).
4. Disconnect the cable connecting the SAS backplane and SPI board. Retain the cable for future use.
5. Connect the SAS expander to the Smart Array Controller.



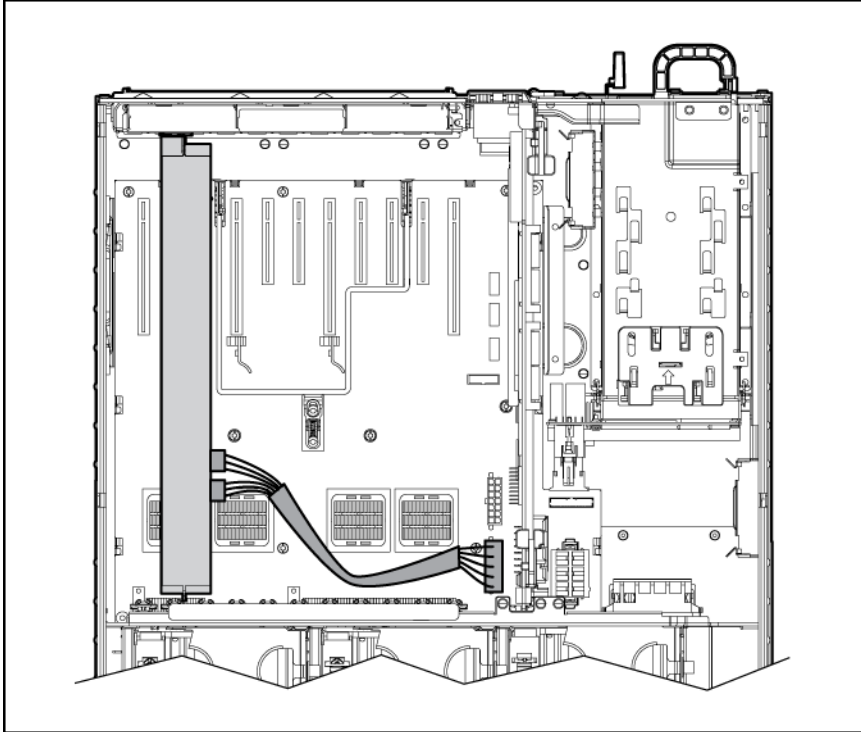
6. Install together the Smart Array Controller into slot 1 and the SAS expander into slot 2 (“Expansion boards” (page 51)).
7. Route and connect the cables from the SAS expander to the SAS backplanes.





TIP: For best cable management route the cable to SAS backplane 1 under the power cable at the power supply backplane and the cable to SAS backplane 2 under other cables in the center cable routing channel.

High power graphics card cabling



IMPORTANT: Install high powered graphics cards in PCIe 16x slots for optimum performance. The server can power a maximum of four auxiliary high powered graphics card power connections.

6 Software and configuration utilities

In this section

- “Configuration tools” (page 61)
- “HP ProLiant Essentials Rapid Deployment Pack” (page 63)
- “Option ROM Configuration for Arrays” (page 64)
- “Array Configuration Utility” (page 64)
- “Re-entering the server serial number and product ID” (page 64)
- “Management tools” (page 65)
- “Diagnostic tools” (page 67)
- “Remote support and analysis tools” (page 68)
- “Keeping the system current” (page 68)

Configuration tools

SmartStart software

SmartStart is a collection of software that optimizes single-server setup, providing a simple and consistent way to deploy server configuration. SmartStart has been tested on many ProLiant server products, resulting in proven, reliable configurations.

SmartStart assists the deployment process by performing a wide range of configuration activities, including:

- Configuring hardware using embedded configuration utilities, such as RBSU and ORCA
- Preparing the system for installing "off-the-shelf" versions of leading operating system software
- Installing optimized server drivers, management agents, and utilities automatically with every assisted installation
- Testing server hardware using the Insight Diagnostics Utility (“HP Insight Diagnostics” (page 67))
- Installing software drivers directly from the CD. With systems that have internet connection, the SmartStart Autorun Menu provides access to a complete list of ProLiant system software.
- Enabling access to the Array Configuration Utility (“Array Configuration Utility” (page 64)), Array Diagnostic Utility (“Array Diagnostic Utility” (page 68)), and Erase Utility

SmartStart is included in the HP ProLiant Essentials Foundation Pack. For more information about SmartStart software, refer to the HP ProLiant Essentials Foundation Pack or the HP website (<http://h18013.www1.hp.com/products/servers/management/smartstart/index.html>).

SmartStart Scripting Toolkit

The SmartStart Scripting Toolkit is a server deployment product that delivers an unattended automated installation for high-volume server deployments. The SmartStart Scripting Toolkit is designed to support ProLiant BL, ML, and DL servers. The toolkit includes a modular set of utilities and important documentation that describes how to apply these new tools to build an automated server deployment process.

Using SmartStart technology, the Scripting Toolkit provides a flexible way to create standard server configuration scripts. These scripts are used to automate many of the manual steps in the server configuration process. This automated server configuration process cuts time from each server deployed, making it possible to scale server deployments to high volumes in a rapid manner.

For more information, and to download the SmartStart Scripting Toolkit, refer to the HP website (<http://www.hp.com/servers/sstoolkit>).

HP ROM-Based Setup Utility

RBSU, an embedded configuration utility, performs a wide range of configuration activities that may include:

- Configuring system devices and installed options
- Enabling and disabling system features
- Displaying system information
- Selecting the primary boot controller
- Configuring memory options
- Language selection

For more information on RBSU, refer to the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/smartstart/documentation>).

Using RBSU

To use RBSU, use the following keys:

- To access RBSU, press the **F9** key during power up when prompted.
- To navigate the menu system, use the arrow keys.
- To make selections, press the **Enter** key.
- To access Help for a highlighted configuration option, press the **F1** key.



IMPORTANT: RBSU automatically saves settings when you press the **Enter** key. The utility does not prompt you for confirmation of settings before you exit the utility. To change a selected setting, you must select a different setting and press the **Enter** key.

Default configuration settings are applied to the server at one of the following times:

- Upon the first system power-up
- After defaults have been restored

Default configuration settings are sufficient for proper typical server operation, but configuration settings can be modified using RBSU. The system will prompt you for access to RBSU with each power-up.

Auto-configuration process

The auto-configuration process automatically runs when you boot the server for the first time. During the power-up sequence, the system ROM automatically configures the entire system without needing any intervention. During this process, the ORCA utility, in most cases, automatically configures the array to a default setting based on the number of drives connected to the server.



NOTE: The server may not support all the following examples.

NOTE: If the boot drive is not empty or has been written to in the past, ORCA does not automatically configure the array. You must run ORCA to configure the array settings.

Drives installed	Drives used	RAID level
1	1	RAID 0
2	2	RAID 1
3, 4, 5, or 6	3, 4, 5, or 6	RAID 5
More than 6	0	None

To change any ORCA default settings and override the auto-configuration process, press the **F8** key when prompted.

By default, the auto-configuration process configures the system for the English language. To change any default settings in the auto-configuration process (such as the settings for language, operating system, and primary boot controller), execute RBSU by pressing the **F9** key when prompted. After the settings are selected, exit RBSU and allow the server to reboot automatically.

For more information, refer to the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/smartstart/documentation>).

Boot options

Near the end of the boot process, the boot options screen is displayed. This screen is visible for several seconds before the system attempts to boot from a diskette, CD, or hard drive. During this time, you can do the following:

- Access RBSU by pressing the **F9** key
- Access the System Maintenance Menu (which enables you to launch ROM-based Diagnostics or Inspect) by pressing the **F10** key
- Force a PXE Network boot by pressing the **F12** key

BIOS Serial Console

BIOS Serial Console allows you to configure the serial port to view POST error messages and run RBSU remotely through a serial connection to the server COM port. The server that you are remotely configuring does not require a keyboard and mouse.

For more information about BIOS Serial Console, refer to the *BIOS Serial Console User Guide* on the Documentation CD or the HP website (<http://www.hp.com/servers/smartstart>).

HP ProLiant Essentials Rapid Deployment Pack

The RDP software is the preferred method for rapid, high-volume server deployments. The RDP software integrates two powerful products: Altiris Deployment Solution and the HP ProLiant Integration Module.

The intuitive graphical user interface of the Altiris Deployment Solution console provides simplified point-and-click and drag-and-drop operations that enable you to deploy target servers, including server blades, remotely. It enables you to perform imaging or scripting functions and maintain software images.

For more information about the RDP, refer to the HP ProLiant Essentials Rapid Deployment Pack CD or refer to the HP website (<http://www.hp.com/servers/rdp>).

Option ROM Configuration for Arrays

Before installing an operating system, you can use the ORCA utility to create the first logical drive, assign RAID levels, and establish online spare configurations.

The utility also provides support for the following functions:

- Reconfiguring one or more logical drives
- Viewing the current logical drive configuration
- Deleting a logical drive configuration
- Setting the controller to be the boot controller

If you do not use the utility, ORCA will default to the standard configuration.

For more information regarding array controller configuration, refer to the controller user guide.

For more information regarding the default configurations that ORCA uses, refer to the *HP ROM-Based Setup Utility User Guide* on the Documentation CD.

Array Configuration Utility

ACU is a browser-based utility with the following features:

- Runs as a local application or remote service
- Supports online array capacity expansion, logical drive extension, assignment of online spares, and RAID or stripe size migration
- Suggests the optimum configuration for an unconfigured system
- Provides different operating modes, enabling faster configuration or greater control over the configuration options
- Remains available any time that the server is on
- Displays on-screen tips for individual steps of a configuration procedure

For optimum performance, the minimum display settings are 800 × 600 resolution and 256 colors.

Servers running Microsoft® operating systems require Internet Explorer 5.5 (with Service Pack 1) or later. For Linux servers, refer to the README.TXT file for additional browser and support information.

For more information, refer to the *HP Array Configuration Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com>).

Re-entering the server serial number and product ID

After you replace the SPI board, you must re-enter the server serial number and the product ID.

1. During the server startup sequence, press the **F9** key to access RBSU.
2. Select the **Advanced Options** menu.
3. Select **Serial Number**. The following warning is displayed:

Warning: The serial number should ONLY be modified by qualified service personnel. This value should always match the serial number located on the chassis.

4. Press the **Enter** key to clear the warning.
5. Enter the serial number.
6. Select **Product ID**. The following warning is displayed.

Warning: The Product ID should ONLY be modified by qualified service personnel. This value should always match the Product ID located on the chassis.

7. Enter the product ID and press the **Enter** key.
8. Press the **Escape** key to close the menu.
9. Press the **Escape** key to exit RBSU.

10. Press the **F10** key to confirm exiting RBSU. The server will automatically reboot.

Management tools

Automatic Server Recovery

ASR is a feature that causes the system to restart when a catastrophic operating system error occurs, such as a blue screen, ABEND, or panic. A system fail-safe timer, the ASR timer, starts when the System Management driver, also known as the Health Driver, is loaded. When the operating system is functioning properly, the system periodically resets the timer. However, when the operating system fails, the timer expires and restarts the server.

ASR increases server availability by restarting the server within a specified time after a system hang or shutdown. At the same time, the HP SIM console notifies you by sending a message to a designated pager number that ASR has restarted the system. You can disable ASR from the HP SIM console or through RBSU.

Integrated Lights-Out 2 technology

The iLO 2 subsystem is a standard component of selected ProLiant servers that provides server health and remote server manageability. The iLO 2 subsystem includes an intelligent microprocessor, secure memory, and a dedicated network interface. This design makes iLO 2 independent of the host server and its operating system. The iLO 2 subsystem provides remote access to any authorized network client, sends alerts, and provides other server management functions.

Using iLO 2, you can:

- Remotely power up, power down, or reboot the host server.
- Send alerts from iLO 2 regardless of the state of the host server.
- Access advanced troubleshooting features through the iLO 2 interface.
- Diagnose iLO 2 using HP SIM through a web browser and SNMP alerting.

For more information about iLO 2 features, refer to the iLO 2 documentation on the Documentation CD or on the HP website (<http://www.hp.com/servers/lights-out>).

StorageWorks library and tape tools

HP StorageWorks L&TT provides functionality for firmware downloads, verification of device operation, maintenance procedures, failure analysis, corrective service actions, and some utility functions. It also provides seamless integration with HP hardware support by generating and emailing support tickets that deliver a snapshot of the storage system.

For more information, and to download the utility, refer to the StorageWorks L&TT website (<http://h18006.www1.hp.com/products/storageworks/ltt>).

Management Agents

Management Agents provide the information to enable fault, performance, and configuration management. The agents allow easy manageability of the server through HP SIM software, and third-party SNMP management platforms. Management Agents are installed with every SmartStart assisted installation or can be installed through the HP PSP. The Systems Management homepage provides status and direct access to in-depth subsystem information by accessing data reported through the Management Agents.

For additional information, refer to the Management CD in the HP ProLiant Essentials Foundation Pack or the HP website (<http://www.hp.com/servers/manage>).

HP Systems Insight Manager

HP SIM is a web-based application that allows system administrators to accomplish normal administrative tasks from any remote location, using a web browser. HP SIM provides device management capabilities that consolidate and integrate management data from HP and third-party devices.



IMPORTANT: You must install and use HP SIM to benefit from the Pre-Failure Warranty for processors, SAS and SCSI hard drives, and memory modules.

For additional information, refer to the Management CD in the HP ProLiant Essentials Foundation Pack or the HP SIM website (<http://www.hp.com/go/hpsim>).

Redundant ROM support

The server enables you to upgrade or configure the ROM safely with redundant ROM support. The server has a 4-MB ROM that acts as two, separate 2-MB ROMs. In the standard implementation, one side of the ROM contains the current ROM program version, while the other side of the ROM contains a backup version.



NOTE: The server ships with the same version programmed on each side of the ROM.

Safety and security benefits

When you flash the system ROM, ROMPaq writes over the backup ROM and saves the current ROM as a backup, enabling you to switch easily to the alternate ROM version if the new ROM becomes corrupted for any reason. This feature protects the existing ROM version, even if you experience a power failure while flashing the ROM.

Access to redundant ROM settings

To access the redundant ROM through RBSU:

1. Access RBSU by pressing the **F9** key during powerup when the prompt is displayed in the upper right corner of the screen.
2. Select **Advanced Options**.
3. Select **Redundant ROM** Selection.
4. Select the ROM version.
5. Press the **Enter** key.
6. Press the **Esc** key to exit the current menu or press the **F10** key to exit RBSU. The server restarts automatically.

ROMPaq utility

The ROMPaq utility enables you to upgrade the system firmware (BIOS) or Lights-Out 100 firmware. To upgrade the firmware, insert a ROMPaq diskette into the diskette drive or ROMPaq USB Key into an available USB port and boot the system.

The ROMPaq utility checks the system and provides a choice (if more than one exists) of available ROM revisions.

For more information about the ROMPaq utility, refer to the HP website (<http://www.hp.com/go/support>).

System Online ROM flash component utility

The Online ROM Flash Component Utility enables system administrators to efficiently upgrade system or controller ROM images across a wide range of servers and array controllers. This tool has the following features:

- Works offline and online
- Supports Microsoft® Windows NT®, Windows® 2000, Windows Server™ 2003, Novell Netware, and Linux operating systems



IMPORTANT: This utility supports operating systems that may not be supported by the server. For operating systems supported by the server, refer to the HP website (<http://www.hp.com/support>).

- Integrates with other software maintenance, deployment, and operating system tools
- Automatically checks for hardware, firmware, and operating system dependencies, and installs only the correct ROM upgrades required by each target server

To download the tool and for more information, refer to the HP website (<http://www.hp.com/support>).

USB support

HP provides both standard USB support and legacy USB support. Standard support is provided by the operating system through the appropriate USB device drivers. HP provides support for USB devices before the operating system loads through legacy USB support, which is enabled by default in the system ROM. HP hardware supports USB version 1.1 or 2.0, depending on the version of the hardware.

Legacy USB support provides USB functionality in environments where USB support is normally not available. Specifically, HP provides legacy USB functionality for:

- POST
- RBSU
- Diagnostics
- DOS
- Operating environments which do not provide native USB support

For more information on ProLiant USB support, refer to the HP website (<http://h18004.www1.hp.com/products/servers/platforms/usb-support.html>).

Diagnostic tools

HP Insight Diagnostics

HP Insight Diagnostics is a proactive server management tool, available in both offline and online versions, that provides diagnostics and troubleshooting capabilities to assist IT administrators who verify server installations, troubleshoot problems, and perform repair validation.

HP Insight Diagnostics Offline Edition performs various in-depth system and component testing while the OS is not running. To run this utility, launch the SmartStart CD.

HP Insight Diagnostics Online Edition is a web-based application that captures system configuration and other related data needed for effective server management. Available in Microsoft® Windows® and Linux versions, the utility helps to ensure proper system operation.

For more information or to download the utility, refer to the HP website (<http://www.hp.com/servers/diags>).

Integrated Management Log

The IML records hundreds of events and stores them in an easy-to-view form. The IML timestamps each event with 1-minute granularity.

You can view recorded events in the IML in several ways, including the following:

- From within HP SIM (“HP Systems Insight Manager” (page 66))
- From within Survey Utility
- From within operating system-specific IML viewers
 - For NetWare: IML Viewer
 - For Windows®: IML Viewer
 - For Linux: IML Viewer Application
- From within the iLO 2 user interface
- From within HP Insight Diagnostics (“HP Insight Diagnostics” (page 67))

For more information, refer to the Management CD in the HP ProLiant Essentials Foundation Pack.

Array Diagnostic Utility

The HP Array Diagnostics Utility is a web-based application that creates a report of all HP storage controllers and disk drives. This report provides vital information to assist in identifying faults or conditions that may require attention. ADU can be accessed from the SmartStart CD (“SmartStart software” (page 61)) or downloaded from the HP website (<http://www.hp.com>).

Remote support and analysis tools

HP Instant Support Enterprise Edition

ISEE is a proactive remote monitoring and diagnostic tool to help manage your systems and devices, a feature of HP support. ISEE provides continuous hardware event monitoring and automated notification to identify and prevent potential critical problems. Through remote diagnostic scripts and vital system configuration information collected about your systems, ISEE enables fast restoration of your systems. Install ISEE on your systems to help mitigate risk and prevent potential critical problems.

For more information on ISEE, refer to the HP website (http://www.hp.com/hps/hardware/hw_enterprise.html).

To download HP ISEE, visit the HP website (http://www.hp.com/hps/hardware/hw_downloads.html).

For installation information, refer to the HP ISEE Client Installation and Upgrade Guide (ftp://ftp.hp.com/pub/services/hardware/info/isee_client.pdf).

Keeping the system current

Drivers

The server includes new hardware that may not have driver support on all operating system installation media.

If you are installing a SmartStart-supported operating system, use the SmartStart software (“SmartStart software” (page 61)) and its Assisted Path feature to install the operating system and latest driver support.



NOTE: If you are installing drivers from the SmartStart CD or the Software Maintenance CD, refer to the SmartStart website (<http://www.hp.com/servers/smartstart>) to be sure that you are using the latest version of SmartStart. For more information, refer to the documentation provided with the SmartStart CD.

If you do not use the SmartStart CD to install an operating system, drivers for some of the new hardware are required. These drivers, as well as other option drivers, ROM images, and value-add software can be downloaded from the HP website (<http://www.hp.com/support>).



IMPORTANT: Always perform a backup before installing or updating device drivers.

ProLiant Support Packs

PSPs represent operating system-specific bundles of ProLiant optimized drivers, utilities, and management agents. Refer to the PSP website

(<http://h18000.www1.hp.com/products/servers/management/psp.html>).

Operating system version support

Refer to the operating system support matrix (<http://www.hp.com/go/supportos>).

Change control and proactive notification

HP offers Change Control and Proactive Notification to notify customers 30 to 60 days in advance of upcoming hardware and software changes on HP commercial products.

For more information, refer to the HP website (<http://www.hp.com/go/pcn>).

Care Pack

HP Care Pack Services offer upgraded service levels to extend and expand standard product warranty with easy-to-buy, easy-to-use support packages that help you make the most of your server investments. Refer to the Care Pack website

(http://www.hp.com/hps/carepack/servers/cp_proliant.html).

7 Troubleshooting

In this section

- “Troubleshooting resources” (page 71)
- “Pre-diagnostic steps” (page 71)
- “Loose connections” (page 74)
- “Service notifications” (page 75)
- “Server power-on problems flowchart” (page 75)
- “Troubleshooting flowcharts” (page 76)
- “POST error messages and beep codes” (page 86)

Troubleshooting resources

The HP ProLiant Servers Troubleshooting Guide provides simple procedures for resolving common problems as well as a comprehensive course of action for fault isolation and identification, error message interpretation, issue resolution, and software maintenance.

To obtain the guide, refer to any of the following sources and then select the *HP ProLiant Servers Troubleshooting Guide*:

- The server-specific Documentation CD
- The Business Support Center on the HP website (<http://www.hp.com/support>). Navigate to the server technical support page. Under self-help resources, select **ProLiant Troubleshooting Guide**.
- The Technical Documentation website (<http://www.docs.hp.com>). Select **Enterprise Servers, Workstations and Systems Hardware**, and then the appropriate server.

Pre-diagnostic steps



WARNING! To avoid potential problems, ALWAYS read the warnings and cautionary information in the server documentation before removing, replacing, reseating, or modifying system components.



IMPORTANT: This guide provides information for multiple servers. Some information may not apply to the server you are troubleshooting. Refer to the server documentation for information on procedures, hardware options, software tools, and operating systems supported by the server.

1. Review the important safety information (“Important safety information” (page 71)).
2. Gather symptom information (“Symptom information” (page 73)).
3. Prepare the server for diagnosis (“Prepare the server for diagnosis” (page 74)).
4. Use the “Start diagnosis flowchart” (page 77) to begin the diagnostic process.

Important safety information

Familiarize yourself with the safety information in the following sections before troubleshooting the server.



Important safety information

Before servicing this product, read the *Important Safety Information* document provided with the server.

Symbols on equipment

The following symbols may be placed on equipment to indicate the presence of potentially hazardous conditions.



This symbol indicates the presence of hazardous energy circuits or electric shock hazards. Refer all servicing to qualified personnel.

WARNING! To reduce the risk of injury from electric shock hazards, do not open this enclosure. Refer all maintenance, upgrades, and servicing to qualified personnel.



This symbol indicates the presence of electric shock hazards. The area contains no user or field serviceable parts. Do not open for any reason.

WARNING! To reduce the risk of injury from electric shock hazards, do not open this enclosure.



This symbol on an RJ-45 receptacle indicates a network interface connection.

WARNING! To reduce the risk of electric shock, fire, or damage to the equipment, do not plug telephone or telecommunications connectors into this receptacle.



This symbol indicates the presence of a hot surface or hot component. If this surface is contacted, the potential for injury exists.

WARNING! To reduce the risk of injury from a hot component, allow the surface to cool before touching.



63.5 kg
140 lb

This symbol indicates that the component exceeds the recommended weight for one individual to handle safely.

WARNING! To reduce the risk of personal injury or damage to the equipment, observe local occupational health and safety requirements and guidelines for manual material handling.



These symbols, on power supplies or systems, indicate that the equipment is supplied by multiple sources of power.

WARNING! To reduce the risk of injury from electric shock, remove all power cords to completely disconnect power from the system.

Warnings and cautions



WARNING! Only authorized technicians trained by HP should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module-level repair. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard.

WARNING! To reduce the risk of personal injury or damage to the equipment, be sure that:

- The leveling feet are extended to the floor.
- The full weight of the rack rests on the leveling feet.
- The stabilizing feet are attached to the rack if it is a single-rack installation.
- The racks are coupled together in multiple-rack installations.
- Only one component is extended at a time. A rack may become unstable if more than one component is extended for any reason.
-

WARNING! To reduce the risk of electric shock or damage to the equipment:

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.
- Unplug the power cord from the power supply to disconnect power to the equipment.
- Do not route the power cord where it can be walked on or pinched by items placed against it. Pay particular attention to the plug, electrical outlet, and the point where the cord extends from the server.



WARNING! To reduce the risk of personal injury or damage to the equipment:

- Observe local occupation health and safety requirements and guidelines for manual handling.
- Obtain adequate assistance to lift and stabilize the chassis during installation or removal.
- The server is unstable when not fastened to the rails.
- When mounting the server in a rack, remove the power supplies and any other removable module to reduce the overall weight of the product.



CAUTION: To properly ventilate the system, you must provide at least 7.6 cm (3.0 in) of clearance at the front and back of the server.

CAUTION: The server is designed to be electrically grounded (earthed). To ensure proper operation, plug the ac power cord into a properly grounded ac outlet only.

Symptom information

Before troubleshooting a server problem, collect the following information:

- What events preceded the failure? After which steps does the problem occur?
- What has been changed since the time the server was working?
- Did you recently add or remove hardware or software? If so, did you remember to change the appropriate settings in the server setup utility, if necessary?
- How long has the server exhibited problem symptoms?
- If the problem occurs randomly, what is the duration or frequency?

To answer these questions, the following information may be useful:

- Run HP Insight Diagnostics (“[HP Insight Diagnostics](#)” (page 67)) and use the survey page to view the current configuration or to compare it to previous configurations.
- Refer to your hardware and software records for information.
- Refer to server LEDs and their statuses.

Prepare the server for diagnosis

1. Be sure the server is in the proper operating environment with adequate power, air conditioning, and humidity control. Refer to the server documentation for required environmental conditions.
2. Record any error messages displayed by the system.
3. Remove all CDs from the media drives.
4. Power down the server and peripheral devices if you will be diagnosing the server offline. Always perform an orderly shutdown, if possible. This means you must:
 - a. Exit any applications.
 - b. Exit the operating system.
 - c. Power down the server (“[Power down the server](#)” (page 31)).
5. Disconnect any peripheral devices not required for testing (any devices not necessary to power up the server). Do not disconnect the printer if you want to use it to print error messages.
6. Collect all tools and utilities, such as a Torx screwdriver, loopback adapters, ESD wrist strap, and software utilities, necessary to troubleshoot the problem.
 - You must have the appropriate Health Drivers and Management Agents installed on the server.



NOTE: To verify the server configuration, connect to the System Management homepage and select **Version Control Agent**. The VCA gives you a list of names and versions of all installed HP drivers, Management Agents, and utilities, and whether they are up to date.

- HP recommends you have access to the SmartStart CD for value-added software and drivers required during the troubleshooting process.
- HP recommends you have access to the server documentation for server-specific information.

Loose connections

Action:

- Be sure all power cords are securely connected.
- Be sure all cables are properly aligned and securely connected for all external and internal components.
- Remove and check all data and power cables for damage. Be sure no cables have bent pins or damaged connectors.
- If a fixed cable tray is available for the server, be sure the cords and cables connected to the server are correctly routed through the tray.
- Be sure each device is properly seated.
- If a device has latches, be sure they are completely closed and locked.
- Check any interlock or interconnect LEDs that may indicate a component is not connected properly.
- If problems continue to occur, remove and reinstall each device, checking the connectors and sockets for bent pins or other damage.

Service notifications

To view the latest service notifications, refer to the HP website (<http://www.hp.com/go/bizsupport>). Select the appropriate server model, and then click the **Troubleshoot a Problem** link on the product page.

Server power-on problems flowchart

Symptoms:

- The server does not power on.
- The system power LED ("System Insight Display LEDs" (page 10)) is off or amber.
- The external health LED ("System Insight Display LEDs" (page 10)) is red or amber.
- The internal health LED ("System Insight Display LEDs" (page 10)) is red or amber.

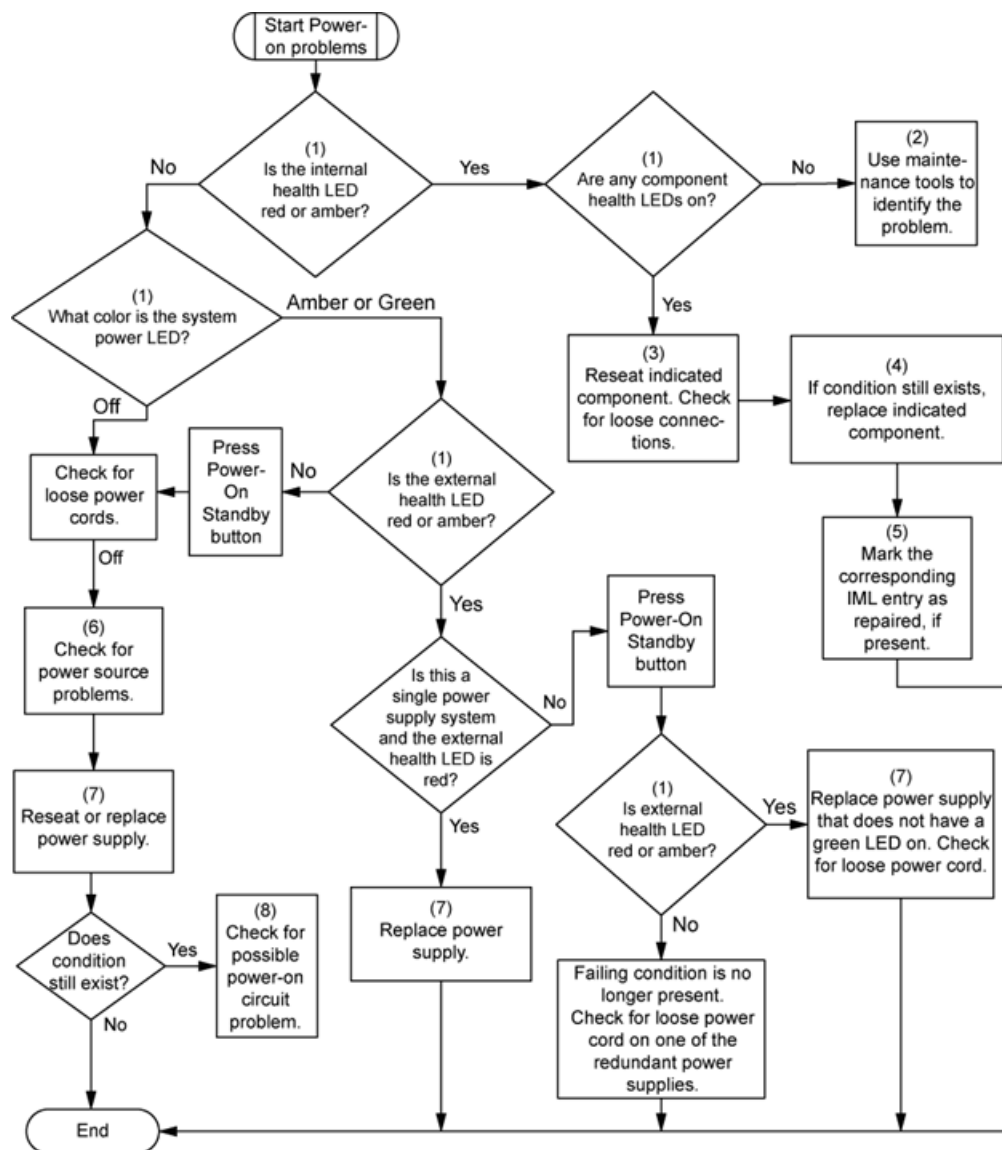


NOTE: For the location of server LEDs and information on their statuses, refer to the server documentation.

Possible causes:

- Improperly seated or faulty power supply
- Loose or faulty power cord
- Power source problem
- Power on circuit problem
- Improperly seated component or interlock problem ("System Insight Display LEDs" (page 10))
- Faulty internal component

Item	Refer to
1	Chapter 1 (page 7)
2	"HP Insight Diagnostics" (page 67) or in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
3	"Loose connections" (page 74)
4	Server maintenance and service guide, located on the Documentation CD, or the HP website (http://www.hp.com/products/servers/platforms)
5	"Integrated Management Log" (page 67) or in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
6	"Power source problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
7	<ul style="list-style-type: none">• "Power supply problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)• Server maintenance and service guide, located on the Documentation CD, or the HP website (http://www.hp.com/products/servers/platforms)
8	"System open circuits and short circuits" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)



Troubleshooting flowcharts

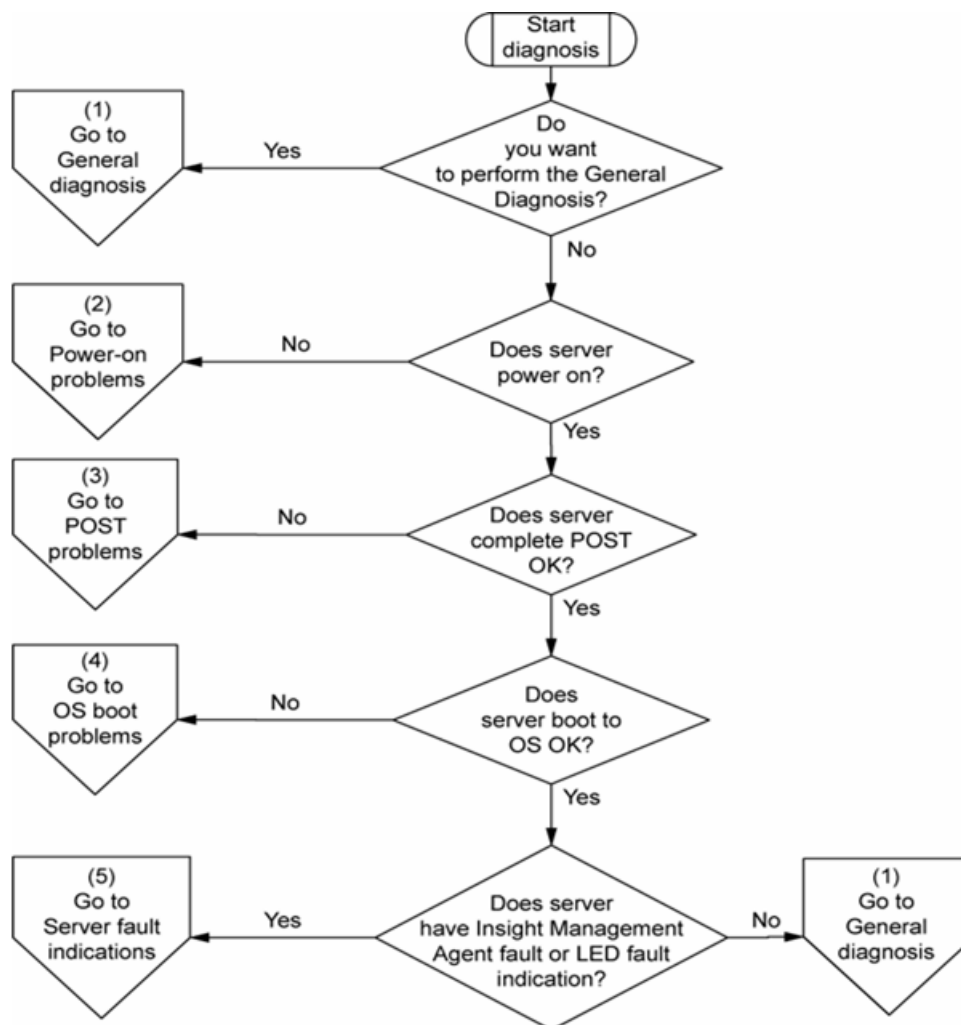
To effectively troubleshoot a problem, HP recommends that you start with the first flowchart in this section, “Start diagnosis flowchart” (page 77) and follow the appropriate diagnostic path. If the other flowcharts do not provide a troubleshooting solution, follow the diagnostic steps in “General diagnosis flowchart” (page 77). The General diagnosis flowchart is a generic troubleshooting process to be used when the problem is not server-specific or is not easily categorized into the other flowcharts.

The available flowcharts include:

- “Start diagnosis flowchart” (page 77)
- “General diagnosis flowchart” (page 77)
- “Server power-on problems flowchart” (page 79)
- “POST problems flowchart” (page 81)
- “OS boot problems flowchart” (page 82)
- “Server fault indications flowchart” (page 84)

Start diagnosis flowchart

Item	Refer to
1	"General diagnosis flowchart" (page 77)
2	"Server power-on problems flowchart" (page 79)
3	"POST problems flowchart" (page 81)
4	"OS boot problems flowchart" (page 82)
5	"Server fault indications flowchart" (page 84)

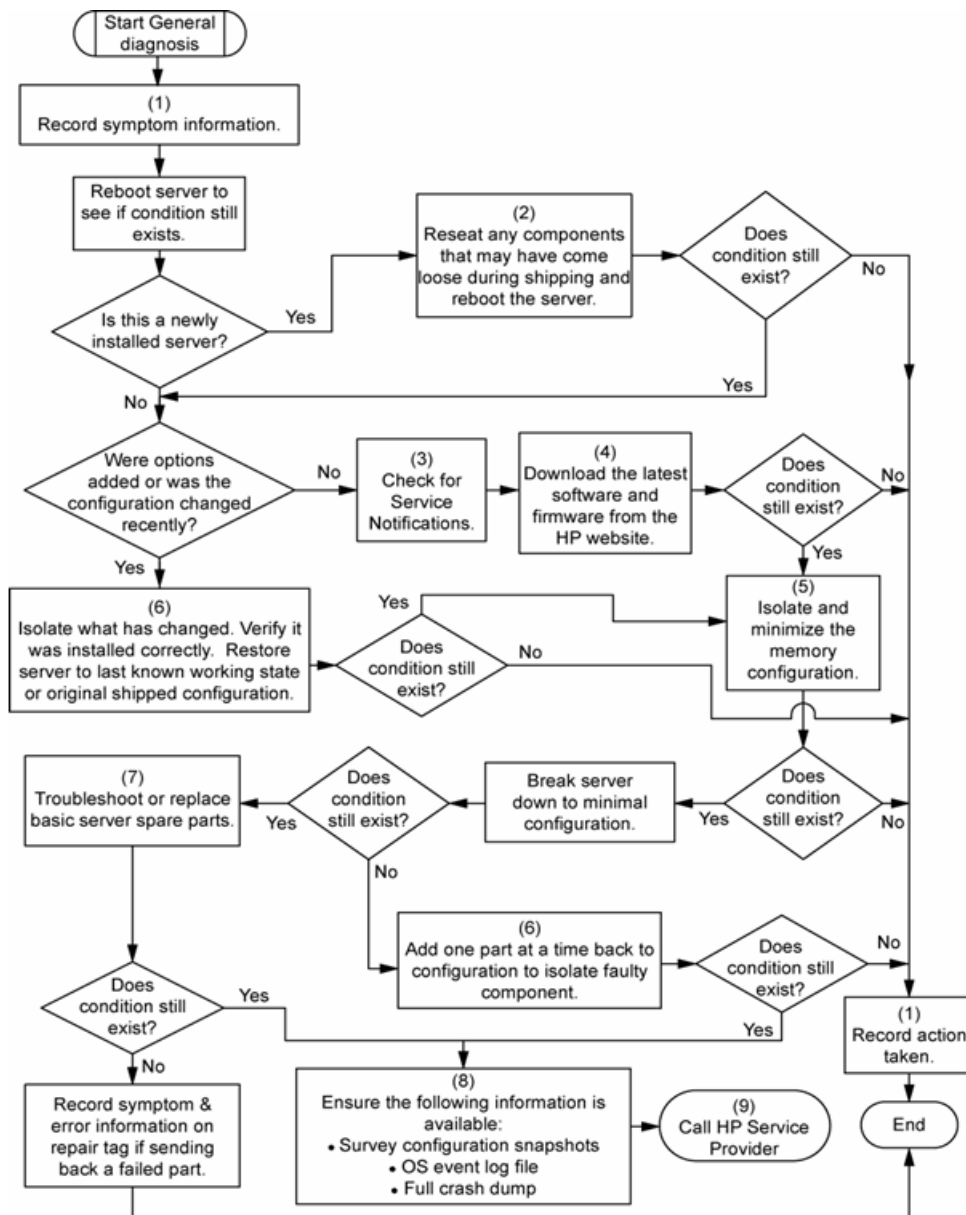


General diagnosis flowchart

The General diagnosis flowchart provides a generic approach to troubleshooting. If you are unsure of the problem, or if the other flowcharts do not fix the problem, use the following flowchart.

Item	Refer to
1	"Symptom information" (page 73)
2	"Loose connections" (page 74)
3	"Service notifications" (page 75)

Item	Refer to
4	<p>The most recent version of a particular server or option firmware is available on the following websites:</p> <ul style="list-style-type: none"> • HP Support website (http://www.hp.com/support) • HP ROM-BIOS/Firmware Updates website (http://h18023.www1.hp.com/support/files/server/us/romflash.html)
5	<p>"General memory problems are occurring" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)</p>
6	<p>Server maintenance and service guide, located on the Documentation CD or the HP website (http://www.hp.com/products/servers/platforms)</p>
7	<ul style="list-style-type: none"> • Server maintenance and service guide, located on the Documentation CD or the HP website (http://www.hp.com/products/servers/platforms) • "Hardware problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
8	<ul style="list-style-type: none"> • "Server information you need" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) • "Operating system information you need" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
9	<p>"HP contact information" (page 97)</p>



Server power-on problems flowchart

Symptoms

- The server does not power on.
- The system power LED (“System Insight Display LEDs” (page 10)) is off or amber.
- The external health LED (“System Insight Display LEDs” (page 10)) is red or amber.
- The internal health LED (“System Insight Display LEDs” (page 10)) is red or amber.



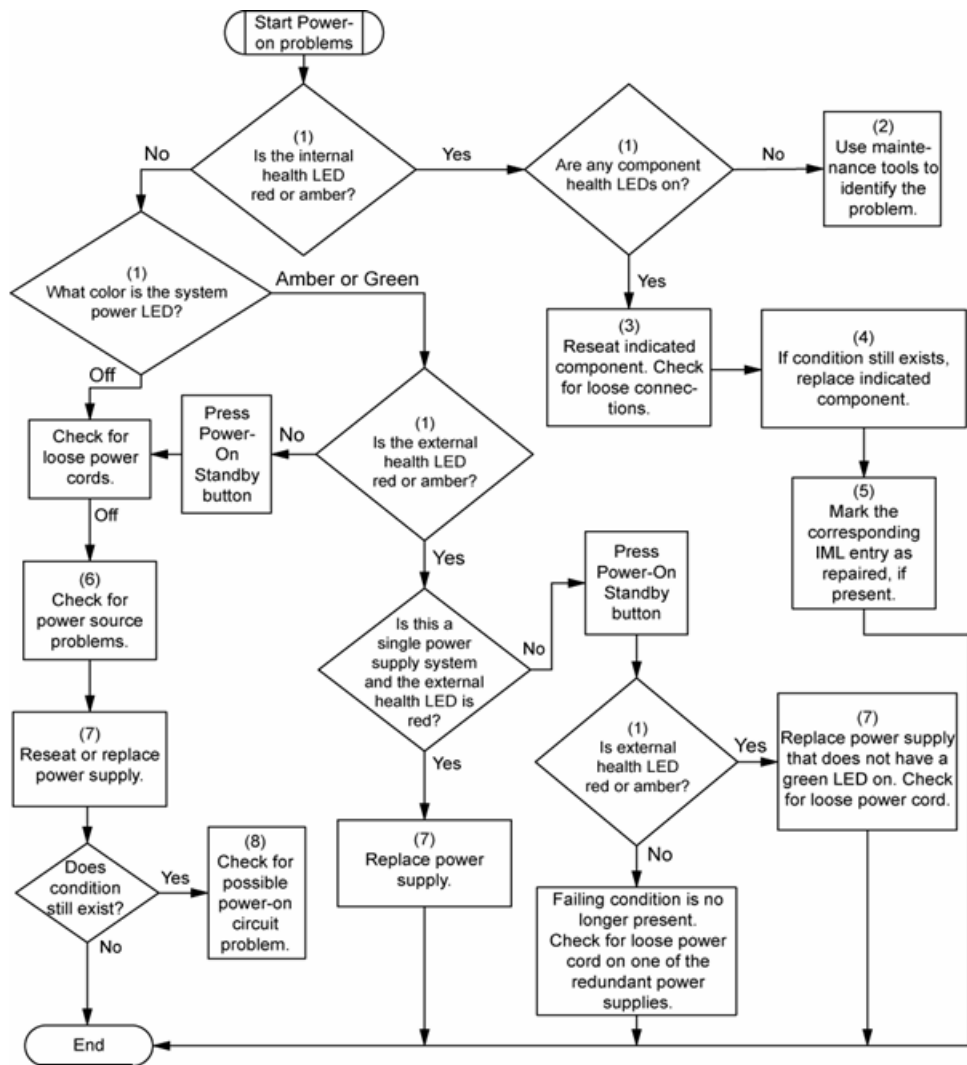
NOTE: For the location of server LEDs and information on their statuses, refer to the server documentation.

Possible causes:

- Improperly seated or faulty power supply
- Loose or faulty power cord
- Power source problem
- Power on circuit problem

- Improperly seated component or interlock problem (“System Insight Display LEDs” (page 10))
- Faulty internal component

Item	Refer to
1	Chapter 1 (page 7)
2	“HP Insight Diagnostics” (page 67) or in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
3	“Loose connections” (page 74)
4	Server maintenance and service guide, located on the Documentation CD, or the HP website (http://www.hp.com/products/servers/platforms)
5	“Integrated Management Log” (page 67) or in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
6	“Power source problems” in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
7	<ul style="list-style-type: none"> • “Power supply problems” in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) • Server maintenance and service guide, located on the Documentation CD, or the HP website (http://www.hp.com/products/servers/platforms)
8	“System open circuits and short circuits” in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)



POST problems flowchart

Symptoms:

- Server does not complete POST



NOTE: The server has completed POST when the system attempts to access the boot device.

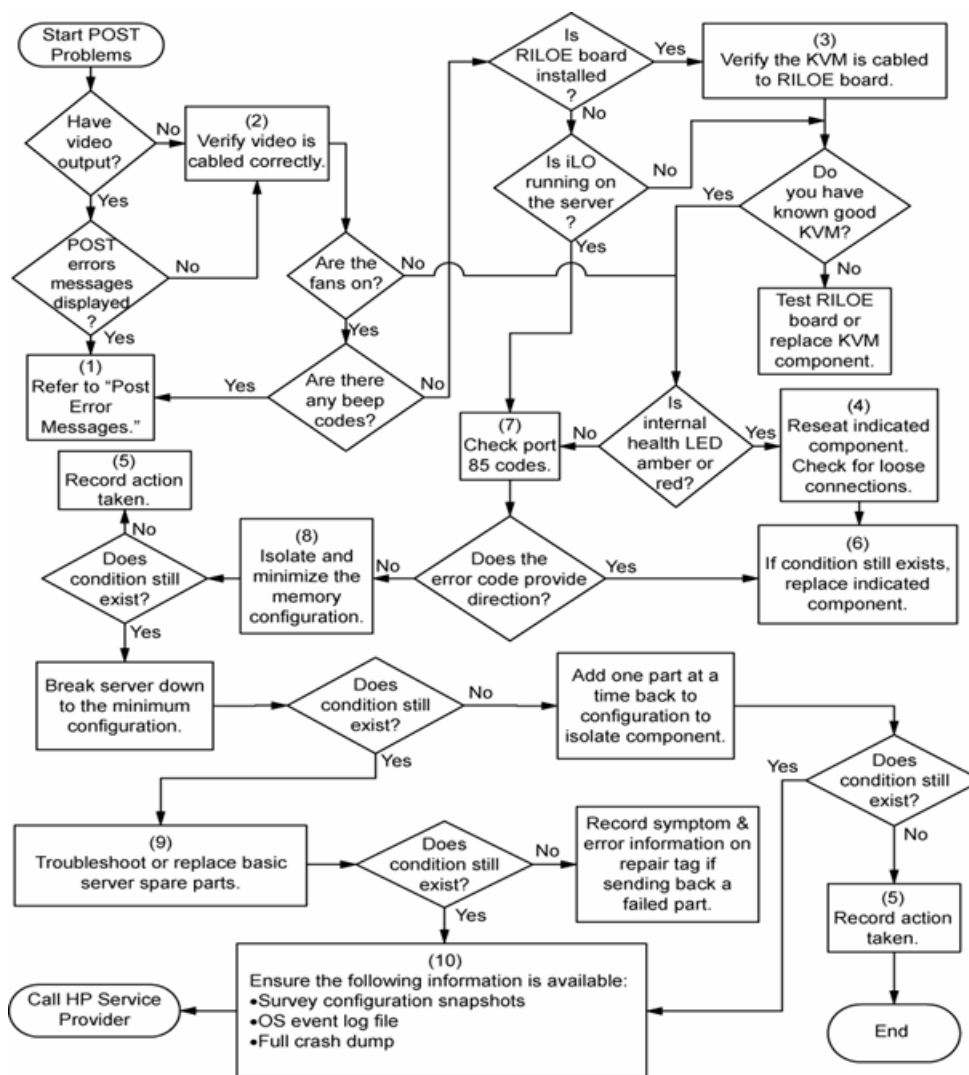
- Server completes POST with error

Possible problems:

- Improperly seated or faulty internal component
- Faulty KVM device
- Faulty video device

Item	Refer to
1	"POST error messages and beep codes" (page 86)
2	"Video problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
3	KVM or iLO 2 documentation
4	"Loose connections" (page 74)
5	"Symptom information" (page 73)

Item	Refer to
6	Server maintenance and service guide, located on the Documentation CD or the HP website (http://www.hp.com/products/servers/platforms)
7	"Port 85 and iLO messages" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
8	"General memory problems are occurring" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
9	<ul style="list-style-type: none"> "Hardware problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) Server maintenance and service guide, located on the Documentation CD or the HP website (http://www.hp.com/products/servers/platforms)
10	<ul style="list-style-type: none"> "Server information you need" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) "Operating system information you need" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)



OS boot problems flowchart

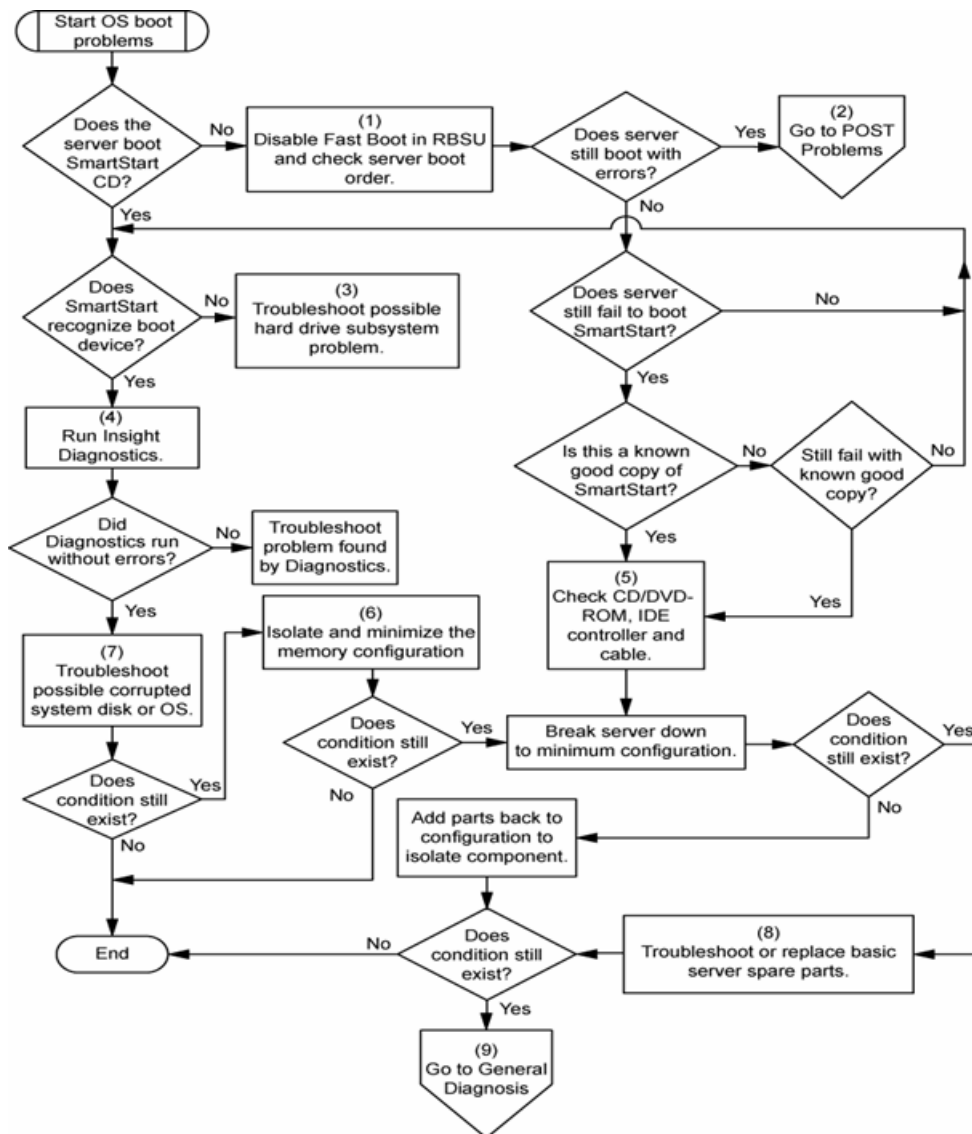
Symptoms:

- Server does not boot a previously installed operating system
- Server does not boot SmartStart

Possible causes:

- Corrupted operating system
- Hard drive subsystem problem
- Incorrect boot order setting in RBSU

Item	Refer to
1	<i>HP ROM-Based Setup Utility User Guide</i> (http://www.hp.com/servers/smartstart)
2	"POST problems flowchart" (page 81)
3	<ul style="list-style-type: none"> • "Hard drive problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) • Controller documentation
4	"HP Insight Diagnostics" (page 67) or in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
5	<ul style="list-style-type: none"> • "CD-ROM and DVD drive problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) • Controller documentation • "Loose connections" (page 74)
6	"General memory problems are occurring" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
7	<ul style="list-style-type: none"> • "Operating system problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) • "HP contact information" (page 97)
8	<ul style="list-style-type: none"> • "Hardware problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) • Server maintenance and service guide, located on the Documentation CD or the HP website (http://www.hp.com/products/servers/platforms)
9	"General diagnosis flowchart" (page 77)



Server fault indications flowchart

Symptoms:

- Server boots, but a fault event is reported by Insight “Management Agents” (page 65)
- Server boots, but the internal health LED, external health LED, or component health LED is red or amber



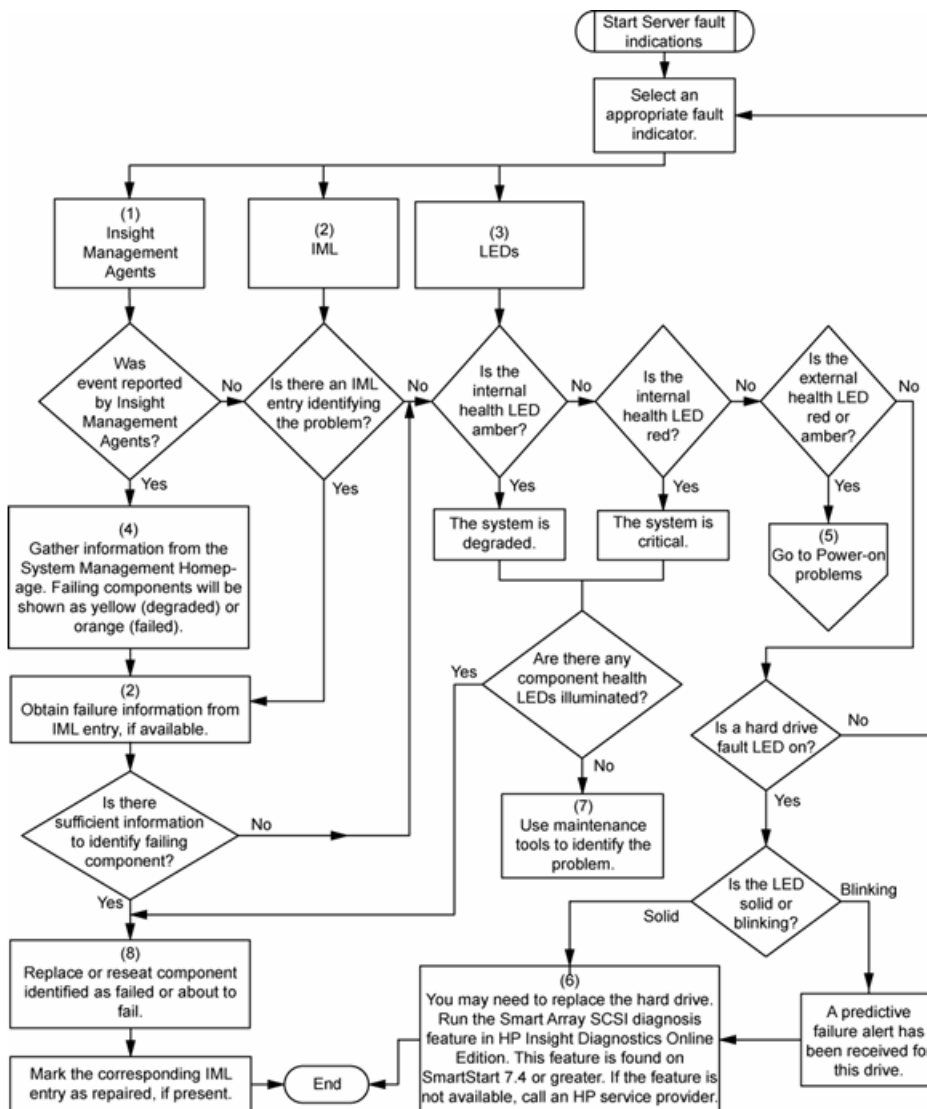
NOTE: For the location of server LEDs and information on their statuses, refer to the server documentation.

Possible causes:

- Improperly seated or faulty internal or external component
- Unsupported component installed

- Redundancy failure
- System overtemperature condition

Item	Refer to
1	"Management Agents" (page 65) or in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
2	<ul style="list-style-type: none"> • "Integrated Management Log" (page 67) or in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) • "Event list error messages" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
3	Chapter 1 (page 7)
4	System Management Homepage (https://localhost:2381)
5	"Server power-on problems flowchart" (page 79)
6	<ul style="list-style-type: none"> • "Smart Array SCSI Diagnosis feature" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) • Server maintenance and service guide, located on the Documentation CD or the HP website (http://www.hp.com/products/servers/platforms) • "HP contact information" (page 97)
7	"HP Insight Diagnostics" (page 67) or in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support)
8	<ul style="list-style-type: none"> • "Hardware problems" in the <i>HP ProLiant Servers Troubleshooting Guide</i> located on the Documentation CD or on the HP website (http://www.hp.com/support) • Server maintenance and service guide, located on the Documentation CD or the HP website (http://www.hp.com/products/servers/platforms)



POST error messages and beep codes

For a complete listing of error messages, refer to the "POST error messages and beep codes" in the *HP ProLiant Servers Troubleshooting Guide* located on the Documentation CD or on the HP website (<http://www.hp.com/support>).



WARNING! To avoid potential problems, ALWAYS read the warnings and cautionary information in the server documentation before removing, replacing, reseating, or modifying system components.

8 Regulatory compliance notices

In this section

- “Regulatory compliance identification numbers” (page 87)
- “Federal Communications Commission notice” (page 87)
- “Declaration of conformity for products marked with the FCC logo, United States only” (page 88)
- “Modifications” (page 88)
- “Cables” (page 88)
- “Canadian notice (Avis Canadien)” (page 89)
- “European Union regulatory notice” (page 89)
- “Disposal of waste equipment by users in private household in the European Union” (page 89)
- “Japanese notice” (page 90)
- “BSMI notice” (page 90)
- “Korean notice” (page 90)
- “Laser compliance” (page 91)
- “Battery replacement notice” (page 91)
- “Taiwan battery recycling notice” (page 91)
- “Power cord statement for Japan” (page 92)

Regulatory compliance identification numbers

For the purpose of regulatory compliance certifications and identification, this product has been assigned a unique regulatory model number. The regulatory model number can be found on the product nameplate label, along with all required approval markings and information. When requesting compliance information for this product, always refer to this regulatory model number. The regulatory model number is not the marketing name or model number of the product.

Federal Communications Commission notice

Part 15 of the Federal Communications Commission (FCC) Rules and Regulations has established Radio Frequency (RF) emission limits to provide an interference-free radio frequency spectrum. Many electronic devices, including computers, generate RF energy incidental to their intended function and are, therefore, covered by these rules. These rules place computers and related peripheral devices into two classes, A and B, depending upon their intended installation. Class A devices are those that may reasonably be expected to be installed in a business or commercial environment. Class B devices are those that may reasonably be expected to be installed in a residential environment (for example, personal computers). The FCC requires devices in both classes to bear a label indicating the interference potential of the device as well as additional operating instructions for the user.

FCC rating label

The FCC rating label on the device shows the classification (A or B) of the equipment. Class B devices have an FCC logo or ID on the label. Class A devices do not have an FCC logo or ID on the label. After you determine the class of the device, refer to the corresponding statement.

Class A equipment

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This

equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at personal expense.

Class B equipment

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit that is different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

Declaration of conformity for products marked with the FCC logo, United States only

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

For questions regarding this product, contact us by mail or telephone:

- Hewlett-Packard Company
P. O. Box 692000, Mail Stop 530113
Houston, Texas 77269-2000
- 1-800-HP-INVENT (1-800-474-6836). (For continuous quality improvement, calls may be recorded or monitored.)

For questions regarding this FCC declaration, contact us by mail or telephone:

- Hewlett-Packard Company
P. O. Box 692000, Mail Stop 510101
Houston, Texas 77269-2000
- 1281- 514-3333

To identify this product, refer to the part, series, or model number found on the product.

Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Hewlett-Packard Company may void the user's authority to operate the equipment.

Cables

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods in order to maintain compliance with FCC Rules and Regulations.

Canadian notice (Avis Canadien)

Class A equipment

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Class B equipment

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Union regulatory notice

This product complies with the following EU Directives:

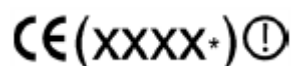
- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC

Compliance with these directives implies conformity to applicable harmonized European standards (European Norms) which are listed on the EU Declaration of Conformity issued by Hewlett-Packard for this product or product family.

This compliance is indicated by the following conformity marking placed on the product:



This marking is valid for non-Telecom products and EU harmonized Telecom products (e.g. Bluetooth).



This marking is valid for EU non-harmonized Telecom products.

*Notified body number (used only if applicable—refer to the product label)

Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany

Disposal of waste equipment by users in private household in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Japanese notice

ご使用になっている装置にVCCIマークが付いていましたら、次の説明文をお読み下さい。

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

VCCIマークが付いていない場合には、次の点にご注意下さい。

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

BSMI notice

警告使用者:

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

Korean notice

Class A equipment

A급 기기 (업무용 정보통신기기)

이 기기는 업무용으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이 점을 주의하시기 바라며, 만약 잘못판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.

Class B equipment

B급 기기 (가정용 정보통신기기)

이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Laser compliance

This product may be provided with an optical storage device (that is, CD or DVD drive) and/or fiber optic transceiver. Each of these devices contains a laser that is classified as a Class 1 Laser Product in accordance with US FDA regulations and the IEC 60825-1. The product does not emit hazardous laser radiation.

Each laser product complies with 21 CFR 1040.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50, dated May 27, 2001; and with IEC 60825-1:1993/A2:2001.



WARNING! Use of controls or adjustments or performance of procedures other than those specified herein or in the laser product's installation guide may result in hazardous radiation exposure. To reduce the risk of exposure to hazardous radiation:

- Do not try to open the module enclosure. There are no user-serviceable components inside.
- Do not operate controls, make adjustments, or perform procedures to the laser device other than those specified herein.
- Allow only HP Authorized Service technicians to repair the unit.

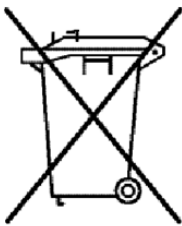
The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration implemented regulations for laser products on August 2, 1976. These regulations apply to laser products manufactured from August 1, 1976. Compliance is mandatory for products marketed in the United States.

Battery replacement notice



WARNING! The computer contains an internal lithium manganese dioxide, a vanadium pentoxide, or an alkaline battery pack. A risk of fire and burns exists if the battery pack is not properly handled. To reduce the risk of personal injury:

- Do not attempt to recharge the battery.
- Do not expose the battery to temperatures higher than 60°C (140°F).
- Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.

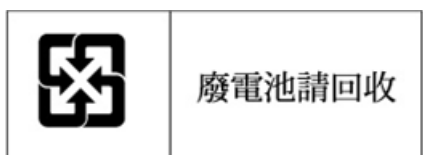


Batteries, battery packs, and accumulators should not be disposed of together with the general household waste. To forward them to recycling or proper disposal, please use the public collection system or return them to HP, an authorized HP Partner, or their agents.

For more information about battery replacement or proper disposal, contact an authorized reseller or an authorized service provider.

Taiwan battery recycling notice

The Taiwan EPA requires dry battery manufacturing or importing firms in accordance with Article 15 of the Waste Disposal Act to indicate the recovery marks on the batteries used in sales, giveaway or promotion. Contact a qualified Taiwanese recycler for proper battery disposal.



Power cord statement for Japan

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

9 Electrostatic discharge

In this section

- “Preventing electrostatic discharge” (page 93)
- “Grounding methods to prevent electrostatic discharge” (page 93)

Preventing electrostatic discharge

To prevent damaging the system, be aware of the precautions you need to follow when setting up the system or handling parts. A discharge of static electricity from a finger or other conductor may damage system boards or other static-sensitive devices. This type of damage may reduce the life expectancy of the device.

To prevent electrostatic damage:

- Avoid hand contact by transporting and storing products in static-safe containers.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free workstations.
- Place parts on a grounded surface before removing them from their containers.
- Avoid touching pins, leads, or circuitry.
- Always be properly grounded when touching a static-sensitive component or assembly.

Grounding methods to prevent electrostatic discharge

Several methods are used for grounding. Use one or more of the following methods when handling or installing electrostatic-sensitive parts:

- Use a wrist strap connected by a ground cord to a grounded workstation or computer chassis. Wrist straps are flexible straps with a minimum of 1 megohm ± 10 percent resistance in the ground cords. To provide proper ground, wear the strap snug against the skin.
- Use heel straps, toe straps, or boot straps at standing workstations. Wear the straps on both feet when standing on conductive floors or dissipating floor mats.
- Use conductive field service tools.
- Use a portable field service kit with a folding static-dissipating work mat.

If you do not have any of the suggested equipment for proper grounding, have an authorized reseller install the part.

For more information on static electricity or assistance with product installation, contact an authorized reseller.

10 Specifications

In this section

- “Environmental specification” (page 95)
- “Server specifications” (page 95)

Environmental specification

Specification	Value
Temperature range	
Operating	10°C to 35°C (50°F to 95°F) ¹
Non-operating	-30°C to 60°C (-22°F to 140°F) ²
Maximum wet bulb temperature	28°C (82.4°F)
Relative humidity (noncondensing)³	
Operating	10% to 90% relative humidity (Rh), 28°C (82.4°F) maximum wet bulb temperature, non-condensing.
Non-operating	5% to 95% relative humidity (Rh), 38.7°C (101.7°F) maximum wet bulb temperature, non-condensing.
Altitude	
Operating	3050 m (10,000 ft). This value may be limited by the type and number of options installed. Maximum allowable altitude change rate is 457 m/min (1500 ft/min).
Non-operating	9144 m (30,000 ft). Maximum allowable altitude change rate is 457 m/min (1500 ft/min).

- 1 10° to 35°C (50° to 95°F) at sea level with an altitude derating of 1.0°C per every 305 m (1.8°F per every 1000 ft) above sea level to a maximum of 3050 m (10,000 ft), no direct sustained sunlight. Maximum rate of change is 10°C/hr (18°F/hr). The upper limit may be limited by the type and number of options installed. System performance may be reduced if operating with a fan fault or above 30°C (86°F).
- 2 Maximum rate of change is 20°C/hr (36°F/hr).
- 3 Storage maximum humidity of 95% is based on a maximum temperature of 45°C (113°F). Altitude maximum for storage corresponds to a pressure minimum of 70 KPa.

Server specifications

Specification	Value	
Dimension		
Height	30.58 cm (12.04 in)	
Depth	69.6 cm (27.4 in)	
Width	44 cm (17.32 in)	
Weight (maximum ¹)	72 kg (160 lbs)	
Weight (minium ²)	67 kg (147 lbs)	
Input requirement	Low line	High line ³
	100 - 120 V ac	200 - 240 V ac
Rated input voltage	90 - 132 V ac	180 - 264 V ac

Specification	Value	
Rated input frequency	47- 63 Hz	47- 63 Hz
Rated input current	24A at 100 V ac	14A at 200 V ac
Rated input power	2400 W	2800 W
BTUs per hour	8189	9554
Power supply output	Low line	High line³
Power supply output	800 W per P.S.U. at 3 P.S.U. active	1200 W per P.S.U. at 3 P.S.U. active
Acoustic Noise⁴		
Idle	LWAd 7.6 B	
	LpAm 58 dBA	
Operating	LWAd 7.6B	
	LpAm 58 dBA	

1 all hard drives, power supplies, and processors installed

2 one hard drive, three power supplies, and four processor cells installed

3 **IMPORTANT:** To ensure the ProLiant DL785 G5 Server has sufficient power during normal operation, a server configured with HP supported high powered graphics cards rated at 225 W or more require high line (200 - 240 V) ac server configuration. As a precaution, if these cards are installed on a low line (100 - 127 V) ac configured server the server will halt at Power-On Self-Test with a "Power Supply Solution not Sufficient" message and only boot to RBSU.

At POST, the ProLiant DL785 G5 server automatically detects whether the power supplies are connected to high-line power or low-line power. If the server is configured with high powered graphics cards, the system will halt if it detects that the server is plugged into low-line power. This occurs by design because system configured high power graphics cards, with a large amount of memory, hard drives, or other options might require more power than can be provided by low-line power. POST halts this low-line configuration as a precaution against the server having insufficient power during operation.

If a you wish to operate a server with high power graphics cards when utilizing low-line power, the power supply solution should be verified as sufficient using the ProLiant DL785 G5 power calculator at <http://h30099.www3.hp.com/configurator/calc/Power%20Calculator%20Catalog.xls>. If the power solution is not deemed sufficient, the server may not have sufficient power to operate normally. If the solution is deemed sufficient, a ROM-Based Setup Utility option, outlined below, can be used to allow the system to operate in this configuration.

If the ProLiant DL785 G5 power calculator has determined that the server can be reliably powered at low-line power with high power graphics cards installed, perform the following steps to override the Power Supply Requirements setting in ROM-Based Setup Utility (RBSU):

1. Power down the server and remove the high power graphics cards.
2. Power the server back on and press **F9** during POST to access RBSU.
3. Select **Advanced Options**.
4. Scroll down to **Power Supply Requirements Override** and choose to enable it.
5. Power down the server and reinstall the graphics cards previously removed.

4 Listed are the declared A-Weighted sound power levels (LWAd) and declared average bystander position A-Weighted sound pressure levels (LpAm) when the product is operating in a 23°C ambient environment. Noise emissions were measured in accordance with ISO 7779 (ECMA 74) and declared in accordance with ISO 9296 (ECMA 109).

11 Technical support

In this section

- “Before you contact HP” (page 97)
- “HP contact information” (page 97)
- “Customer Self Repair” (page 97)

Before you contact HP

Be sure to have the following information available before you call HP:

- Technical support registration number (if applicable)
- Product serial number
- Product model name and number
- Applicable error messages
- Add-on boards or hardware
- Third-party hardware or software
- Operating system type and revision level

HP contact information

For the name of the nearest HP authorized reseller:

- In the United States, see the HP US service locator webpage (http://www.hp.com/service_locator).
- In other locations, see the Contact HP worldwide (in English) webpage (<http://welcome.hp.com/country/us/en/wwcontact.html>).

For HP technical support:

- In the United States, for contact options see the Contact HP United States webpage (http://welcome.hp.com/country/us/en/contact_us.html). To contact HP by phone:
 - Call 1-800-HP-INVENT (1-800-474-6836). This service is available 24 hours a day, 7 days a week. For continuous quality improvement, calls may be recorded or monitored.
 - If you have purchased a Care Pack (service upgrade), call 1-800-633-3600. For more information about Care Packs, refer to the HP website (<http://www.hp.com>).
- In other locations, see the Contact HP worldwide (in English) webpage (<http://welcome.hp.com/country/us/en/wwcontact.html>).

Customer Self Repair

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period HP (or HP service providers or service partners) identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts:

- **Mandatory** Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service.
- **Optional** Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that HP replace them for you, there may or may not be additional charges, depending on the type of warranty service designated for your product.



NOTE: Some HP parts are not designed for customer self repair. In order to satisfy the customer warranty, HP requires that an authorized service provider replace the part. These parts are identified as "No" in the Illustrated Parts Catalog.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the telephone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

For more information about HP's Customer Self Repair program, contact your local service provider. For the North American program, refer to the HP website (<http://www.hp.com/go/selfrepair>).

Réparation par le client (CSR)

Les produits HP comportent de nombreuses pièces CSR (Customer Self Repair = réparation par le client) afin de minimiser les délais de réparation et faciliter le remplacement des pièces défectueuses. Si pendant la période de diagnostic, HP (ou ses partenaires ou mainteneurs agréés) détermine que la réparation peut être effectuée à l'aide d'une pièce CSR, HP vous l'envoie directement. Il existe deux catégories de pièces CSR:

- **Obligatoire** Pièces pour lesquelles la réparation par le client est obligatoire. Si vous demandez à HP de remplacer ces pièces, les coûts de déplacement et main d'œuvre du service vous seront facturés.
- **Facultatif** Pièces pour lesquelles la réparation par le client est facultative. Ces pièces sont également conçues pour permettre au client d'effectuer lui-même la réparation. Toutefois, si vous demandez à HP de remplacer ces pièces, l'intervention peut ou non vous être facturée, selon le type de garantie applicable à votre produit.

REMARQUE: Certaines pièces HP ne sont pas conçues pour permettre au client d'effectuer lui-même la réparation. Pour que la garantie puisse s'appliquer, HP exige que le remplacement de la pièce soit effectué par un Mainteneur Agréé. Ces pièces sont identifiées par la mention "Non" dans le Catalogue illustré.

Les pièces CSR sont livrées le jour ouvré suivant, dans la limite des stocks disponibles et selon votre situation géographique. Si votre situation géographique le permet et que vous demandez une livraison le jour même ou dans les 4 heures, celle-ci vous sera facturée. Pour bénéficier d'une assistance téléphonique, appelez le Centre d'assistance technique HP. Dans les documents envoyés avec la pièce de rechange CSR, HP précise s'il est nécessaire de lui retourner la pièce défectueuse. Si c'est le cas, vous devez le faire dans le délai indiqué, généralement cinq (5) jours ouvrés. La pièce et sa documentation doivent être retournées dans l'emballage fourni. Si vous ne retournez pas la pièce défectueuse, HP se réserve le droit de vous facturer les coûts de remplacement. Dans le cas d'une pièce CSR, HP supporte l'ensemble des frais d'expédition et de retour, et détermine la société de courses ou le transporteur à utiliser.

Pour plus d'informations sur le programme CSR de HP, contactez votre Mainteneur Agréé local. Pour plus d'informations sur ce programme en Amérique du Nord, consultez le site Web HP (<http://www.hp.com/go/selfrepair>).

Riparazione da parte del cliente

Per abbreviare i tempi di riparazione e garantire una maggiore flessibilità nella sostituzione di parti difettose, i prodotti HP sono realizzati con numerosi componenti che possono essere riparati direttamente dal cliente (CSR, Customer Self Repair). Se in fase di diagnostica HP (o un centro di servizi o di assistenza HP) identifica il guasto come riparabile mediante un ricambio CSR, HP lo spedisce direttamente al cliente per la sostituzione. Vi sono due categorie di parti CSR:

- **Obbligatorie** Parti che devono essere necessariamente riparate dal cliente. Se il cliente ne affida la riparazione ad HP, deve sostenere le spese di spedizione e di manodopera per il servizio.
- **Opzionali** Parti la cui riparazione da parte del cliente è facoltativa. Si tratta comunque di componenti progettati per questo scopo. Se tuttavia il cliente ne richiede la sostituzione ad HP, potrebbe dover sostenere spese aggiuntive a seconda del tipo di garanzia previsto per il prodotto.

NOTA: alcuni componenti HP non sono progettati per la riparazione da parte del cliente. Per rispettare la garanzia, HP richiede che queste parti siano sostituite da un centro di assistenza autorizzato. Tali parti sono identificate da un "No" nel Catalogo illustrato dei componenti.

In base alla disponibilità e alla località geografica, le parti CSR vengono spedite con consegna entro il giorno lavorativo seguente. La consegna nel giorno stesso o entro quattro ore è offerta con un supplemento di costo solo in alcune zone. In caso di necessità si può richiedere l'assistenza telefonica di un addetto del centro di supporto tecnico HP. Nel materiale fornito con una parte di ricambio CSR, HP specifica se il cliente deve restituire dei componenti. Qualora sia richiesta la resa ad HP del componente difettoso, lo si deve spedire ad HP entro un determinato periodo di tempo, generalmente cinque (5) giorni lavorativi. Il componente difettoso deve essere restituito con la documentazione associata nell'imballo di spedizione fornito. La mancata restituzione del componente può comportare la fatturazione del ricambio da parte di HP. Nel caso di riparazione da parte del cliente, HP sostiene tutte le spese di spedizione e resa e sceglie il corriere/vettore da utilizzare.

Per ulteriori informazioni sul programma CSR di HP contattare il centro di assistenza di zona. Per il programma in Nord America fare riferimento al sito Web HP (<http://www.hp.com/go/selfrepair>).

Customer Self Repair

HP Produkte enthalten viele CSR-Teile (Customer Self Repair), um Reparaturzeiten zu minimieren und höhere Flexibilität beim Austausch defekter Bauteile zu ermöglichen. Wenn HP (oder ein HP Servicepartner) bei der Diagnose feststellt, dass das Produkt mithilfe eines CSR-Teils repariert werden kann, sendet Ihnen HP dieses Bauteil zum Austausch direkt zu. CSR-Teile werden in zwei Kategorien unterteilt:

- **Zwingend** Teile, für die das Customer Self Repair-Verfahren zwingend vorgegeben ist. Wenn Sie den Austausch dieser Teile von HP vornehmen lassen, werden Ihnen die Anfahrt- und Arbeitskosten für diesen Service berechnet.
- **Optional** Teile, für die das Customer Self Repair-Verfahren optional ist. Diese Teile sind auch für Customer Self Repair ausgelegt. Wenn Sie jedoch den Austausch dieser Teile von HP vornehmen lassen möchten, können bei diesem Service je nach den für Ihr Produkt vorgesehenen Garantiebedingungen zusätzliche Kosten anfallen.

HINWEIS: Einige Teile sind nicht für Customer Self Repair ausgelegt. Um den Garantieanspruch des Kunden zu erfüllen, muss das Teil von einem HP Servicepartner ersetzt werden. Im illustrierten Teilekatalog sind diese Teile mit „No“ bzw. „Nein“ gekennzeichnet.

CSR-Teile werden abhängig von der Verfügbarkeit und vom Lieferziel am folgenden Geschäftstag geliefert. Für bestimmte Standorte ist eine Lieferung am selben Tag oder innerhalb von vier Stunden gegen einen Aufpreis verfügbar. Wenn Sie Hilfe benötigen, können Sie das HP technische

Support Center anrufen und sich von einem Mitarbeiter per Telefon helfen lassen. Den Materialien, die mit einem CSR-Ersatzteil geliefert werden, können Sie entnehmen, ob das defekte Teil an HP zurückgeschickt werden muss. Wenn es erforderlich ist, das defekte Teil an HP zurückzuschicken, müssen Sie dies innerhalb eines vorgegebenen Zeitraums tun, in der Regel innerhalb von fünf (5) Geschäftstagen. Das defekte Teil muss mit der zugehörigen Dokumentation in der Verpackung zurückgeschickt werden, die im Lieferumfang enthalten ist. Wenn Sie das defekte Teil nicht zurückschicken, kann HP Ihnen das Ersatzteil in Rechnung stellen. Im Falle von Customer Self Repair kommt HP für alle Kosten für die Lieferung und Rücksendung auf und bestimmt den Kurier-/Frachtdienst.

Weitere Informationen über das HP Customer Self Repair Programm erhalten Sie von Ihrem Servicepartner vor Ort. Informationen über das CSR-Programm in Nordamerika finden Sie auf der HP Website unter (<http://www.hp.com/go/selfrepair>).

Reparaciones del propio cliente

Los productos de HP incluyen muchos componentes que el propio usuario puede reemplazar (Customer Self Repair, CSR) para minimizar el tiempo de reparación y ofrecer una mayor flexibilidad a la hora de realizar sustituciones de componentes defectuosos. Si, durante la fase de diagnóstico, HP (o los proveedores o socios de servicio de HP) identifica que una reparación puede llevarse a cabo mediante el uso de un componente CSR, HP le enviará dicho componente directamente para que realice su sustitución. Los componentes CSR se clasifican en dos categorías:

- **Obligatorio:** componentes para los que la reparación por parte del usuario es obligatoria. Si solicita a HP que realice la sustitución de estos componentes, tendrá que hacerse cargo de los gastos de desplazamiento y de mano de obra de dicho servicio.
- **Opcional:** componentes para los que la reparación por parte del usuario es opcional. Estos componentes también están diseñados para que puedan ser reparados por el usuario. Sin embargo, si precisa que HP realice su sustitución, puede o no conllevar costes adicionales, dependiendo del tipo de servicio de garantía correspondiente al producto.

NOTA: Algunos componentes no están diseñados para que puedan ser reparados por el usuario. Para que el usuario haga valer su garantía, HP pone como condición que un proveedor de servicios autorizado realice la sustitución de estos componentes. Dichos componentes se identifican con la palabra "No" en el catálogo ilustrado de componentes.

Según la disponibilidad y la situación geográfica, los componentes CSR se enviarán para que lleguen a su destino al siguiente día laborable. Si la situación geográfica lo permite, se puede solicitar la entrega en el mismo día o en cuatro horas con un coste adicional. Si precisa asistencia técnica, puede llamar al Centro de asistencia técnica de HP y recibirá ayuda telefónica por parte de un técnico. Con el envío de materiales para la sustitución de componentes CSR, HP especificará si los componentes defectuosos deberán devolverse a HP. En aquellos casos en los que sea necesario devolver algún componente a HP, deberá hacerlo en el periodo de tiempo especificado, normalmente cinco días laborables. Los componentes defectuosos deberán devolverse con toda la documentación relacionada y con el embalaje de envío. Si no enviara el componente defectuoso requerido, HP podrá cobrarle por el de sustitución. En el caso de todas sustituciones que lleve a cabo el cliente, HP se hará cargo de todos los gastos de envío y devolución de componentes y escogerá la empresa de transporte que se utilice para dicho servicio.

Para obtener más información acerca del programa de Reparaciones del propio cliente de HP, póngase en contacto con su proveedor de servicios local. Si está interesado en el programa para Norteamérica, visite la página web de HP siguiente (<http://www.hp.com/go/selfrepair>).

Customer Self Repair

Veel onderdelen in HP producten zijn door de klant zelf te repareren, waardoor de reparatieduur tot een minimum beperkt kan blijven en de flexibiliteit in het vervangen van defecte onderdelen groter is. Deze onderdelen worden CSR-onderdelen (Customer Self Repair) genoemd. Als HP (of een HP Service Partner) bij de diagnose vaststelt dat de reparatie kan worden uitgevoerd met

een CSR-onderdeel, verzendt HP dat onderdeel rechtstreeks naar u, zodat u het defecte onderdeel daarmee kunt vervangen. Er zijn twee categorieën CSR-onderdelen:

- **Verplicht:** Onderdelen waarvoor reparatie door de klant verplicht is. Als u HP verzoekt deze onderdelen voor u te vervangen, worden u voor deze service reiskosten en arbeidsloon in rekening gebracht.
- **Optioneel:** Onderdelen waarvoor reparatie door de klant optioneel is. Ook deze onderdelen zijn ontworpen voor reparatie door de klant. Als u echter HP verzoekt deze onderdelen voor u te vervangen, kunnen daarvoor extra kosten in rekening worden gebracht, afhankelijk van het type garanteservice voor het product.

OPMERKING: Sommige HP onderdelen zijn niet ontwikkeld voor reparatie door de klant. In verband met de garantievoorwaarden moet het onderdeel door een geautoriseerde Service Partner worden vervangen. Deze onderdelen worden in de geïllustreerde onderdelencatalogus aangemerkt met "Nee".

Afhankelijk van de leverbaarheid en de locatie worden CSR-onderdelen verzonden voor levering op de eerstvolgende werkdag. Levering op dezelfde dag of binnen vier uur kan tegen meerkosten worden aangeboden, indien dit mogelijk is gezien de locatie. Indien assistentie gewenst is, belt u een HP Service Partner om via de telefoon technische ondersteuning te ontvangen. HP vermeldt in de documentatie bij het vervangende CSR-onderdeel of het defecte onderdeel aan HP moet worden geretourneerd. Als het defecte onderdeel aan HP moet worden teruggezonden, moet u het defecte onderdeel binnen een bepaalde periode, gewoonlijk vijf (5) werkdagen, retourneren aan HP. Het defecte onderdeel moet met de bijbehorende documentatie worden geretourneerd in het meegeleverde verpakkingsmateriaal. Als u het defecte onderdeel niet terugzendt, kan HP u voor het vervangende onderdeel kosten in rekening brengen. Bij reparatie door de klant betaalt HP alle verzendkosten voor het vervangende en geretourneerde onderdeel en kiest HP zelf welke koerier/transportonderneming hiervoor wordt gebruikt.

Neem contact op met een Service Partner voor meer informatie over het Customer Self Repair programma van HP. Informatie over Service Partners vindt u op de HP website (<http://www.hp.com/go/selfrepair>).

Reparo feito pelo cliente

Os produtos da HP são projetados com muitas peças para reparo feito pelo cliente (CSR) de modo a minimizar o tempo de reparo e permitir maior flexibilidade na substituição de peças com defeito. Se, durante o período de diagnóstico, a HP (ou fornecedores/parceiros de serviço da HP) concluir que o reparo pode ser efetuado pelo uso de uma peça CSR, a peça de reposição será enviada diretamente ao cliente. Existem duas categorias de peças CSR:

- **Obrigatória** Peças cujo reparo feito pelo cliente é obrigatório. Se desejar que a HP substitua essas peças, serão cobradas as despesas de transporte e mão-de-obra do serviço.
- **Opcional** Peças cujo reparo feito pelo cliente é opcional. Essas peças também são projetadas para o reparo feito pelo cliente. No entanto, se desejar que a HP as substitua, pode haver ou não a cobrança de taxa adicional, dependendo do tipo de serviço de garantia destinado ao produto.

OBSERVAÇÃO: Algumas peças da HP não são projetadas para o reparo feito pelo cliente. A fim de cumprir a garantia do cliente, a HP exige que um técnico autorizado substitua a peça. Essas peças estão identificadas com a marca "No" (Não), no catálogo de peças ilustrado.

Conforme a disponibilidade e o local geográfico, as peças CSR serão enviadas no primeiro dia útil após o pedido. Onde as condições geográficas permitirem, a entrega no mesmo dia ou em quatro horas pode ser feita mediante uma taxa adicional. Se precisar de auxílio, entre em contato com o Centro de suporte técnico da HP para que um técnico o ajude por telefone. A HP especifica nos materiais fornecidos com a peça CSR de reposição se a peça com defeito deve ser devolvida à HP. Nos casos em que isso for necessário, é preciso enviar a peça com defeito à HP dentro do período determinado, normalmente cinco (5) dias úteis. A peça com defeito deve ser enviada

com a documentação correspondente no material de transporte fornecido. Caso não o faça, a HP poderá cobrar a reposição. Para as peças de reparo feito pelo cliente, a HP paga todas as despesas de transporte e de devolução da peça e determina a transportadora/serviço postal a ser utilizado.

• Para obter mais informações sobre o programa de reparo feito pelo cliente da HP, entre em contato com o fornecedor de serviços local. Para o programa norte-americano, visite o site da HP (<http://www.hp.com/go/selfrepair>).

顧客自己修理保証サービス

修理時間を短縮し、故障部品の交換における高い柔軟性を確保するために、HP製品には多数の顧客自己修理（CSR）部品があります。診断の際に、CSR部品を使用すれば修理ができるとHP（HPまたはHP正規保守代理店）が判断した場合、HPはその部品を直接、お客様に発送し、お客様に交換していただきます。CSR部品には以下の2通りがあります。

- **必須** - 顧客自己修理が必須の部品。当該部品について、もしもお客様がHPに交換作業を依頼される場合には、その修理サービスに関する交通費および人件費がお客様に請求されます。
- **任意** - 顧客自己修理が任意である部品。この部品も顧客自己修理用です。当該部品について、もしもお客様がHPに交換作業を依頼される場合には、お買い上げの製品に適用される保証サービス内容の範囲内においては、別途費用を負担していただくことなく保証サービスを受けることができます。

注：HP製品の一部の部品は、顧客自己修理用ではありません。製品の保証を継続するためには、HPまたはHP正規保守代理店による交換作業が必須となります。部品カタログには、当該部品が顧客自己修理除外品である旨が記載されています。

部品供給が可能な場合、地域によっては、CSR部品を翌営業日に届くように発送します。また、地域によっては、追加費用を負担いただくことにより同日または4時間以内に届くように発送することも可能な場合があります。サポートが必要なときは、HPの修理受付窓口へ電話していただければ、技術者が電話でアドバイスします。交換用のCSR部品または同梱物には、故障部品をHPに返送する必要があるかどうかが表示されています。故障部品をHPに返送する必要がある場合は、指定期限内（通常は5営業日以内）に故障部品をHPに返送してください。故障部品を返送する場合は、届いた時の梱包箱に関連書類とともに入れてください。故障部品を返送しない場合、HPから部品費用が請求されます。顧客自己修理の際には、HPは送料および部品返送費を全額負担し、使用する宅配便会社や運送会社を指定します。

客户自行维修

HP 产品提供许多客户自行维修 (CSR) 部件，以尽可能缩短维修时间和在更换缺陷部件方面提供更大的灵活性。如果在诊断期间 HP（或 HP 服务提供商或服务合作伙伴）确定可以通过使用 CSR 部件完成维修，HP 将直接把该部件发送给您进行更换。有两类 CSR 部件：

- **强制性的** — 要求客户必须自行维修的部件。如果您请求 HP 更换这些部件，则必须为该服务支付差旅费和人工费用。
- **可选的** — 客户可以选择是否自行维修的部件。这些部件也是为客户自行维修设计的。不过，如果您要求 HP 为您更换这些部件，则根据为您的产品指定的保修服务类型，HP 可能收取或不再收取任何附加费用。

注：某些 HP 部件的设计并未考虑客户自行维修。为了满足客户保修的需要，HP 要求授权服务提供商更换相关部件。这些部件在部件图解目录中标记为“否”。

CSR 部件将在下一个工作日发运（取决于备货情况和允许的地理范围）。在允许的地理范围内，可在当天或四小时内发运，但要收取额外费用。如果需要帮助，您可以致电 HP 技术支持中心，将会有技术人员通过电话为您提供帮助。HP 会在随更换的 CSR 部件发运的材料中指明是否必须将有缺陷的部件返还给 HP。如果要求您将有缺陷的部件返还给 HP，那么您必须在规定期限内（通常是五 (5) 个工作日）将缺陷部件发给 HP。有缺陷的部件必须随所提供的发运材料中的相关文件一起返还。如果未能送还有缺陷的部件，HP 可能会要求您支付更换费用。客户自行维修时，HP 将承担所有相关运输和部件返回费用，并指定快递商/承运商。

有关 HP 客户自行维修计划的详细信息，请与您当地的服务提供商联系。有关北美地区的计划，请访问 HP 网站 (<http://www.hp.com/go/selfrepair>)。

客戶自行維修

HP 產品設計了許多「客戶自行維修」(CSR) 的零件以減少維修時間，並且使得更換瑕疵零件時能有更大的彈性。如果在診斷期間 HP (或 HP 服務供應商或維修夥伴) 辨認出此項維修工作可以藉由使用 CSR 零件來完成，則 HP 將直接寄送該零件給您作更換。CSR 零件分為兩種類別：

- **強制的** — 客戶自行維修所使用的零件是強制的。如果您要求 HP 更換這些零件，HP 將會向您收取此服務所需的外出費用與勞動成本。
- **選購的** — 客戶自行維修所使用的零件是選購的。這些零件也設計用於客戶自行維修之用。不過，如果您要求 HP 為您更換，則可能需要也可能不需要負擔額外的費用，端視針對此產品指定的保固服務類型而定。

備註：某些 HP 零件沒有消費者可自行維修的設計。為符合客戶保固，HP 需要授權的服務供應商更換零件。這些零件在圖示的零件目錄中，被標示為「否」。

基於材料取得及環境允許的情況下，CSR 零件將於下一個工作日以快遞寄送。在環境的允許下當天或四小時內送達，則可能需要額外的費用。若您需要協助，可致電「HP 技術支援中心」，會有一位技術人員透過電話來協助您。不論損壞的零件是否必須退回，HP 皆會在與 CSR 替換零件一起運送的材料中註明。若要將損壞的零件退回 HP，您必須在指定的一段時間內（通常為五 (5) 個工作天），將損壞的零件寄回 HP。損壞的零件必須與寄送資料中隨附的相關技術文件一併退還。如果無法退還損壞的零件，HP 可能向您收取替換費用。針對客戶自行維修情形，HP 將負責所有運費及零件退還費用並指定使用何家快遞/貨運公司。

如需 HP 的「客戶自行維修」方案詳細資訊，請連絡您當地的服務供應商。至於北美方案，請參閱 HP 網站 (<http://www.hp.com/go/selfrepair>)。

고객 셀프 수리

HP 제품은 수리 시간을 최소화하고 결함이 있는 부품 교체 시 더욱 융통성을 발휘할 수 있도록 하기 위해 고객 셀프 수리(CSR) 부품을 다양 사용하여 설계되었습니다. 진단 기간 동안 HP(또는 HP 서비스 공급업체 또는 서비스 협력업체)에서 CSR 부품을 사용하여 수리가 가능하다고 판단되면 HP는 해당 부품을 바로 사용자에게 보내어 사용자가 교체할 수 있도록 합니다. CSR 부품에는 두 가지 종류가 있습니다.

- **고객 셀프 수리가 의무 사항인 필수 부품.** 사용자가 HP에 이 부품의 교체를 요청할 경우 이 서비스에 대한 출장비 및 작업비가 청구됩니다.
- **고객 셀프 수리가 선택 사항인 부품.** 이 부품들도 고객 셀프 수리가 가능하도록 설계되었습니다. 하지만 사용자가 HP에 이 부품의 교체를 요청할 경우 사용자가 구입한 제품에 해당하는 보증 서비스 유형에 따라 추가 비용 없이 교체가 가능할 수 있습니다.

참고: 일부 HP 부품은 고객 셀프 수리가 불가능하도록 설계되었습니다. HP는 만족스러운 고객 보증을 위해 공인 서비스 제공업체를 통해 부품을 교체하도록 하고 있습니다. 이러한 부품들은 Illustrated Parts Catalog에 "No"라고 표시되어 있습니다.

CSR 부품은 재고 상태와 지리적 조건이 허용하는 경우 다음 영업일 납품이 가능하도록 배송이 이루어집니다. 지리적 조건이 허용하는 경우 추가 비용이 청구되는 조건으로 당일 또는 4시간 배송이 가능할 수도 있습니다. 도움이 필요하시면 HP 기술 지원 센터로 전화하십시오. 전문 기술자가 전화로 도움을 줄 것입니다. HP는 결함이 발생한 부품을 HP로 반환해야 하는지 여부를 CSR 교체 부품과 함께 배송된 자료에 지정합니다. 결함이 발생한 부품을 HP로 반환해야 하는 경우에는 지정된 기간 내(통상 영업일 기준 5일)에 HP로 반환해야 합니다. 이 때 결함이 발생한 부품은 제공된 포장 재료에 넣어 관련 설명서와 함께 반환해야 합니다. 결함이 발생한 부품을 반환하지 않는 경우 HP가 교체 부품에 대해 비용을 청구할 수 있습니다. 고객 셀프 수리의 경우, HP는 모든 운송 및 부품 반환 비용을 부담하며 이용할 운송업체 및 택배 서비스를 결정합니다.

HP 고객 셀프 수리 프로그램에 대한 자세한 내용은 가까운 서비스 제공업체에 문의하십시오. 북미 지역의 프로그램에 대해서는 HP 웹 사이트(<http://www.hp.com/go/selfrepair>)를 참조하십시오.

A Acronyms and abbreviations

ABEND	abnormal end
ACU	Array Configuration Utility
ADU	Array Diagnostics Utility
AMD	Advanced Micro Devices
ASR	Automatic Server Recovery
BBWR	battery-backed write cache
BIOS	Basic Input/Output System
CSA	Canadian Standards Association
CSR	Customer Self Repair
DIMM	dual inline memory module
DOS	disk operating system
ESD	electrostatic discharge
HTx	HyperTransport
IEC	International Electrotechnical Commission
iLO 2	Integrated Lights-Out 2
IML	Integrated Management Log
ISEE	Instant Support Enterprise Edition
KVM	keyboard, video, and mouse
NEMA	National Electrical Manufacturers Association
NFPA	National Fire Protection Association
NIC	network interface controller
NiMH	nickel metal hydride
NVRAM	non-volatile memory
ORCA	Option ROM Configuration for Arrays
OS	operating system
PCI-X	peripheral component interconnect extended
PCIe	peripheral component interconnect express
PDU	power distribution unit
POST	Power-On Self Test
PPM	processor power module
PSP	ProLiant Support Pack
RAID	redundant array of inexpensive (or independent) disks
RBSU	ROM-Based Setup Utility
RDP	Rapid Deployment Pack
RILOE II	Remote Insight Lights-Out Edition II
ROM	read-only memory
SAS	serial attached SCSI
SCSI	small computer system interface
SFF	small form-factor
SIM	Systems Insight Manager
SNMP	Simple Network Management Protocol
TMRA	recommended ambient operating temperature

UID	unit identification
UPS	uninterruptible power system
USB	universal serial bus
VCA	Version Control Agent

Index

A

- access panel
 - removal, 32
- ACU (Array Configuration Utility), 64
- ADU (*see* Array Diagnostic Utility (ADU))
- Array Configuration Utility (*see* AC (Array Configuration Utility))
- Array Diagnostic Utility (ADU), 68
- ASR (*see* Automatic Server Recovery (ASR))
- auto-configuration process, 62
- Automatic Server Recovery (ASR), 65

B

- battery replacement notice, 91
- BBWC
 - LED (*see* LED, battery pack)
- BIOS Serial Console, 63
- boot options, 63
- BSMI notice, 90

C

- cable management arm
 - installation, 28
- cables, 88
- cabling, 57–60
 - BBWC, 57
 - hard drive, 58
 - high power graphics card, 60
 - SAS expander, 58–60
- Canadian notice, 89
- class A equipment, 87
- class B equipment, 88
- components
 - front, 7
 - internal, 16–18
 - processor memory cell, 13
 - rear, 14
- configuring the server, 28
- core I/O board (*see* SPI board)
- CSR (*see* customer self repair (CSR))
- customer self repair (CSR), 97

D

- Declaration of Conformity, 88
- diagnostic tools, 67–68
- DIMMs
 - installation guidelines, 46
- drivers, 68

E

- electrical grounding requirements, 27
- electrostatic discharge, 93
 - grounding methods, 93
 - preventing, 93
- ESD (*see* electrostatic discharge)

- European Union regulatory notice, 89
- expansion slots
 - combo PCIe/HTx I/O backplane, 52
 - PCIe I/O backplane, 51

F

- fan
 - location, 21
- fans, 34
 - internal, 35
 - rear, 34
- FCC rating label, 87
- Federal Communications Commission notice (FCC), 87

H

- hardware options
 - battery-backed write cache, 53
 - DVD or CD, 48
 - expansion board, 51
 - hard drive, 47
 - installation, 28, 39–56
 - memory, 46
 - power supply, 49
 - processor, 39
- HP
 - contacting, 97
 - HP Care Pack Services, 69
 - HP Insight Diagnostics, 67
 - HP Instant Support Enterprise Edition (ISEE), 68
 - HP ProLiant Essentials Rapid Deployment Pack, 63
 - HP ROM-Based Setup Utility (*see* RBSU (HP ROM-Based Setup Utility))
 - HP SIM (*see* HP Systems Insight Manager)
 - HP Systems Insight Manager, 66

I

- iLO 2 (Integrated Lights-Out 2), 65
- IML (*see* Integrated Management Log (IML))
- installation services, 23
- Integrated Lights-Out 2 (*see* iLO 2 (Integrated Lights-Out 2))
- Integrated Management Log (IML), 67
- ISEE (*see* HP Instant Support Enterprise Edition (ISEE))

J

- Japanese notice, 90

K

- Korean notice, 90

L

- laser compliance, 91
- LED
 - battery pack, 20–21
 - front panel, 9
 - hard drive, 12

- power supply, 16
- rear, 15
- System Insight Display, 10

M

- Management Agents, 65
- management tools, 65–67
- modifications, 88

O

- operating system
 - installing, 29
- operating systems, 69
- optimum environment, 24–26
- ORCA (Option ROM Configuration for Arrays), 62, 64
- OS (*see* operating system) (*see* operating systems)

P

- Power cord statement for Japan, 92
- Power On/Standby button, 28, 31
- power-on problems flowchart, 75
- powering down, 31
- powering up, 28, 31
- processor memory cell, 39
 - airflow baffle, 39
- ProLiant Support Packs (PSPs), 69
- PSPs (*see* ProLiant Support Packs (PSPs))

R

- rack
 - extending the server from, 31
 - installation, 28
 - resources, 23
 - warnings, 26
- RBSU (HP ROM-Based Setup Utility), 62
 - usage, 62
- RDP (*see* HP ProLiant Essentials Rapid Deployment Pack)
- registering the server, 29
- regulatory compliance identification numbers, 87
- remote support and analysis tools, 68
- requirements
 - airflow, 24
 - power, 25
 - space, 24
 - temperature, 24
- ROM
 - redundancy, 66
 - updating, 66
- ROMPaq Utility, 66

S

- safety information, 71
- serial number, 64
- service notifications, 75
- shipping carton
 - contents, 28
- SID (*see* System Insight Display)
- SmartStart Scripting Toolkit, 61
- SmartStart software, 61

- specifications
 - environmental, 95
 - server, 95
- SPI board, 18
- StorageWorks library and tape tools, 65
- symbols on equipment, 72
- system
 - keeping current, 69
- system battery, 37
- System Insight Display, 10
 - access, 33
- system maintenance switch
 - SW1, 20
 - SW6, 18
- Systems Insight Manager (*see* HP Systems Insight Manager)

T

- Taiwan battery recycling notice, 91
- technical support, 97
- troubleshooting, 71–86
 - flowcharts, 76–86
 - general diagnosis, 77
 - OS boot problems, 82
 - POST problems, 81
 - power-on problems, 79
 - server fault indications, 84
 - start diagnosis, 77
 - gathering information, 73
 - loose connections, 74
 - pre-diagnostic steps, 71
 - preparation, 74
 - resources, 71

U

- USB
 - support, 67
- utilities, 61–69



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